



# Bria Mobile User Guide

Android - Version 6.2.2



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## About this document

Bria Mobile User Guide - Android - Version 6.2.2  
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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 Android devices and Chromebooks. With Bria Mobile, you can use a Wi-Fi Internet connection on an Android device 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 if your device supports a mobile connection.

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. Your SIP service provider must support SIP SIMPLE or you must have an XMPP account to use presence and messaging.

This guide describes how to use and configure Bria Mobile.

## 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 Android 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
- **Chromebook support**
- Support for the following languages in addition to English: Chinese (simplified), French, German, Japanese, Korean, Portuguese (Brazil), Russian, and Spanish

# Requirements

## Service requirements

- A VoIP service subscription with a local service provider or ISP 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	Android version 6.0 (Marshmallow) or higher
Supported Devices	Android smartphones, tablets, and Chromebooks.

## 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.

Bluetooth support is dependent on the Android device and operating system. Try enabling the **Native Integration** setting to see if it improves Bluetooth support.

**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. The Bria Mobile screen appears after a few seconds.

## 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 **Android 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 **Android Settings > SIM & network settings** and:
  - Turn on **Mobile Data**
  - Make sure the **Preferred network type** is not set to **2G only**
3. Tap  Bria Mobile on your device.
4. Choose the **Monthly Plan** subscription. If required, enter your payment information.
5. If there is no Wi-Fi network available, let Bria Mobile use mobile data. Go to **Settings > Preferences** and turn on **Use When Available** and **Allow VoIP calls**.

6. When prompted, give Bria Mobile the following permissions:
  - **Allow Bria Mobile to make and manage phone calls:** Allows Bria Mobile to read phone status and identity, reroute outgoing calls, and directly call phone numbers.
  - **Ignore Battery Optimizations:** Allows Bria Mobile to stay connected in the background.
  - **Permit drawing over other apps:** Allows Bria Mobile to use Call Heads
  - **Allow Bria Mobile to access your contacts:** Allows Bria Mobile to share contacts with the device's native contacts
  - **Allow Bria Mobile to record audio:** Allows Bria Mobile to use your microphone

Permissions for Bria Mobile can be managed by going to your device's **Settings > Apps > Bria Mobile** on devices running Android 6.0 (Marshmallow) or newer.

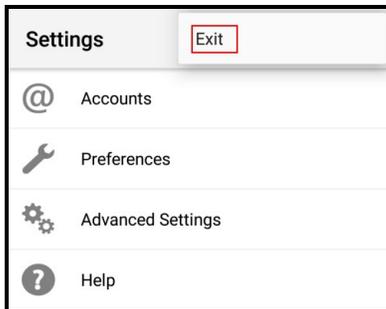
You can now set up Bria Mobile for voice and video calls.

**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. Go to the **Settings** tab on the resource panel.
2. Tap **⋮ More Options** in the action bar and tap **Exit**.



## 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.

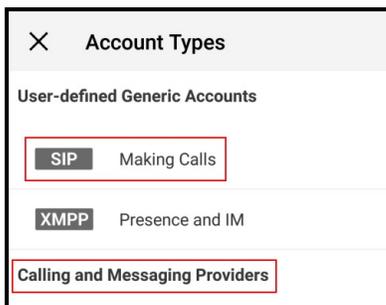
## SIP account requirements

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

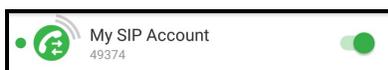
## To set up a SIP account

1. Go to **Settings > Accounts** and tap **+** Add.
2. Select your VoIP service provider from **Calling and Messaging Providers**. If your VoIP service provider is not listed, tap **SIP - Making Calls** 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 **← Back** to return to **Account Details**.
5. 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. Long-press the account you want to set as your primary account.
3. Tap **Set as primary**.



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

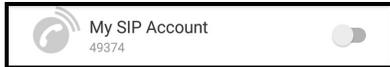


## Settings up your SIP account for presence and messaging

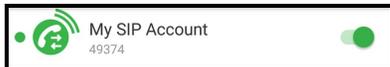
If you plan on using your SIP account for presence and messaging, you need to complete these additional steps.

## 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). Tap **← Back** to return to **Settings**.
3. Go to **Settings > Accounts**, toggle the account switch to off, and tap your SIP account.



4. Tap **Account Specific Features**.
5. Turn on **Enable IM & Presence** and **Enable SMS** (if applicable).
6. Tap **← Back** to return to **Account Details**.
7. Tap **← Back** to return to **Accounts**.
8. Toggle the account switch on.



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 [Buddies](#).

## 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.

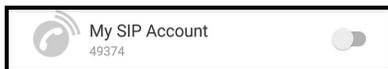
Bria Mobile supports the XMPP and SIP SIMPLE presence and instant messaging protocols. To use a SIP account for presence and messaging, make sure your VoIP service provider supports this service for SIP SIMPLE. Texting (sending SMS) to PSTN mobile phone numbers is also available with your SIP account if your VoIP service provider supports this service.

## Setting up a SIP account for presence and messaging

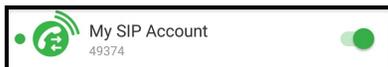
Make sure your VoIP service provider supports SIP SIMPLE for presence and messaging first. If you have not created your SIP account, see [SIP account requirements](#).

### 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). Tap **Back** to return to **Settings**.
3. Go to **Settings** > **Accounts**, toggle the account switch to off, and tap your SIP account.



4. Tap **Account Specific Features**.
5. Turn on **Enable IM & Presence** and **Enable SMS** (if applicable).
6. Tap **Back** to return to **Account Details**.
7. Tap **Back** to return to **Accounts**.
8. Toggle the account switch on.



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 [Buddies](#).

## 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

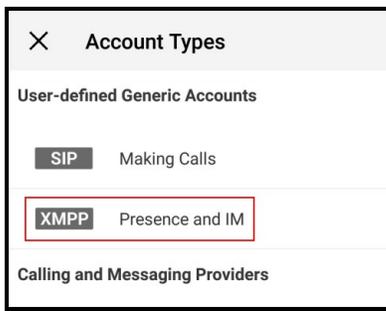
To send messages using an XMPP account, you need to obtain the following

information from your service provider.

- Username
- Password
- Domain

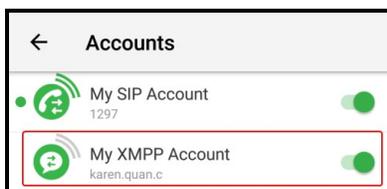
## To set up an XMPP account

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



5. Complete **Account Name**, **Username**, **Password**, and **Domain** with the information provided by your XMPP Provider.
6. Tap **Back** to return to **Accounts**.

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.

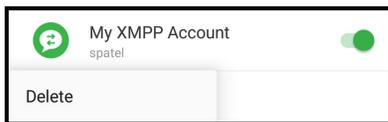


## Deleting a SIP or XMPP account

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

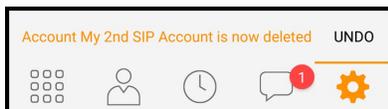
### To delete an account

1. Go to **Settings** > **Accounts**.
2. Long-press the account you want to delete.
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 Buddies no longer appear in your **Contacts**.

A confirmation message appears briefly at the bottom of the screen. If you delete an account by accident, you can tap **Undo** before the confirmation message disappears and the account is not deleted.



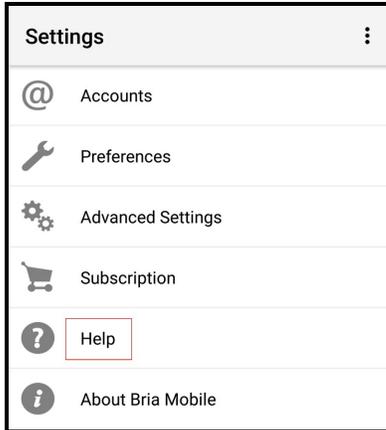
## Using Bria Mobile's interface

### Online help

Online help can be accessed by tapping the Bria Mobile icon or from the **Settings** menu.

#### To access online help using the Settings menu

1. Go to the **Settings** tab on the resource panel.
2. Tap **Help**.



Quick Help opens.

## To access Help using the Bria Mobile icon

1. Tap the  Bria Mobile icon.



Quick Help opens in Bria Mobile.

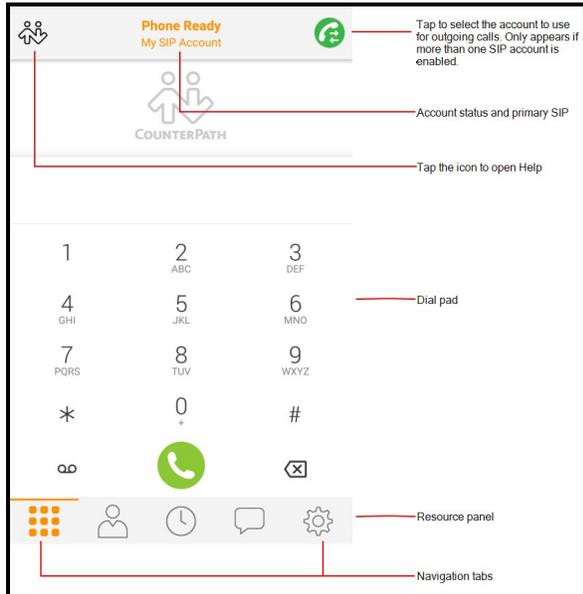
## Navigating

To navigate, use the tabs on the resource panel.

## Chromebooks

When using Bria Mobile on a Chromebook, you can use Bria Mobile in either phone or tablet mode. Stretch Bria Mobile to view it in tablet mode, shrink Bria Mobile to return it back to phone mode.

## Android phone interface



### Resource panel icons

 **Phone:** Opens the dial pad

 **Phone:** Indicates you have a **new voicemail**

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

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

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

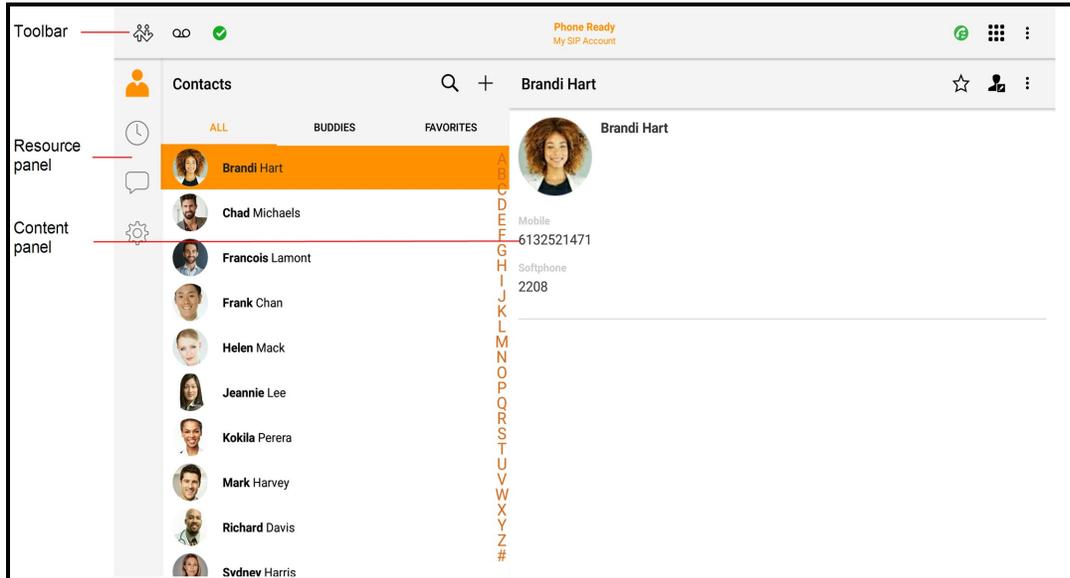
 **History:** Indicates you have a new **missed call**

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

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

 **Settings:** Opens **Settings**

## Android tablet interface



### Toolbar icons

Bria Mobile: Tap to open Help

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

Presence: Your current **presence** status

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

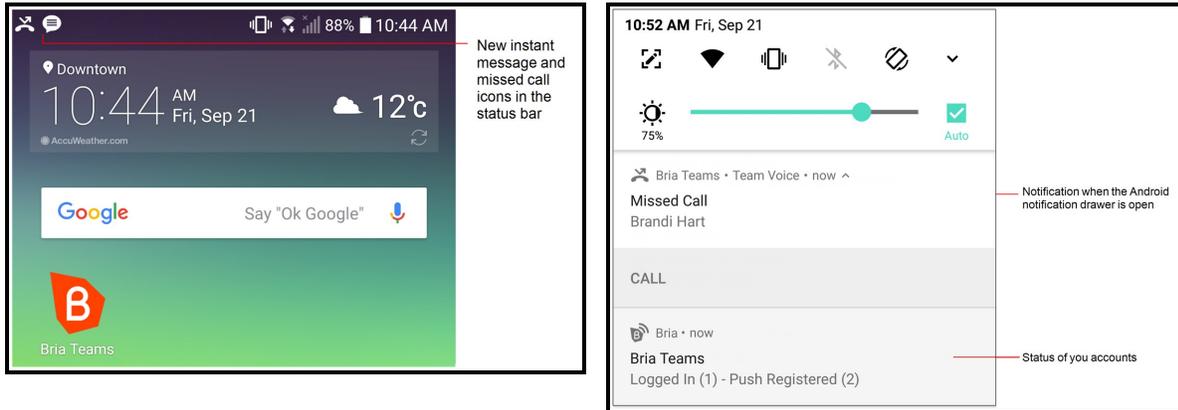
Dial: Tap to open the dialpad.

More Options: Tap to open the **More Options** menu

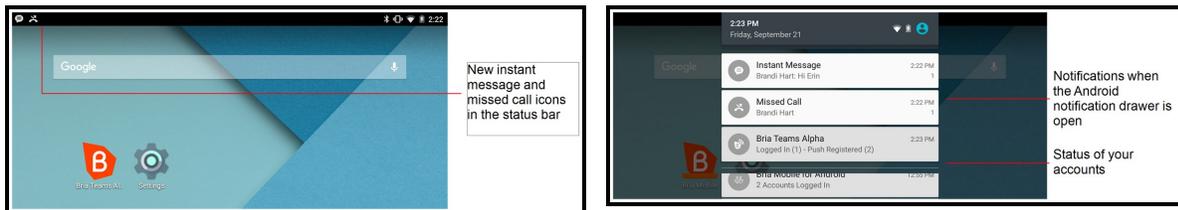
### Notifications

Notifications for Bria Mobile show up in the Android notification drawer.

## Android phone



## Android tablet



## Android Oreo Channel notifications

Bria Mobile supports notification channels for devices running so you can decide how Bria Mobile sends notifications based on how important they are to you. On devices running Android Oreo, Bria Mobile notifications are divided into channels. Bria Mobile has a default for each channel that determines whether your device displays peek notifications, makes sounds, vibrates, shows a badge on the launcher icon, or uses LED notifications. If you would like the behavior to be different from the defaults, go to **Preferences - Incoming Calls** and tap on **Incoming Call Notification Settings**. The Android notification channels for Bria Mobile opens.

Some devices running Android Oreo only support text tones and not ringtones in Android notification channels. When you install Bria Mobile, the default ringtone is set to a custom distinct ringtone. If you are using a device that does not support ringtones and you choose a text tone, you can only go back to the Bria Mobile distinct ringtone by reinstalling Bria Mobile.

For Xiaomi MIUI 10 devices, you may need to **Enable Sound** in the native Android OS settings.

### Notification channels and default attributes

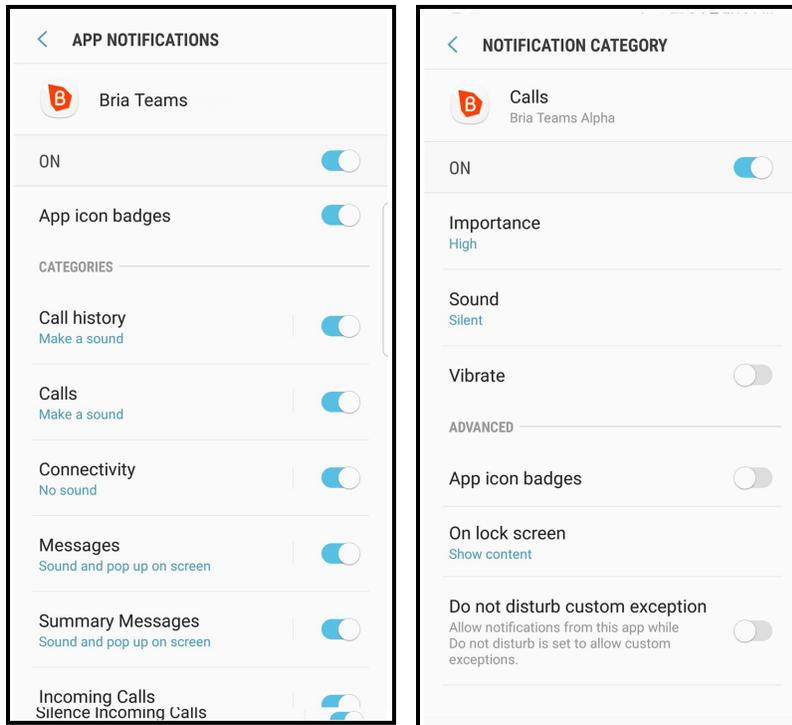
Attributes	Calls	Messages	Voice Mail	Reminders	Requests	Connectivity	Service Messages
Importance	High	Urgent	High	Urgent	High	Medium	Low
Ringtone: Default for the channel	None*	Default	Default	Default	Default	n/a	n/a
Vibration	No	Yes	Yes	Yes	Yes	No	No
Show badge	No	Yes	Yes	Yes	Yes	No	No
LED notification	No	Yes	No	Yes	Yes	No	No

\* The default ringtone for incoming calls is set in Bria Mobile.

There are four importance levels you can set for each channel.

- **Urgent:** Notifications show a peek notification and make a sound
- **High:** Notifications make a sound
- **Medium:** Notifications do not make a sound
- **Low:** Notifications give no audio or visual interruption

To change the default settings, go to device **Settings > Apps & Notifications > App info > Bria Mobile > App notifications > General notifications**.



The **Alert Sound**, **Alert Vibration**, **Alert Text Tone**, and **Use LED Notifications** settings have been removed from **Settings > Preferences > Messaging** and **Settings > Preferences > Additional** on all devices running Android Oreo and higher.

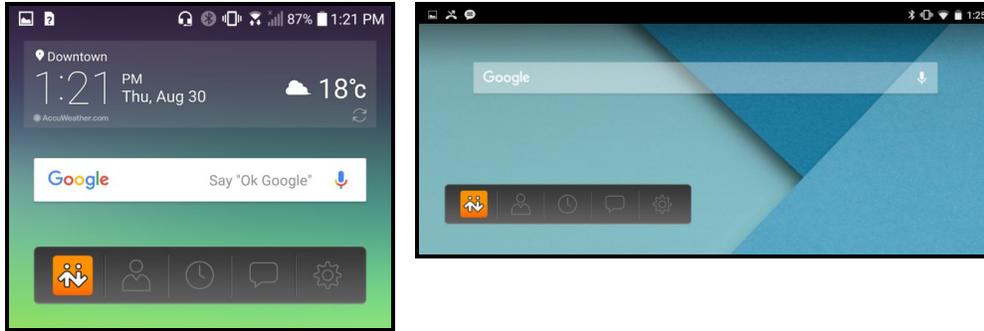
## Android buttons

Bria Mobile also uses the Android **Back**, **Home**, and **Overview** buttons for navigation.

## Widget

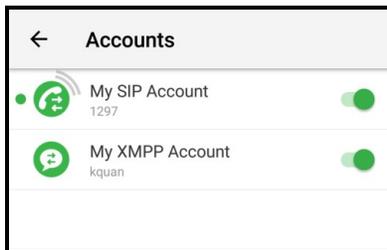
You can add the Bria Mobile widget to your home screen. The Bria Mobile widget allows you quick access to each tab of Bria Mobile. The widget does not show a badge for unread messages or missed calls.

To add the widget to the home screen, go to the widgets library on your device, look for Bria Mobile, hold down the Bria Mobile icon, and drop it on to the home screen.



## Account status and network quality

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



### Account status

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

#### SIP account status

 /  **Alternating** 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.

Go to **Settings > Accounts (SIP)** and turn on the account toggle switch.

 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

 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.

Go to **Settings > Accounts (XMPP)** and turn on the account toggle switch.

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

## Network quality

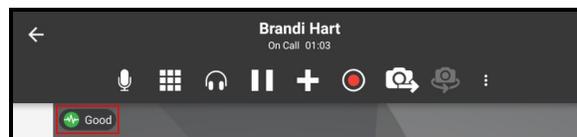
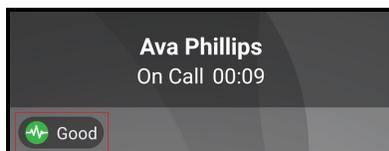
During a call, you can view the network quality. The **Network Quality Indicator** on the call panel displays the current network conditions.

 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.

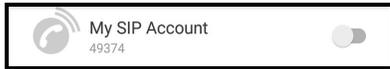
## Enabling push notifications

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

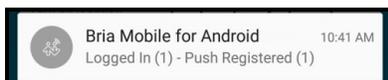
1. Go to **Settings > Accounts** and turn the account toggle switch off.



2. Tap the SIP account you want to enable push notifications for.
3. Turn on **Use Push Notifications**.
4. If required, change the settings for **Registration Mode**, **NAT Emulation**, and **SIP Proxy**.
5. For most VoIP service providers, no changes are required in **Advanced Settings**. If your VoIP service provider does not follow the SIP RFC specifications, you may need to enable some of the **Advanced Settings**.
6. Tap **← Back** to return to **Accounts**.
7. Toggle the account switch on.

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 . Your device also shows a notification in the Android status bar that shows that you have a push registered account if it is correctly configured.



## 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 [Google's FCM](#) 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 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.

Your device also shows a notification in the Android status bar that shows that you have a push registered account if it is correctly configured.



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 turn the account toggle switch off. Turn off **Settings > Accounts - Bria Push Service > Use Push Notifications**. Make sure to turn the account toggle switch on to use the SIP account.
- Disable the SIP account: Go to **Settings > Account** and turn the account toggle switch off.
- 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 the account toggle switch on 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 > Sound & Notification > Apps > Bria Mobile** and turn on **Block**.
  - There may be other ways to turn off notifications on your device depending on your specific device and the operating system.

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

## Configuring mobile dial plans

In Bria Mobile, a dial plan can be used to modify how your calls are placed. For example, a dial plan can be created to change any number that starts with "+1613" to "613". A dial plan is used for any combination of the following reasons:

- To modify (transform) the input (the number to be dialed), such as to add the "9" required to obtain an outside line from a PBX.
- To select the account to use to place a call, if users have more than one account.
- To prevent unresolvable calls from being placed. For example, to prevent using network bandwidth on a call that will certainly fail. You define patterns that you know will work, and only place a call if it matches one of these patterns.

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.

## Designing a dial plan

A dial plan has two parts:

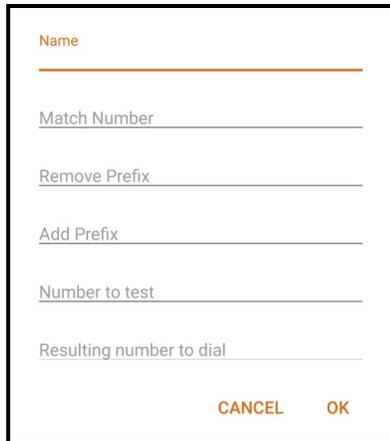
- A pattern that the number to be dialed must match.
- The modification to make if the number to be dialed matches that pattern:
  - remove a prefix
  - add a prefix, or
  - remove one prefix and add another one.

## To set up a dial plan

1. Go to **Settings > Accounts** and tap 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**.



5. Tap **OK**.
6. Check the result in **Resulting number to dial** to see if the new number is correct.
7. Tap **←** to return to **Accounts**.

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  $\langle A : B \rangle$ , Bria Mobile matches string **A** and replaces it with string **B**.

For example,  $A=+1$  and  $B=011$ .  $\langle +1 : 011 \rangle$  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]XXXXXXXXX **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**.

# 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.

## 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.

To place a video call on your Android phone or Android tablet, **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.

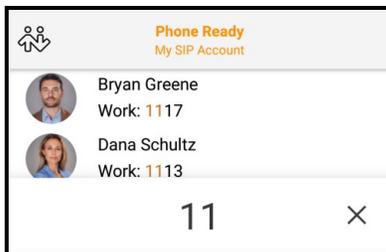
## Using the dial pad

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

### Android phone

1. Go to the **Phone** tab on the resource panel.
2. Type the number or name of the person you want to call. (Use 2 for A, B, C; use 3 for D, E, F; etc.) Tap **×** **Clear Phone 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.

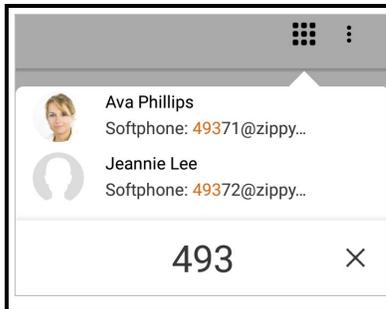


3. Tap **Dial** after entering the number or tap on the contact you want to call.

Bria Mobile completes the call.

## Android tablet

1. Tap **Dial** in the tool bar.
2. Type the number or name of the person you want to call. (Use 2 for A, B, C; use 3 for D, E, F; etc.) Tap **Clear Phone 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.

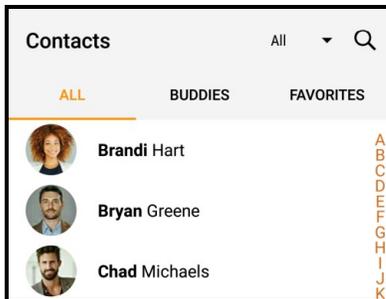
## Using Bria Mobile's contacts

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

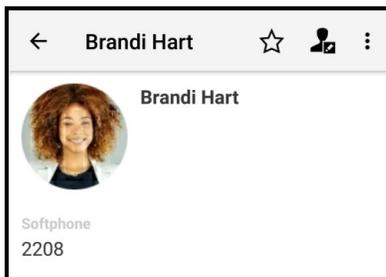
### Android phone

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 **Q Search** bar and tapping on the contact.

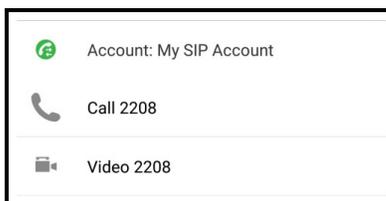


**Contact Details** opens.

3. Tap the number you want to dial.



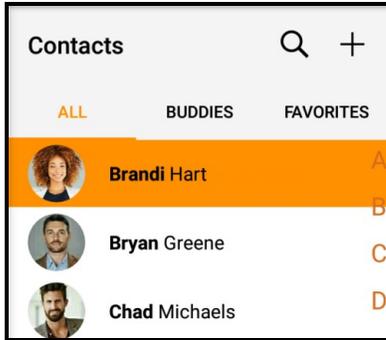
4. Tap **Call** or **Video**.



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.

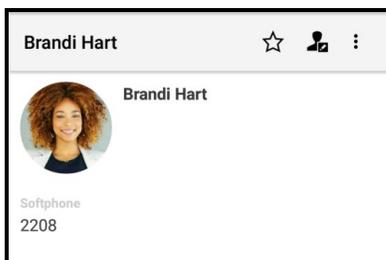
## Android tablet

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 **Q Search** bar and tapping on the contact.

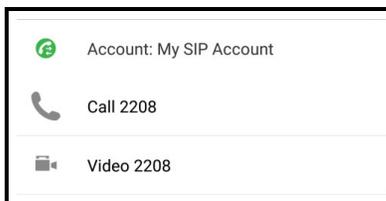


Contact Details opens.

3. Tap the number you want to dial.



4. Tap Call or Video.



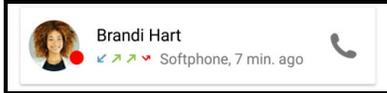
Bria Mobile starts the call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call.

## Using History

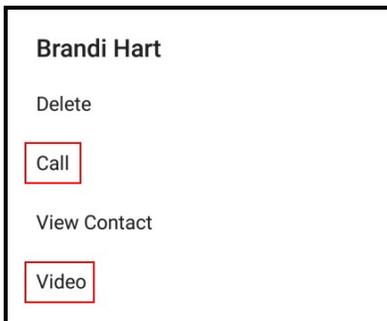
You can place a call from **History** when reviewing calls. You can call from the grouped **History** entry or using the phone icon.

## To place a call using long-press

1. Go to the **History** tab on the resource panel.
2. Long-press the **History** group containing the contact you want to transfer the call to.



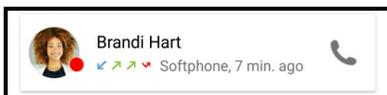
3. Tap **Call** or **Video**.



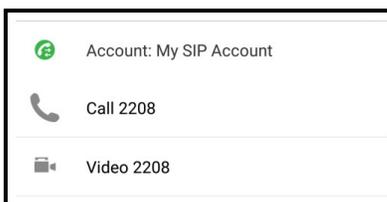
Bria Mobile starts the call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call.

## To place a call using the phone icon

1. Go to the **History** tab on the resource panel.
2. Long-press the grouped entry that contains the person 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.

## Redial

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

### To use redial

#### Android phone

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

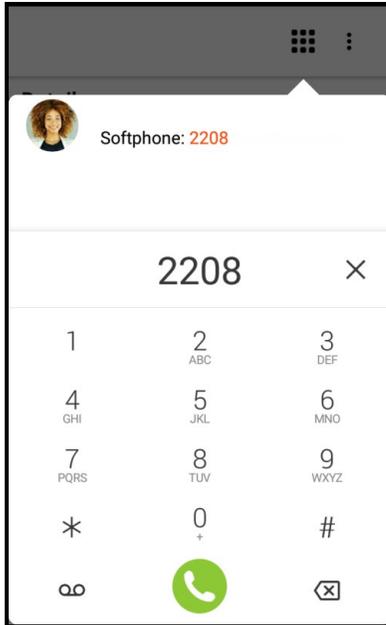


3. Tap  **Dial** again.

Bria Mobile redials the last number called.

#### Android tablet

1. Tap  **Dial** 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.

## 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 - Android phone only

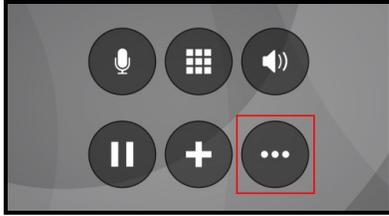
1. Swipe left of the screen.

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

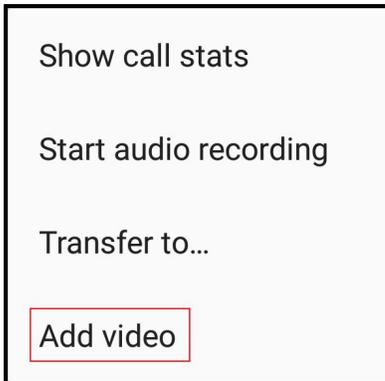
### To add video to a voice call using More

#### Android phone

1. Tap  More Options.



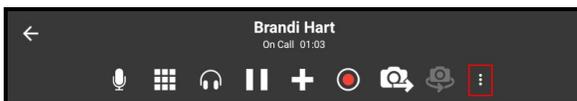
2. Tap **Add video**.



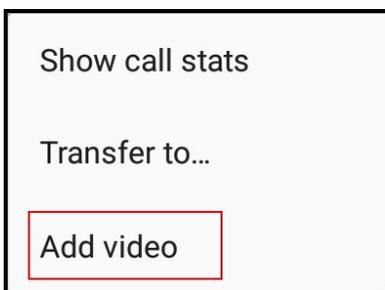
Bria Mobile starts initializing video. You see the remote party's video after they add video on their end.

## Android tablet

1. Tap **More Options**.



2. Tap **Add 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 - Android tablet only

1. Tap  **Send Video**.



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

## 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. Long-press the account you want to set as your primary account.
3. Tap **Set as primary**.



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.

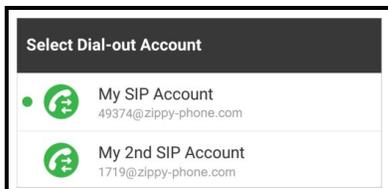
## To change the SIP account using the status bar

### Android phone

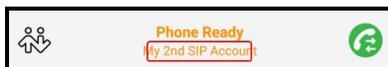
1. Go to the **Phone** tab on the resource panel and tap  **Select Dial-out Account**.  **Select Dial-out Account** is only displayed if you have more than one SIP account enabled.



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.



## Android tablet

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.



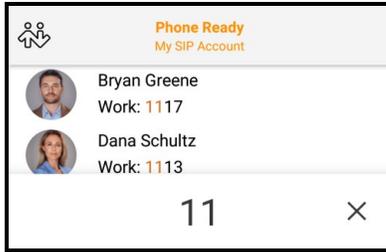
## Using the dial pad – Temporary

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

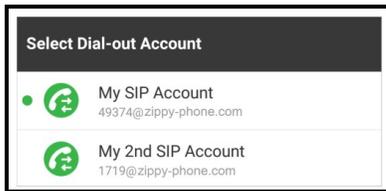
## To pick the SIP account for an outgoing call using the dial pad

### Android phone

1. Go to the **Phone** tab on the resource panel.
2. Enter the number you want to call or enter the name you want to call. (Use 2 for A, B, C; use 3 for D, E, F; etc.) To clear the entry, tap the **X**. Bria Mobile brings up a list of matches and refines the list as you enter numbers and characters.



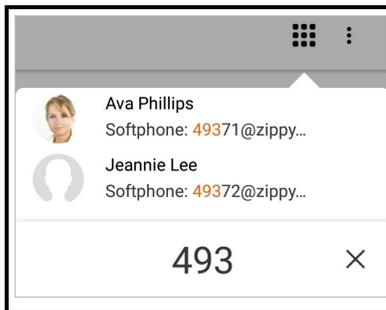
3. Long-press  **Dial** .
4. Tap the SIP account you want to use from **Select Dial-out Account**.



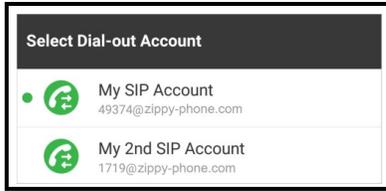
Bria Mobile complete the call using the dial-out account you chose.

## Android tablet

1. Tap  **Dial** on the toolbar.
2. Enter the number you want to call or enter the name you want to call. (Use 2 for A, B, C; use 3 for D, E, F; etc.) To clear the entry, tap the X. Bria Mobile brings up a list of matches and refines the list as you enter numbers and characters.



3. Long-press  **Dial** .
4. Tap the SIP account you want to use from **Select Dial-out Account**.



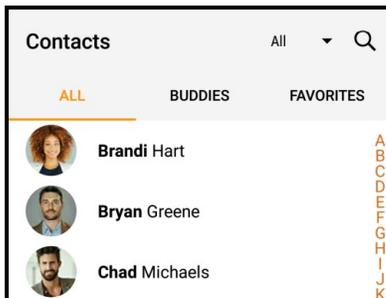
Bria Mobile complete the call using the dial-out account you chose.

## Using Bria Mobile's Contacts – Temporary

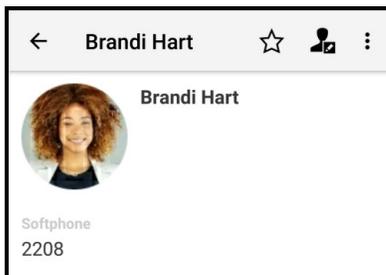
This method changes your primary SIP account for the outgoing call only.

### To pick your outgoing SIP account using Contacts - Android phone 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 **Q Search** bar and tapping on the contact.

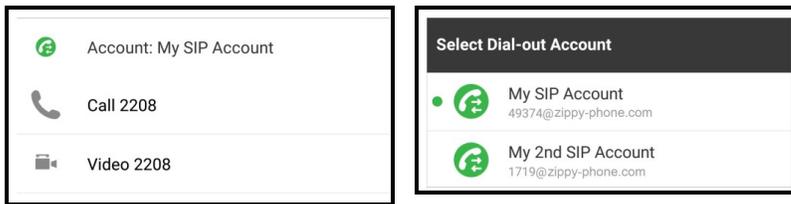


3. Tap the number you want to call.



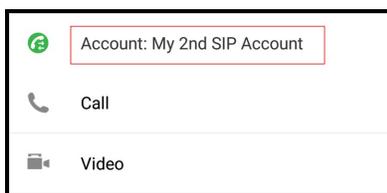
4. Tap  **Select Dial-out Account** and tap the SIP account you want to use from

## 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

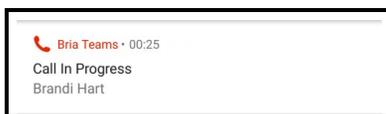
While on a call, you can navigate away from the call screen to any of the tabs on the resource panel or you can put Bria Mobile in the background by tapping the Android **Back**, **Home**, or **Overview** buttons. On Android tablets, you can also tap the arrow at the top of the screen to navigate away from the call.

### To return to an active call

Return to an active call once you have navigated away.

### To return to a call using Android's navigation center with Bria Mobile in the background

1. Open the Android navigation center.
2. Tap on the **Call In Progress** notification.



Bria Mobile opens and returns you to the active call.

## To return to Bria Mobile from the lock screen

1. Tap twice on the **Call In Progress** notification.

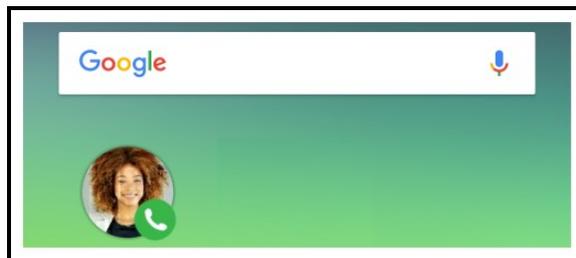
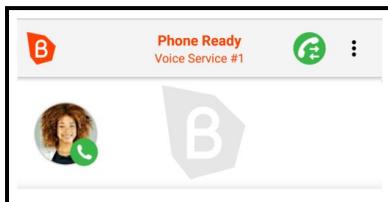


2. Enter your passcode, if required.

Bria Mobile opens and returns you to the active call.

## Call Heads

Call Heads are small, floating action buttons that contain your contact's image or avatar and provide easy access to active calls, including returning to an active call and ending a call. Call Heads are visible in Bria Mobile, when Bria Mobile is in the background, and when your device is locked. Call Heads can be moved around the screen.



Call Heads also indicate the status of the call - an active call has a **Phone** icon, a video call has a **Video** icon, and a call on hold has a **Pause** icon.



### To turn Call Heads on or off

1. Go to **Settings > Preferences - Incoming Call**.
2. Select or clear **Call Heads**.

Bria Mobile turns Call Heads on or off.

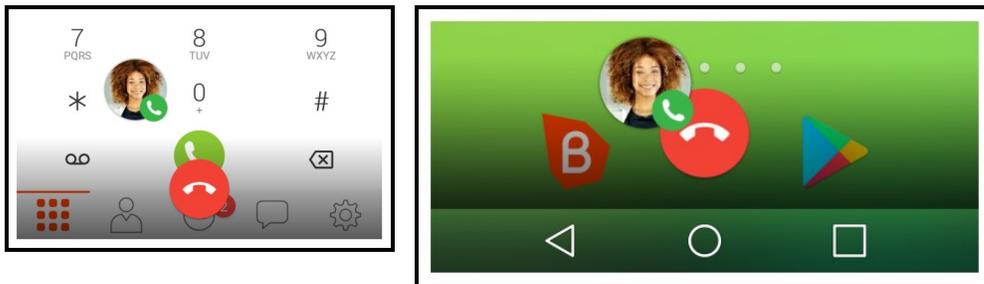
### To return to an active call using Call Heads

1. Tap on the Call Head.

Bria Mobile returns to the active call.

### To end a call using Call Heads

1. Drag the Call Head to the bottom of the screen. The **End Call** icon appears.
2. Drop the Call Head onto the **End Call** icon.

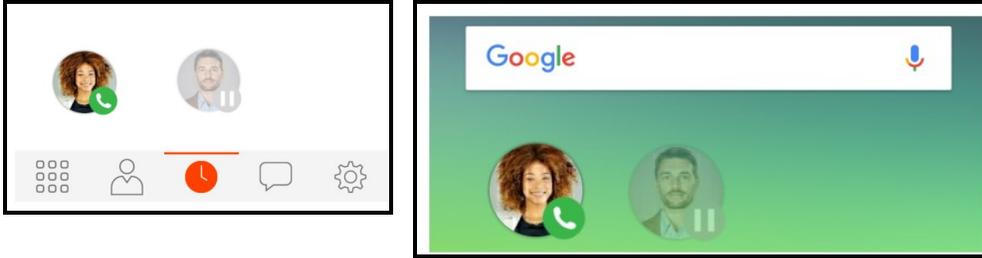


Bria Mobile ends the call.

### Swap between calls

If there are two calls in progress, two Call Heads are displayed on the screen.

1. Tap on the Call Head for the call you want to switch to.



Bria Mobile swaps to the other call.

## Changing letters to numbers

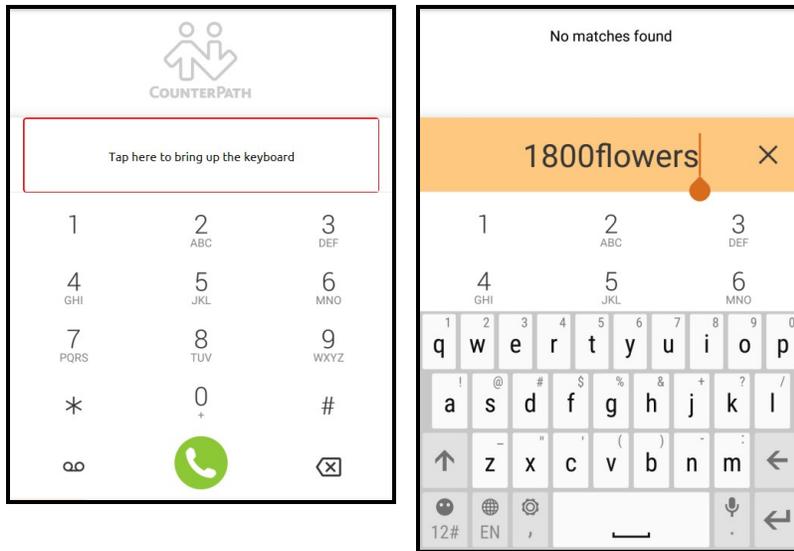
Some phone numbers are given with words to help you remember them – “1-800-numbers”. Rather than convert the letters to numbers – n=6, u=8, m=6, ... to get 1-800-686-2377 – you can type letters into the dial pad and Bria Mobile will convert the letters to numbers when placing the call.

### To turn letters to numbers

1. Go to the **Settings** tab on the resource panel.
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.

To enter letters on the dial pad, tap the dial pad entry field. The keyboard opens. Use the keyboard to enter the numbers into the 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. Go to the **Settings** tab on the resource panel.
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.

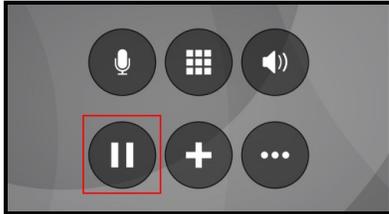
### Using the dial pad

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.

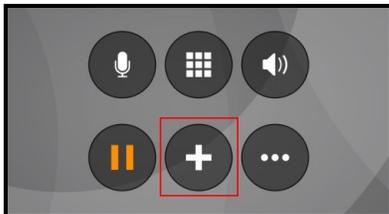
## To place a second call using the dial pad

### Android phone

1. Tap  Put Call On Hold to put the first call on hold.



2. Tap  Add Call.



3. 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.

### Android tablet

1. Tap  Put Call on Hold to put the first call on hold.



2. Tap  Add Call.



3. Tap  Keypad 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.

## Using Bria Mobile's Contacts

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

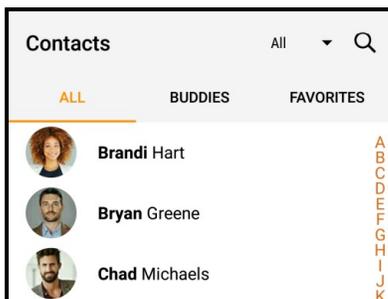
### To place a second call using Bria Mobile Contacts

#### Android phone

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

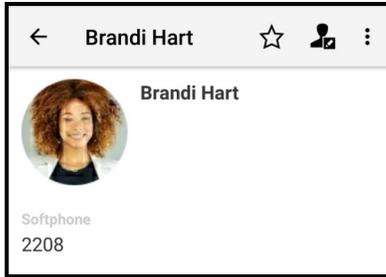


2. Tap the Android **Back** button and go to the **Contacts** tab on the resource panel.
3. Select a contact by tapping on the contact or typing their name in the **Q Search** bar and tapping on the contact.

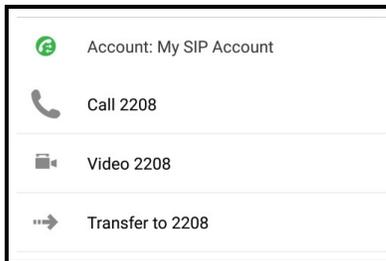


**Contact Details** opens.

4. Tap the number you want to dial.



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



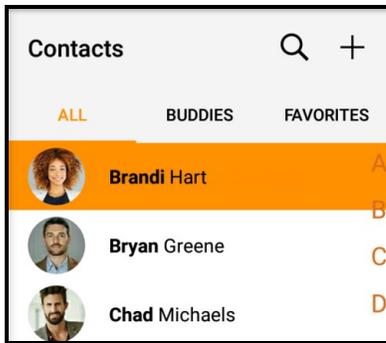
Bria Mobile connects the second call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria Mobile automatically switches to the other call.

## Android tablet

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

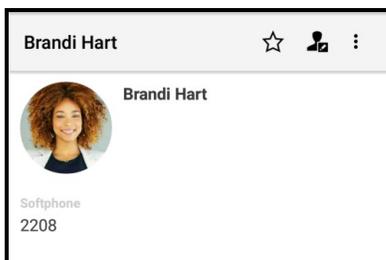


2. Tap the Android **Back** button and go to the **Contacts** tab on the resource panel.
3. Select a contact by tapping on the contact or typing their name in the **Q Search** bar and tapping on the contact.

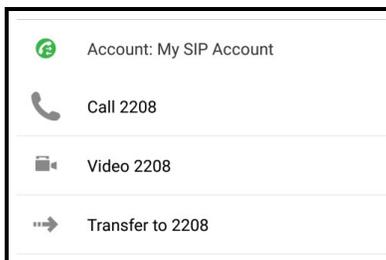


**Contact Details** opens.

4. Tap the number you want to dial.



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.

## Using History

You can place a second call using entries in Bria Mobile's **History** using long-press or the phone icon.

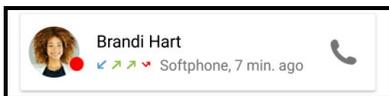
### To place a second call using long-press

## Android phone

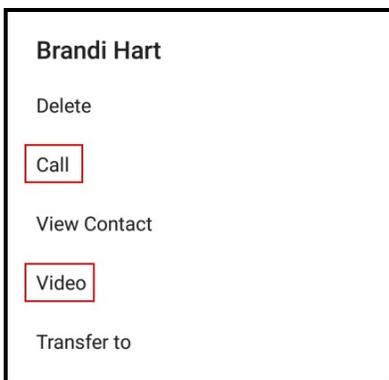
1. Tap **⏸ Put Call On Hold** to put the first call on hold.



2. Tap the Android **Back** button and go to the **History** tab on the resource panel.
3. Long-press the grouped history entry containing the contact you want to call.



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



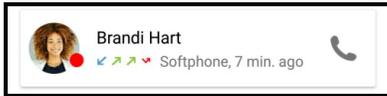
Bria Mobile connects the second call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria Mobile automatically switches to the other call.

## Android tablet

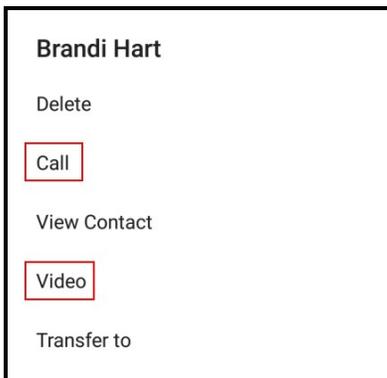
1. Tap **⏸ Put Call on Hold** to put the first call on hold and tap **← Back**.



2. Go to the **History** tab on the resource panel.
3. Long-press the grouped history entry containing the contact you want to call.



4. 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.

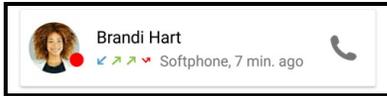
## To place a second call using the phone icon

### Android phone

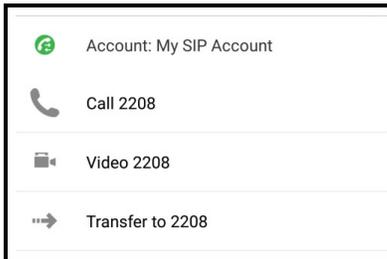
1. Tap **Put Call On Hold** to put the first call on hold.



2. Tap the Android **Back** button and go to the **History** tab on the resource panel.



3. Tap  **Phone** on the grouped history entry containing the contact you want to call.
4. Tap **Call** or **Video**.



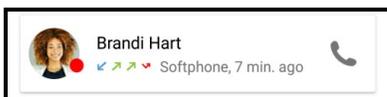
Bria Mobile connects the second call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria Mobile automatically switches to the other call.

## Android tablet

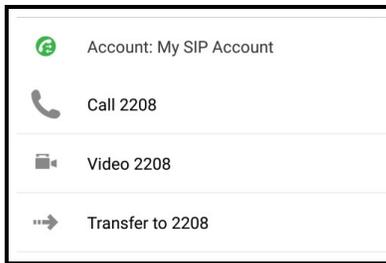
1. Tap  **Put Call on Hold** to put the first call on hold and tap  **Back**.



2. Go to the **History** tab on the resource panel.
3. Long-press the grouped history entry containing the contact you want to call.



4. 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.

## Swapping between calls

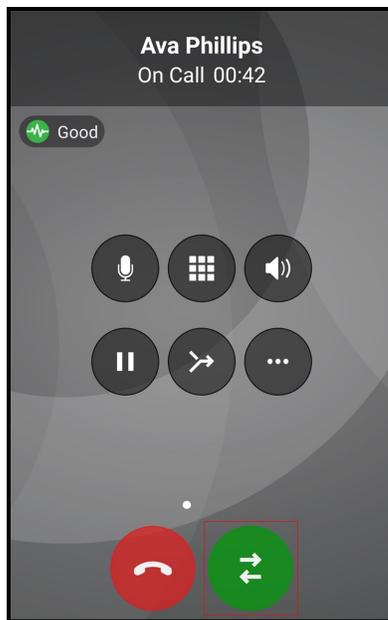
When you have two established calls, you can swap between them.

The active call is displayed in Bria Mobile.

## To swap between calls

### Android phone

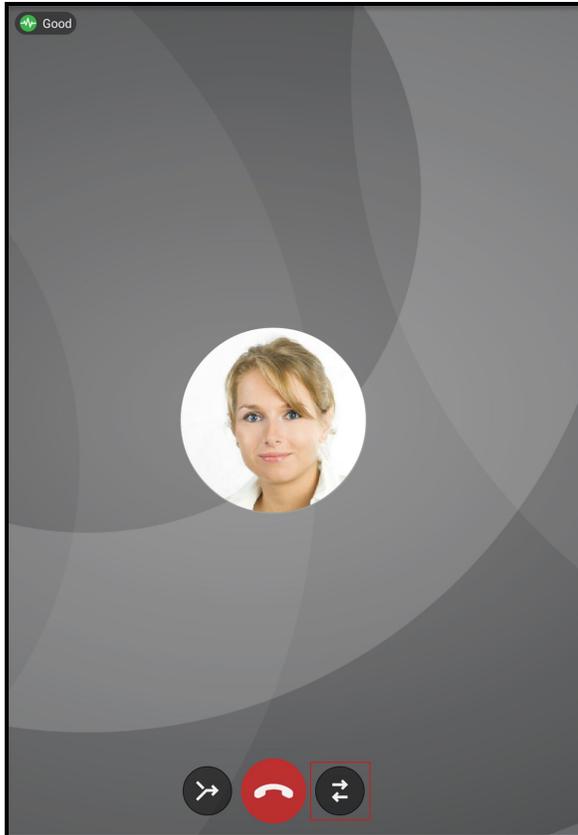
1. Tap  **Swap Calls**.



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.

## Android tablet

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.

## 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

### Android phone

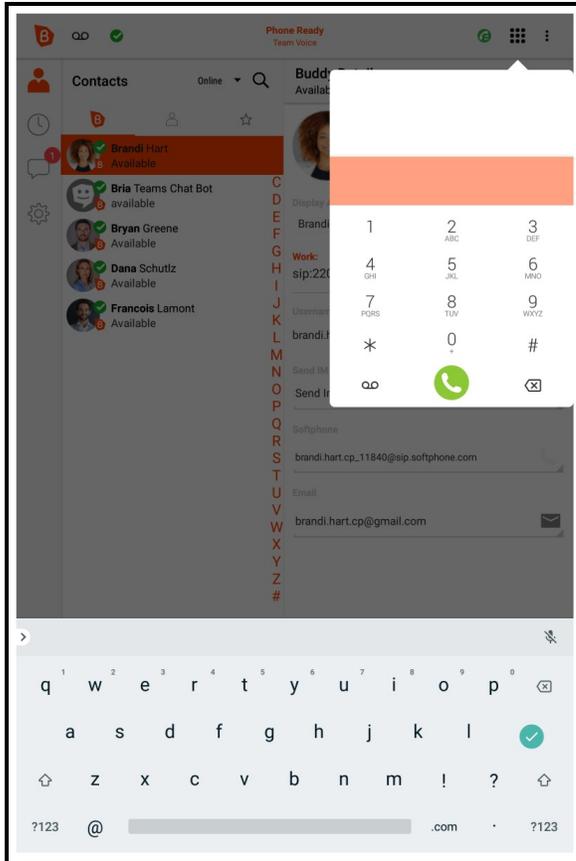
1. Enter the number you want to call in the dial pad.
2. Before you tap  **Dial**, use the DTMF dialing rules to add the required DTMF digits. Tap in the call entry field to bring up the keyboard.



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

### Android tablet

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
```

## 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.

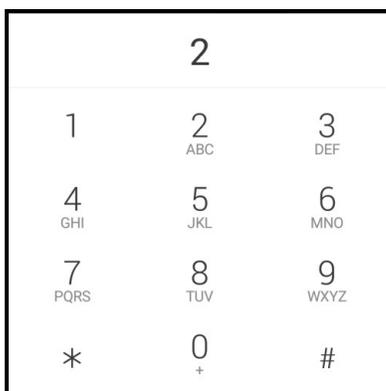
### To use DTMF during an audio call

#### Android phone

1. Tap  Keypad.



2. Tap the required DTMF numbers.



3. Tap the Android back button to return to the call interface.

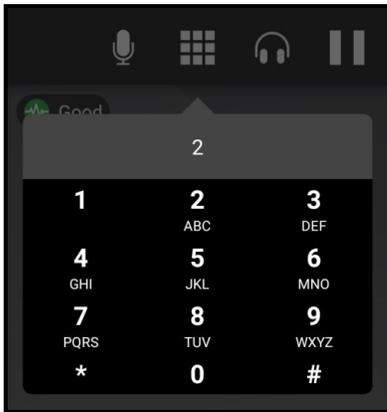
Bria Mobile sends the DTMF tones.

## Android tablet

1. Tap  Keypad.



2. Tap the required DTMF numbers.



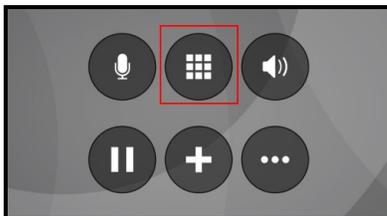
3. Tap the Android back button to return to the call interface.

Bria Mobile sends the DTMF tones.

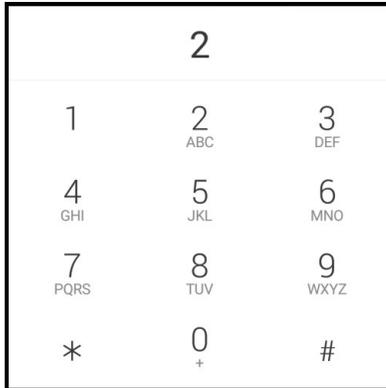
## To use DTMF during a video call

### Android phone

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



3. Tap the required DTMF numbers.



4. Tap the Android back button to return to the call interface.

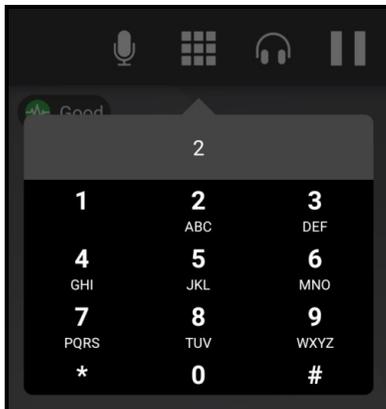
Bria Mobile sends the DTMF tones.

## Android tablet

1. Tap  Keypad.



2. Tap the required DTMF numbers.



3. Tap the Android back button to return to the call interface.

Bria Mobile sends the DTMF tones.

# Handling an incoming call

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

The way an incoming call appears depends on your **Preferences** for incoming calls and the OS of your device.

On devices running OS 7 or lower, the incoming call screen depends on whether **Settings > Preferences - Notifications > Use heads-up display for incoming calls** is enabled.

If you do not have heads-up notifications enabled, the incoming call is displayed in the full screen. When Bria Mobile is in the background and you receive a call, Bria Mobile is automatically brought to the foreground. When Bria Mobile is locked, the call answer screen appears.

If you have heads-up notifications enabled, a notification floats down from the notification bar and presents you with your call answering options. If you want to see the full screen incoming call notification, tap the heads-up notification.

On devices running OS 8 or higher, you are always presented with the heads-up notification for incoming calls.

Some devices running Android Oreo only support text tones and not ringtones in [Android notification channels](#). When you install Bria Mobile, the default ringtone is set to a custom distinct ringtone. If you are using a device that does not support ringtones and you choose a text tone, you can only go back to the Bria Mobile distinct ringtone by reinstalling Bria Mobile.

For Xiaomi MIUI 10 devices, you may need to **Enable Sound** in the native Android OS settings.

**Tip:** Tap the power button or turn the phone face down to silence the ringer and vibration without answering an incoming call.

## To answer an incoming call using a full screen notification

### Android phone

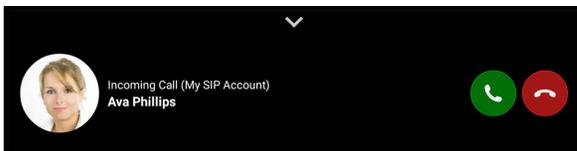
1. Drag  **Incoming Call** to  **Accept** to answer the call or drag icon  **Incoming Call** to  **Decline Call** to decline the call.



Bria Mobile declines or starts the call.

## Android tablet

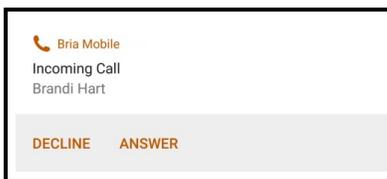
1. Tap  **Accept** to answer the call or tap  **Decline Call** to decline the call.



Bria Mobile declines or starts the call.

## To answer an incoming call using a heads-up notification

1. Tap **Answer** or **Decline**.



Bria Mobile declines or starts the call.

## Answering a second incoming call

A second incoming Bria Mobile call displays in front of the existing Bria Mobile call on Android phones. The second incoming call displays at the bottom of the screen on

Android tablets.

## To answer a second incoming call

### Android phone

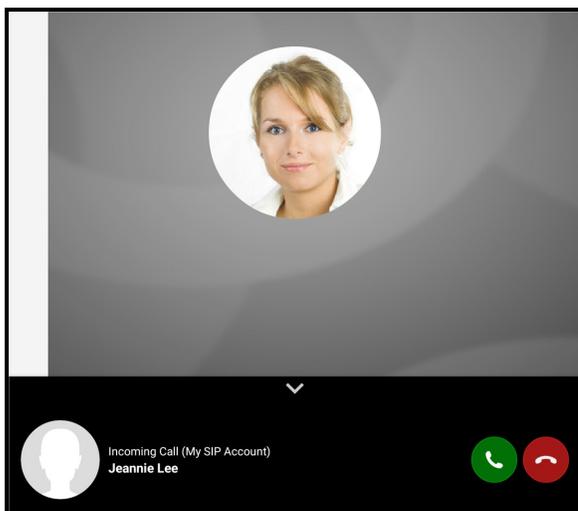
1. Drag  Incoming Call to  Accept to answer the call or drag icon  Incoming Call to  Decline Call to decline the call.



Bria Mobile declines or starts the call.

### Android tablet

1. Tap  Accept to answer the call or tap  Decline Call to decline the call.



Bria Mobile declines or starts the call.

## Swapping between calls

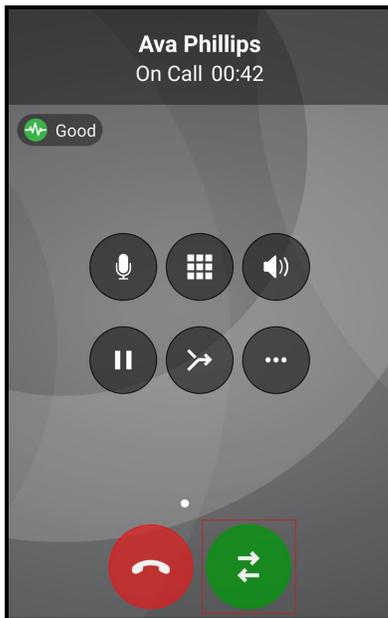
When you have two established calls, you can swap between them.

The active call is displayed in Bria Mobile.

### To swap between calls

#### Android phone

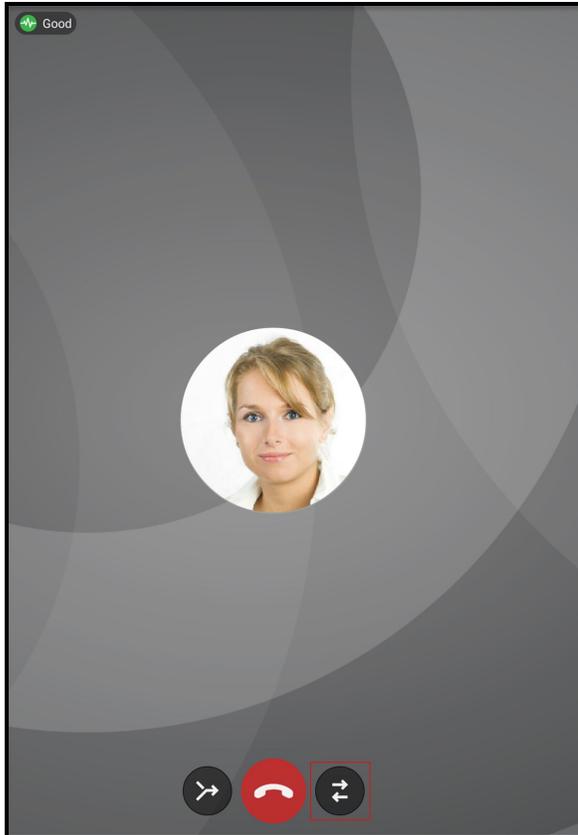
1. Tap  Swap Calls.



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.

#### Android tablet

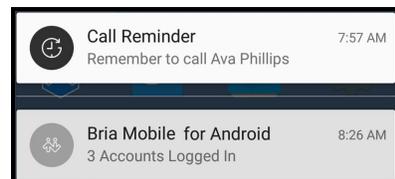
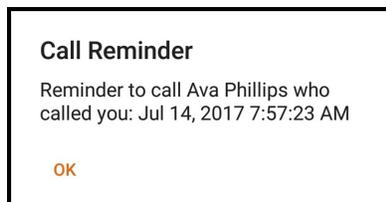
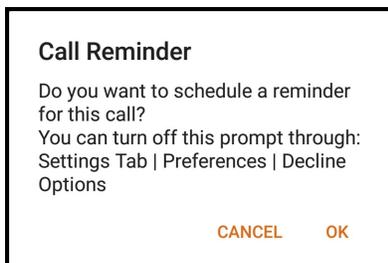
1. Tap  Swap Calls.



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.

## Using Call Reminder

When you decline a call, Bria Mobile gives you the option to set a **Call Reminder** if **Preferences > Use heads-up notification for incoming calls** is not enabled.



## To turn on Call Reminders

1. Go to **Settings > Preferences**.
2. Turn on **Enable Call Reminder** in **Decline Options**.
3. Set the interval for the reminder in **Call Reminder Delay** in **Decline Options**.

Bria Mobile updates your Call Reminder settings.

## Using Quick Response

Bria Mobile allows you to decline a call from an XMPP Buddy on the same XMPP server by sending a **Quick Response** to your Buddy. A **Quick Response** is a short message that you send to the remote party instead of answering a call.

## To send a Quick Reponse

### Android phone

1. Drag 📞 Incoming Call to 💬 Quick Response.

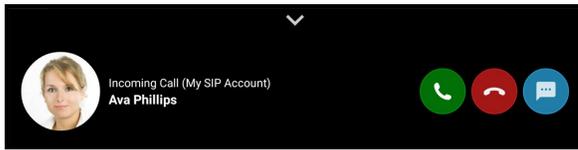


2. Bria Mobile opens in the **Messaging** tab. Select the **Quick Response** you want to use or tap the **+** and create your own **Quick Response**.
3. Tap ➡ **Send**.

Bria Mobile sends the **Quick Response** to your Buddy and ends the call.

## Android tablet

1. Tap  **Quick Response** .

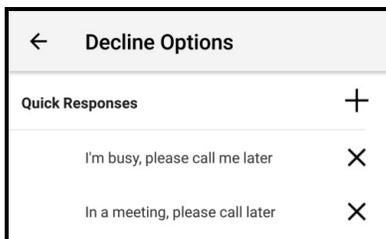


2. Bria Mobile opens in the **Messaging** tab. Select the **Quick Response** you want to use or tap the **+** and create your own **Quick Response**.
3. Tap  **Send**.

Bria Mobile sends the **Quick Response** to your Buddy and ends the call.

## To configure Quick Responses

1. Go to **Settings > Preferences**.
2. Tap **Decline Options**.
3. To remove a **Quick Response** from the list tap the **X**. To create your own custom response, tap **+**.



4. Tap  to return to **Preferences**. Tap  to return to **Settings**.

The **Quick Responses** have been deleted or added and can be used on an incoming call.

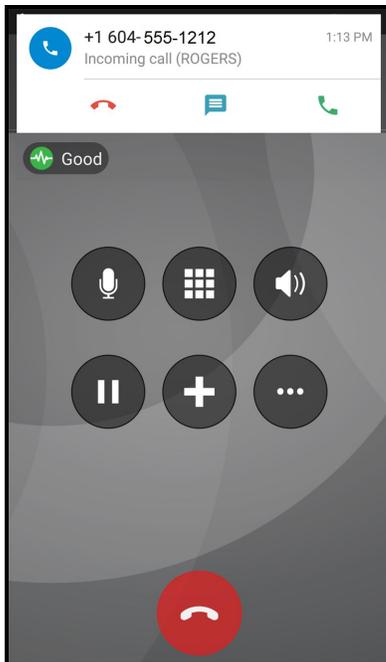
**Note:** Quick Responses are disabled when your SIP account is registered with the Bria Push server.

## Handling an incoming native call

You can receive a native call while you are on a Bria Mobile call. The incoming native call is displayed as a notification in front of the existing Bria Mobile call.

### To answer an incoming native call

1. Tap one of the native incoming call options.



If you accept the call, the Bria Mobile call is placed on hold. You will not be able to release the hold until you end the native call.

## 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 Android phone, 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.

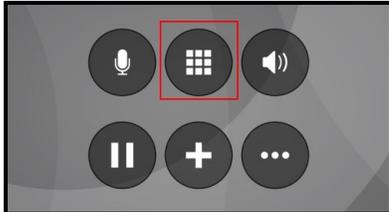
## Accessing the dial pad

You may need to access the dial pad during a call.

### To access the dial pad during a call

#### Android phone

1. Swipe right and tap  Keypad



Bria Mobile displays the dial pad.

#### Android tablet

1. Tap  Keypad.



Bria Mobile displays the dial pad.

## 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. Go to the **Settings** tab on the resource panel.
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 20 phone numbers in Bria Mobile.

A SIP address with alphabets cannot be blocked.

Call History shows blocked calls.

### To enable call blocking

1. Go to the **Settings** tab on the resource panel.
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

## 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 Android phone, the video controls auto-hide. If the video controls are missing, tap the screen to make them reappear.

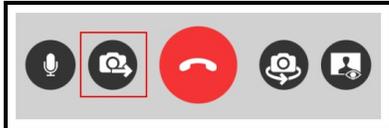
## Sending your video

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

### To send your video

#### Android phone

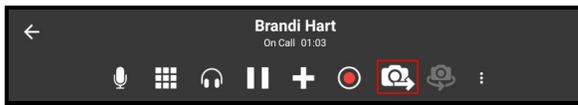
1. Tap  Send Video or swipe left.



Bria Mobile starts sending your video to the remote party.

#### Android tablet

1. Tap  Send Video.



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

#### Android phone

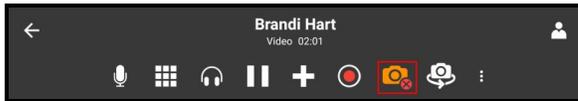
1. Tap  Sending Video.



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

## Android tablet

1. Tap  Sending Video.



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

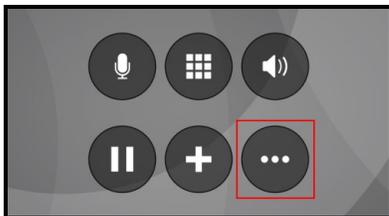
## Removing your video

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

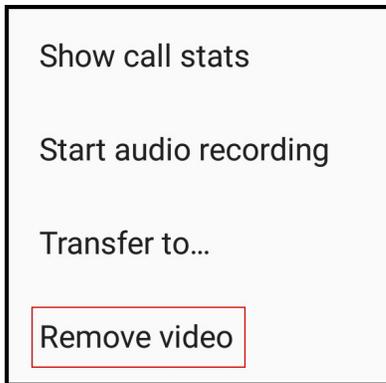
### To remove all video

#### Android phone

1. Swipe right and tap  More Options.



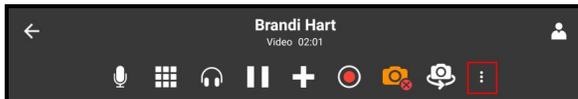
2. Tap Remove video.



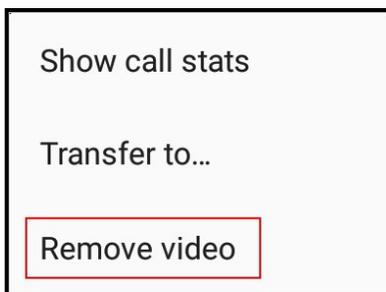
Bria Mobile removed all video and switches the call to an audio call.

## Android tablet

1. Tap  More Options.



2. Tap Remove video.



Bria Mobile removed all video and switches the call to an audio call.

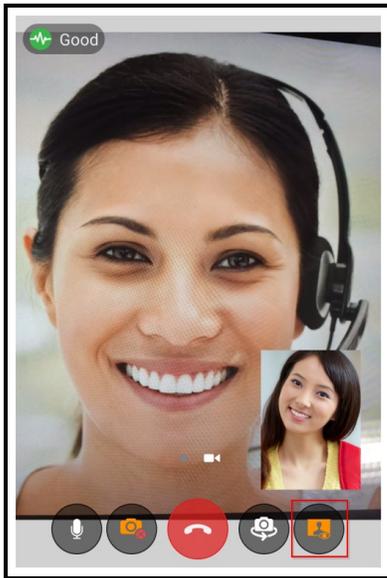
## Local video preview

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

### Android phone

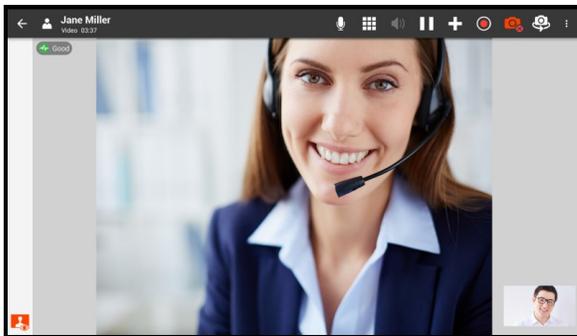
1. Tap  Preview.



Bria Mobile adds or removes the video preview.

## Android tablet

1. Tap  Preview on the side tool bar.



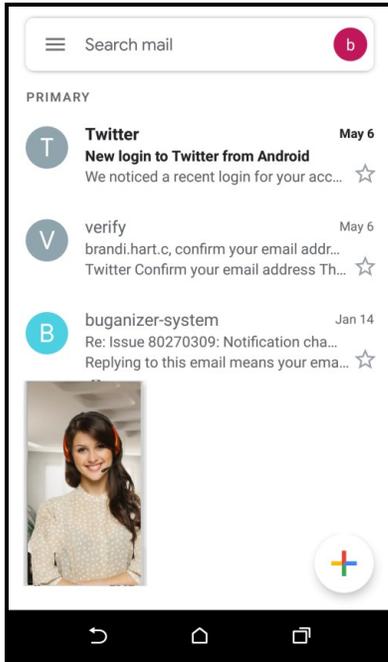
Bria Mobile adds or removes the video preview.

## Picture-in-picture

For devices running Android 8 (Oreo) or higher, Bria Mobile supports picture-in-picture. The video is reduced to a thumbnail and can be dragged around the screen. Close the thumbnail by tapping X.

## To use picture-in-picture

1. Establish a video call.
2. Put Bria Mobile in the background.
3. Open another app.



The video is reduced to a thumbnail and remains on the screen.

## 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**.

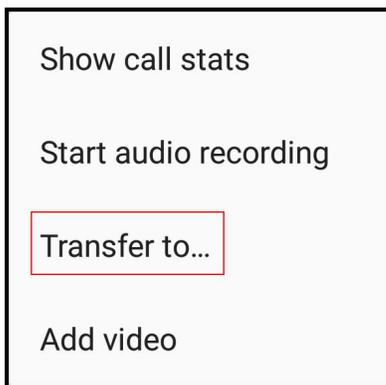
## To make an attended transfer

### Android phone

1. Use any method to **establish a second call** to the target.
2. When you have finished speaking to the target, tap **⋮ More Options**.



3. Tap **Transfer to...**



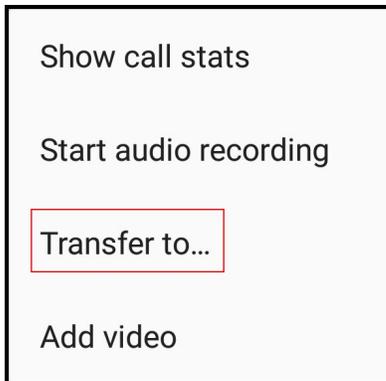
Bria Mobile displays **Transferring to**. Do not hang up. Once the call connects the second party to the remote party, you will see **Call Ended**.

### Android tablet

1. Use any method to **establish a second call** to the target.
2. When you have finished speaking to the target, tap **⋮ More Options**.



3. Tap **Transfer to...**



Bria Mobile displays **Transferring to**. Do not hang up. Once the call connects the second party to the remote party, you will see **Call Ended**.

## Unattended transfer

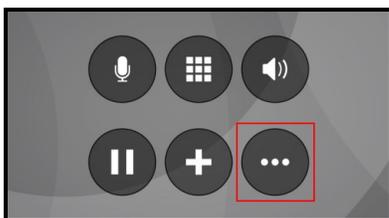
In an unattended transfer, you do not speak to the target before transferring the call. If desired, you can put the call on hold prior to dialing the target. If you put the first call on hold and the target does not answer or declines the call, the remote party remains on hold with you.

## Using the dial pad

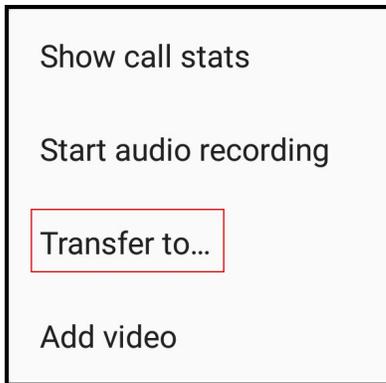
### To make an unattended transfer using the dial pad

#### Android phone

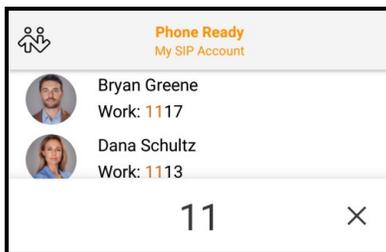
1. Tap  More Options.



2. Tap Transfer to....



3. Type the number or name of the person you want to transfer the call to. (Use 2 for A, B, C; use 3 for D, E, F; etc.) To clear the entry, tap the **x**. Bria Mobile brings up a list of matches and refines the list as you enter numbers and characters.

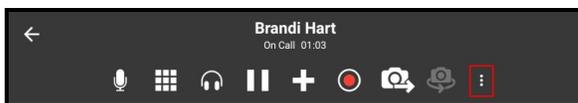


4. Tap **→ Transfer**.

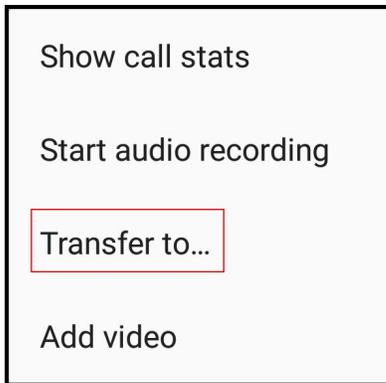
If the target answers the call, Bria Mobile connects the target to the remote party and Bria Mobile disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

## Android tablet

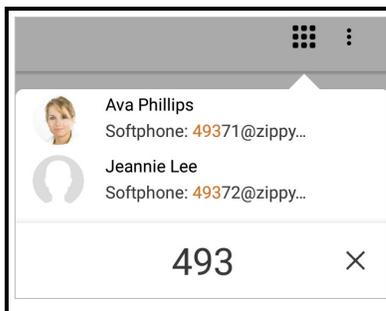
1. Tap **☰ More Options**.



2. Tap **Transfer to....**



3. Type the number or name of the person you want to transfer the call to. (Use 2 for A, B, C; use 3 for D, E, F; etc.) To clear the entry, tap the **x**. Bria Mobile brings up a list of matches and refines the list as you enter numbers and characters.



4. Tap  **Transfer**.

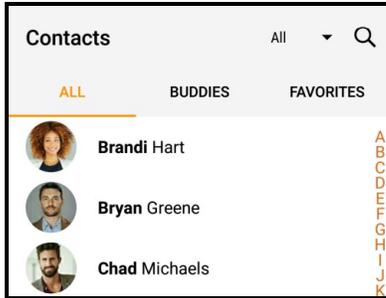
If the target answers the call, Bria Mobile connects the target to the remote party and Bria Mobile disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

## Using Bria Mobile Contact's

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

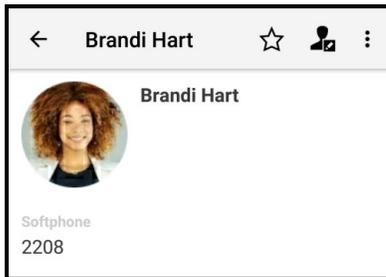
#### Android phone

1. Tap the Android **Back** button and go to the **Contacts** tab on the resource panel.
2. Select a contact by tapping on the contact or typing their name in the **Q Search** bar and tapping on the contact.

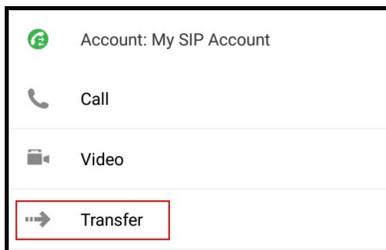


**Contact Details** opens.

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



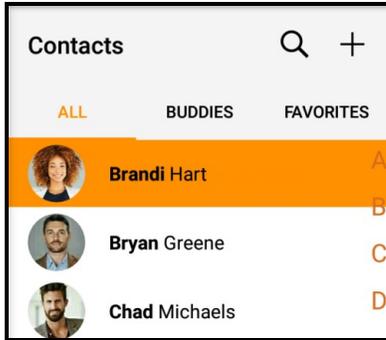
4. Tap **Transfer**.



If the target answers the call, Bria Mobile connects the target to the remote party and Bria Mobile disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

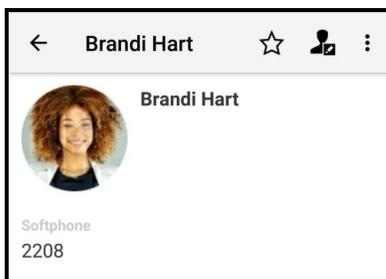
## Android tablet

1. Tap the Android **Back** button and go to the **Contacts** tab on the resource panel.
2. Select a contact by tapping on the contact or typing their name in the **Q Search** bar and tapping on the contact.

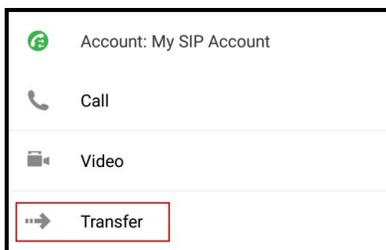


**Contact Details** opens.

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



4. Tap **Transfer**.



If the target answers the call, Bria Mobile connects the target to the remote party and Bria Mobile disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

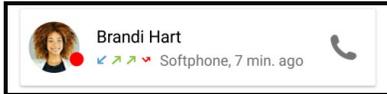
## Using Bria Mobile's History

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

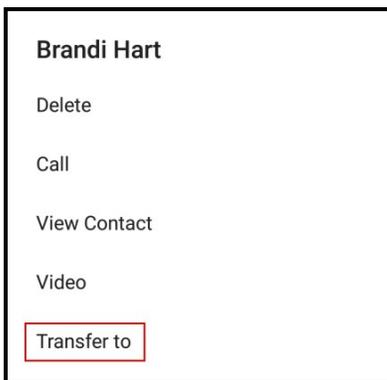
## To make an unattended transfer using long-press

### Android phone

1. Tap the Android **Back** button and go to the **History** tab on the resource panel.
2. Long-press the **History** group containing the contact you want to transfer the call to.



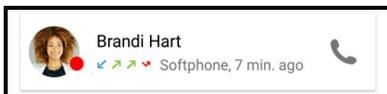
3. Tap **Transfer to**.



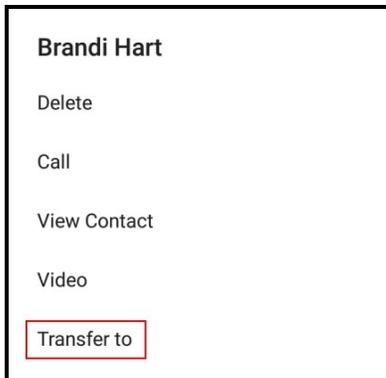
If the target answers the call, Bria Mobile connects the target to the remote party and Bria Mobile disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

### Android tablet

1. Tap **Back** and go to the **History** tab on the resource panel.
2. Long-press the **History** group containing the contact you want to transfer the call to.



3. Tap **Transfer to**.

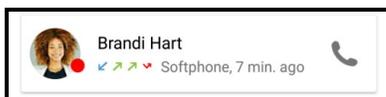


If the target answers the call, Bria Mobile connects the target to the remote party and Bria Mobile disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

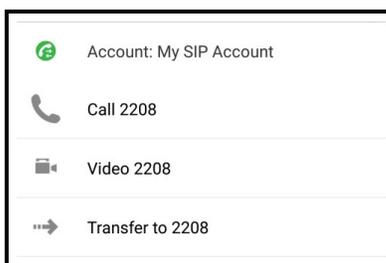
## To make an unattended transfer using the phone icon

### Android phone

1. Tap the Android **Back** button and go to the **History** tab on the resource panel.
2. Tap  **Phone** on the History group containing the contact you want to transfer the call to.



3. Tap **Transfer to**.



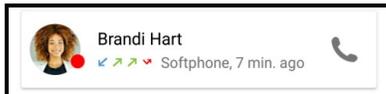
If the target answers the call, Bria Mobile connects the target to the remote party and Bria Mobile disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

## Android tablet

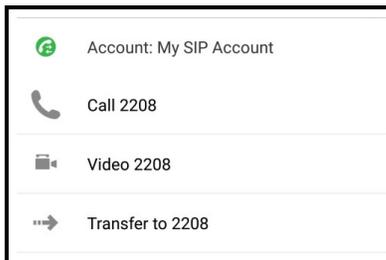
1. Tap the  Put Call on Hold to put the first call on hold and tap  Back.



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



4. Tap **Transfer to**.



If the target answers the call, Bria Mobile connects the target to the remote party and Bria Mobile disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

## 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**. Encrypt audio only works if it is supported by your SIP provider.

### To turn on call encryption

1. Go to **Settings > Accounts**, toggle the account switch to off, and tap your SIP

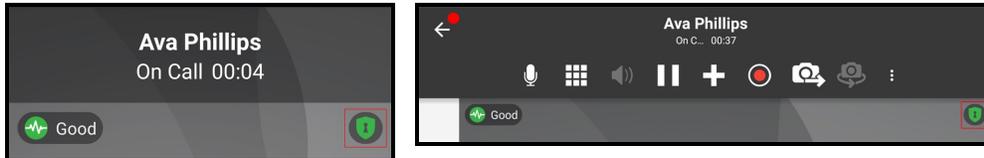
account.

2. Tap **Account Advanced**.
3. Select **Always** for **Transport and Security - Encrypt Audio**.

Calls you place using Bria Mobile are encrypted and displays  **Encrypted**.

### Encryption indicators

 - Bria Mobile is using SRTP for encryption.



**Note:** Calls fail if the remote party does not support SRTP call encryption. Set **Transport Security - Encrypt Audio** 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.

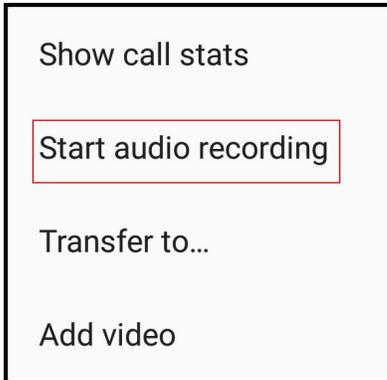
## To record a call

### Android phone

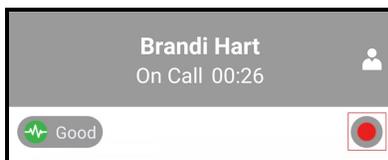
1. Tap  **More Options** during an established call.



2. Tap **Start audio recording**.



Bria Mobile starts recording the call. Bria Mobile displays a recording indicator below the call header.



## Android tablet

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



Bria Mobile starts recording the call.  **Record** flashes in the tool bar.

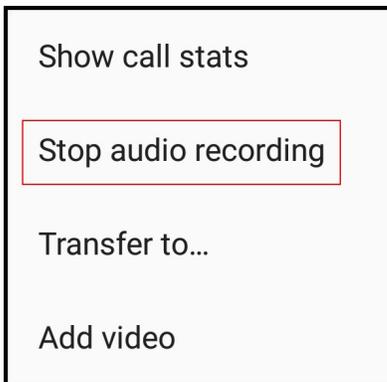
## To stop recording a call

### Android phone

1. Tap  More Options.



2. Tap Stop audio recording.



Bria Mobile stops or pausing call recording the call.

### Android tablet

1. Tap  Record.

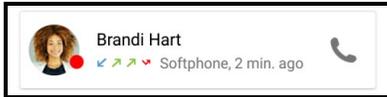


Bria Mobile stops or pausing call recording the call.

**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 the same file.

## To listen to a recording

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



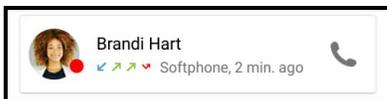
3. Tap **Listen to Call Recording**.



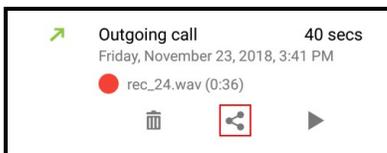
Bria Mobile plays the file in Google Play Music.

## To share a call recording

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



3. Tap **Share Recording**.

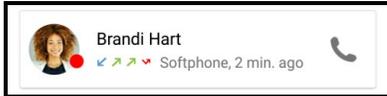


4. Choose the app you would like to use.
5. Give permission to the app to access photos, media, and files on your device (if required).
6. Use the controls on the app to share the recording.

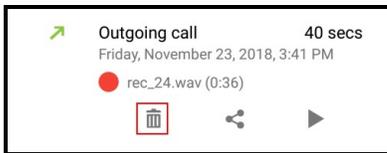
Bria Mobile opens the app you chose to share the recording. Follow any instructions in the chosen app.

## To delete a call recording

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



3. Tap **Delete Recording** and tap **Yes**.



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.

## Using a file manager

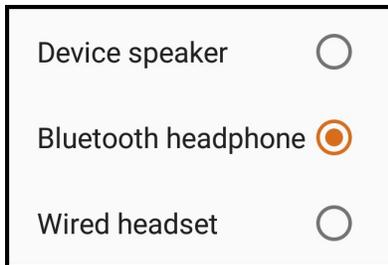
You can also manage call recordings using a file explorer or file manager. Bria Mobile saves the recordings under the `/sdcard/Bria Mobile` folder of the device in the `.wav` format.

## Call audio

Bria Mobile can play audio through the Android device, over the speaker phone, or through **supported accessories**.

If you only have two audio outputs option, tap **Speaker** to turn on the speaker phone. **Speaker** changes to **Bluetooth** if there are Bluetooth devices paired and **Headset** if there is a wired headset connected.

When you have more than two audio output options, tap **Speaker**, **Bluetooth**, or **Headset**, 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

#### Android phone

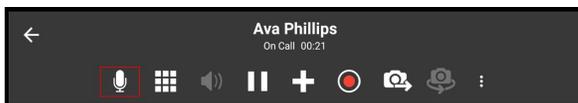
1. Tap  Mute Microphone.



Bria Mobile mutes the call.

#### Android tablet

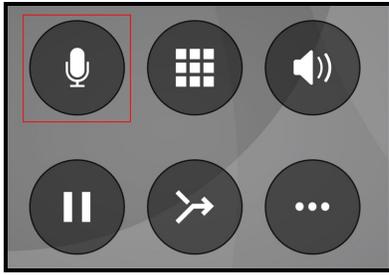
1. Tap  Mute Microphone.



Bria Mobile mutes the call.

### To mute a call using the menu - Android phone only

1. Swipe right.
2. Tap  Mute Microphone



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.

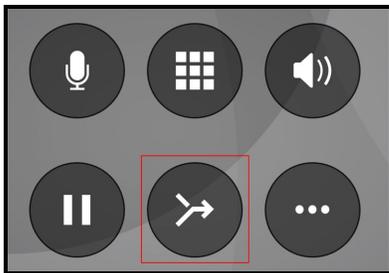
## Merging calls

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.

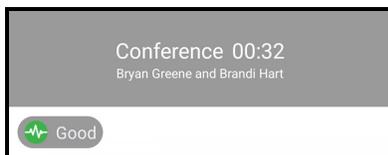
### To merge two calls

#### Android phone

1. Tap  Put calls in conference.



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.

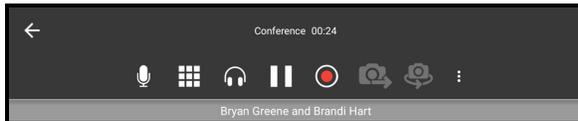


## Android tablet

1. Tap  Put calls in conference.



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.



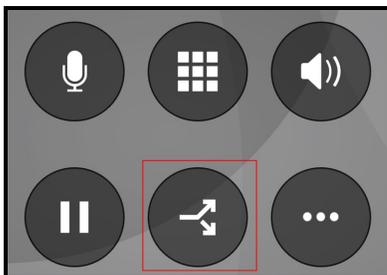
## Splitting calls

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

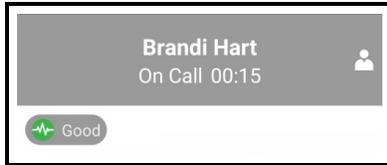
### To split a merged call

#### Android phone

1. Tap  Split Calls.



Bria Mobile splits the calls. Bria Mobile displays the name of the remote party for the active call.



## Android tablet

1. Tap  Split Calls.



Bria Mobile splits the calls. Bria Mobile displays the name of the remote party for the active call.



# Accessing voice mail

Voice mail 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 voice mail, can set up **voice mail configuration** to access your provider's voicemail using Bria Mobile.

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

- Bria Mobile is not running
- You already have two calls established
- You are on a native call

A voice mail indicator shows on the resource tab for Android phones and on the toolbar for Android tablets.



A voice mail indicator also shows on the Android status bar when you have a voice mail.



## To access your voice mail

### Android phone

1. Go to the **Phone** tab on the resource panel.
2. Tap  Tap to listen to voicemail.



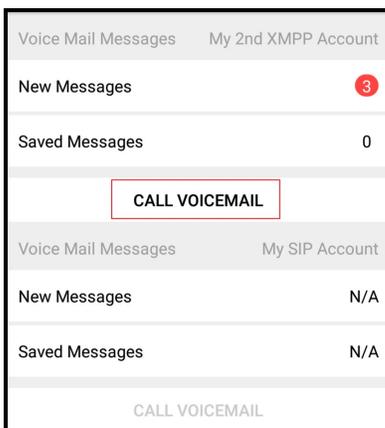
Bria Mobile dials you voice mail number. Follow any instructions to play your voice mail messages.

## Android tablet

1. Tap  Tap to listen to voicemail in the toolbar.



2. Tap Call Voicemail.



Bria Mobile dials you voice mail number. Follow any instructions to play your voice mail 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 Buddy.
- Chat rooms have multiple members and allow you to send messages to all the members of the room.

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

## Instant messages

You can send instant messages (IMs) to a Buddy. 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 Buddy. If you do not have any Buddies, see [Adding a Buddy](#).

## Using messaging

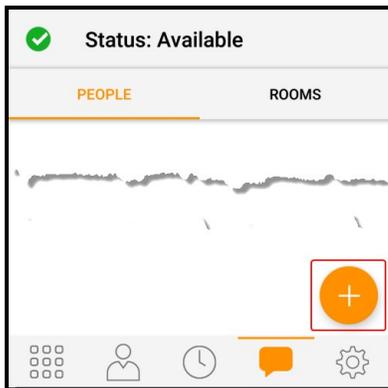
You can use the **Messaging** tab to send an IM to a Buddy or to send an IM to a member of a chat room.

### To send an IM using Messaging

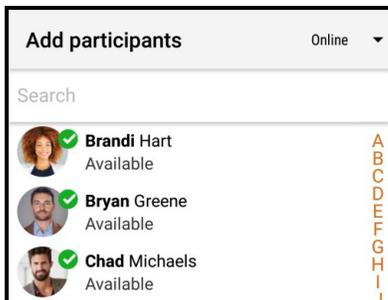
#### Android phone

1. Go to the **Messaging** tab on the resource panel.

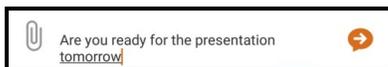
2. Tap **People** and tap **+** Add.



3. Tap a Buddy or type a name and tap a Buddy.



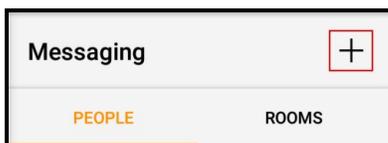
4. Type your message in **Compose Message** and tap **Send**.



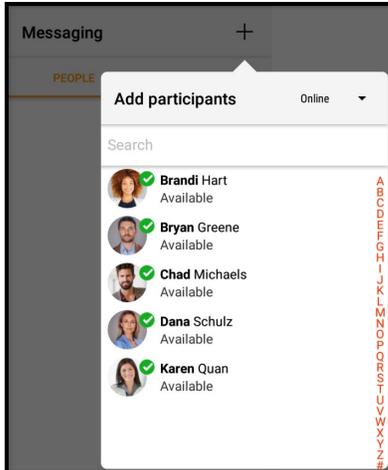
Bria Mobile sends the IM.

## Android tablet

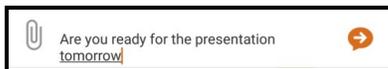
1. Go to the **Messaging** tab on the resource panel.
2. Tap **People** and tap **+** Add Message.



3. Tap a Buddy or type a name and tap a Buddy.



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

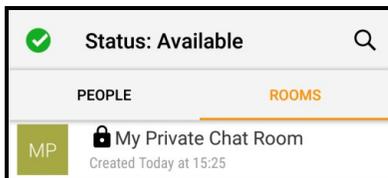


Bria Mobile sends the IM.

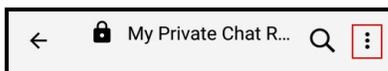
## To send an IM from a chat room

### Android phone

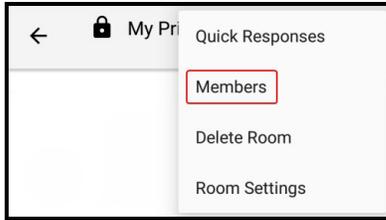
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



3. Tap **: More Options**.



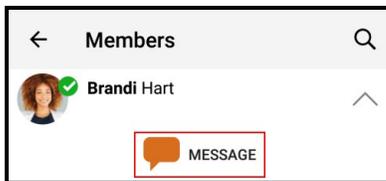
4. Tap **Members**.



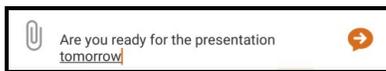
5. Tap **More Options** beside the room member you want to IM.



6. Tap **Message**.



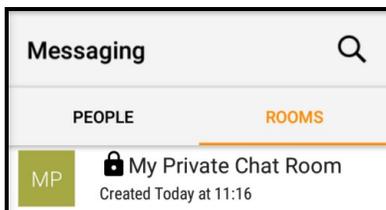
7. Type your message in **Compose Message** and tap **Send**.



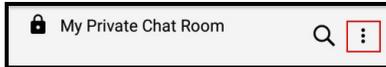
Bria Mobile sends the IM.

## Android tablet

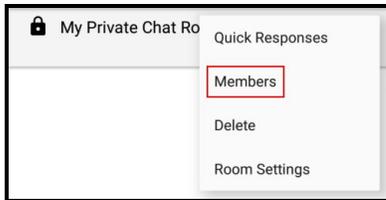
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



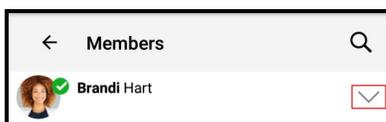
3. Tap **: More Options**.



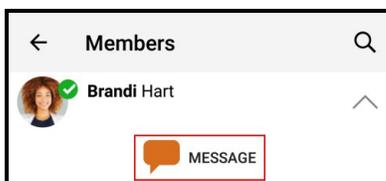
#### 4. Tap **Members**.



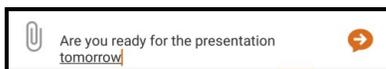
#### 5. Tap **More Options** beside the room member you want to IM.



#### 6. Tap **Message**.



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



Bria Mobile sends the IM.

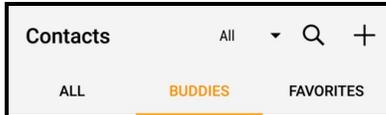
## Using Contact details

You can send an IM to a Buddy directly from the **Buddies** tab in **Contacts**.

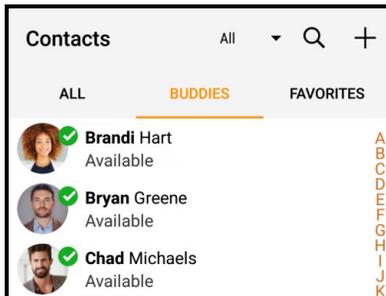
**To send an IM from Contacts using contact details**

### Android phone

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

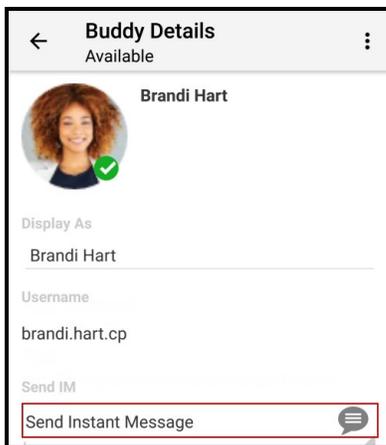


2. Select a Buddy by tapping on the Buddy or typing their name in the **Q Search** bar and tapping the Buddy.

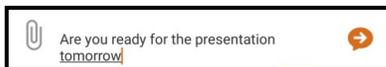


Buddy Details opens.

3. Tap **Send Instant Message**.



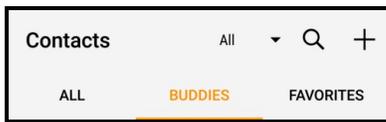
4. Type your message in **Compose Message** and tap **Send**.



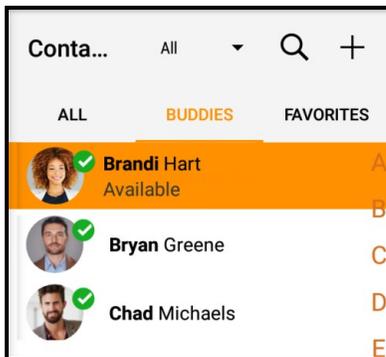
Bria Mobile sends the IM.

## Android tablet

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

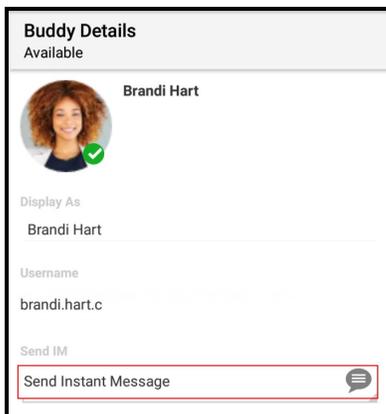


2. Select a Buddy by tapping on the Buddy or typing their name in the **Search** bar and tapping the Buddy.

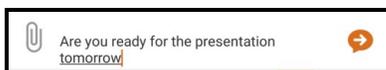


Buddy Details opens.

3. Tap **Send Instant Message**.



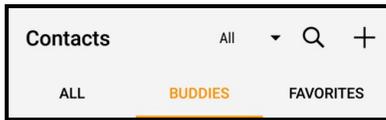
4. Type your message in **Compose Message** and tap **Send**.



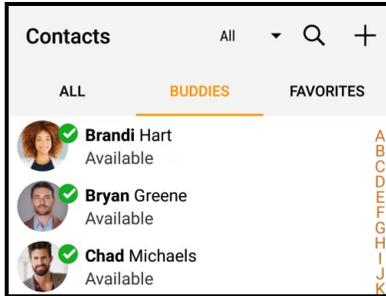
Bria Mobile sends the IM.

## To send an IM from Contacts using long-press - Android phone only

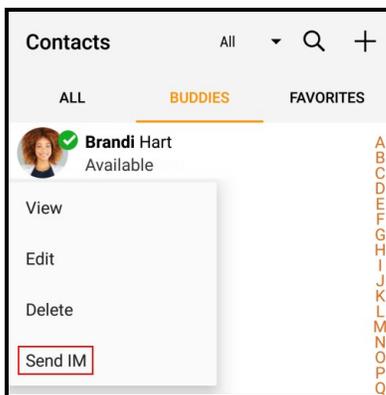
1. Go to the **Contacts** tab on the resource panel and tap **Buddies**.



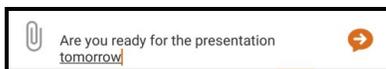
2. Long-press a Buddy, or tap **Search** **Q**, type a name, and long-press a Buddy.



3. Tap **Send IM**.



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



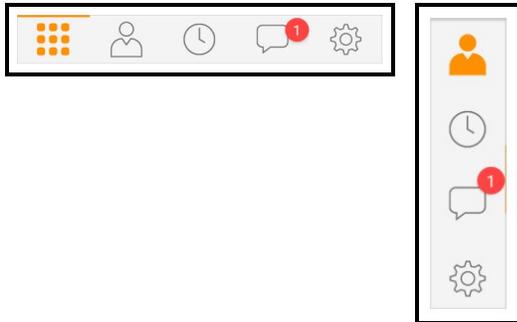
Bria Mobile sends the IM.

## Receiving an instant message

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

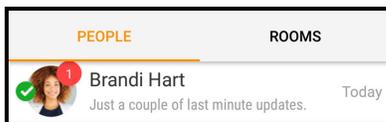
## Bria Mobile in the foreground

Bria Mobile displays the number of new messages with a badge notification on the resource panel.



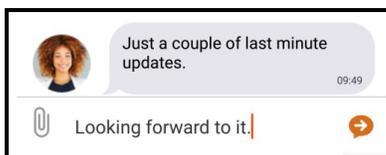
### To reply to an IM with Bria Mobile in the foreground

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

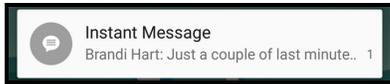
## Bria Mobile is in the background

When Bria Mobile is in the background, you see a notification in the Android status bar when you have a new IM.



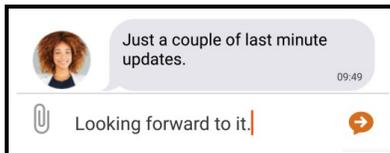
## To reply to an IM with Bria Mobile in the background

1. Swipe down on the Android status bar.
2. Tap on the notification.



The IM session opens in Bria Mobile.

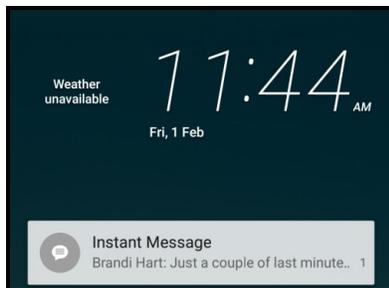
3. Type your message in **Compose Message** and tap **Send**.



Bria Mobile sends the IM.

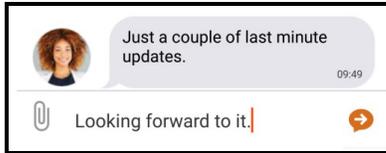
## Device is locked

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

1. Tap the notification twice and enter your passcode (if required). The IM session opens in Bria Mobile.
2. Type your message in **Compose Message** 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.

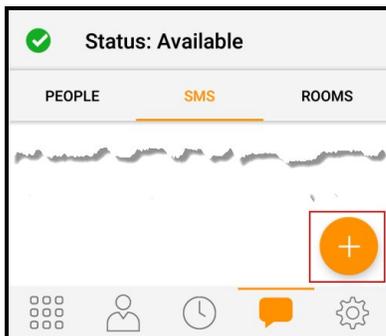
## Using Messaging

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

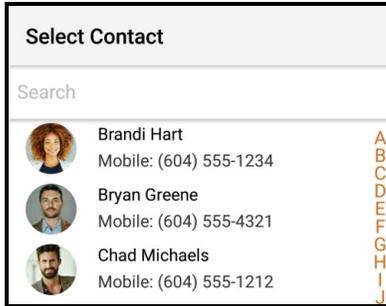
## To send an SMS using Messaging

### Android phone

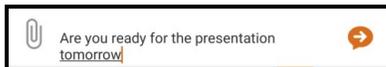
1. Go to the **Messaging** tab on the resource panel.
2. Tap **SMS** and tap **+** Add.



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



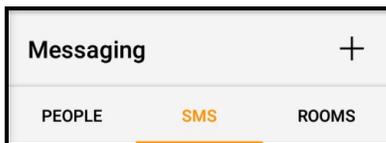
4. Type your message in **Compose Message** and tap **Send**.



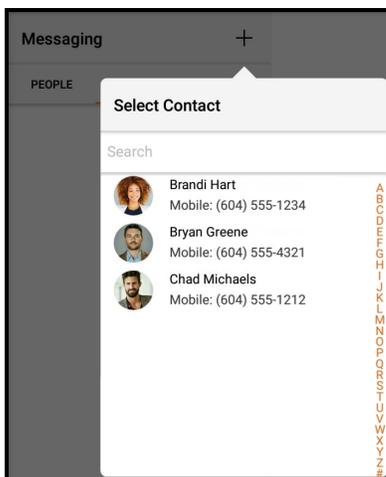
Bria Mobile sends the SMS.

## Android tablet

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



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



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



Bria Mobile sends the SMS.

## Using Contacts

Send an SMS from contact details.

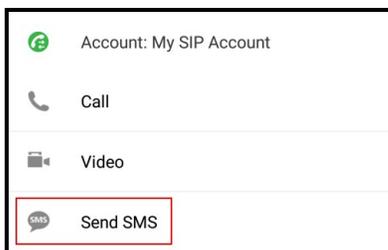
## To send an SMS using contact details

### Android phone

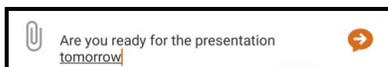
1. Go to the **Messaging** tab on the resource panel.
2. Select the contact you want to send an SMS to by tapping on the contact or typing their name in **Search Q** and tapping on the contact.

**Contact Details** opens.

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



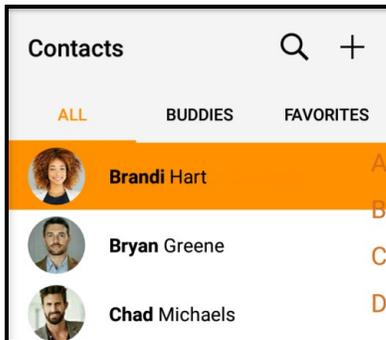
5. Type your message in **Compose Message** and tap ➔ **Send**.



Bria Mobile sends the SMS.

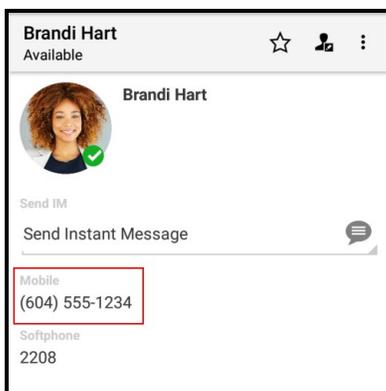
## Android tablet

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 **Search Q** and tapping on the contact.

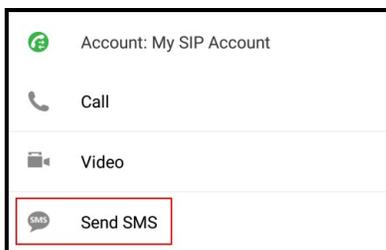


**Contact Details** opens.

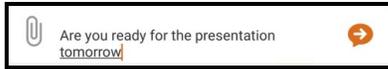
3. Tap the PSTN number you want to send an SMS to.



4. Tap **Send SMS**.



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



Bria Mobile sends the SMS.

## Deleting instant messages

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

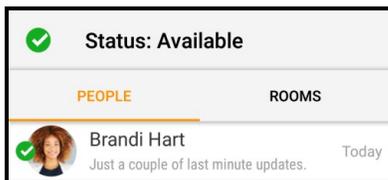
### Deleting individual and multiple messages

You can delete a single or multiple IM messages without losing the entire IM session.

#### To delete a single IM message

##### Android Phone

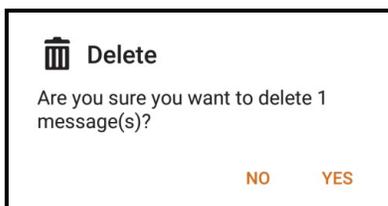
1. Go to the **Messaging** tab on the resource panel.
2. Tap **People** and tap the IM session.



3. Long-press on the message you want to delete.
4. Tap  **Delete**.



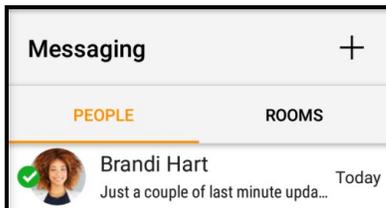
5. Tap **Yes** to confirm you want to delete the selected message.



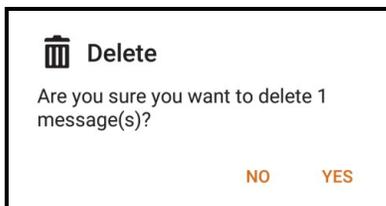
Bria Mobile deletes the message. There is not warning before Bria Mobile deletes the message.

### Android tablet

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



3. Long-press on the message you want to delete.
4. Tap  **Delete**.
5. Tap **Yes** to confirm you want to delete the selected message.

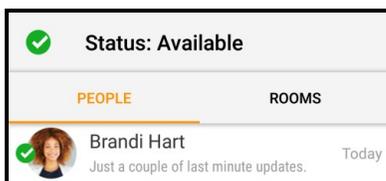


Bria Mobile deletes the message. There is not warning before Bria Mobile deletes the message.

### To delete multiple IM messages

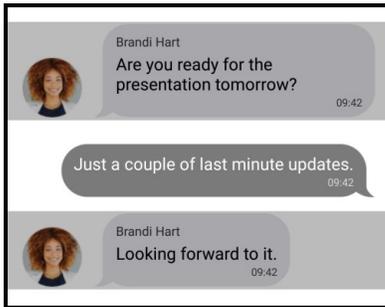
#### Android phone

1. Tap **People** and tap the IM session.



2. Long-press one of the messages you want to delete.

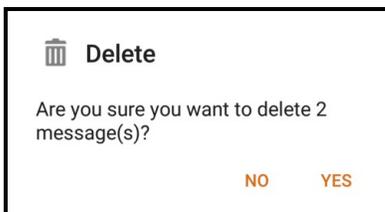
3. Long-press all other messages your want to delete. Selected messages have a gray background.



4. Tap  Delete.



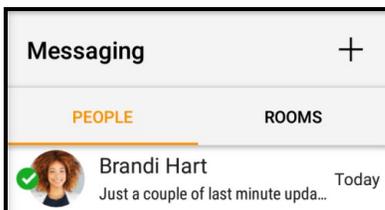
5. Tap **Yes** to confirm you want to delete the selected messages.



Bria Mobile deletes the selected messages.

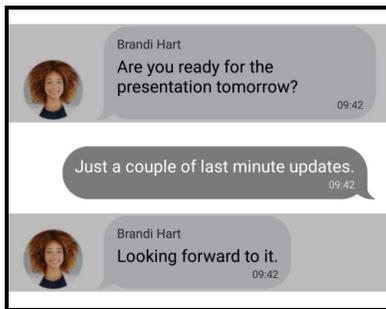
## Android tablet

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



3. Long-press on the message you want to delete.
4. Long-press all other messages your want to delete. Selected messages have a

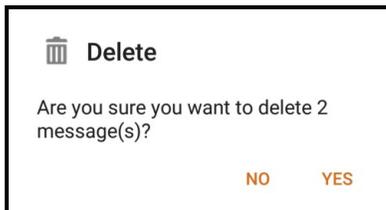
gray background.



5. Tap  **Delete**.



6. Tap **Yes** to confirm you want to delete the selected messages.



Bria Mobile deletes the selected messages.

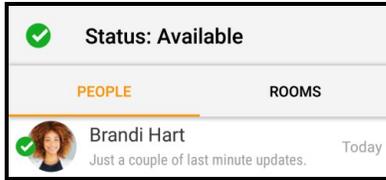
## Deleting an IM session

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

### To delete an IM session using More

#### Android phone

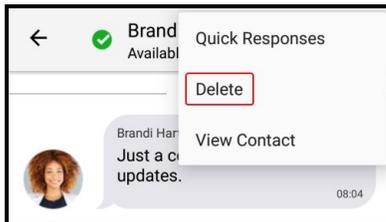
1. Go to the **Messaging** tab on the resource panel.
2. Tap **People** and tap the IM session.



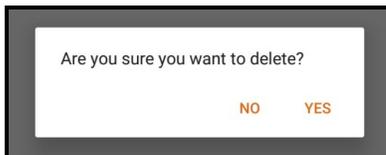
### 3. Tap **More Options**.



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



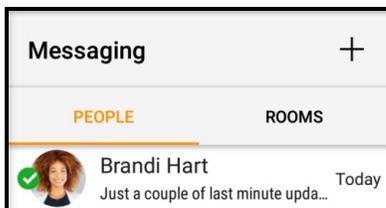
### 5. Click **Yes** on **Are you sure you want to delete?**



The IM session is deleted.

## Android tablet

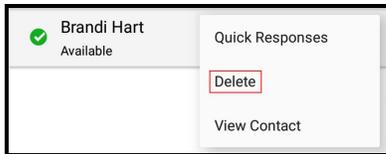
1. Go to the **Messaging** tab on the resource panel.
2. Tap **People** and tap the IM session.



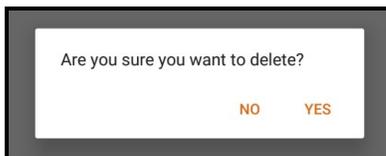
### 3. Tap **More Options**.



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



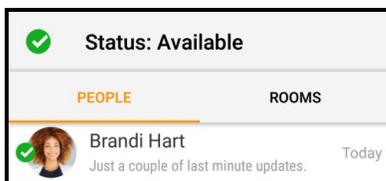
#### 5. Click **Yes** on **Are you sure you want to delete?**



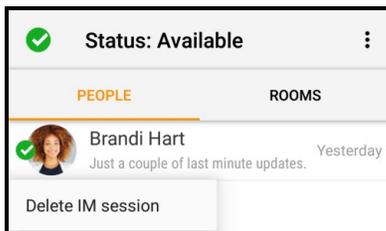
The IM session is deleted.

### To delete an IM session using long-press - Android phone only

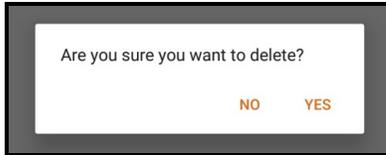
1. Go to the **Messaging** tab on the resource panel.
2. Tap **People**.



3. Long-press the conversation want to delete and tap **Delete IM session**.



4. Click **Yes** on **Are you sure you want to 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.

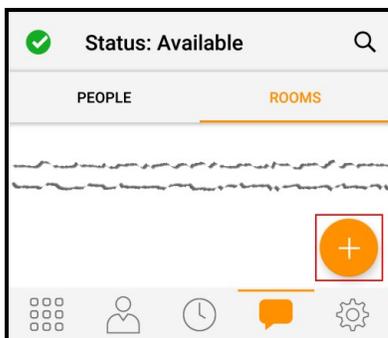
## Creating a private chat room

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.

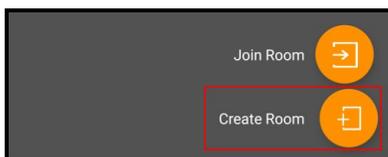
### To create a private chat room

#### Android phone

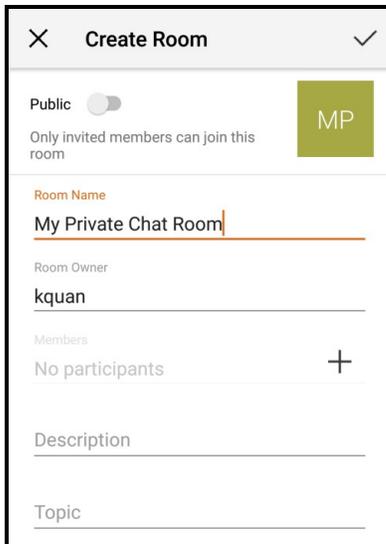
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **Add**.



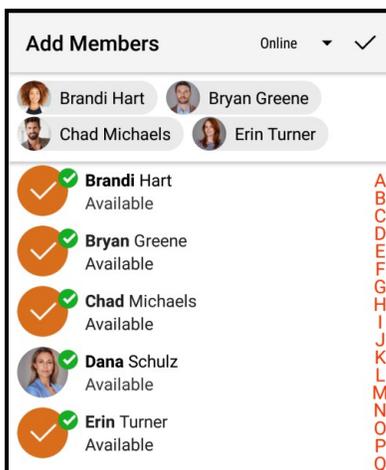
3. Tap **Create Room**.



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



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

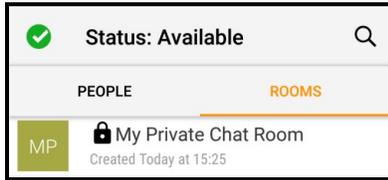


Your Buddies show in **Members**. If you want to remove someone from **Members** before you create the chat room, tap **+ Add Members** and tap the Buddies to remove the check mark.

7. Tap **✓ Save**.

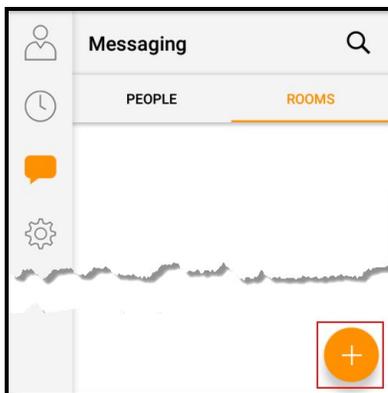
Bria Mobile creates the private chat room. The **Members** you invited are automatically added to the room. The chat room shows up in the **Rooms** section of the **Messaging**.

The room shows when created it. The lock on the avatar for the room indicates this is a private chat room.

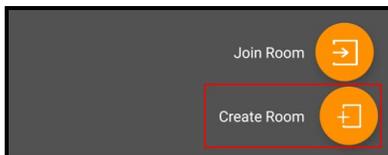


## Android tablet

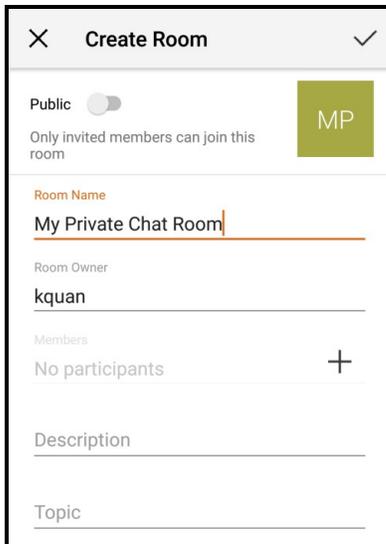
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **+ Add**.



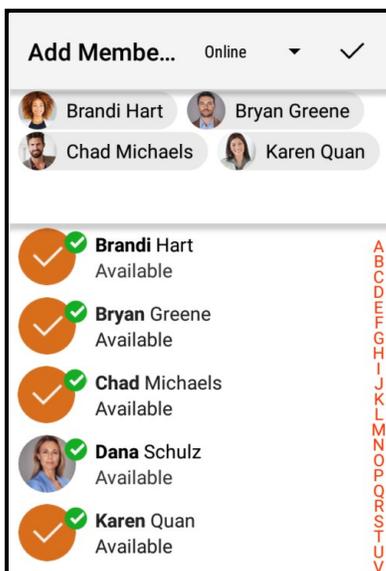
3. Tap **Create Room**.



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



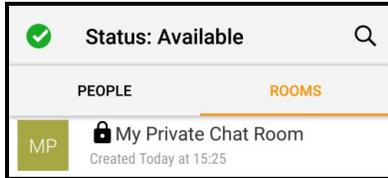
5. Tap **+ Add Members**.
6. Tap on the Buddies you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting Buddies.



Your Buddies show in **Members**. If you want to remove someone from **Members** before you create the chat room, tap **+ Add Members** and tap the Buddies to remove the check mark.

7. Tap **✓ Save**.

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.



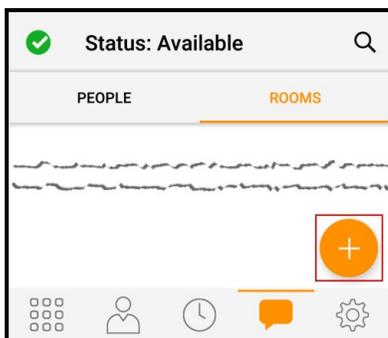
## Creating a public chat room

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

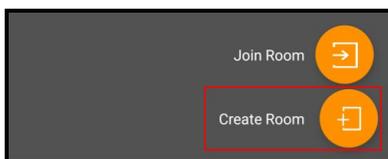
### To create a public chat room

#### Android phone

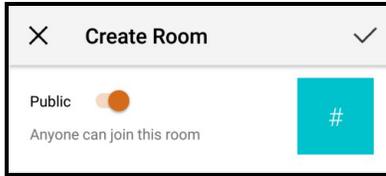
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **+ Add**.



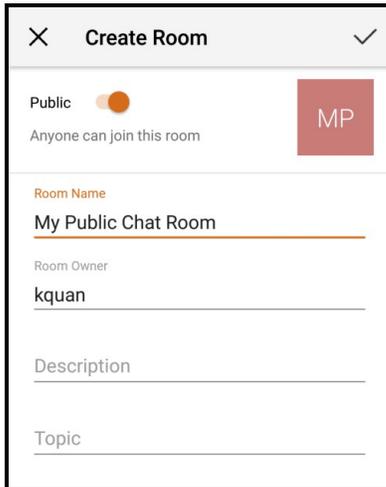
3. Tap **Create Room**.



4. Toggle **Public** on.

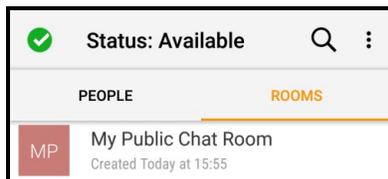


5. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



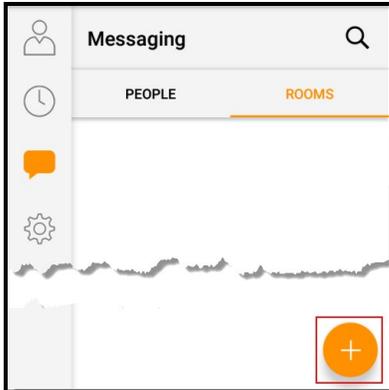
6. Tap ✓ **Save**.

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

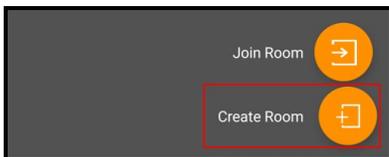


## Android tablet

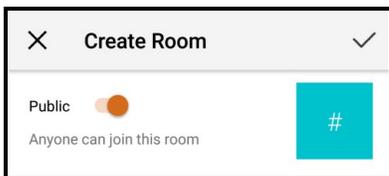
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **Add**.



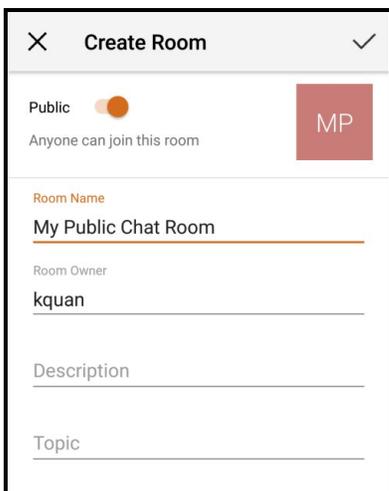
3. Tap **Create Room**.



4. Toggle **Public** on.

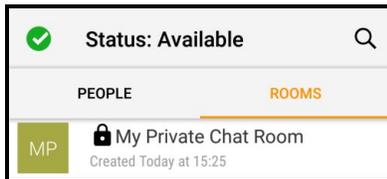


5. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



## 6. Tap ✓ Save.

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.



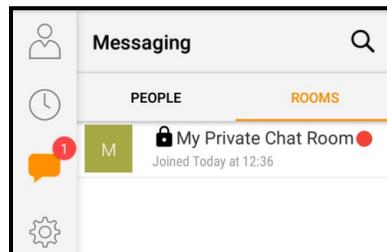
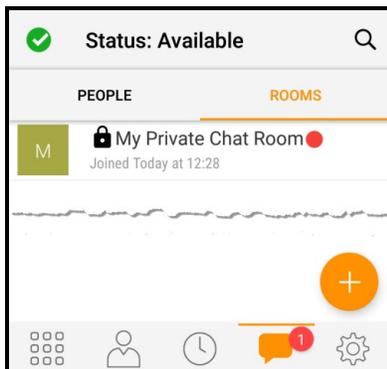
## Joining a chat room

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.



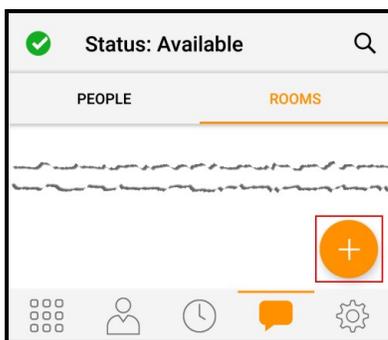
## Joining a public chat room

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

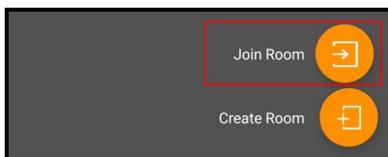
### To join a public chat room

#### Android phone

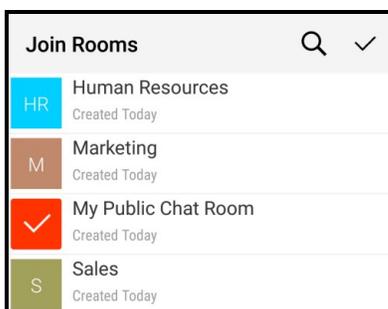
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **+ Add**.



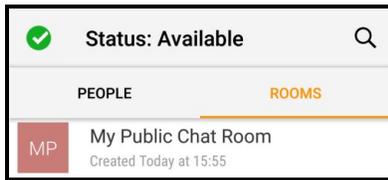
3. Tap **Join Room**.



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

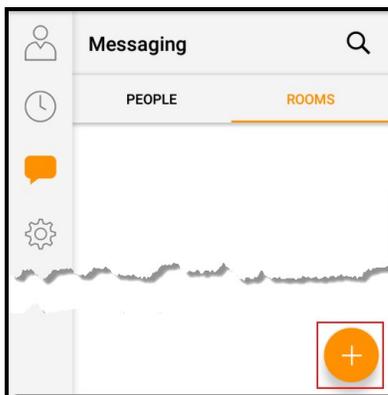


Bria Mobile adds the public chat room to **Rooms** in the **Messaging** tab.

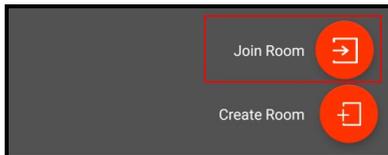


## Android tablet

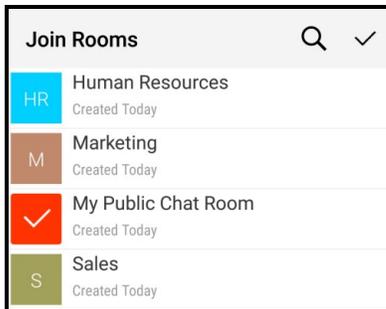
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **+ Add**.



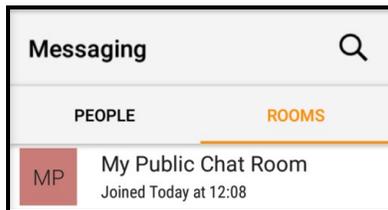
3. Tap **Join Room**.



4. Tap the public rooms you want to join and tap **✓ Add**. 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 room owner - 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**.

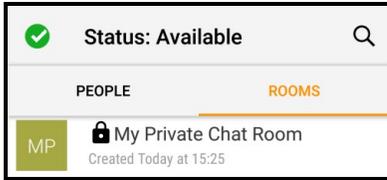
## Changing the Room Name and Description

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

#### Android phone

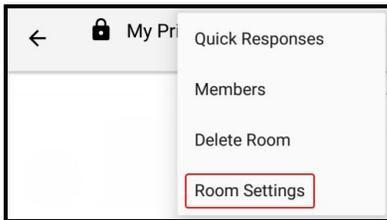
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



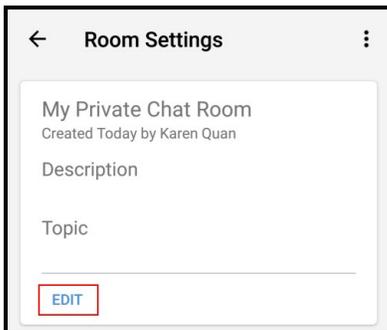
3. Tap **More Options**.



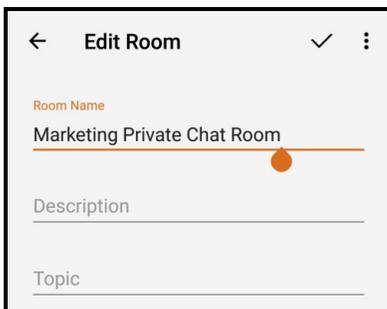
4. Tap **Rooms Settings**.

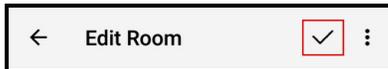


5. Tap **Edit**.

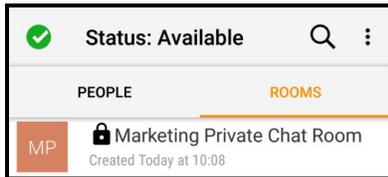


6. Type in a new **Room Name** or **Description**.



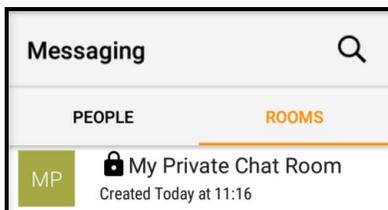
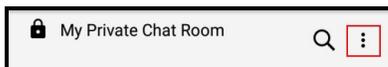
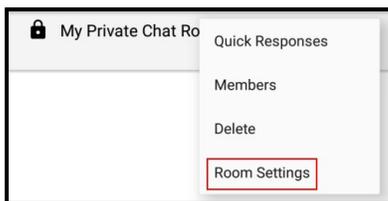
7. Tap ✓ **Save**.

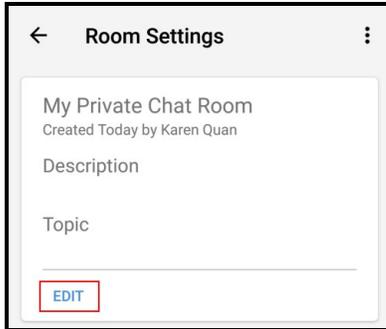
Bria Mobile updates the **Room Name** and **Description**.



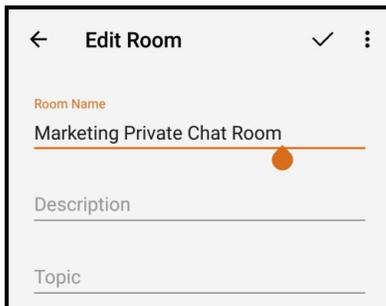
## Android tablet

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 Options**.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**.



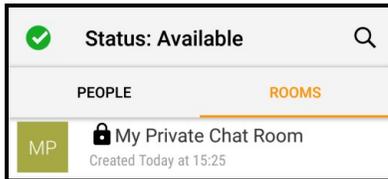
## Adding a topic to a room

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.

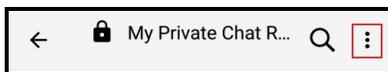
## To add a Topic

### Android phone

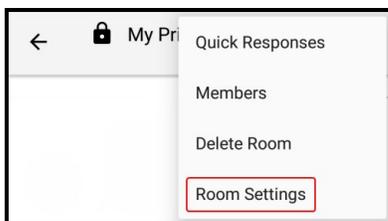
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



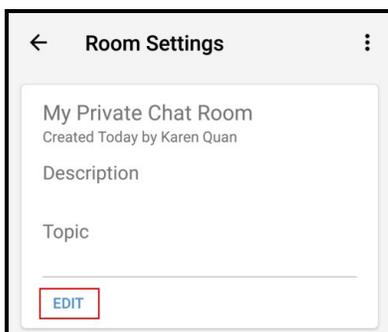
3. Tap **: More Options**.



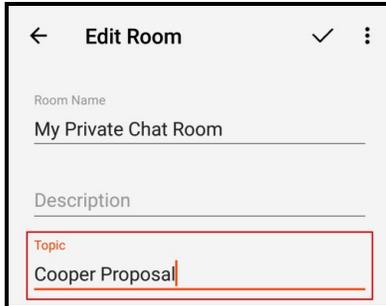
4. Tap **Rooms Settings**.



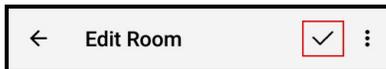
5. Tap **Edit**.



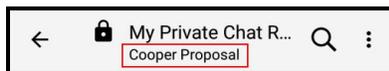
6. Type in the **Topic**.



7. Tap ✓ **Save**.

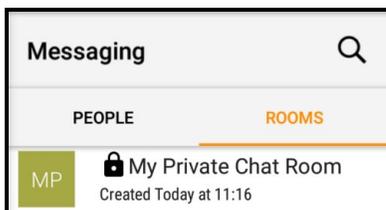


The **Topic** displays below the **Room Name** in the chat room header.

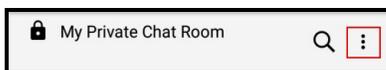


## Android tablet

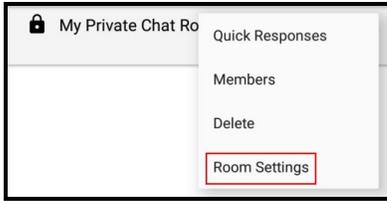
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



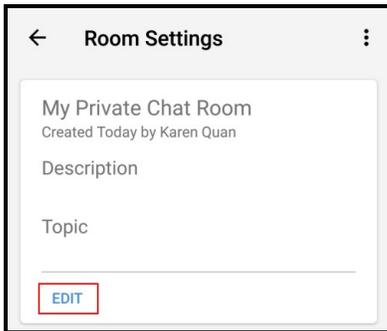
3. Tap **: More Options**.



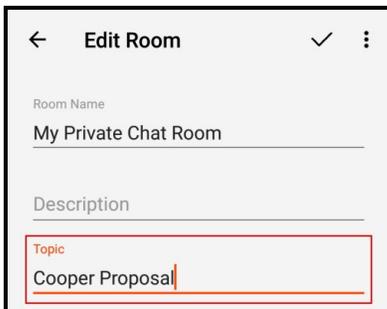
4. Tap **Rooms Settings**.



5. Tap **Edit**.



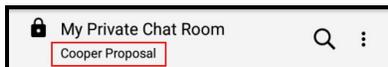
6. Type in the **Topic**.



7. 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.

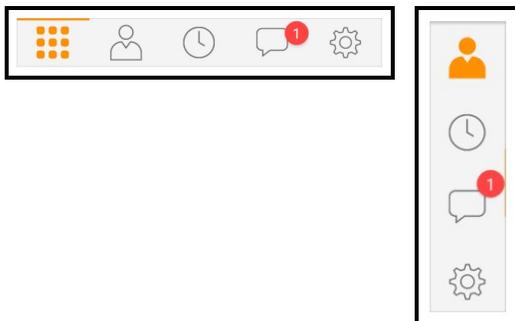
### Preferences - Mentions

- **@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

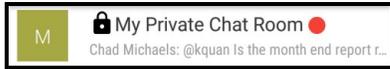
When you have a new message or mention, you may see the following depending on how you have configured **Chat Room Notifications** and **Preferences**:

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

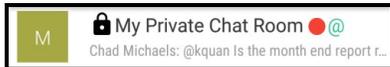


- The device vibrating in the foreground, background, and on the lock screen.
- The **Alert Text Tone** is played in the foreground, background, and on the lock screen.

- The **@mention Text Tone** is played in the foreground, background, and on the lock screen.
- A badge notification on the chat room in **Rooms**.



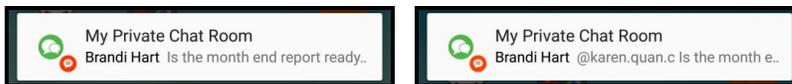
- A mention badge notification on the chat room in **Rooms**.



- A notification in the Android status bar with Bria Mobile in the background. Drag down to open the message.



- A notification on the lock screen.



## Changing chat room notifications

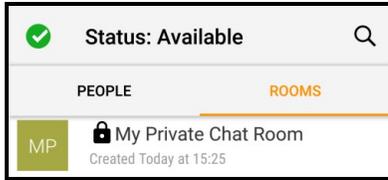
You can change the notifications you receive for each individual chat room. Choose from:

- **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

#### Android phone

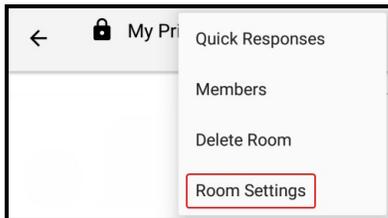
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



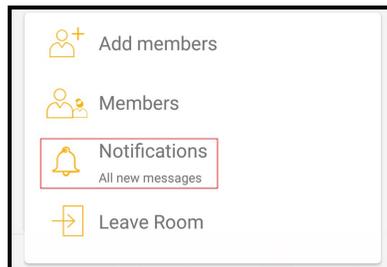
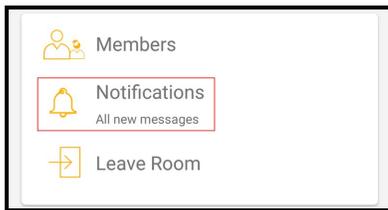
3. Tap **⋮ More Options**.



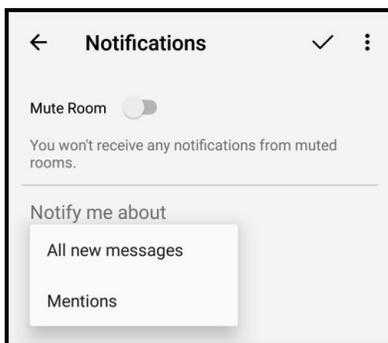
4. Tap **Room Settings**.



5. Tap **🔔 Notifications**.



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

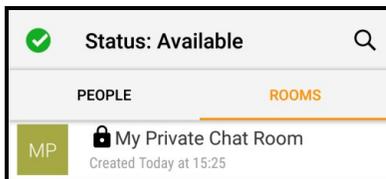


7. Tap ✓ **Save**.

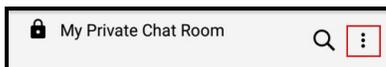
Bria Mobile updates your notification preferences for the room.

## Android tablet

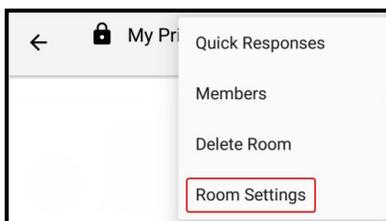
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



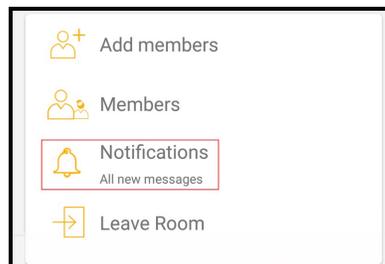
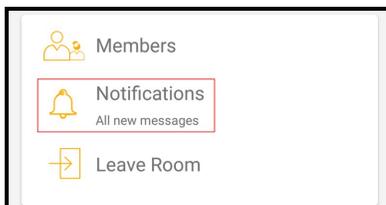
3. Tap **: More Options**.



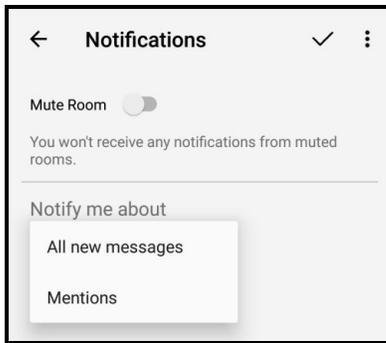
4. Tap **Room Settings**.



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 ✓ **Save**.

Bria Mobile updates your notification preferences for the room.

## Sending and receiving chat room messages

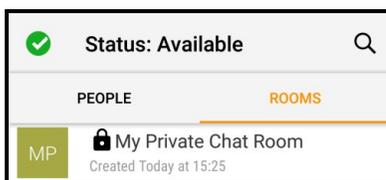
### Sending a message

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

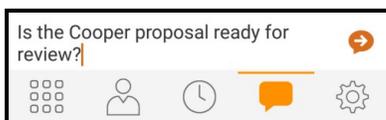
#### To send a chat room message

##### Android phone

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



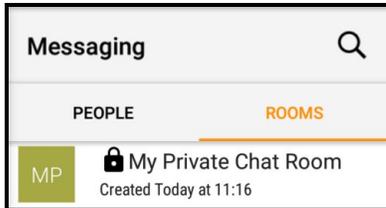
3. Type your message in **Compose Message** and tap ➔ **Send**.



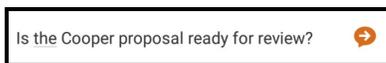
Bria Mobile sends the chat room message.

## Android tablet

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.

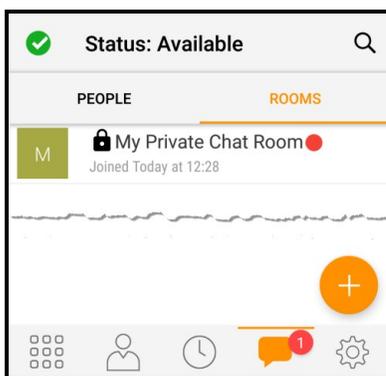
## Receiving a message

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

## Android phone

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

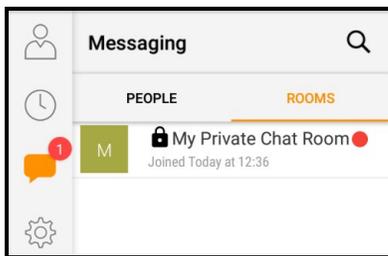


Bria Mobile displays the chat room messages.

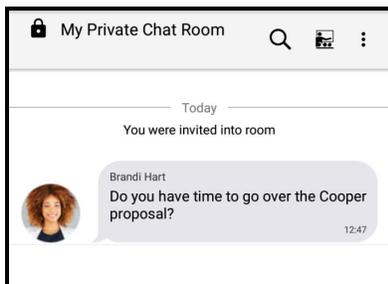


## Android tablet

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

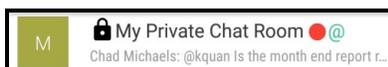


Bria Mobile displays the chat room messages.

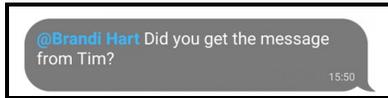


## Mentions

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**.



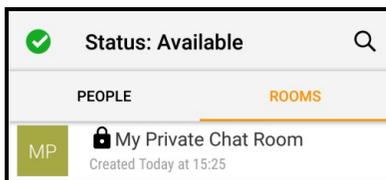
The name of the person mentioned in the messages is highlighted.



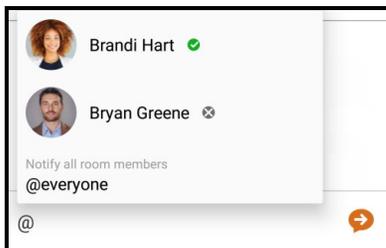
## To mention a person

### Android phone

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**.

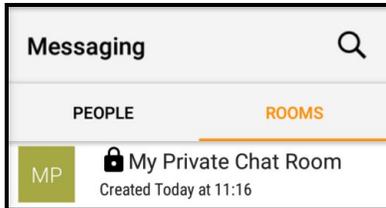


5. Click **Send**.

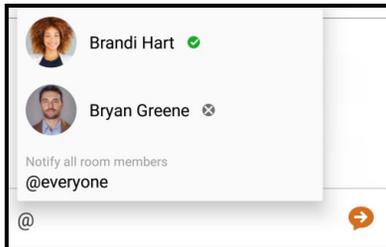
Bria Mobile sends the chat room message. The person mentioned in the message sees an indicator that they have been mentioned.

## Android tablet

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.

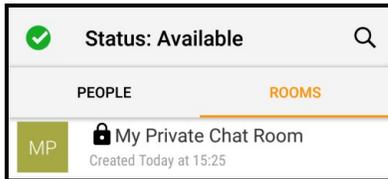
## Using Quick Responses

Quick Responses are pre-defined replies that let you respond quickly to a chat room.

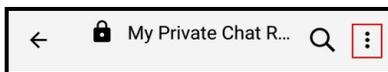
## To use Quick Responses

### Android phone

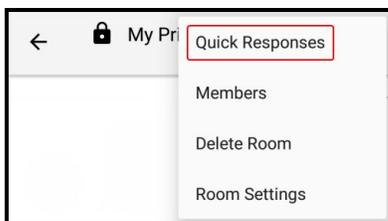
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



3. Tap **: More Options**.

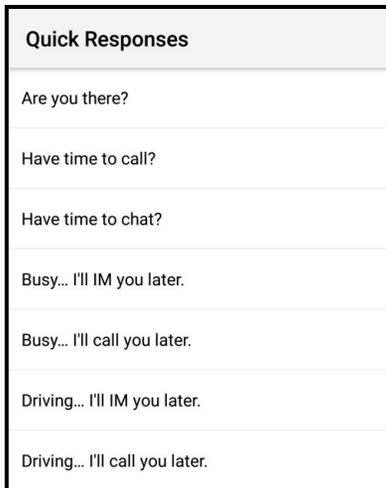


4. Tap **Quick Responses**.



Bria Mobile displays the list of **Quick Responses**.

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



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

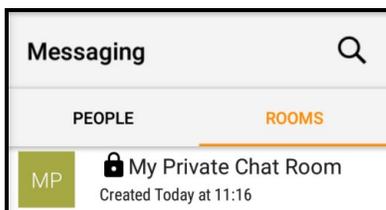
6. Tap  **Send**.



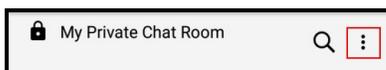
Bria Mobile sends the **Quick Reply**.

### Android tablet

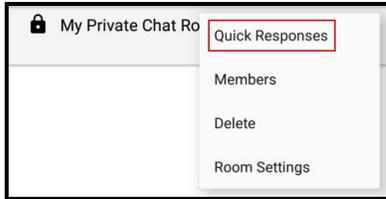
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



3. Tap **: More Options**.

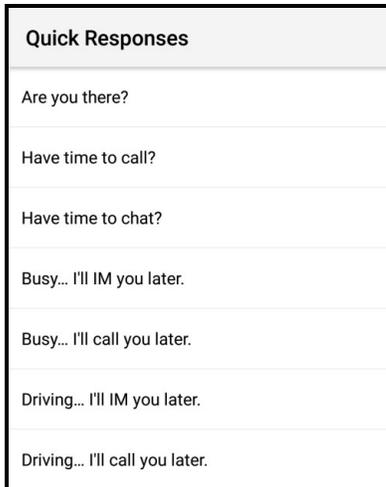


4. Tap **Quick Responses**.



Bria Mobile displays the list of **Quick Responses**.

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



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

6. Tap  **Send**.



Bria Mobile sends the Quick Response.

## 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.

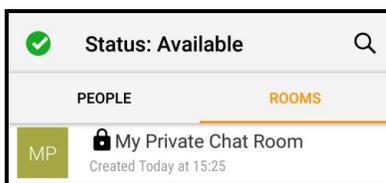
## Seeing who is in a room

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.

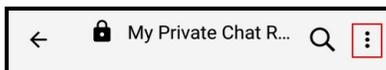
### To see who is in a chat room

#### Android phone

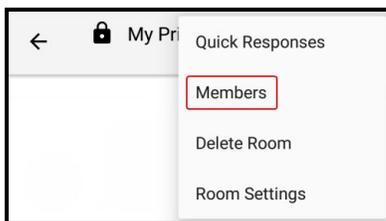
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



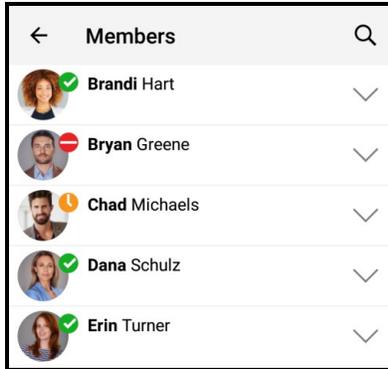
3. Tap **: More Options**.



4. Tap **Members**.

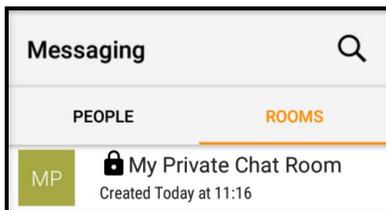


The members list opens. Each member of the room is displayed with their status.

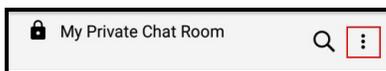


## Android tablet

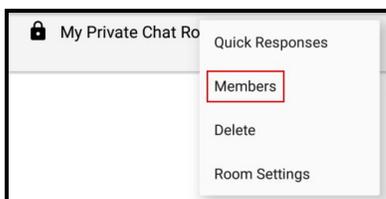
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



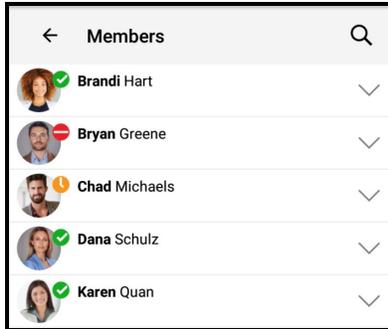
3. Tap **: More Options**.



4. Tap **Members**.



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



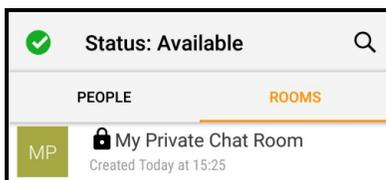
## Adding new members to a private chat room

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

#### Android phone

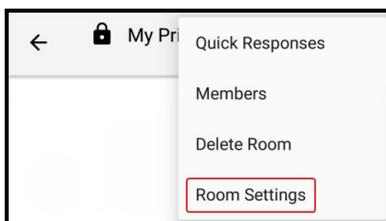
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



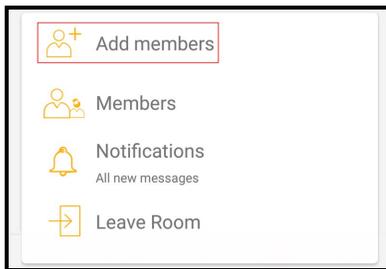
3. Tap **: More Options**.



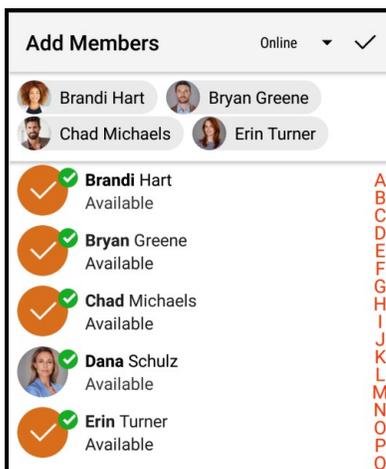
4. Tap **Room Settings**.



5. Tap  **Add members.**



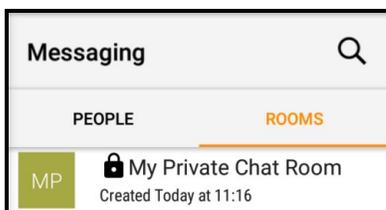
6. Tap on the Buddies you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting Buddies.



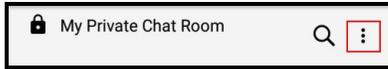
Bria Mobile adds the Buddy to the chat room.

### Android tablet

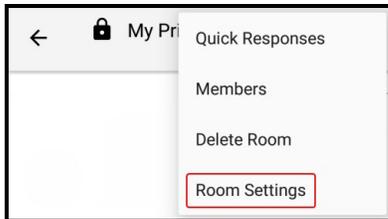
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



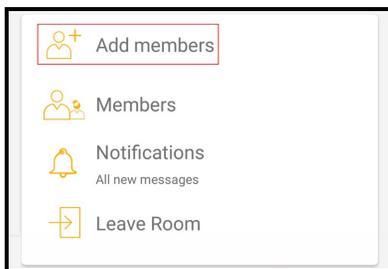
3. Tap **: More Options.**



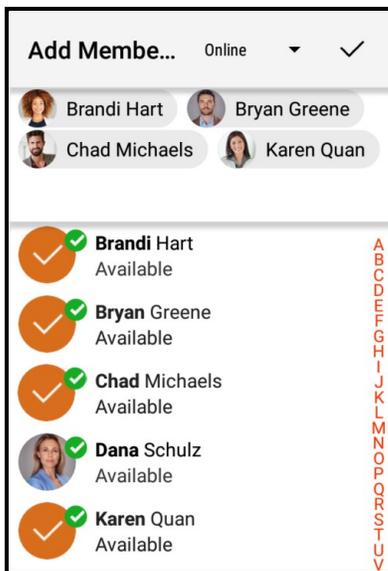
4. Tap Room Settings.



5. Tap  Add members.



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



Bria Mobile adds the Buddy to the chat room.

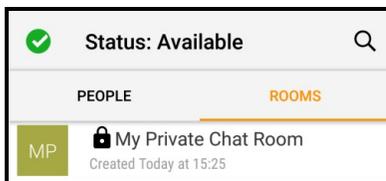
## Re-inviting a member

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.

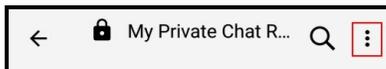
### To re-invite a member

#### Android phone

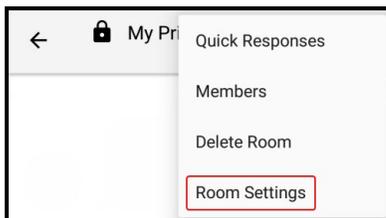
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



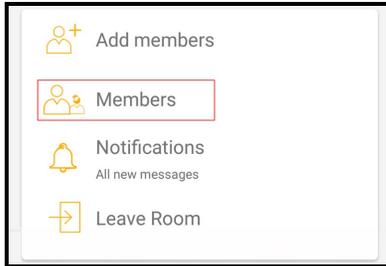
3. Tap **: More Options**.



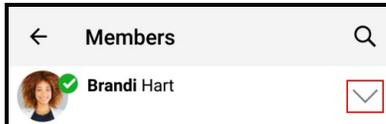
4. Tap **Room Settings**.



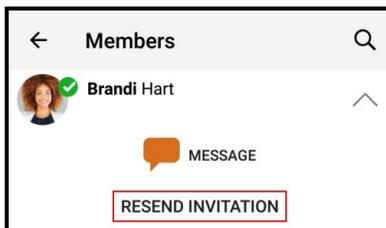
5. Tap **Members**.



6. Tap **More Options** for the room member you want to re-invite.



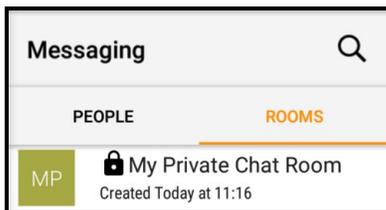
7. Tap **Resend Invitation**.



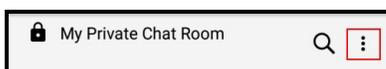
The member you re-invited is automatically added to the room.

## Android tablet

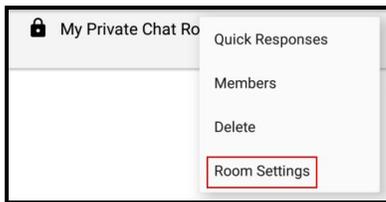
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



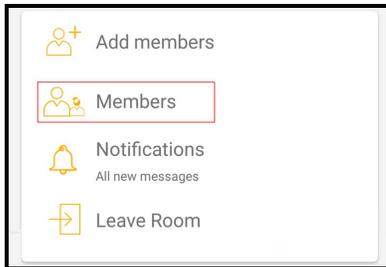
3. Tap **: More Options**.



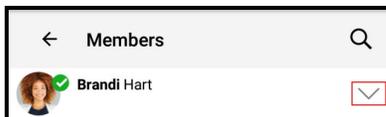
#### 4. Tap **Room Settings**.



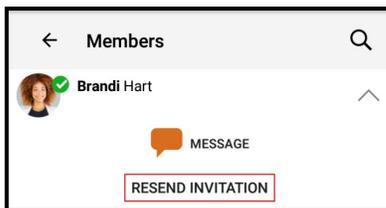
#### 5. Tap **Members**.



#### 6. Tap **More Options** for the room member you want to re-invite.



#### 7. 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.**

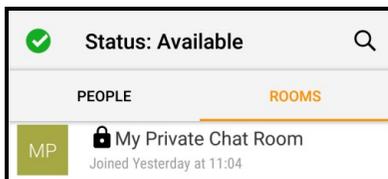
## Leaving a chat room

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

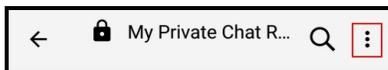
### To leave a chat room from the More Options menu

#### Android phone

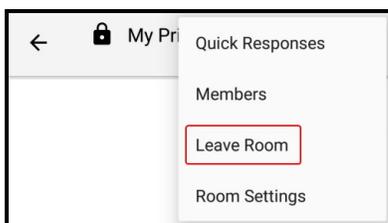
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



3. Tap **: More Options**.



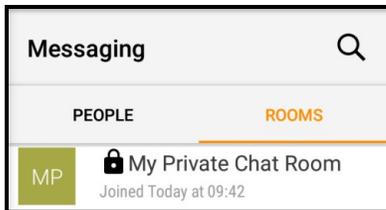
4. Tap **Leave Room**.



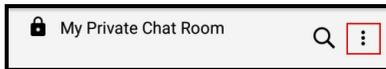
The chat room is removed from **Rooms**.

#### Android tablet

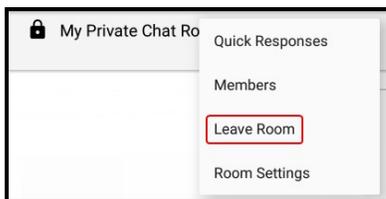
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



### 3. Tap : More Options.



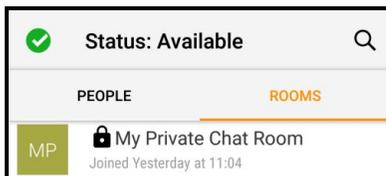
### 4. Tap Leave Room.



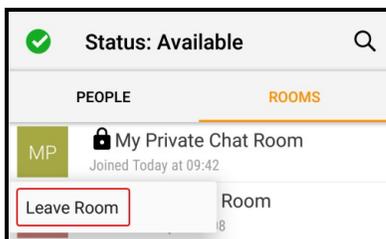
The chat room is removed from **Rooms**.

## To leave a room using long press - Android phone only

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



### 3. Tap Leave Room.

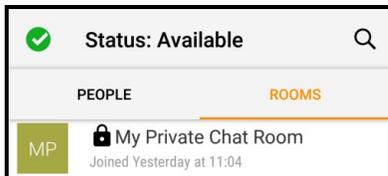


The chat room is removed from **Rooms**.

## To leave a chat room from Room Settings

### Android phone

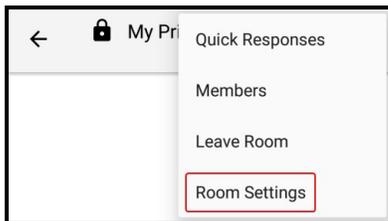
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



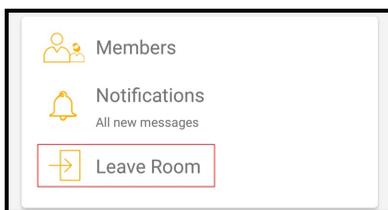
3. Tap **: More Options**.



4. Tap **Room Settings**.



5. Tap **Leave Room**.

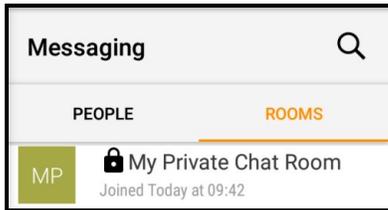


The chat room is removed from **Rooms**.

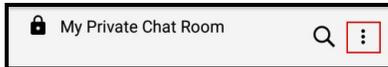
### Android tablet

1. Go to the **Messaging** tab on the resource panel.

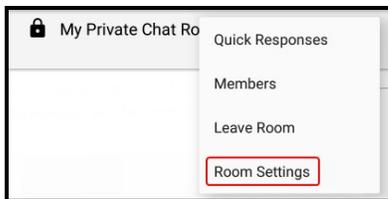
2. Tap **Rooms** and tap the chat room you want to leave.



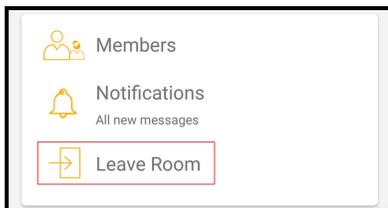
3. Tap **: More Options**.



4. Tap **Room Settings**.



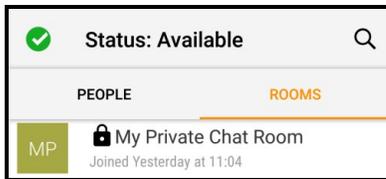
5. Tap **Leave Room**.



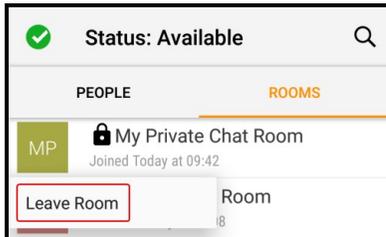
The chat room is removed from **Rooms**.

### To leave a room using long press - Android phone only

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



### 3. Tap **Leave Room**.



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

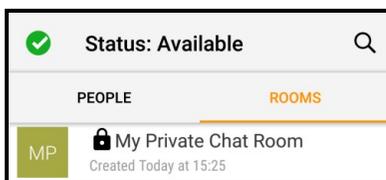
## Deleting a chat room

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 chat room from Room Settings

#### Android phone

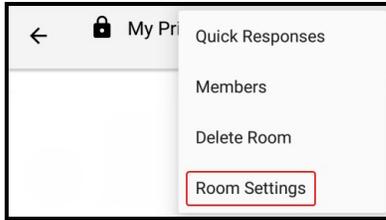
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



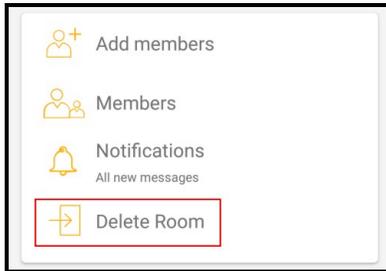
### 3. Tap **: More Options**.



### 4. Tap **Room Settings**.



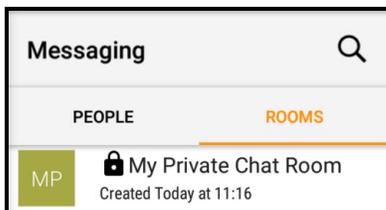
### 5. Tap **Delete Room**.



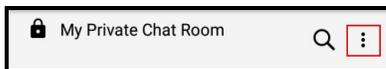
The chat room is removed from **Rooms**.

### Android tablet

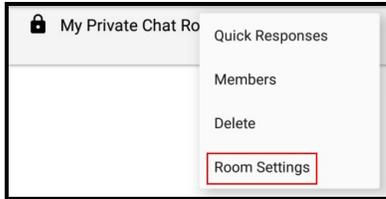
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



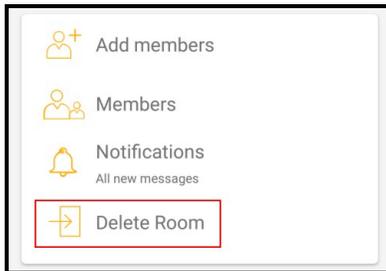
### 3. Tap **: More Options**.



### 4. Tap **Room Settings**.



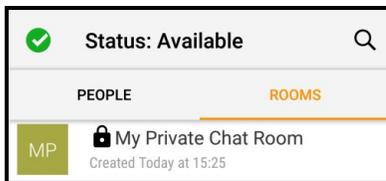
### 5. Tap **Delete Room**.



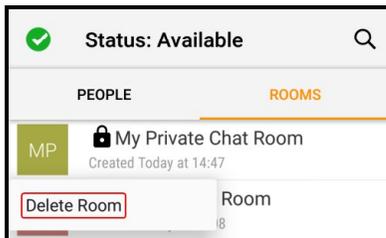
The chat room is removed from **Rooms**.

### To delete a room using long press - Android phone only

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



### 3. Tap **Delete Room**.



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 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 copy, delete, and forward messages.

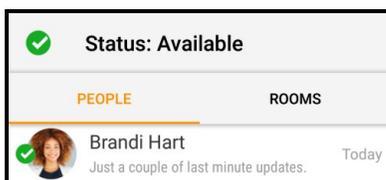
### Copying a message

You can copy a single message or multiple messages in an IM or a chat room.

### IM messages

#### To copy a single IM message

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



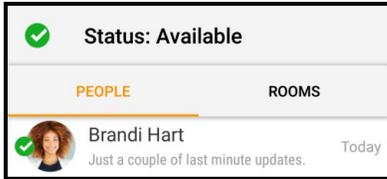
3. Long-press the message you want to copy.
4. Tap  **Copy**.



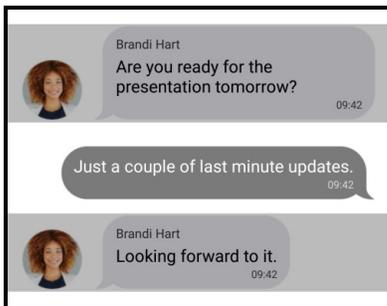
Bria Mobile copies the selected messages to the clipboard. You can paste the messages within Bria Mobile or in another app.

## To copy multiple IM messages

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



3. Long-press one of the messages you want to copy.
4. Long-press all other messages you want to copy. Selected messages have a gray background.



5. Tap  **Copy**.

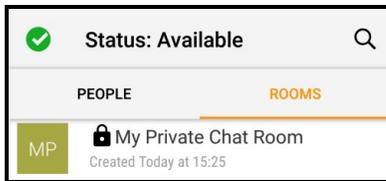


Bria Mobile copies the selected messages to the clipboard. You can paste the messages within Bria Mobile or in another app.

## Chat room messages

### To copy a single chat room message

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



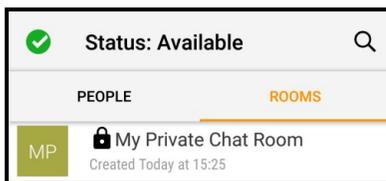
3. Long-press the message you want to copy.
4. Tap  **Copy** .



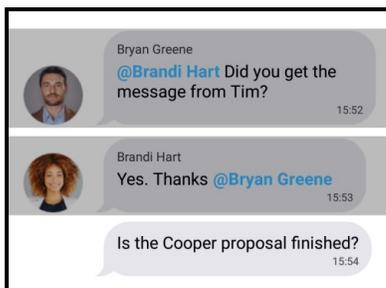
Bria Mobile copies the selected messages to the clipboard. You can paste the messages within Bria Mobile or in another app.

## To copy multiple chat room messages

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



3. Long-press one of the messages you want to copy.
4. Long-press all other messages your want to copy. Selected messages have a gray background.



5. Tap  **Copy** .



Bria Mobile copies the selected messages to the clipboard. You can paste the messages within Bria Mobile or in another app.

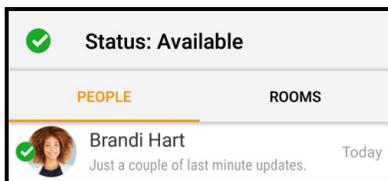
## Forwarding a message

You can forward a single message or multiple messages in an IM or a chat room.

### IM messages

#### To forward a single IM message

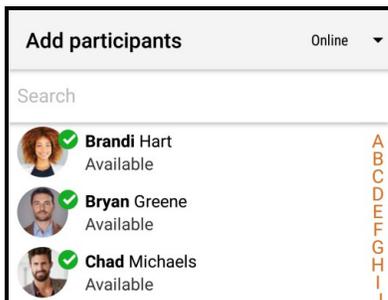
1. Go to the **Messaging** tab on the resource panel.
2. Tap **People** and tap the IM session.



3. Long-press the message you want to forward.
4. Tap  **Forward**.



5. Tap a Buddy or type a name and tap a Buddy.



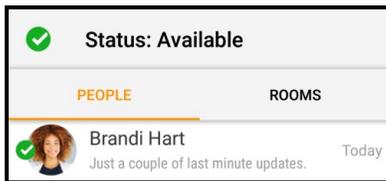
Bria Mobile opens an IM with the Buddy and the message is in **Compose Message**.

6. Tap  **Send**.

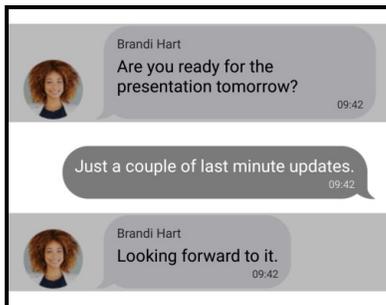
Bria Mobile forwards the selected messages.

## To forward multiple IM messages

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



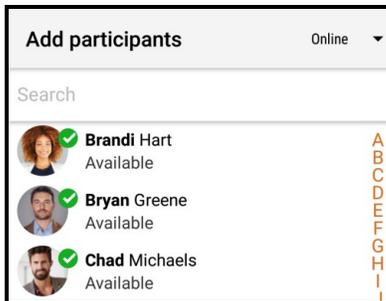
3. Long-press the message you want to forward.
4. Long-press all other messages you want to forward. Selected messages have a gray background.



5. Tap  **Forward**.



6. Tap a Buddy or type a name and tap a Buddy.



Bria Mobile opens an IM with the Buddy and the message is in **Compose Message**.

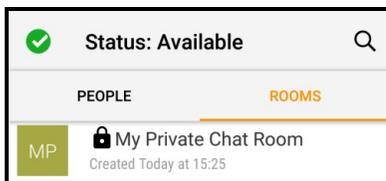
7. Tap  **Send**.

Bria Mobile forwards the selected messages.

## Chat room messages

### To forward a single chat room message

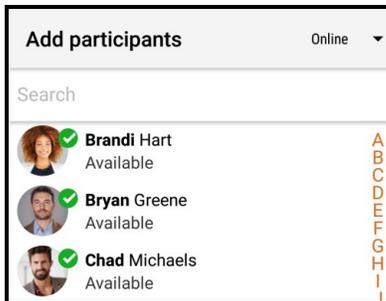
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



3. Long-press the message you want to forward.
4. Tap  **Forward**.



5. Tap a Buddy or type a name and tap a Buddy.



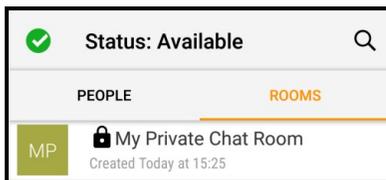
Bria Mobile opens an IM with the Buddy and the message is in **Compose Message**.

6. Tap  **Send**.

Bria Mobile forwards the selected messages.

## To forward multiple chat room messages

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



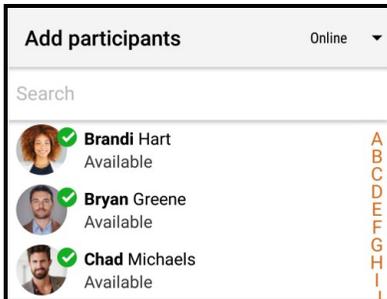
3. Long-press the message you want to forward.
4. Long-press all other messages you want to forward. Selected messages have a gray background.



5. Tap  **Forward**.



6. Tap a Buddy or type a name and tap a Buddy.



Bria Mobile opens an IM with the Buddy and the message is in **Compose Message**.

7. Tap  **Send**.

Bria Mobile forwards the selected messages.

# Presence

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

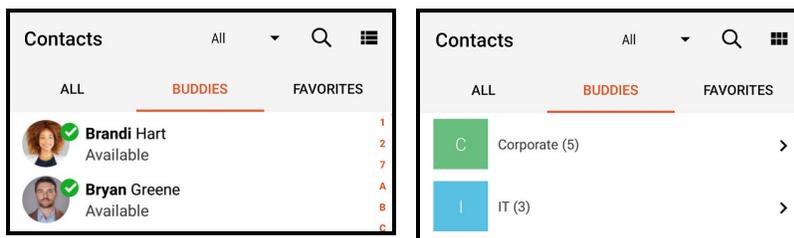
You can view the status of Buddies.

## To view the status of Buddies:

Go to the **Contacts** tab on the resource panel and tap **Buddies**. The list of buddies appears.

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

You can also group them by their department by tapping the icon on the top right.



## Changing your status

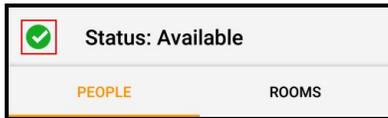
Bria Mobile allows you to share your online status (presence) with Buddies. When you launch Bria Mobile, your online status is **Available**.

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

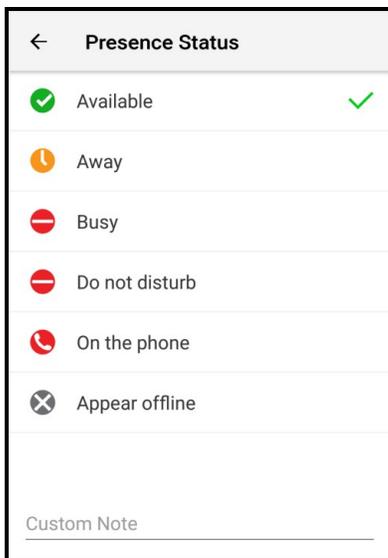
### Android phone

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Change Your Presence Status**.



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

3. Tap the status option you want to use.



4. Tap **← Back** or tap the Android **Back** button,  
Bria Mobile updates your status.

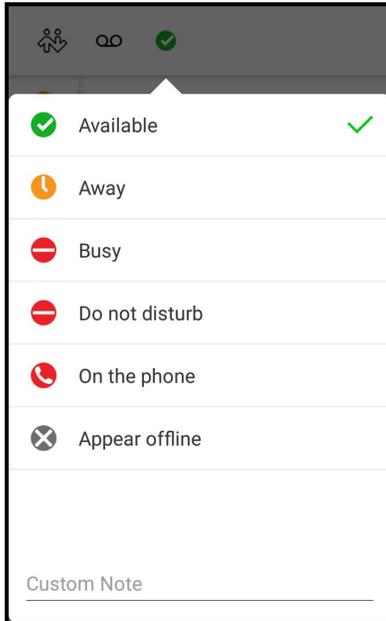
### Android tablet

1. Tap **Change Your Presence Status**.



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

2. Tap the status option you want to use.



3. Tap the Android **Back** button or tap outside the presence pop-up.

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 Buddies 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 Buddies but your Buddies see you as offline. You receive phone calls and IMs if your Buddies do contact you; they are unlikely to do so because your Buddies cannot tell the difference

Icon	My Presence	Mean that ...
		between <b>Appear Offline</b> and you really being offline.
Any	Custom Note	You can choose any of the other status options. Your Buddies see the status icon with your custom status note.

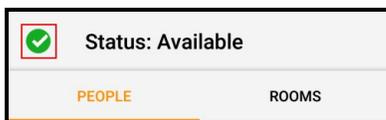
## Creating a custom status note

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

#### Android phone

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Change Your Presence Status**.

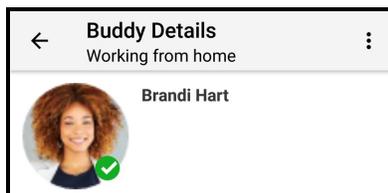


The list of available status options appears in **Presence Status**.

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

4. Tap **← Back** or tap the Android **Back** button.

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



## Android tablet

1. Tap **Change Your Presence Status**.



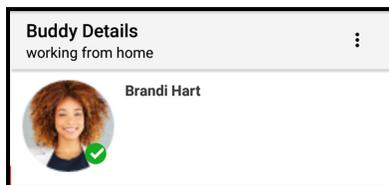
The list of available status options appears in **Presence Status**.

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

 A screenshot of a text input field with the placeholder text "Custom Note" in a light grey font. The field is enclosed in a thin black border.

3. Tap outside the presence pop-up or tap the Android **Back** button.

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



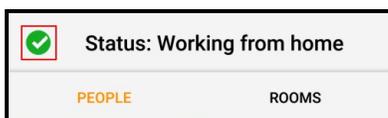
## Deleting a custom status note

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

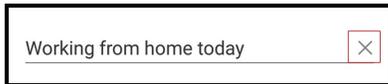
## Android phone

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Change Your Presence Status**.



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

3. Tap the **X Clear Text** beside your custom status.



4. Tap **← Back** or tap the Android **Back** button.

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

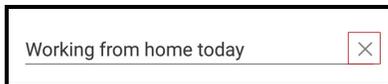
### Android tablet

1. Tap **Change Your Presence Status**.



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

2. Tap the **X Clear Text** beside your custom status.



3. Tap outside the presence pop-up or the Android **Back** button.

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

# File sharing

With Bria Mobile, you can send and receive files from a one-on-one IM using your XMPP account. The receiver must accept the files for the transfer to start. If you send more than one file at a time, the receiver must accept or decline all of the files for the transfer to start.

## Prerequisites

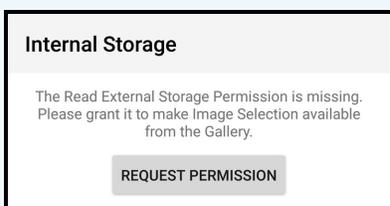
- An XMPP account must be enabled
- The XMPP file transfer feature must be enabled

## Limitations

The known limitations for file sharing are:

- File sharing does not work on group chats
- You can only send multiple files at the same time if they are located in the same folder
- If you are using more than one Bria Mobile client with your XMPP account, the files are not synced between your devices

The first time you use file sharing, you need to give Bria Mobile permission to access your devices external storage.

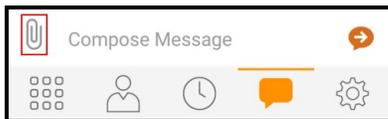


# Sending files

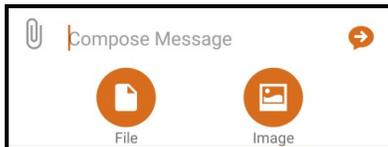
Send single files or files located in the same folder in an IM conversation.

## To send photos, videos, or files

1. Create a new IM or open an IM session with the person you want to share the file with.
2. Tap  **Attach** in **Compose Message**.



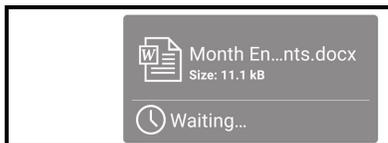
3. Tap either **File** or **Image**, depending on the type of file you want to send.



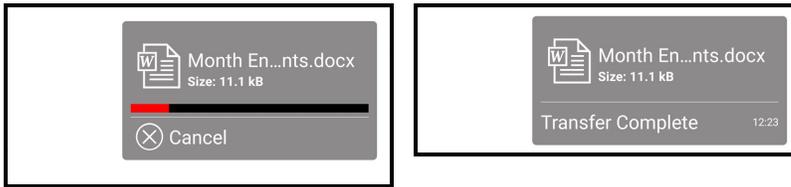
The file manager opens.

4. Locate the folder that contains the files that you want to send. You can only send multiple files at one time if they are located in the same folder.
5. Long-press on the first file that you want to send.
6. Tap any additional files that you want to send.
7. Tap  **Select**.

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. If you selected multiple files, the transfer does not start until all of the files are accepted.



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**.

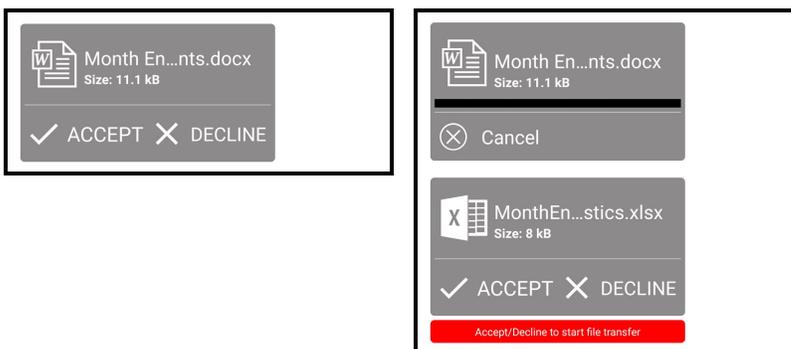


## Receiving files

If you have an XMPP account enabled, another person with an XMPP account can send you files. The file transfer notification shows in the **Messaging** tab with Bria Mobile in the foreground, and in a notification if Bria Mobile is in the background. Depending on your Android device, you may be able to accept the transfer from the notification center.

### To receive a file transfer with Bria Mobile in the foreground

1. Open the IM conversation in the **Messaging** tab.
2. Tap **Accept** or **Decline** on the files. The file transfer does not begin until you have clicked **Accept** or **Decline** on all of the files.



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

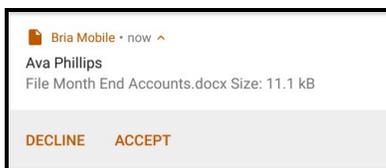


If you decline the transfer, both the recipient and the sender see the file transfer status as **Declined**.

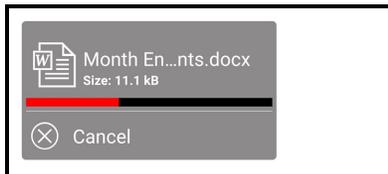
## To receive a file transfer with Bria Mobile in the background

### From the notification center

1. Open the notification center.
2. Tap **Accept** or **Decline** in the notification.

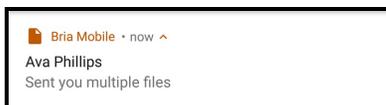


If you tap **Accept**, Bria Mobile, the file transfer starts.

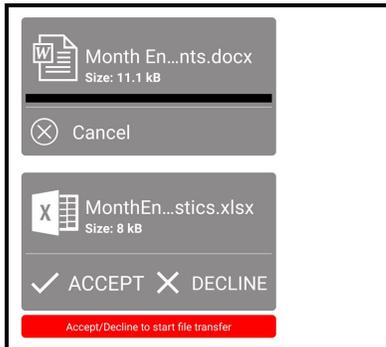


### From Bria Mobile

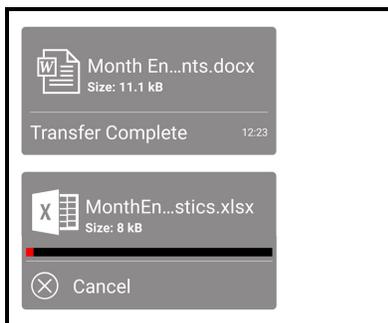
1. Open the notification center.
2. Tap on the notification. Bria Mobile opens in the **Messaging** tab.



3. Tap **Accept** or **Decline** on the files. If there are multiple files, the transfer does not begin until you **Accept** or **Decline** all of the files.



Once you respond to all of the pending file transfers, Bria Mobile begins transferring the files that you accepted. Bria Mobile displays the transfer progress and when the transfer is complete in the IM.



## Canceling a file transfer

You can cancel a file transfer as either the sender or the receiver. As the sender, you can cancel the transfer before the receiver 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.

can be canceled after the recipient accepts the transfer but before the transfer is complete.

## To cancel an outgoing transfer using long-press

1. Long-press on the file while it is in the waiting stage or while it is in progress.



2. Tap  **Delete**.

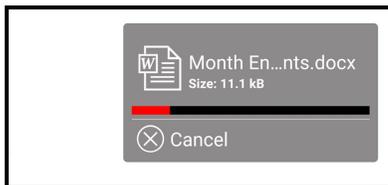


Cancel.

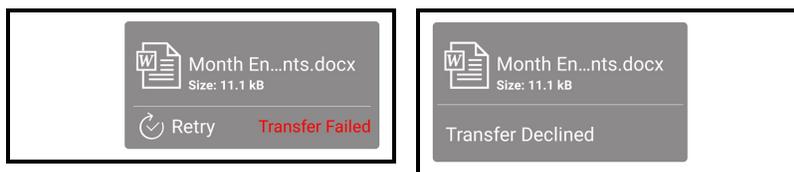
The file transfer is canceled. The file transfer is deleted from the sender's IM.

## To cancel an outgoing transfer using Cancel

1. While the IM displays the progress bar, tap **Cancel**.

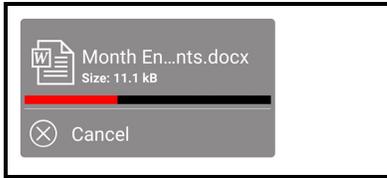


The file transfer is canceled. The sender sees **Transfer Failed** and the recipient sees **Transfer Declined** as the transfer status.

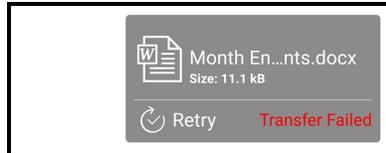
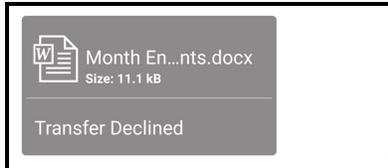


## To cancel an incoming file transfer

1. Tap **Cancel** on a file transfer that is in progress.



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



**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.

# 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 Buddies.

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.

Buddies 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 your Buddies.

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

## Managing contacts

Add, edit, and remove contacts in Bria Mobile.

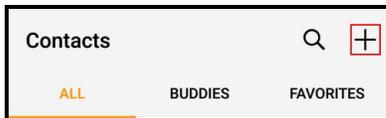
### Adding contacts

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

##### Android phone

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



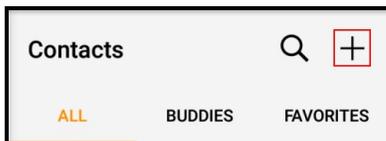
3. Complete the contact details you want to include.
4. Tap ✓ **Save**.



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

### Android tablet

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



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

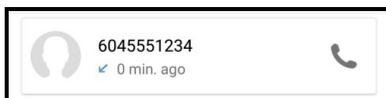


The contact is added to Bria Mobile's **Contacts** and to the device's native contacts.

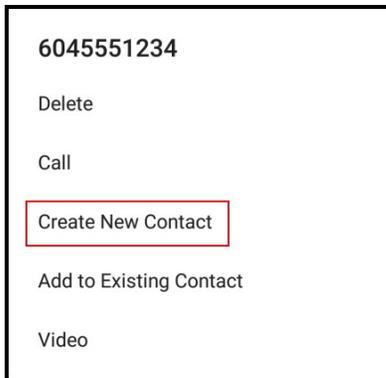
### To create a new contact from History

#### Android phone

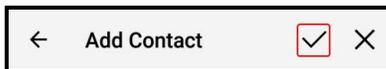
1. Go to the **History** tab on the resource panel.
2. Long-press the entry you want to add to **Contacts**.



3. Tap **Create New Contact**.



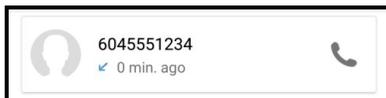
4. Complete the contact details. Bria Mobile populates the phone number automatically.
5. Tap ✓ **Save**.



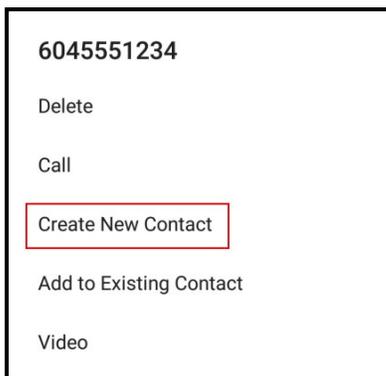
The contact appears in Bria Mobile's **Contacts** and in the device's contacts.

### Android tablet

1. Go to the **History** tab on the resource panel.
2. Long-press 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**.

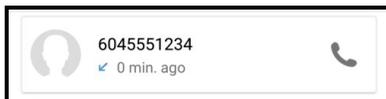


The contact appears in Bria Mobile's **Contacts** and in the device's contacts.

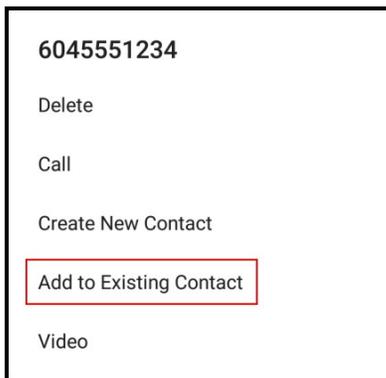
## To add to an existing contact from History

### Android phone

1. Go to the **History** tab on the resource panel.
2. Long-press the entry with the information you want to add to an existing contact.



3. Tap **Add to Existing Contact**.



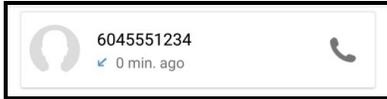
4. Select the contact you want to add the phone number to. **Contact Details** opens.
5. Edit any contact details you want to change. The number automatically populates in the contact.
6. Tap ✓ **Save**.



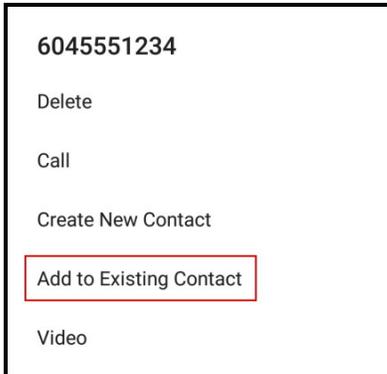
The contact is updated in Bria Mobile's **Contacts** and in the device's native contacts.

## Android tablet

1. Go to the **History** tab on the resource panel.
2. Long-press 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 will automatically populate in the contact.
6. Tap ✓ **Save**.



The contact is updated in Bria Mobile's **Contacts** and in the device's native contacts.

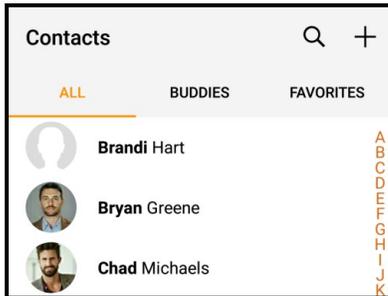
## Adding or editing avatars

If the contact does not contain an avatar, you can add an image to the contact. You cannot add an avatar to XMPP Buddies.

### To add or edit an avatar

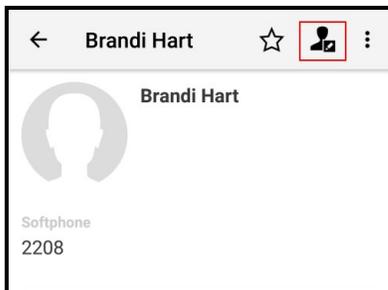
## Android phone

1. Select the contact you want to edit by tapping on the contact or typing their name in the Q **Search** bar and tapping on the contact.

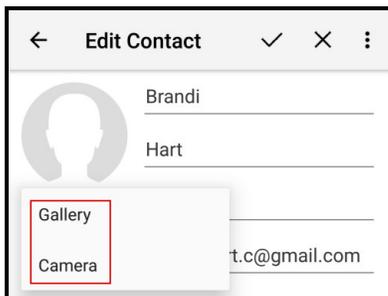


**Contact Details** opens.

2. Tap  **Edit Contact**.



3. Tap on the empty avatar or tap the avatar you want to replace and select **Gallery** or **Camera**.



If you choose **Gallery**, select **Photos** or **Gallery** and select an image on your device. Edit your image as desired and tap **Done** or **OK**.

If you choose **Camera**, take a picture to use as the avatar. Choose **Photos** or **Crop picture** and edit your image as desired. Tap **Done** or **OK**.

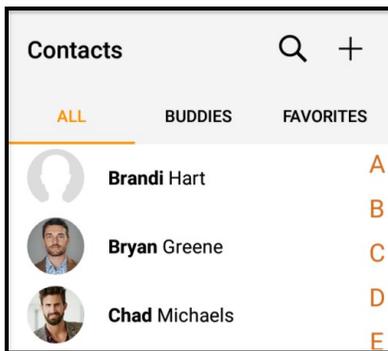
4. Tap  **Save**.



The avatar is added to the contact.

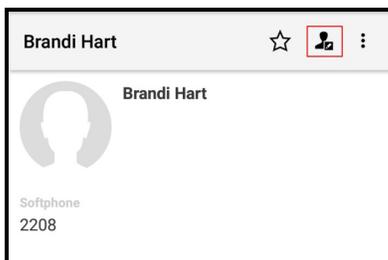
## Android tablet

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 Q **Search** bar and tapping on the contact.



**Contact Details** opens.

3. Tap  **Edit Contact**.



4. Tap on the empty avatar or tap the avatar you want to replace and select **Gallery** or **Camera**.



If you choose **Gallery**, select **Photos** or **Gallery** and select an image on your device. Edit your image as desired and tap **Done** or **OK**.

If you choose **Camera**, take a picture to use as the avatar. Choose **Photos** or **Crop picture** and edit your image as desired. Tap **Done** or **OK**.

5. 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 Android preferences that you set on your device. If, for some reason, Bria Mobile cannot access the Android preferences, you can set the preferences within Bria Mobile instead.

### To set the preferences on your device

The instruction varies depending on the Android device / manufacturer you use. Refer to your device documentation for detailed instructions.

1. Go to your device's **Contacts** app.
2. Tap the **Settings** button or **Manage contacts** in the menu.
3. Select the order you want to use.

### To set the preferences on Bria Mobile

When Bria Mobile cannot access your device preference, the Contacts preferences

become available within Bria Mobile.

1. Open Bria Mobile and go to Bria Mobile **Settings** > **Preferences**.
2. Scroll down for the **Additional** section.
3. Select the order you want to use.

**Contacts Sort order** controls the order of your contact list. **First name** sorts the list in alphabetical order of their first names.

**Contacts Display order** controls each person's name. **First Name First** displays a name as James Smith while **Last Name First** displays Smith James.

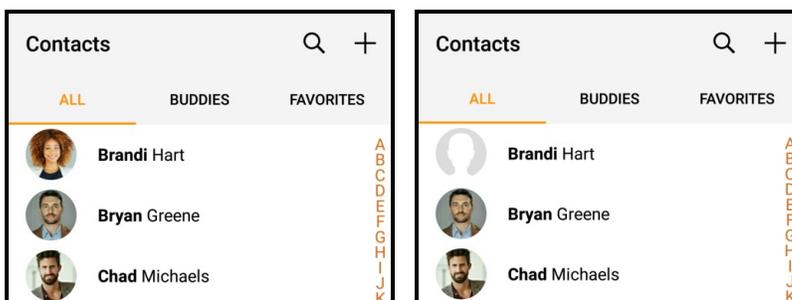
## Editing contacts

You can update Bria Mobile contacts in the **Contacts** tab . The updates are also applied to your device contacts.

### To update a contact using Contact details

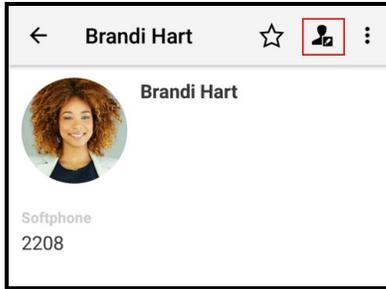
#### Android phone

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 Q **Search** bar and tapping on the contact.

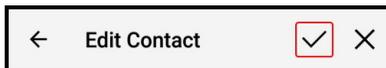


**Contact Details** opens.

3. Tap  **Edit Contact**.



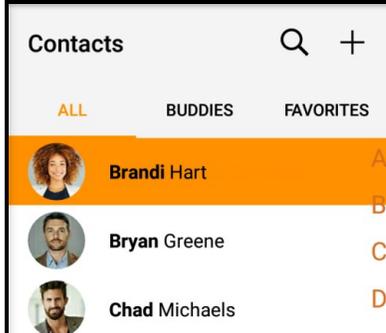
4. Complete the contact details.
5. Tap ✓ **Save**.



The contact is updated in the Bria Mobile's **Contacts** and in the device's native contacts.

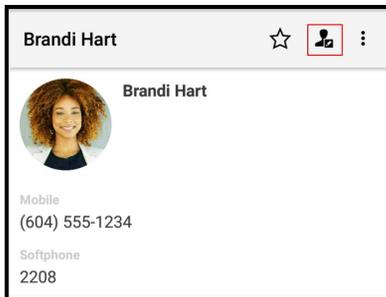
### Android tablet

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 Q **Search** bar and tapping on the contact.



**Contact Details** opens.

3. Tap  **Edit Contact**.



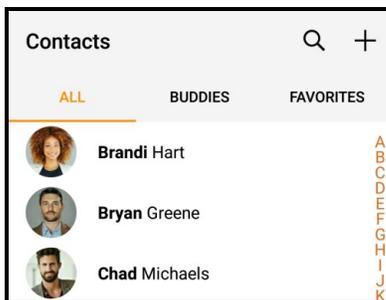
4. Complete the contact details.
5. Tap ✓ **Save**.



The contact is updated in the Bria Mobile's **Contacts** and in the device's native contacts.

### To update a contact using long-press in the **Contacts** tab - Android phone only

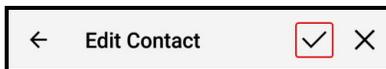
1. Go to the **Contacts** tab on the resource panel.
2. Long-press the contact or tap **Q Search**, type a name, and long-press the contact you want to edit.



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.

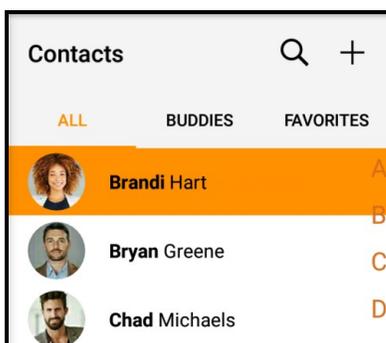
## Deleting a contact

Delete your Bria Mobile contacts. This also deletes the contact in your device contacts.

### To delete a contact using contact details

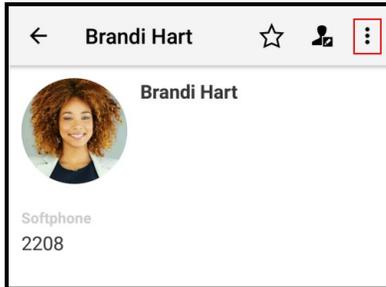
#### Android phone

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

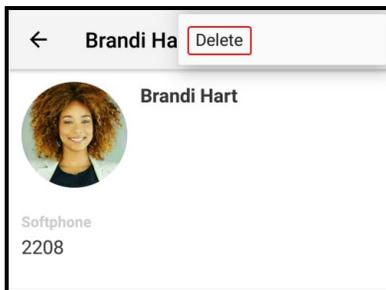


**Contact Details** opens.

3. Tap **⋮ More Options**.



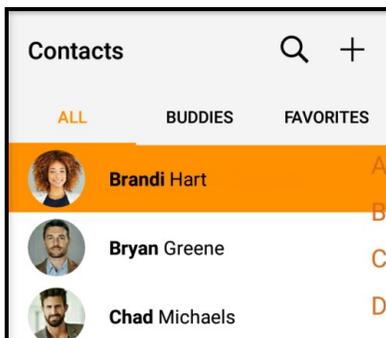
4. Tap **Delete** and tap **Yes**.



The contact is deleted and no longer shows in Bria Mobile's **Contacts** or in the device's native contacts.

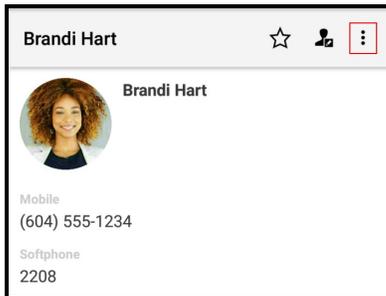
## Android tablet

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

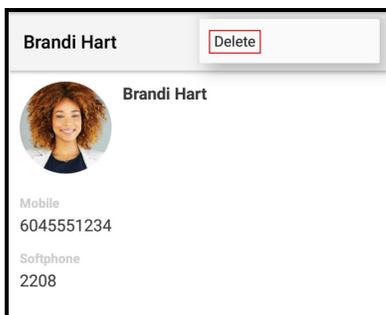


Contact Details opens.

3. Tap **⋮ More Options**.



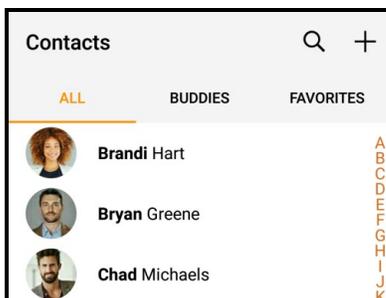
4. Tap **Delete** and tap **Yes**.



The contact is deleted and no longer shows in Bria Mobile's **Contacts** or in the device's native contacts.

**To delete a contact using long-press - Android phone only**

1. Go to the **Contacts** tab on the resource panel.
2. Long-press the contact or tap **Q Search**, type a name, and long-press the contact you want to delete.



### 3. Tap **Delete** and tap **Yes**.



The contact is deleted and no longer shows in Bria Mobile's **Contacts** or in the device's native contacts.

## Buddies

Buddies are contacts that share their online status with you.

To view someone's online status, you need to add the person as a Buddy. A Buddy must have an XMPP address or a softphone number. An XMPP address and a softphone number are typically a username.

When you add a SIP Buddy, you see your Buddy's presence as soon as you register your Buddy's softphone number on the client. Your Buddy will see your presence as soon as they register your softphone number on their client.

When you add an XMPP Buddy, Bria Mobile sends a Buddy request. When your Buddy request is accepted, you see your Buddy's status. If your Buddy request is denied, the person remains in your Buddies list with **Blocked** status. Your Buddy does not see your status until you accept their Buddy request. .

### Adding a Buddy

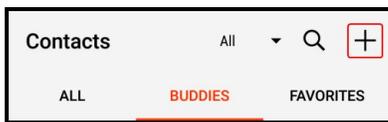
When you use SIP SIMPLE for presence and messaging, your Buddies are stored locally as an **IM URI** address. You need to manually add Buddies to the **Buddies** list. These Buddies appear in your **Contacts** and in your **Buddies** on Bria Mobile and in the device's native contacts.

For XMPP accounts, your Buddies are stored in an XMPP server. The name and presence of your Buddies appear in your **Buddies** list when your XMPP account is connected. Buddies do not show up in your Bria Mobile **Contacts** or your device's native contacts.

## To create a new SIP Simple Buddy

### Android phone

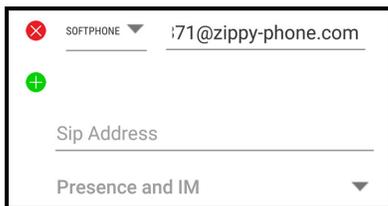
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Buddies** and tap **+ Add Buddy**.



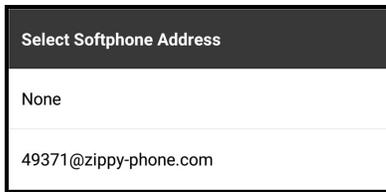
3. Select your SIP account if both SIP and XMPP accounts appear. The SIP account has  beside it.



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 Buddy.



6. Tap **Presence and IM** and select the softphone address.



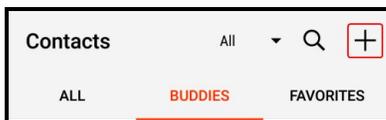
7. Tap ✓ **Save**.



The Buddy's presence appears in Bria Mobile's **Contacts** and Bria Mobile's **Buddies** list.

## Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Buddies** and tap + **Add Buddy**.



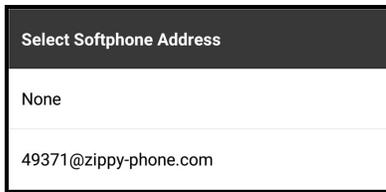
3. Select your SIP account if both SIP and XMPP accounts appear. The SIP account has  beside it.



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 Buddy.



6. Tap **Presence and IM** and select the softphone address.



Select Softphone Address

None

49371@zippy-phone.com

7. Tap ✓ **Save**.



× Add Buddy ✓

The Buddy's presence appears in Bria Mobile's **Contacts** and Bria Mobile's **Buddies** list.

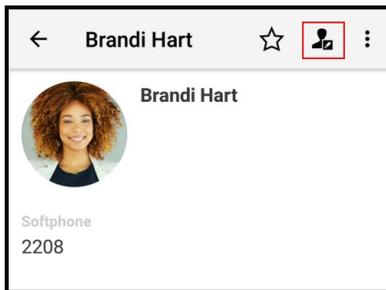
## Adding an existing contact as a Buddy

You can add an existing contact to your Buddies.

### To add a contact as a Buddy using contact details

#### Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact you want to add as a Buddy. **Contact Details** opens.
3. Tap  **Edit Contact**.

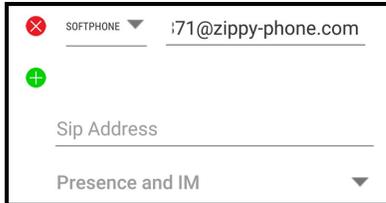


← Brandi Hart ☆  ⋮

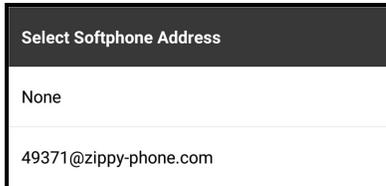
 Brandi Hart

Softphone  
2208

4. Tap the green plus icon, change the **Phone Type** to **Softphone**, and enter the Buddy's softphone address. The address is typically the username of the Buddy.



5. Tap the Android **Back** button.
6. Tap **Presence and IM** and select the softphone address.



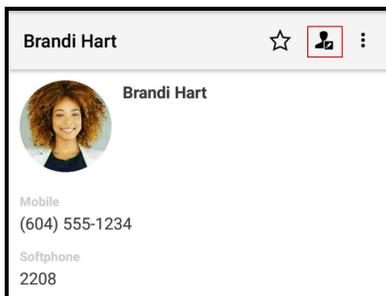
7. Tap ✓ **Save**.



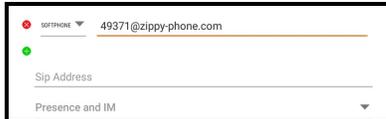
The Buddy's presence appears in Bria Mobile's **Contacts** and Bria Mobile's **Buddies** list.

## Android tablet

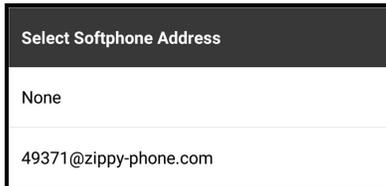
1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact you want to add as a Buddy. **Contact Details** opens.
3. Tap  **Edit Contact**.



4. Tap the green plus icon, change the **Phone Type** to **Softphone**, and enter the Buddy's softphone address. The address is typically the user name of the Buddy.



5. Tap the Android **Back** button.
6. Tap **Presence and IM** and select the softphone address.



7. Tap ✓ **Save**.



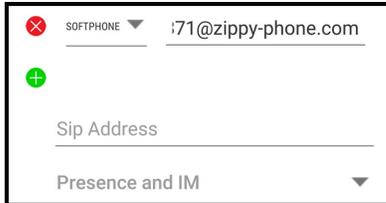
The Buddy's presence appears in Bria Mobile's **Contacts** and Bria Mobile's **Buddies** list.

### To add a contact as a Buddy using long-press - Android phone only

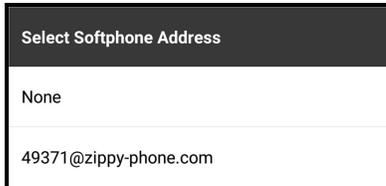
1. Go to the **Contacts** tab on the resource panel.
2. Long-press the contact you want to add as a Buddy.
3. Tap **Edit**.



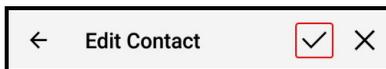
4. Tap the green plus icon, change the **Phone Type** to **Softphone**, and enter the Buddy's softphone address. The address is typically the user name of the Buddy.



5. Tap the Android **Back** button.
6. Tap **Presence and IM** and select the softphone address.



7. Tap ✓ **Save**.



The Buddy's presence appears in Bria Mobile's **Contacts** and Bria Mobile's **Buddies** list.

## Adding an XMPP Buddy

Make sure your XMPP account is connected to the XMPP server.

## To add an XMPP Buddy

### Android phone

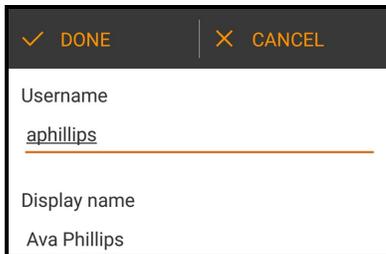
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Buddies** and tap **+ Add Buddy**.



3. If prompted, select the XMPP account to which the Buddy 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 **Done**.

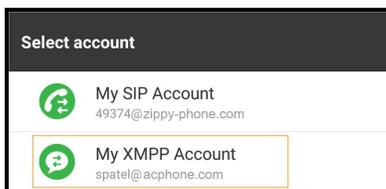
The Buddy appears in Bria Mobile's **Buddies** list only. Once the Buddy accepts your request, you see the Buddy's presence.

## Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Buddies** and tap **+ Add Buddy**.

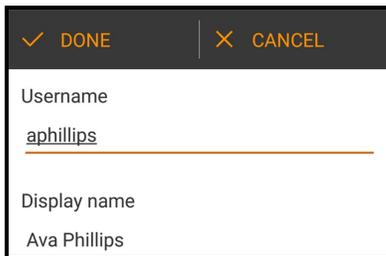


3. If prompted, select the XMPP account to which the Buddy should belong. The XMPP account has  beside it.



4. Type the user portion of the Jabber JID in **Username** and the display name in

Display (optional).



5. Tap **Done** .

The Buddy appears in Bria Mobile's **Buddies** list only. Once the Buddy accepts your request, you see the Buddy's presence.

## Deleting a Buddy

For XMPP, make sure your XMPP account is connected to the XMPP server.

### To delete a Buddy using Buddy details

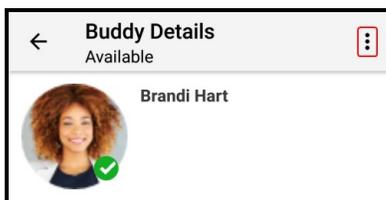
#### Android phone

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

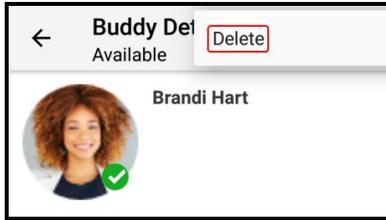


2. Tap the Buddy you want to delete. **Buddy Details** opens.

3. Tap **: More Options**.



4. Tap **Delete** and tap **Yes**.

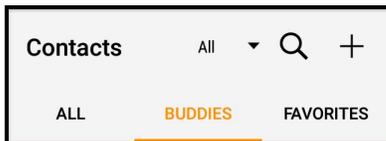


Bria Mobile removes the SIP SIMPLE Buddy from your **Buddies** but leaves the person in your **Contacts** in Bria Mobile and the native Android contacts without presence.

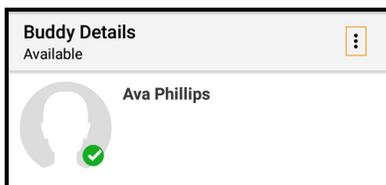
Bria Mobile completely removes the XMPP Buddy from Bria Mobile's **Buddies** list and from the XMPP server.

## Android tablet

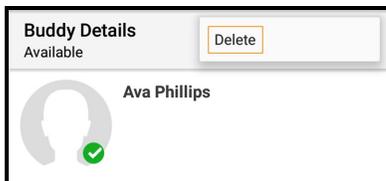
1. Go to the **Contacts** tab on the resource panel and tap **Buddies**.



2. Tap the Buddy you want to delete. **Buddy Details** opens.
3. Tap **More** ⋮.



4. Tap **Delete** and tap **Yes**.

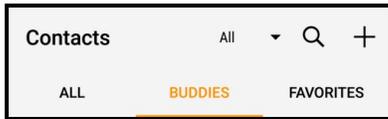


Bria Mobile removes the SIP SIMPLE Buddy from your **Buddies** but leaves the person in your **Contacts** in Bria Mobile and the native Android contacts without presence.

Bria Mobile completely removes the XMPP Buddy from Bria Mobile's **Buddies** list and from the XMPP server.

### To delete a Buddy using long-press - Android phone only

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



2. Long-press the Buddy or tap **Search** , type a name, and long-press the Buddy you want to delete.
3. Tap **Delete** and tap **Yes**.



Bria Mobile removes the SIP SIMPLE Buddy from your **Buddies** but leaves the person in Bria Mobile's **Contacts** and the native contacts without presence.

Bria Mobile completely removes the XMPP Buddy from Bria Mobile's **Buddies** list and from the XMPP server.

## Buddy requests

When using SIP SIMPLE for presence, you do not send and receive a 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 Buddy 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

## Responding to an XMPP Buddy request

When you have a new Buddy request, you see a notification in the status bar and a badge notification on the **Contacts** tab in Bria Mobile.

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 **Buddies** list.
- **Decline:** The person does not see your online status. You do not see this person on Bria Mobile's **Buddies** list.
- **Ignore:** The person does not see your online status. The Buddy request may appear in this session or in a future session.

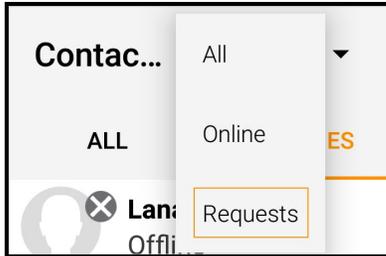
## To respond to a Buddy request using Contact details

### Android phone

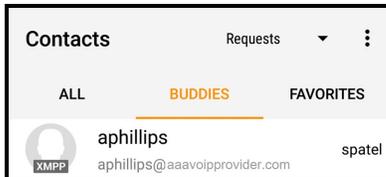
1. Go to the **Contacts** tab on the resource panel or swipe down on the Android status bar and tap on the **New Request** notification.



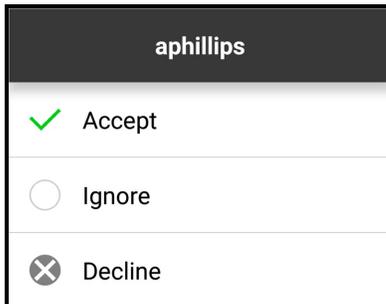
2. Tap **Buddies** and if **Requests** is not selected in the drop down list, tap **Requests**. The **Requests** option only appears when you have a Buddy request.



3. Tap on the **Buddy Request**.



4. Tap **Accept**, **Ignore**, or **Decline**.



Bria Mobile sends your status to the remote party if you accept the request.

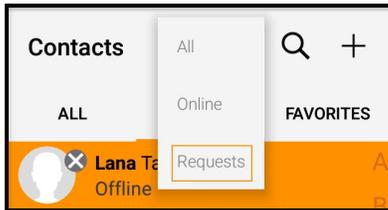
## Android tablet

1. Go to the **Contacts** tab on the resource panel or swipe down on the Android status bar and tap on the **New Request** notification.

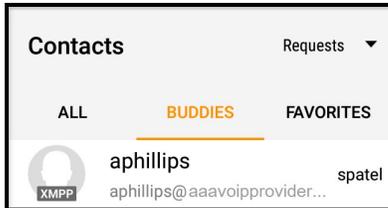


2. Tap **Buddies** and if **Requests** is not selected in the drop down list, tap **Requests**.

The **Requests** option only appears when you have a Buddy request.



3. Tap on the **Buddy Request**.



4. Tap **Accept, Ignore, or Decline**.



Bria Mobile sends your status to the remote party if you accept the request.

## 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.

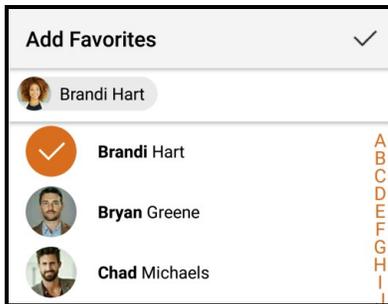
### To add a Favorite on the Favorites list

#### Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites** and tap **+ Add Contact**.



3. Tap the contact you want to add and tap **✓ Save**.



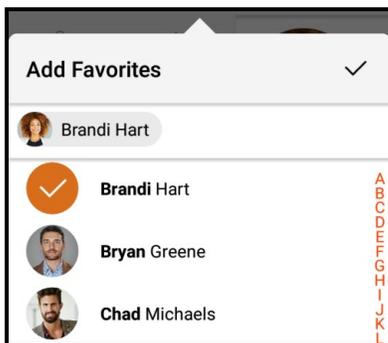
The contact is added to **Favorites**.

## Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites** and tap **+ Add Contact**.



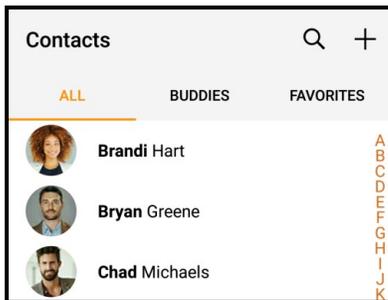
3. Tap the contact you want to add and tap **✓ Save**.



The contact is added to **Favorites**.

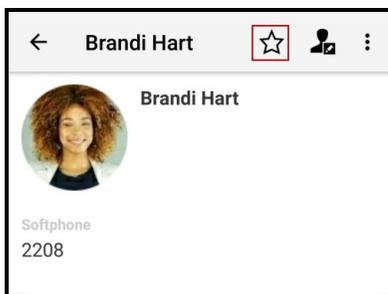
## To add a Favorite using contact details - Android phone only

1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact or tap **Q Search**, type a name, and tap the contact you want to add as a favorite.



Contact Details opens.

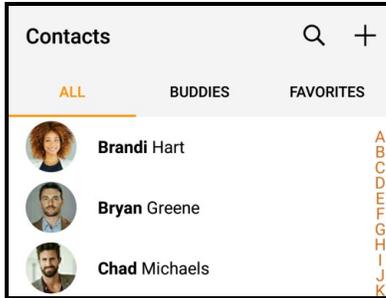
3. Tap **Favorites**.



Bria Mobile adds the number to your **Favorites** list.

## To add a Favorite using long-press - Android phone only

1. Go to the **Contacts** tab on the resource panel.
2. Long-press the contact or tap **Q Search**, type a name, and long-press the contact you want to add as a favorite.



### 3. Tap Add Favorites.



Bria Mobile adds the contact to your **Favorites** list.

## Adding multiple Favorites

You can add multiple contacts to Favorites at the same time.

## To add multiple favorites

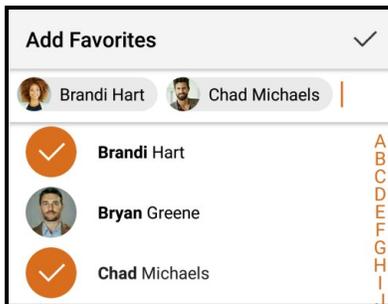
### Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites** and tap **+ Add Contact**.



3. Tap the contact or start typing the name of the contact you want to add to

**Favorites.** You can add one or more contacts.



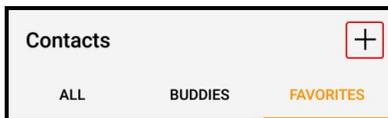
4. Tap ✓ **Save.**



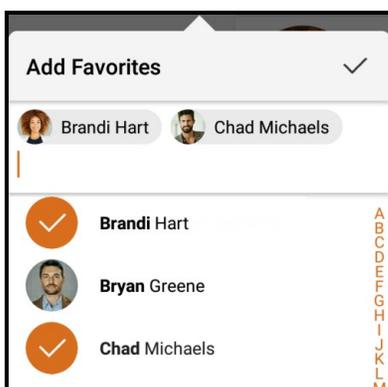
Bria Mobile adds the contacts to your **Favorites** list.

## Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites** and tap + **Add Contact.**



3. Tap the contact or start typing the name of the contact you want to add to **Favorites.** You can add one or more contacts.



4. Tap ✓ **Save.**



Bria Mobile adds the contacts to your **Favorites** list.

## Call options

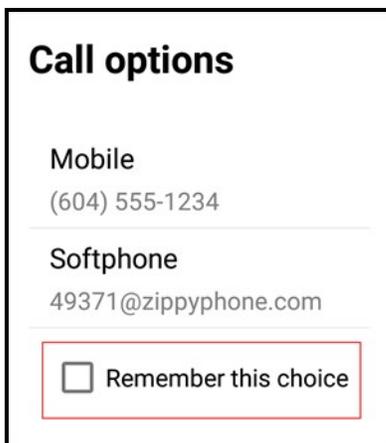
When you call a Favorite with more than one number, you must select the correct number to call. You can set the call options for a Favorite so you do not have to choose each time.

### To set call options

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



3. Tap the Favorite you want to call.
4. Select **Remember this choice** and tap the number you want to use.



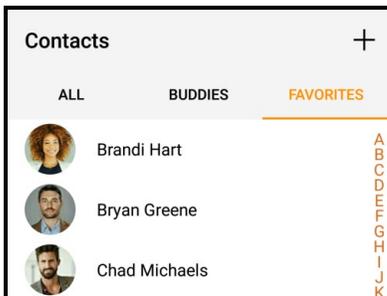
Bria Mobile calls the number you selected for the favorite. In the future, Bria Mobile uses this number for calls made to this Favorite.

## To edit call options

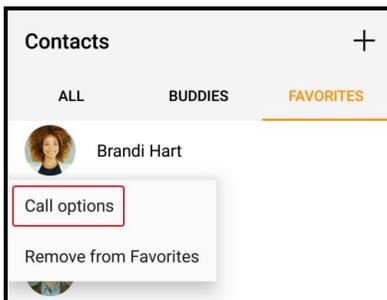
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites**.



3. Long-press on the contact you want to edit the **Call options** for.



4. Tap **Call options**.



5. Clear **Remember this choice** and tap the number you want to call.

## Call options

Mobile  
(604) 555-1234

---

Softphone  
49371@zippyphone.com

---

Remember this choice

Bria Mobile calls the number you selected in **Call options**. Bria Mobile no longer uses the specified number to call your Favorite. You will be asked to choose a number each time you call the Favorite.

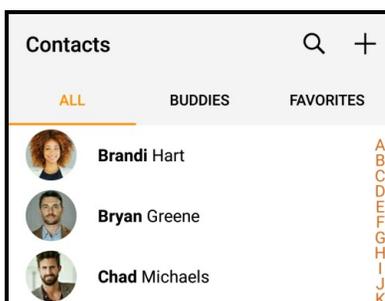
## Deleting a favorite

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 using contact details

### Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact or tap **Q Search**, type a name, and tap the contact you want to delete.



Contact Details opens.

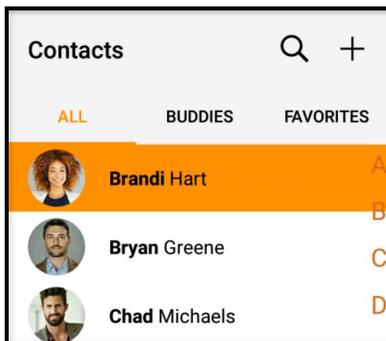
### 3. Tap ★ Favorites.



Bria Mobile removes the contact from your **Favorites** list.

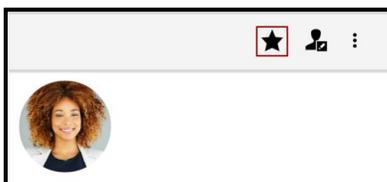
## Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact or tap **Q Search**, type a name, and tap the contact you want to delete.



**Contact Details** opens.

### 3. Tap ★ Favorites.



Bria Mobile removes the contact from your **Favorites** list.

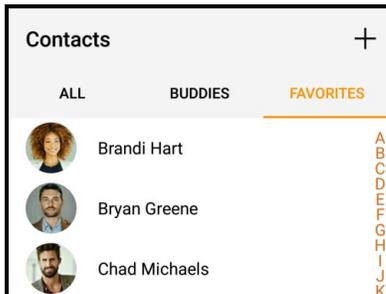
## To remove a Favorite using long-press - Android phone only

1. Go to the **Contacts** tab on the resource panel.

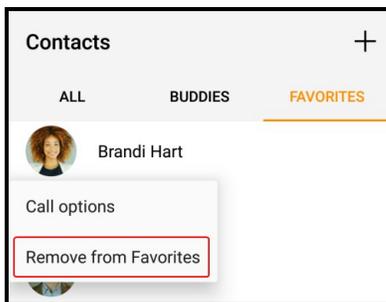
## 2. Tap Favorites.



## 3. Long-press the favorite you want to delete.



## 4. Tap Remove from Favorites.



Bria Mobile removes the contact from the **Favorites** list. The contact remains in Bria Mobile's **Contacts**.

# Fields that must be updated in Android

Some fields can be updated in Bria Mobile's Contacts. These include:

- Given name
- Family name
- Company
- E-Mail Address
- Photo

- **Contact number:** Softphone, Home, Work, Mobile, Home fax, Work fax
- **SIP Address**
- **Presence and IM Softphone Address**

All others contact fields must be updated through in Android's native contacts app. Not all of the fields shown in Android's contacts will appear in Bria Mobile's contacts.

# History

All calls are captured in Bria Mobile's call **History**.

## Call type icons

↩ Incoming call

➤ Outgoing call

↩ Incoming call recorded on this device

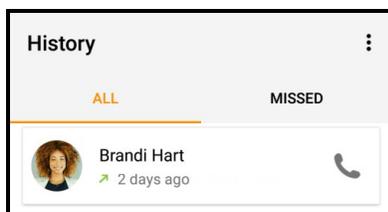
➤ Outgoing call recorded on this device

🚫 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.



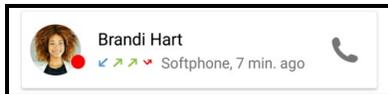
## Call grouping

Calls captured in Bria Mobile's history are grouped by name and caller ID. The caller ID can be a phone number or a SIP address, but will be referred to as phone number. The group can be expanded and collapsed to show or hide the individual calls in the group.

You may see more than one group for a person if there were calls from other parties between calls. If a person has called you from multiple numbers, you may also see more than one group of calls for them.

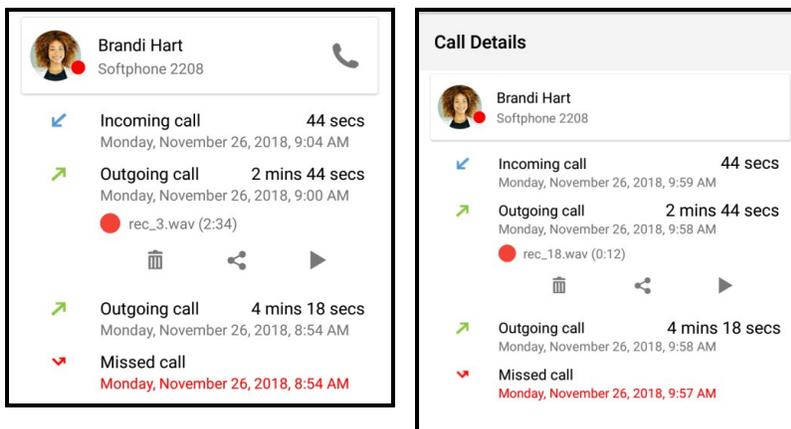
## Collapsed group display

The collapsed group displays an overview of call information: the name and presence status of the caller, the types of calls, and the time and date of the most recent call.



## Expanded group display

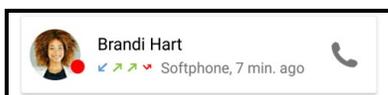
The expanded group shows a list of recent calls between you and the person. The most recent calls are displayed at the top of the list. In addition to the information displayed in the collapsed group, Bria Mobile also shows the time and date, and the length of the call.



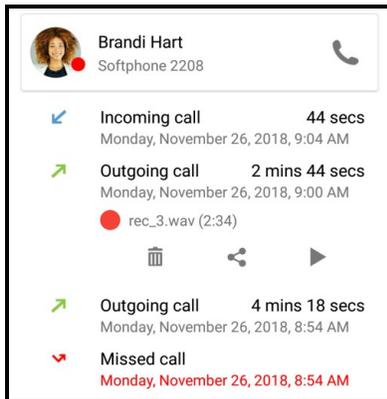
## To view call details

### Android phone

1. Tap the group you want to expand.

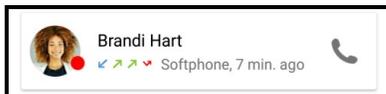


Bria Mobile displays the expanded group.

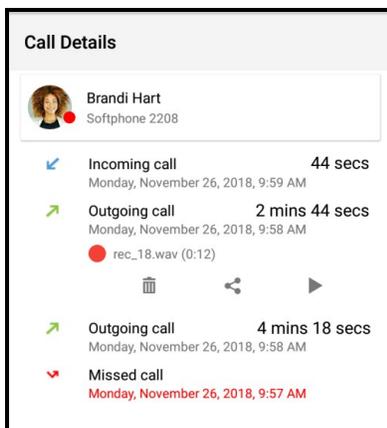


## Android tablet

1. Tap the group you want to expand.



Bria Mobile displays the expanded group.



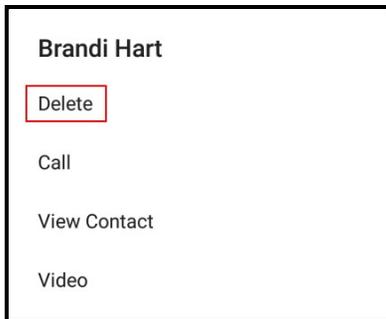
## Deleting calls from History

You can delete a grouped entry, missed calls, or all calls from **History**.

## To delete a grouped entry

### Android phone

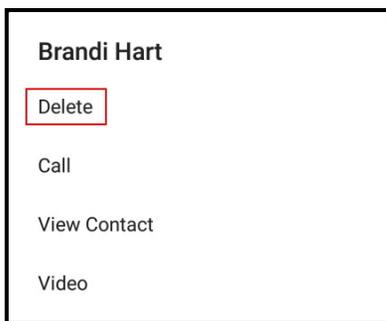
1. Go to the **History** tab on the resource panel.
2. Long-press the grouped entry you want to delete.
3. Tap **Delete**.



Bria Mobile deletes the call from the **History**.

### Android tablet

1. Go to the **History** tab on the resource panel.
2. Long-press the grouped entry you want to delete.
3. Tap **Delete**.



Bria Mobile deletes the call from the **History**.

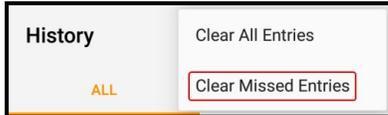
## To delete missed calls

### Android phone

1. Go to the **History** tab on the resource panel.
2. Tap **⋮ More Options**.



3. Tap **Clear Missed Entries**.



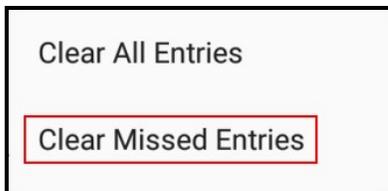
Bria Mobile deletes all missed calls from the **History**.

## Android tablet

1. Go to the **History** tab on the resource panel.
2. Tap **⋮ More Options**.



3. Tap **Clear Missed Entries**.



Bria Mobile deletes all missed calls from the **History**.

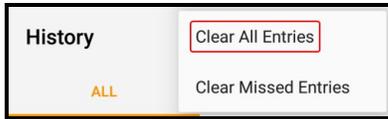
## To delete all calls

### Android phone

1. Go to the **History** tab on the resource panel.
2. Tap **⋮ More Options**.



3. Tap **Clear All Entries**.



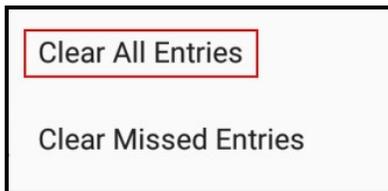
Bria Mobile deletes all the calls from the **History**.

## Android tablet

1. Go to the **History** tab on the resource panel.
2. Tap **: More Options**.



3. Tap **Clear All Entries**.



Bria Mobile deletes all the calls from the **History**.

# Settings

On the **Settings** tab of the resource panel, 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 Email to share Bria Mobile with others.

## Accounts

Bria Mobile can use both SIP and XMPP accounts. For voice and video calling, a SIP account is required. For messaging you can use either SIP if your service provider supports SIP SIMPLE or XMPP.

The credentials are added to Bria Mobile in **Settings > Accounts**. Choose the account type - SIP or XMPP - and enter the information supplied by your service provider.

- **SIP account settings**
- **Accounts (XMPP)**

Within the SIP account, there are additional settings that can be accessed at the bottom of the account information:

- [Dial Plan \(Number Prefixes\)](#)
- [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 > Accounts (SIP)**, turn the account toggle switch off. Turn the account toggle switch on when you have finished making changes.



If you make changes in **Settings > Account (SIP)** and tap ✓, the changes are saved.

If you make changes in **Settings > Account (SIP)** and tap X, you are presented a dialogue to **Discard Changes** or **Apply Changes** before you can leave the screen.

### 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

Field	Description
	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.

## Bria Push Service

Field	Description
Use Push Notifications	<p>For SIP accounts using UDP transport only. Bria Mobile uses the Bria Push Service to support inbound calls when Bria Mobile is in the background or when Bria Mobile is exited.</p> <div style="border: 1px solid #00aaff; border-radius: 10px; padding: 10px; margin: 10px 0;"> <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> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>• <b>Off:</b> Default</li> </ul>
SIP Proxy	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.
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
Dial Plan (Number Prefixes)	Opens the settings screen for dial plans. Optional. See <a href="#">Configuring mobile dial plans</a> .
Account Specific Features	Opens the settings screen for features that apply to individual SIP accounts. See <a href="#">Account Specific Features (SIP)</a> .
Call forwarding	Opens the settings screen for call forwarding for this particular SIP account. See <a href="#">Call forwarding (SIP)</a> .
Account Advanced	Opens the settings screen for advanced settings that apply to individual SIP accounts. See <a href="#">Account Advanced (SIP)</a> .

## Account Specific Features (SIP)

Before you make changes to an existing account in **Settings > Accounts (SIP)**, turn the account toggle switch off. Turn the account toggle switch on when you have finished making changes.



If you make changes in **Settings > Account (SIP)** and tap ✓, the changes are saved.

If you make changes in **Settings > Account (SIP)** and tap **X**, you are presented a dialogue to **Discard Changes** or **Apply Changes** before you can leave the screen.

## Mobile Data Network

Field	Description
Disable Mobile Data	<p>Appears 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 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 mobile network.</li> <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 – Android phone	<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 Android phone, audio is sent through the Android phone. 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</p>

Field	Description
	<p>automatically).</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Applies to Android phone 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 and Presence	<p>Available when <b>Settings &gt; Preferences &gt; Enable IM and 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> <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.</p> <p>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>

## Call forwarding (SIP)

If you make changes in **Settings > Account (SIP)** and tap ✓, the changes are saved.

If you make changes in **Settings > Account (SIP)** and tap X, you are presented a dialogue to **Discard Changes** or **Apply Changes** before you can leave the screen.

## 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 <b>Delay</b> 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>
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 > Accounts (SIP)**, turn the account toggle switch off. Turn the account toggle switch on when you have finished making changes.



If you make changes in **Settings > Account (SIP)** and tap ✓, the changes are saved.

If you make changes in **Settings > Account (SIP)** and tap X, you are presented a dialogue to **Discard Changes** or **Apply Changes** before you can leave the screen.

## Default Network Traversal

Field	Description
Network Traversal Strategy	Opens the setting for network traversal. See <a href="#">Network Traversal</a> .
Preferred Network Interface	<ul style="list-style-type: none"> <li>• <b>VPN:</b> Force Bria Mobile to select the VPN network interface. Choose this option only if you are using Bria Mobile with a VPN connection to your network; otherwise, the wrong network interface may be selected, resulting in registration problems.</li> <li>• <b>Default:</b> You are not using a VPN network interface. Select the interface if you encounter any issues using VPN.</li> </ul>

## Account Additional

Field	Description
Outbound Proxy	Complete this field only if your SIP provider gave you an outbound proxy address, typically a domain name or an IP address.
Authorization Name	Complete this field only if your SIP provider gave you an authorization name. Most providers do not use this field.

## IP Version Selection

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 Android 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> </ul>

Field	Description
	<ul style="list-style-type: none"> <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 <b>Wi-Fi IP Version</b> except it applies to mobile data networks.

## 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</li> </ul> <p>If Bria Mobile recognizes that RFC 2833 or SIP INFO fails, it sends Inband instead.</p>

## 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>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 Android 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 Android multi-tasking support; i.e. receive incoming calls when Bria Mobile is sleeping in the background. This preserves battery.</li> <li>• <b>Auto</b></li> </ul>
Encrypt Audio	<p>Encrypt a phone call at the media (audio) level using SRTP. Encrypting audio is subject to VoIP service provider support.</p> <ul style="list-style-type: none"> <li>• <b>Never</b> (default): Audio is not encrypted.</li> <li>• <b>Always:</b> Audio 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>

Field	Description
SIP Port Start SIP Port End	<p>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> <p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p>
RTP Port Audio Start RTP Port Audio End	<p>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> <p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p>
RTP Port Video Start RTP Port Video End	<p>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> <p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p>

## 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.</p> <p>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>

## 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</b> (default): 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</b> (default): 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>

## SIP Miscellaneous

Field	Description
Wi-Fi NAT64 Support	<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>This settings has the same function as Wi-Fi NAT64 Support except it applies to mobile data networks.</p>
Passive Session Timer	<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>

Field	Description
Enable IMS	<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	<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>

## 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>

## 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) > Network Traversal Strategy**, turn the account toggle switch off. Turn the account toggle switch on when you have

finished making changes.



## Default Network Traversal

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 Wi-Fi	<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 Wi-Fi except it applies to mobile data networks.
Outbound Wi-Fi	<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 Wi-Fi</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.</p> <p>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	The username to connect to the STUN/TURN server. Usually provided by your system administrator or your VoIP service provider.
Password	The password to connect to the STUN/TURN server. Usually provided by your system administrator or your VoIP service provider.

## Media Network Traversal

Field	Description
Use STUN Wi-Fi	<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	This settings has the same function as <b>Use STUN Wi-Fi</b> except it applies to mobile data networks.
Use ICE Wi-Fi	<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	This settings has the same function as <b>Use ICE Wi-Fi</b> except it applies to mobile data networks.
Use TURN	<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</li> </ul>

Field	Description
Wi-Fi	<p>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.</p> <ul style="list-style-type: none"> <li>• <b>Off:</b> TURN server is not available.</li> </ul>
Use TURN Mobile	This settings has the same function as <b>Use TURN Wi-Fi</b> except it applies to mobile data networks.

## Dial Plan (Number Prefixes)

In Bria Mobile, a dial plan can be used to modify how your calls are placed. For example, a dial plan can be created to change any number that starts with “+1613” to “613”. A dial plan is used for any combination of the following reasons:

- To modify (transform) the input (the number to be dialed), such as to add the “9” required to obtain an outside line from a PBX.
- To select the account to use to place a call, if users have more than one account.
- To prevent unresolvable calls from being placed. For example, to prevent using network bandwidth on a call that will certainly fail. You define patterns that you know will work, and only place a call if it matches one of these patterns.

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.

Also see [Configuring mobile dial plans](#).

Field	Description
Name	The name of the dial plan rule.
Match Number	The pattern to be matched.
Remove Prefix	The prefix to remove if the number matches the rule.
Add Prefix	The prefix to add if the number matches the rule.
Number To Test	Enter a test number that starts with the Match Number.
Resulting number to dial	Displays the number that will be dialed after applying the dial plan rule.

## Accounts (XMPP)

Before you make changes to an existing account in **Settings > Accounts (XMPP)**, turn the account toggle switch off. Turn the account toggle switch on when you have finished making changes.



If you make changes in **Settings > Account (XMPP)** and tap ✓, the changes are saved.

If you make changes in **Settings > Account (XMPP)** and tap X, you are presented a dialogue to **Discard Changes** or **Apply Changes** before you can leave the screen.

### 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 > Accounts (XMPP)**, turn the account toggle switch off. Turn the account toggle switch on when you have finished making changes.



If you make changes in **Settings > Account (XMPP)** and tap ✓, the changes are saved.

If you make changes in **Settings > Account (XMPP)** and tap X, you are presented a dialogue to **Discard Changes** or **Apply Changes** before you can leave the screen.

### Account Additional

Field	Description
Outbound 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	<p>Informs the XMPP server about the priority of your XMPP session.</p> <ul style="list-style-type: none"> <li>• <b>Expected range:</b> -128 to 127</li> <li>• <b>Default:</b> 0</li> </ul>

## IP Version Selection

Field	Description
<b>IP Version</b>	
Wi-Fi IP Version	<p>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 Android native HTTP/S framework for these connections.</p> <ul style="list-style-type: none"> <li>• IPv4: Bria Mobile uses IPv4 and does not look for IPv6 at all</li> <li>• IPv6: Bria Mobile uses IPv6 and does not look for IPv4</li> <li>• Prefer IPv4: Bria Mobile uses IPv4 first if it detects both IPv4 and IPv6</li> <li>• Prefer IPv6: 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.

## 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 and save it to your device. Enter the CA certificate in <b>Android Settings &gt; Security &gt; Credential Storage</b>.</li> </ul> <p>The CA cert should appear under <b>Android Settings &gt; Security &gt; Credential Storage &gt; Trusted credentials</b>.</p>

## 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	<p>Interval for the ping messages to be sent to the XMPP server (in seconds), indication that the connection is still active.</p> <ul style="list-style-type: none"> <li>• Default: 300 seconds</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	<p>Appears only on devices with mobile connectivity.</p> <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>.</p> <p>Data charges with your mobile carrier may apply.</p>
Allow VoIP Calls	<p>Appears when <b>Use When Available</b> is enabled in <b>Preferences &gt; Mobile Data Network</b>.</p> <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> <li>• <b>Off (default):</b> 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>

## Telecom Framework

Field	Description
Native Integration	<p>Requires Android 8.0+. Not supported on Chromebooks.</p> <p>When on, users see the following differences:</p> <ul style="list-style-type: none"> <li>• Improved Bluetooth headset support. You can answer and hang up Bria Mobile using the buttons on your Bluetooth device.</li> <li>• Receive and answer a Bria Mobile incoming call while you already have a native call.</li> </ul>

## Incoming Call

Field	Description
Play Ringtone	<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>
Vibrate	<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>
Ringtone	The default ringtone for incoming calls.
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>
Incoming Call Notification Settings	<p>Opens the notification settings page for incoming calls. You can:</p> <ul style="list-style-type: none"> <li>enable or disable notifications,</li> <li>select alerts with or without sounds and vibration,</li> <li>change the sound,</li> <li>set what to show on the lock screen, and more.</li> </ul>
Call Heads	<ul style="list-style-type: none"> <li>• <b>On:</b> Tap on <b>Call Heads</b> from any screen on your Android to go back to the call screen or end a call.</li> <li>• <b>Off:</b> Call Heads are not available.</li> </ul>
Decline Options	Tap to set up <b>Quick Responses</b> and <b>Call Reminder</b> .
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 (default):</b> Bria Mobile tries to match incoming calls with <b>Contacts</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>
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>

## 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> </ul>

Field	Description
	<ul style="list-style-type: none"> <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>

## Decline options

Field	Description
Quick Response	A list of pre-defined IMs that can be used when you send an IM or when you decline a call from an XMPP Buddy on the same XMPP server. Create, edit, and delete Quick Responses.
Call Reminder - Enable Call Reminder	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile will ask if you want a call reminder to be set when you decline a call.</li> <li>• <b>Off:</b> Bria Mobile will not set a call reminder.</li> </ul>
Call Reminder - Call Reminder Delay	<p>Set the interval between the declined call and the call reminder.</p> <ul style="list-style-type: none"> <li>• 5 minutes</li> <li>• 15 minutes</li> <li>• 30 minutes</li> <li>• 1 hour</li> <li>• 3 hours</li> <li>• Tomorrow</li> </ul>

## 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.

## Messaging

Field	Description
Enable IM and 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 Android N and lower	<ul style="list-style-type: none"> <li><b>On:</b> Bria Mobile plays a ring tone when you receive a new message.</li> </ul> <p>In Android Oreo and higher, change IM notifications in device <b>Settings &gt; Apps &amp; Notifications &gt; App info &gt; Bria Mobile &gt; App notifications</b> .</p>
Alert Vibration Android N and lower	<ul style="list-style-type: none"> <li><b>On:</b> Your device vibrates when you receive a new message.</li> </ul> <p>In Android Oreo and higher, change IM notifications in device <b>Settings &gt; Apps &amp; Notifications &gt; App info &gt; Bria Mobile &gt; App notifications</b> .</p>
Show hyperlink preview on messages	<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>
Alert Text Tone Android N and lower	<p>The default text tone for incoming messages.</p> <p>In Android Oreo and higher, change IM notifications in device <b>Settings &gt; Apps &amp; Notifications &gt; App info &gt; Bria Mobile &gt; App notifications</b> .</p>
Message Notification Settings	<p>Opens the notification settings page for IMs. You can:</p> <ul style="list-style-type: none"> <li>enable or disable notifications,</li> <li>select alerts with or without sounds and vibration,</li> <li>change the sound,</li> <li>set what to show on the lock screen, and more.</li> </ul>
Chat Room Notification Settings	<p>Opens the notification settings page for chat rooms. You can:</p> <ul style="list-style-type: none"> <li>enable or disable notifications,</li> <li>select alerts with or without sounds and vibration,</li> <li>change the sound,</li> <li>set what to show on the lock screen, and more.</li> </ul>

## Call In Progress

Field	Description
Contact Image	Changes the way Bria Mobile displays the image of a contact during a call when you have

Field	Description
	<p>added an image to a contact in the <b>Contact</b> tab of the resource panel. Small images display more quickly than large images.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile shows an image of the remote party during a call.</li> <li>• <b>Off:</b> Bria Mobile does not show an image of the remote party during a call.</li> </ul>
Auto Record Calls	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile automatically record all calls made with Bria Mobile.</li> <li>• <b>Off (default):</b> Bria Mobile records a call only if you tap manually start recording during a call.</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> <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>
Use Proximity Sensor	<p>Turn this off only if you encounter difficulties on your device.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile uses the proximity sensor for the device.</li> <li>• <b>Off:</b> Bria Mobile does not use the proximity sensor for the device.</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 when the device is placed face down during a call (audio, video and Collaboration conference).</li> <li>• <b>Off :</b> Bria Mobile does not mute your microphone 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>

## 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	Appears when <b>Settings &gt; Preferences &gt; Forward Calls</b> is on. Enter the number to which calls are forwarded.

## Additional

Field	Description
Show All Contacts	<b>On:</b> Bria Mobile will display all device contacts regardless of native contacts group membership.
Contact Sort Order	<p>Change your contact sort order preference.</p> <ul style="list-style-type: none"> <li>• <b>First Name:</b> Sorts <b>Contacts</b> based on their first name.</li> <li>• <b>Last Name:</b> Sorts <b>Contacts</b> based on their last name.</li> </ul> <p>This setting can only be changed when Bria Mobile cannot access the preferences on the Android device OS. If this setting is read-only in Bria Mobile, go to the Android device settings (such as the Contacts app) and change the sort preference.</p>
Contact Display Order	<p>Change your contact display preference in your <b>Contacts</b> and <b>Buddies</b> lists.</p> <ul style="list-style-type: none"> <li>• <b>First Name First:</b> Displays a contact name as <b>John Smith</b>.</li> <li>• <b>Last Name First:</b> Displays as <b>Smith, John</b>.</li> </ul> <p>This setting can only be changed when Bria Mobile cannot access the preferences on the Android device OS. If this setting is read-only in Bria Mobile, go to the Android device settings (such as the Contacts app) and change the display preference.</p>
Use LED Notifications Android N and lower	<ul style="list-style-type: none"> <li>• <b>On:</b> Turns on the pulse notification light on supported devices. When Bria Mobile has a new IM/SMS or a missed call, the notification light will blink.</li> <li>• <b>Off:</b> Does not turn on the pulse notification light.</li> </ul> <p>In Android Oreo and higher, change IM notifications in device <b>Settings &gt; Apps &amp; Notifications &gt; App info &gt; Bria Mobile &gt; App notifications</b> .</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>
Send Landscape	<p>Appears when <b>Settings &gt; Preferences &gt; Enable Video</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Your video is sent in the landscape orientation. This is a compatibility mode for older devices that cannot render video in the portrait orientation. Use as an exception.</li> <li>• <b>Off (default):</b></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>• Low (CIF): Uses 352 horizontal pixels and 288 vertical lines.</li> <li>• Medium (VGA)</li> <li>• HD (720p) : Default</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>• Low (CIF): Uses 352 horizontal pixels and 288 vertical lines.</li> <li>• Medium (VGA)</li> <li>• HD (720p)* : Default</li> </ul>

## Notifications

Field	Description
Snooze Time	For devices running Android 5.0 (Lollipop) or higher, the length of time to snooze a heads-up notification for an incoming message
Use heads-up notifications for incoming calls	<p>For devices running Android 5.0 (Lollipop) or higher.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> You receive a heads-ups notification for incoming calls</li> <li>• <b>Off:</b> You receive a regular notification for incoming calls</li> </ul>
WearOS Notifications	<p>Optimizes incoming call notifications for Android wearOS devices.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Incoming call notifications are optimized for Android WearOS devices. Calls can be rejected by clearing notifications.</li> <li>• <b>Off (default):</b> Incoming call notifications are optimized for Android phones</li> </ul>

Field	Description
	and tablets.

## Android OS Support

Field	Description
Auto Start on Boot	<ul style="list-style-type: none"> <li>• <b>On:</b> Automatically start and log into Bria Mobile when you start your Android. Even if Bria Mobile was logged out when you powered off the phone, Bria Mobile will start and log in when the phone starts.</li> </ul>

# Advanced settings

## 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>
Quality Of Service	<p>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. Turning QoS on has no effect if your VoIP service provider does not support it.</p> <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	<p>Appears when <b>Settings &gt; Advanced Settings &gt; Quality of Service</b> is on.</p> <p>Quality of Service for SIP includes TCP, TLS, and RTP.</p>
QoS Audio Value	<p>Appears when <b>Settings &gt; Advanced Settings &gt; Quality of Service</b> is on.</p> <p>Quality of Service is for RTP only.</p>
QoS Video Value	<p>Appears when <b>Settings &gt; Advanced Settings &gt; Quality of Service</b> is on.</p> <p>Quality of Service is for RTP only.</p>
SIP Port Start	<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.</p>
SIP Port End	<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>

Field	Description
	<p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p>
RTP Port Audio Start RTP Port Audio End	<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 Video Start RTP Port Video End	<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>

## Advanced Media Options

Field	Description
Use Audio Track	Allows you to change the audio API type for playback. If you experience poor audio, try changing this setting.
Low Latency Mode	<p>Only appears when <b>Use AudioTrack</b> is disabled.</p> <p>While lower latency is desirable, enabling this settings on newer devices running android 9 or higher may cause audio to be distorted or missing.</p> <p>On devices running Android 8 or lower, this settings is enabled by default.</p> <p>On devices running Android 9 or higher, this settings is disabled by default.</p>
Echo Cancellation	<ul style="list-style-type: none"> <li>• <b>On</b> (default): If you or the remote party is experiencing echo, this can help eliminate the echo.</li> <li>• <b>Off</b>: Echo cancellation is not used.</li> </ul> <p>If you or the remote party still experience echo, turn this setting off.</p>
Use Software AEC	<p>Appears when <b>Settings &gt; Advanced Settings &gt; Echo Cancellation</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On</b>: Enables software audio echo cancellation in Bria Mobile.</li> <li>• <b>Off</b>: Disables software audio echo cancellation in Bria Mobile.</li> </ul> <p>Turn this setting on only if you encounter issues with echo and your device does not have hardware support for echo cancellation. CounterPath recommends using hardware support if it is available.</p>
Noise Suppression	<ul style="list-style-type: none"> <li>• <b>On</b> (default): Bria Mobile attempts to reduce background noise from your microphone.</li> <li>• <b>Off</b>: Bria Mobile does not attempt to reduce background noise.</li> </ul>

Field	Description
Use Software NS	<p>Appears when <b>Settings &gt; Advanced Settings &gt; Noise Suppression</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On</b>: Enables software noise suppression on Bria Mobile.</li> <li>• <b>Off</b>: Does not enable software noise suppression on Bria Mobile.</li> </ul> <p>Turn this setting on only if you encounter issues with background noise and your device does not have hardware support for noise suppression. CounterPath recommends using hardware support if it is available.</p>
Auto Gain Control	<ul style="list-style-type: none"> <li>• <b>On</b> (default): Bria Mobile automatically adjusts microphone gain using hardware gain control</li> <li>• <b>Off</b>: Bria Mobile does not adjust microphone gain using hardware gain control</li> </ul>
Use Software AGC	<ul style="list-style-type: none"> <li>• <b>On</b>: Bria Mobile automatically adjusts microphone gain using software gain control.</li> <li>• <b>Off</b> (default): Bria Mobile does not adjust microphone gain using software gain control</li> </ul>
Configure Microphone Level	<p>Appears only when <b>Settings &gt; Advanced Settings - Advanced Media Options &gt; Use Software AGC</b> is enabled.</p> <ul style="list-style-type: none"> <li>• Tap on <b>Configure Microphone Level</b> and adjust the slider to adjust microphone gain in 5 steps (-2, -1, 0, +1, +2).</li> </ul>

## 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>
Hardware Encoder	<p>Turn this setting on if hardware encoding is available and has proven beneficial.</p> <ul style="list-style-type: none"> <li>• <b>On</b>: Hardware support is used to encode video.</li> <li>• <b>Off</b> (default): Hardware support is not used to encode video.</li> </ul> <p>To see if your device is using hardware encoding, look at the <b>Call Statistics</b> during a video call when <b>Hardware Encoder</b> is on. If the <b>Video &gt; Encoder</b> value is <b>software</b>, your device does not support hardware encoding.</p>
Hardware Decoder	<p>Turn this setting on if hardware decoding is available and has proven beneficial.</p> <ul style="list-style-type: none"> <li>• <b>On</b>: Hardware support is used to decode video.</li> <li>• <b>Off</b> (default): Hardware support is not used to decode video.</li> </ul>

Field	Description
	To see if your device is using hardware decoding, look at the <b>Call Statistics</b> during a video call when <b>Hardware Decoder</b> is on. If the <b>Video &gt; Decoder</b> value is <b>software</b> , your device does not support hardware decoding.

## 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 save it to your device. Enter the CA certificate in <b>Android Settings &gt; Security &gt; Credential Storage</b>.</p> <p>The CA cert should appear under <b>Android Settings &gt; Security &gt; Credential Storage &gt; Trusted credentials</b>.</p>

## Device Hardware

Field	Description
Playback Stream	<p>This settings controls how the device processes the audio receiving from the remote party. If you are receiving poor audio, try changing the playback stream.</p> <ul style="list-style-type: none"> <li>• Voice call</li> <li>• System</li> <li>• Ring</li> <li>• Music</li> <li>• Alarm</li> <li>• Notification</li> </ul>

## SIP Miscellaneous

Field	Description
Encode # in URI	<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>

Field	Description
	Turn this setting off if you are having trouble making outgoing calls to a number with a hash character.

## Application Logging

Field	Description
Verbose Logging	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> .
Share Anonymous Usage Data	<ul style="list-style-type: none"> <li>• <b>On</b> (default): Bria Mobile sends anonymous usage data to CounterPath. This information 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>
Send Log	Tap to upload the current log to Technical Support. <a href="#">Troubleshooting</a> .

## Call Statistics

Field	Description
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> <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>

## 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.

To set the codecs back to the default settings, tap the **More** icon and tap **Reset to Defaults**. Tap **Yes** on **Reset to Defaults**.

## 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-SWB (24k) and OPUS (Fullband-48k) are only available in devices with 1.2 GHz dual core CPU or higher. These codecs will be disabled on any slower 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.

## Video Codecs

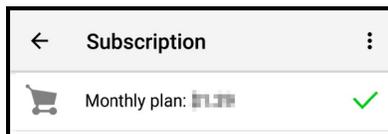
H.264 and VP8 (with 720p HD video support) can be used during a video call over a Wi-Fi or a mobile network.

# Subscription

When you install Bria Mobile for the first time, you can try it free for 14 days. Select the **Monthly plan** and enter your payment information 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 cancel the subscription at least 24-hours before the end of the subscription period.

All payments are charged to your Google Play 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 cancel your subscription at least 24-hours before the end of the subscription period. You can 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.

### 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.

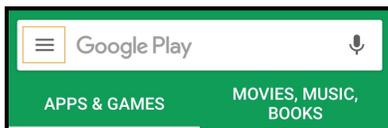
The subscription is renewed. The monthly subscription plan that you chose has a check mark beside it. Your subscription will auto-renew unless you cancel it on your Google Play account.

## Managing your subscription

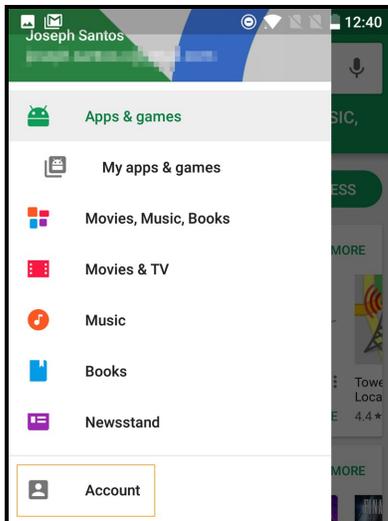
You can manage your subscription by accessing your Google Play account settings after you have made the initial purchase.

### To cancel or change your subscription

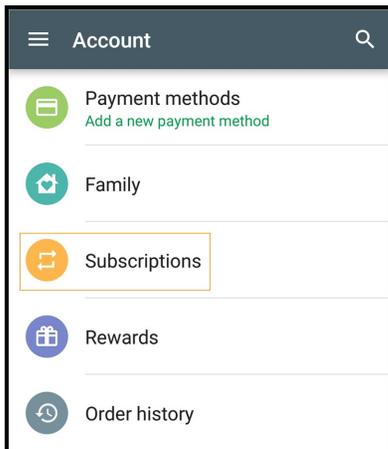
1. Launch **Google Play**.
2. Tap the **Menu** icon.



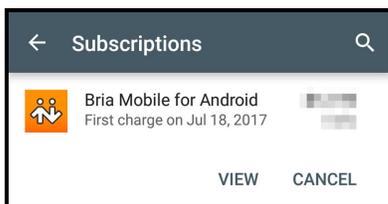
3. Tap **Account**.



#### 4. Tap Subscriptions.



#### 5. Tap Bria Mobile.



Your subscription is canceled. You can continue to use Bria Mobile until the end of the subscription period. At the end of the subscription period, you can access your the **Messaging** and **History** tabs.

# Share

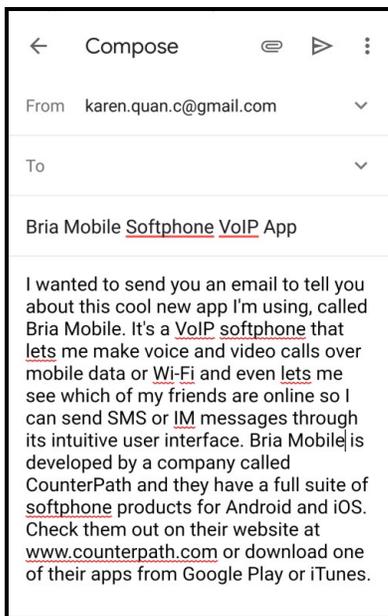
Share Bria Mobile with your friends by Email.

## To share from your share sheet

1. Go to the **Settings** tab on the resource panel.
2. Tap **About Bria Mobile**.
3. Tap  **Share**.



4. Select the app you want to use to share Bria Mobile.
5. A message appears in the app. Use the app's features to share the message. The example shown here is email.



The message is shared.

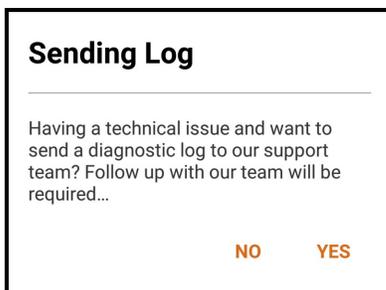
# Troubleshooting

## Using Bria Mobile diagnostics

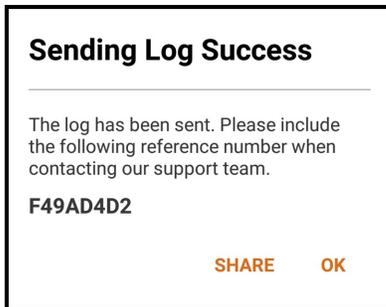
If you have a problem with Bria Mobile, technical support may ask you to turn diagnostics on to capture information.

### To send a log to support

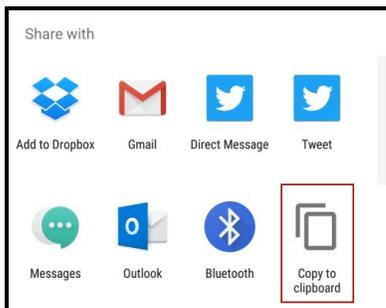
1. Go to **Settings > Advanced Settings > Verbose Logging**. If **Verbose Logging** is off, turn it to on and.
2. Reproduce the problem you were having.
3. Go back to **Settings > Advanced Settings**.
4. Tap **Send Log**.
5. Tap **Yes** on **Sending Log**.



6. Add a description of the issue, and tap **Continue**.
7. Tap **Share** on **Sending Log Success**.



8. Tap **Copy to clipboard** on **Share with**. The log reference number is on your clipboard.



9. Report the **reference number** to the support team member who was assisting you. If you are opening a new topic, include a description of the problem and the **reference number** as it always helps with diagnosing an issue when support has logfile to look at. If you add the **reference number** 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 Android 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.
10. Turn off **Verbose Logging** when you are done.

# 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 Android 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 [Google's FCM](#) push notification system.

If you are using your device inside a restricted network, please ensure ports 5228, 5229, and 5230 are open on the firewall as required by [Google](#). If they are not open, push messages will not work.

- 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 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
- Google FCM reachability from the Bria Mobile clients  
Google requires a set of ports to be open in your firewall. If you have a restricted network, see [Google FCM](#) 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.

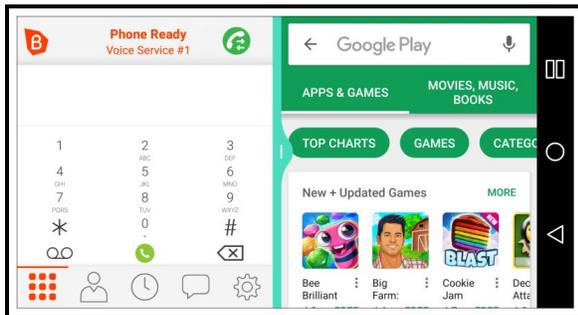
# Android multi-window support

Bria Mobile has multi-window support on devices running Android 7 (Nougat) or higher. While using Bria Mobile, you can display a second app on your Android device. The apps appear side-by-side or one-above-the-other. The second app must be open so it will show in the recent apps and must also support multi-window.

## To use multi-window view

1. With Bria Mobile in the foreground, tap the Android **Overview** button.
2. Tap  **Multi-window** beside Bria Mobile.
3. Tap the second app that you want to display.

Both apps are displayed on your Android device.



## To end multi-window view

- Long-press  **Multi-window**.
- Tap the center of the green bar that divides the screen and tap **Close**.



Bria Mobile is displayed on the full screen.

# 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 Corporation. 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.

**Call Head**

A small, movable, floating notification icon that you can use to return to an active call, hangup a call, or answer a call. The icon contains an image of your contact if you have added an image to their contact information.

**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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### **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 gestured 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 an 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 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.