



# Collaboration User Guide

(Virtual Meeting Rooms)



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## About this document

Collaboration User Guide - (Virtual Meeting Rooms)  
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# Introduction to Collaboration

Collaboration, also known as Virtual Meeting Rooms, is a cloud-based service hosted by CounterPath that combines audio, HD video, screen sharing, messaging, and presence in one virtual meeting.

## Hosting

In order to [host a conference](#), the Host must have a subscription which includes the Collaboration feature. The Host should ideally use the Bria client to start a conference so that they have full access to the conference controls.

**Note:** In order to share your screen, the Bria Desktop client is required.

## Joining

Anyone can join a Collaboration conference.

- If they already are Bria users, they can use their Bria client to [join a conference from Bria](#).
- If they have never used Bria, they can download the Bria client on their device to [join a conference](#). If downloading the client is not possible, they can use a web browser or dial into a conference.

**Note:** With a web browser, you have reduced abilities for a conference. For full access as a Guest, download the Bria client on your device.

## Bria client versions

This guide corresponds to:

- Bria for Windows and Mac version
- Bria for iOS version
- Bria for Android version

## Guest web browser requirements

Guests can use the latest version of Chrome, Firefox, or Safari to join a conference.

# Hosting a conference

The Host is responsible for inviting people to a conference as well as starting a conference. The Host can invite people either in advance by scheduling a conference using a calendar app, or immediately during a conference.

It is a good idea to review your conference settings before starting the first conference. The settings can be accessed from:

- **Preferences** on desktop client
- **Conferences** on mobile client
- **Collaboration Management User Portal** on desktop client
- **Collaboration Management User Portal** on mobile client

These settings determine whether the Host is required to join the Collaboration conference in order for other conference members to use the bridge, or whether the conference requires a PIN to join.

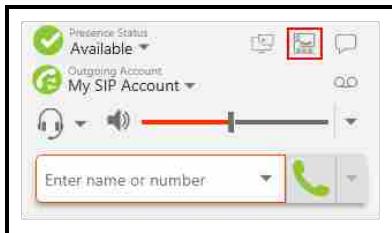
## Scheduling a conference

A scheduled conference is useful when you want to book the conference time with conference invitees in advance and for setting up recurring meetings. Conferences are scheduled using your default calendar application.

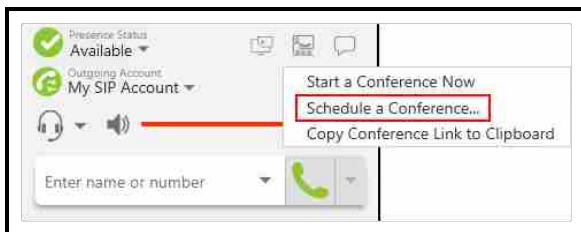
### To schedule a conference

#### Windows

1. Click  **Start or schedule a conference** on the on-screen phone. A list of conference options appears.



- Click Schedule a conference.... Bria opens your default calendar application.



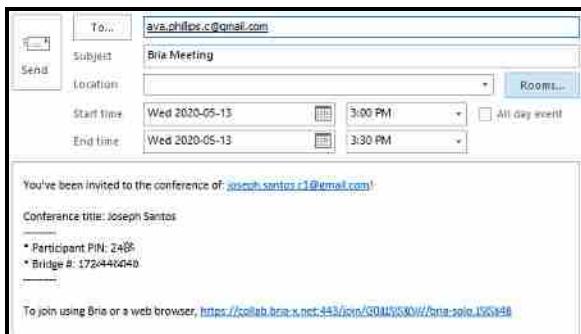
- Add invitees, edit the Start time and End time, and edit any other details you would like to change in the invitation.

If the conference requires a PIN, the PIN appears in the invitation. If your conferences normally do not have a PIN, but you plan on setting one for this specific conference, you can add it to the invitation now.

If you want the conference to recur, make sure to set the recurrence to the invitation.

When the invitation is ready, click **Send**.

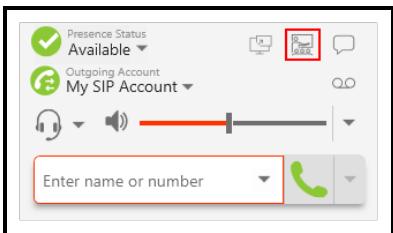
The example below shows a calendar invitation using Microsoft Outlook.



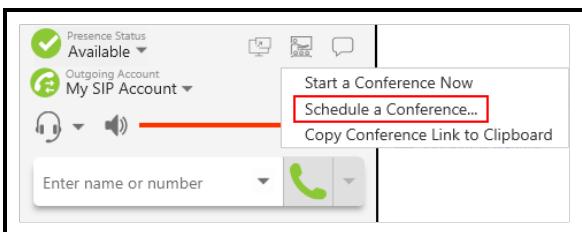
The invitation is sent to the invitees' email.

## Mac

1. Click Start or schedule a conference on the onscreen phone. A list of conference options appears.



2. Click Schedule a conference....



3. Do one of the following:

### Mac calendar

Choose the Calendar you want to use to add the conference. Open the calendar event that is created and add invitees, edit the **Start time** and **End time**, and edit any other details you would like to change in the invitation.

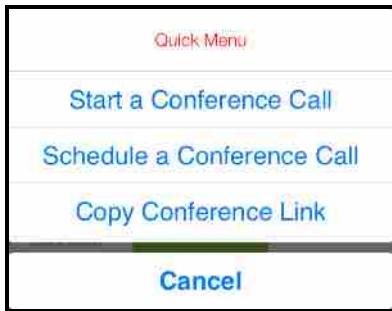
### Other calendar

Add invitees, edit the **Start time** and **End time**, and edit any other details you would like to change in the invitation.

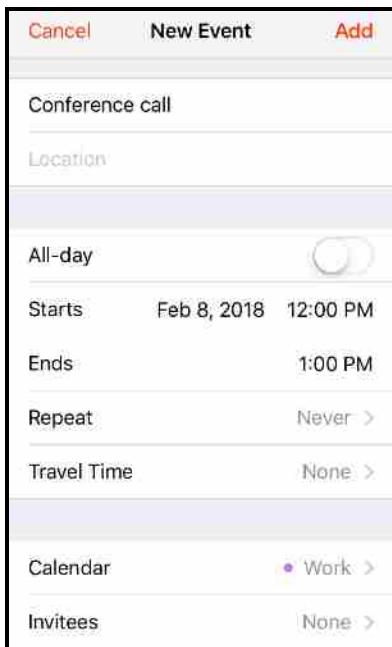
The invitation is sent to the invitees' email.

## iPhone

1. Tap the Phone tab on the resource panel.
2. Tap Quick Menu and tap Schedule a Conference Call.



3. Add **Invitees**, edit the **Starts** time and **Ends** time, and edit any other details you would like to change in the **New Event**.



4. Tap **Add**.

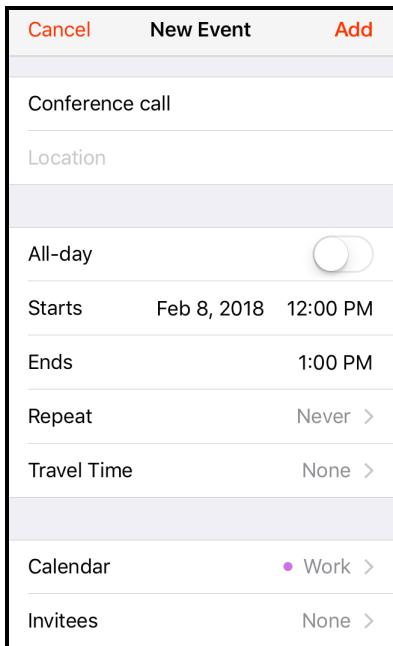
The invitation is sent to the invitees' email.

## iPad

1. Tap **☰ Dial pad** in the tool bar.
2. Tap **≡ Quick Menu** and tap **Schedule a Conference Call**.



3. Add **Invitees**, edit the **Starts** time and **Ends** time, and edit any other details you would like to change in the **New Event**.

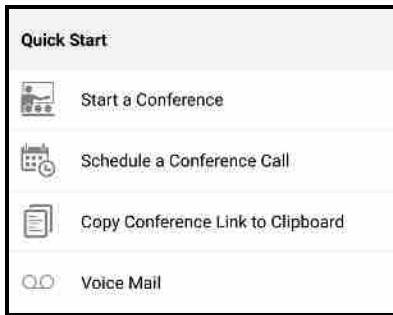


4. Tap **Add**.

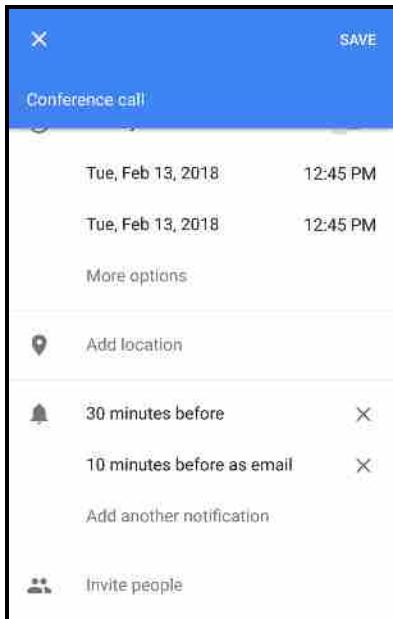
The Invitation is sent to the invitees' email.

## Android phone

1. Tap the **Phone** tab on the resource panel.
2. Tap **Quick Start** and tap **Schedule a Conference Call**.



3. Choose a calendar application to schedule the conference, if required.
4. Add **Invitees**, edit the **Starts** time and **Ends** time, and edit any other details you would like to change in the **New Event**. The following example is from Google Calendar.

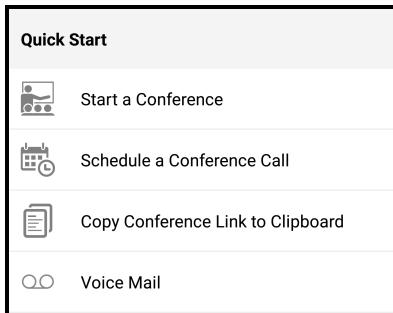


5. Tap **Save**.

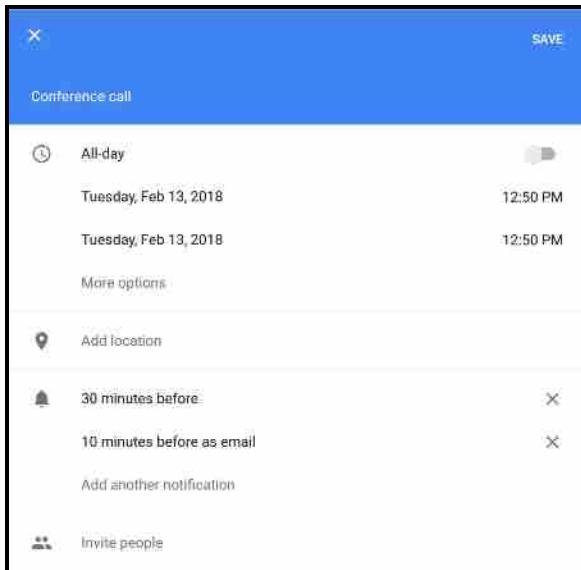
The invitation is sent to the invitees' email.

## Android tablet

1. Tap **☰ Dial pad** in the tool bar.
2. Tap **≡ Quick Start** and tap **🕒 Schedule a Conference Call**.



3. Choose a calendar application to schedule the conference, if required.
4. Add **Invitees**, edit the **Starts** time and **Ends** time, and edit any other details you would like to change in the **New Event**. The following example is from Google Calendar.



5. Tap **Save**.

The invitation is sent to the invitees' email.

## To edit or cancel a schedule conference

1. Open your default calendar application.
2. Open the meeting and change the details of the conference or cancel the meeting.
3. Send the update or cancellation to the invitees.

Your calendar app sends the meeting update or cancellation to the invitees' email.

## Starting a conference

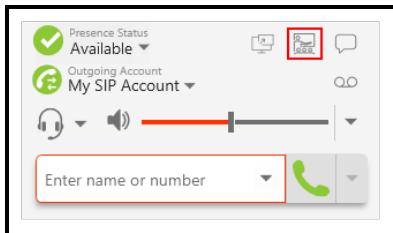
The Host can start a conference in several ways. The Host must use the Bria client (rather than web browser) in order to start a conference.

### Using the on-screen phone - Desktop

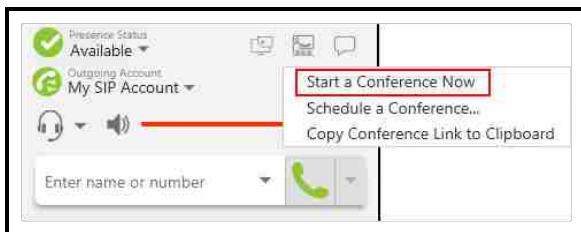
You can start a conference directly from the on-screen phone.

#### To start a conference from the on-screen phone

1. Click  Start or schedule a conference on the onscreen phone.



2. Click Start a Conference Now.



The conference console opens.

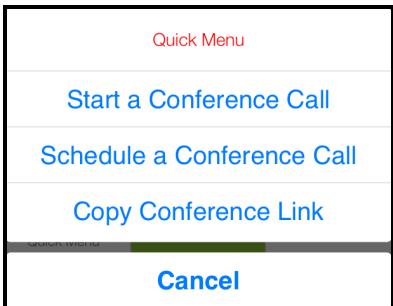
### Using the dial pad - iOS and Android

You can start a conference call from the dial pad.

#### To start a conference from the dial pad

##### iPhone

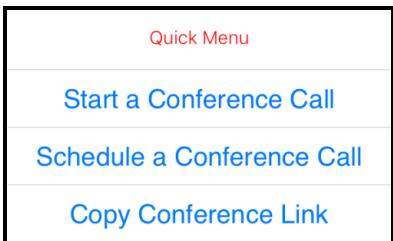
1. Tap the **Phone** tab on the resource panel.
2. Tap  **Quick Menu** and tap **Start a Conference Call**.



The conference console opens.

## iPad

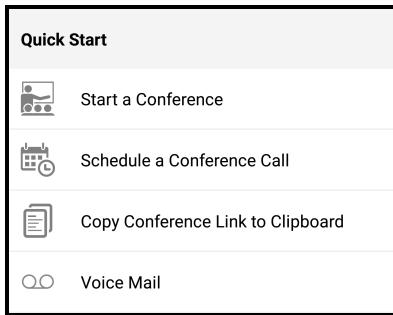
1. Tap  **Dial pad** in the tool bar.
2. Tap  **Quick Menu** and tap **Start a Conference Call**.



The conference console opens.

## Android phone

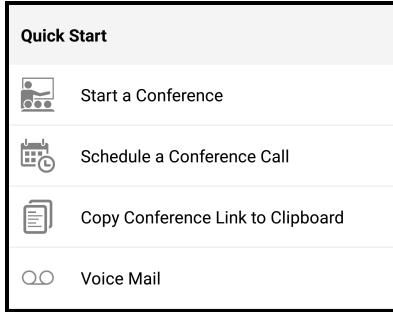
1. Tap the **Phone** tab on the resource panel.
2. Tap  **Quick Start** and tap  **Start a Conference**.



The conference console opens.

## Android tablet

1. Tap Dial pad in the tool bar.
2. Tap Quick Start and tap Start a Conference.



The conference console opens.

## Using History

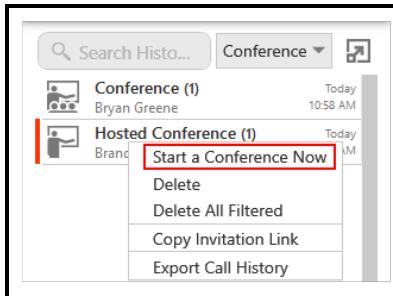
If you previously hosted a conference, you can start a conference using History.

### To start a conference using the History shortcut menu - Desktop

1. On the History tab, find a call entry for a previous conference that you Hosted. To make the search easier, filter the entries to only show conferences. The entry displays Hosted Conference.



- Right-click (Windows) or Control+Click (Mac) on the conference in Bria's History and click **Start a Conference Now**.



The conference console opens in a new window.

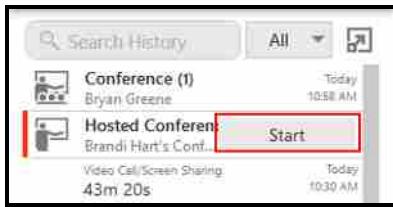
## To start a conference from the expanded History entry - Desktop

- On the History tab, click on a grouped entry for a conference that you Hosted. To make the search easier, filter the entries to only show conferences. The entry displays Hosted Conference.



The group expands.

- Click Start.



The conference console opens.

## To start a conference from a History entry - iPhone and Android

### iPhone only

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).

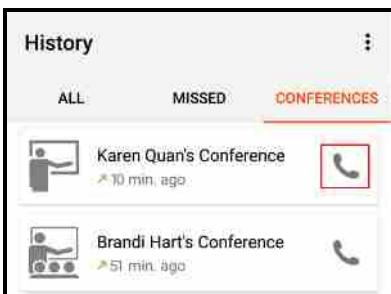


3. Tap an entry for a conference that you previously hosted.

The conference opens in the full screen.

### Android

1. Go to the **History** tab on the resource panel.
2. Tap **Start a Conference Again** on a conference you previously hosted.

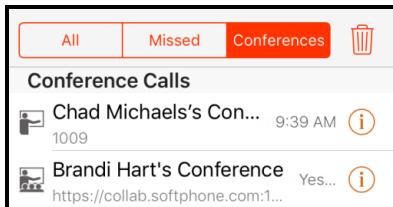


The conference console opens in the full screen.

## To start a conference from History details - iOS only

### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



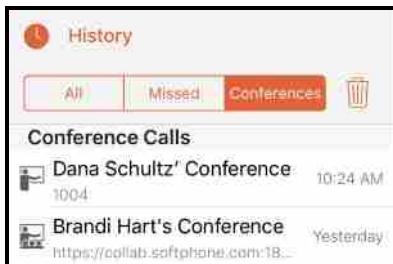
3. Tap **① More Info** beside the History entry.
4. Tap Number.



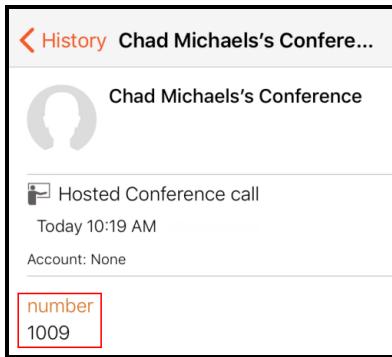
The conference console opens in the full screen.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



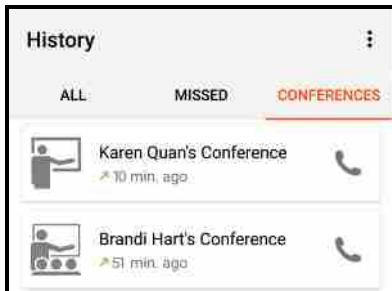
3. Tap the **History** entry.
4. Tap Number.



The conference console opens in the full screen.

## To start a conference from History using long-press - Android only

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



3. Long-press an entry for a conference that you hosted previously.
4. Tap **Start a Conference Again**.



The conference opens in the full screen.

## Using Messages

You can start a conference from an IM or a chat room. With this method, Bria posts your conference link in the IM or the chat room, which reminds people to join your conference immediately.

You can also start a conference using a link from a previous invitation if you sent one using messaging.

### To start a conference from an IM or chat room

Windows and Mac

1. Open the **Messages** window.
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.



The Bria conference console opens and Bria sends an IM or a group chat message with a conference link.



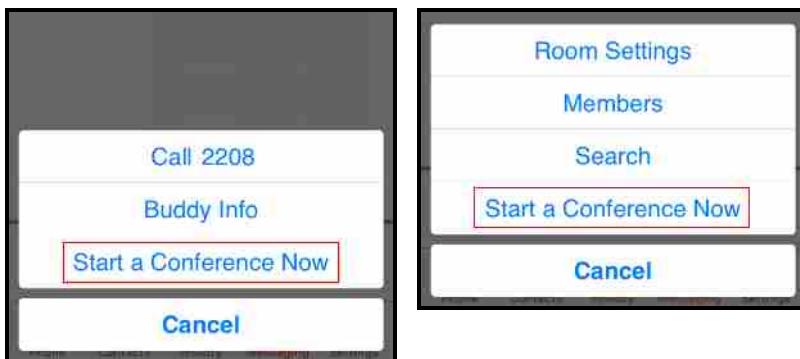
### iPhone

1. Go to the **Messaging** tab on the resource panel.
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.

3. Tap More.



4. Tap Start a Conference Now.



The Bria conference console opens and Bria sends an IM with a conference link to the chat members.

### iPad

1. Go to the **Messaging** tab on the resource panel.
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.
3. Tap **Start a Conference Now**.



The Bria conference console opens and Bria sends an IM with a conference link to the chat members.

### Android phone

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

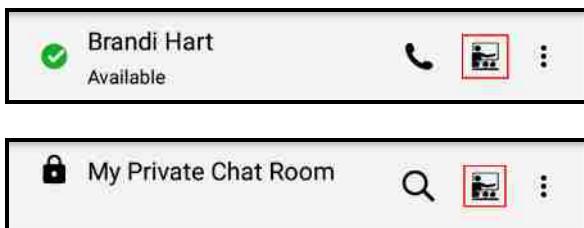
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.
3. Tap  Start a Conference.



The Bria conference console opens and Bria sends an IM with a conference link to the chat members.

## Android tablet

1. Go to the **Messaging** tab on the resource panel.
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.
3. Tap  Start a Conference.

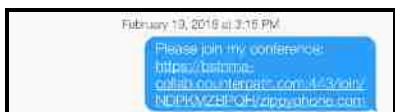


The Bria conference console opens and Bria sends an IM with a conference link to the chat members.

## To start a conference from a previous invitation - iOS and Android

### iOS

1. Tap the link in the conference invitation.



The conference console opens in a new window.

## Android

1. Tap the link in the conference invitation.



The conference console opens in a new window.

## Using a link

You can start a conference by clicking the conference link you previously copied into an email or a message.

# Inviting conference members during a conference

The Host can invite conference members at any time during a conference using the conference console. You can invite conference members by instant message, by email, or you can copy the conference link and send it by some other external method.

**Tip:** You can use more than one method to invite people to your conference. This might be useful if you can send an IM to some of the invitees but you only have the email address of others.

### To invite conference member by IM

Windows and Mac

1. Tap  Participants to open the Participants panel.



2. Click Add participant.



3. Start typing the name of a contact that you want to invite. Bria will make suggestions as you type.



4. Click on the Participants name when it appears in the suggestions.

Bria sends instant messages to the contact with your conference link.

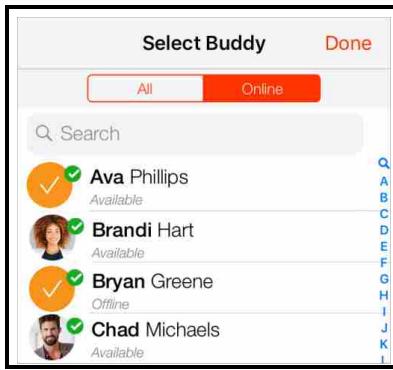
## iPhone

1. Tap  Participants to open the Participants panel.



2. Click +.

3. Tap the Buddiescontacts you want to invite or start typing the name of a Buddy and tap the Buddiescontacts that you want to invite. Bria makes suggestions as you type.

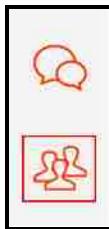


4. Tap Done.

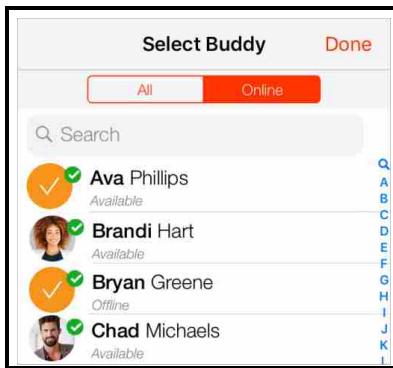
Bria sends an IM to each of the invitees.

## iPad

1. Tap  Participants to open the Participants panel.



2. Click +.
3. Tap the Buddiescontacts you want to invite or start typing the name of a Buddy and tap the Buddiescontacts that you want to invite. Bria makes suggestions as you type.



#### 4. Tap Done.

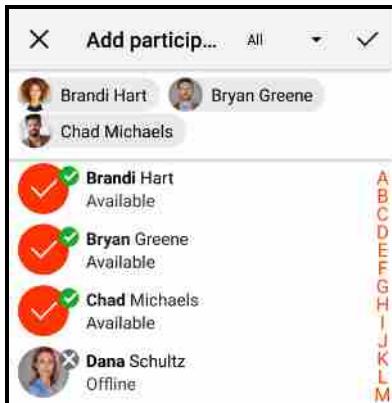
Bria sends an IM to each of the invitees.

### Android phone

1. Tap  Participants to open the Participants panel.



2. Click +.
3. Tap the Buddies contacts you want to invite or start typing the name of a Buddy and tap the Buddies that you want to invite. Bria makes suggestions as you type.



4. Tap  Add.

Bria sends an IM to each of the invitees.

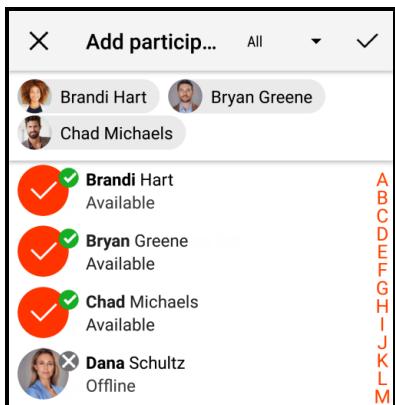
### Android tablet

1. Tap  Participants to open the Participant panel.



2. Tap +.

3. Tap the Buddiescontacts you want to invite or start typing the name of a Buddycontact and tap the Buddiescontacts that you want to invite. Bria makes suggestions as you type.



4. Tap ✓ Add.

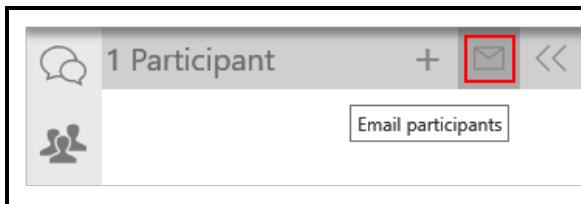
Bria sends an IM to each of the invitees.

## To invite conference members by email - Desktop

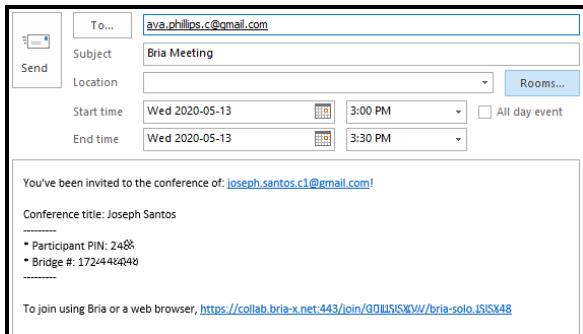
1. Tap to open the Participants panel.



2. Click Email participants. Bria opens your default calendar application.



3. Add invitees and edit any details you would like to change in the invitation. When the invitation is ready, click Send.

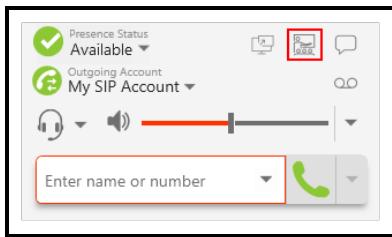


The invitation is emailed to the address of the invitees with a link to the conference.

## To invite conference members with a link

Windows and Mac

1. Click Start or schedule a conference on the on-screen phone. A list of conference options appears.

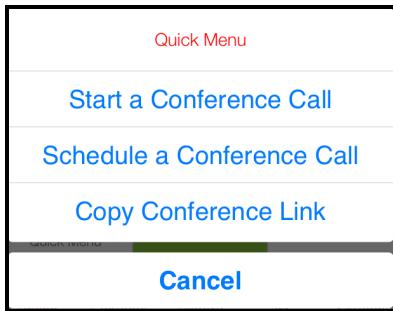


2. Click Copy Conference Link to Clipboard.

Bria copies your conference link to the clipboard. Use any method to send the link to a conference member.

## iPhone

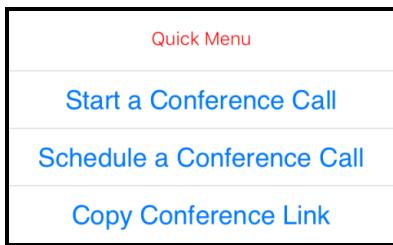
1. Tap the Phone tab on the resource panel.
2. Tap Quick Menu and tap Copy Conference Link.



Bria copies your conference link to the clipboard. Use any method to send the link to a conference member.

## iPad

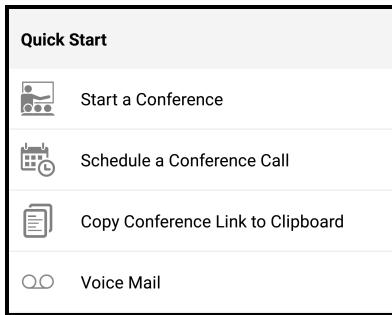
1. Tap Dial pad in the tool bar.
2. Tap Quick Menu and tap Copy Conference Link.



Bria copies your conference link to the clipboard. Use any method to send the link to a conference member.

## Android phone

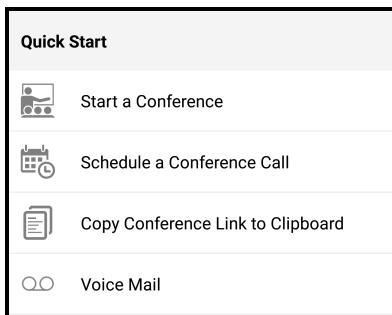
1. Tap the Phone tab on the resource panel.
2. Tap Quick Start and tap Copy Conference Link to Clipboard.



Bria copies your conference link to the clipboard. Use any method to send the link to a conference member.

## Android tablet

1. Tap Dial pad in the tool bar.
2. Tap Quick Start and tap Copy Conference Link to Clipboard.



Bria copies your conference link to the clipboard. Use any method to send the link to a conference member.

**Note:** If a person knows the conference link, they can join a conference without the Host sending an invitation.

# Joining a conference from Bria

The Participants can join a Collaboration conference using a link, using **History**, using **Contacts**, or using **Messages**.

When you join a conference, you may enter the conference immediately or you may have to wait until the Host joins the conference. This depends on the Host's conference settings.

## Using a link

The Host may have sent a link in an email invitation, an IM invitation, or through some other method.

### To join a conference from a link

1. Tap the link to join. Alternatively, you can copy the link and paste it in a browser.



2. The Now joining page opens in your default browser.
3. If prompted, open Bria. Bria launches.
4. If prompted, enter the conference PIN given by the Host.

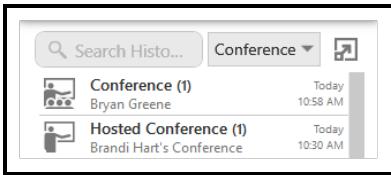
The conference console opens in a new windowthe full screen.

# Using History

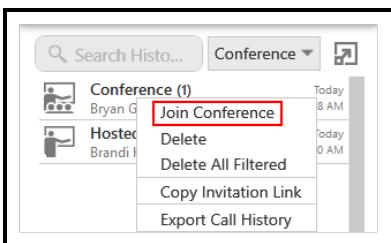
Previous Collaboration conferences are shown in Bria's **History**. The Participants can use an entry from a conference they previously attended.

## To join using the shortcut menu - Desktop

1. On the **History** tab, find a call entry for a previous conference with the Host. To make the search easier, filter the entries to only show conferences and start typing the Host's name in **Search History**.



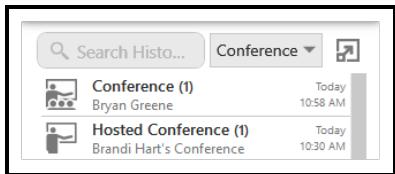
2. Right-click (Windows) or Control+Click (Mac) on a conference and click **Join Conference**.



The conference console opens in a new window.

## To join by expanding the History group - Desktop

1. On the **History** tab, click on a History group for a conference with the Host. To make the search easier, filter the entries to only show conferences and start typing the Host's name in **Search History**.



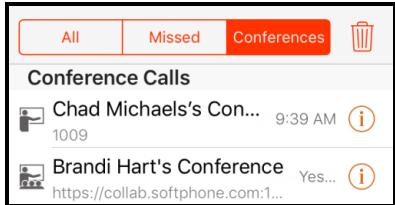
The History group expands.

The conference console opens in a new window.

### To join using a History entry - iOS and Android

#### iPhone and iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).

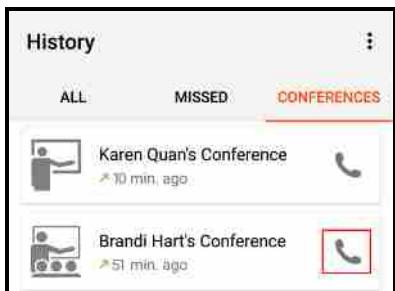


3. Tap an entry for a conference from the Host..

The conference opens in the full screen.

#### Android

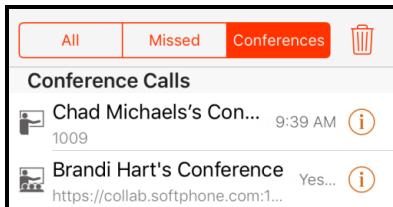
1. Go to the **History** tab on the resource panel.
2. Tap **Conference call** on an entry from the Host.



The conference console opens in the full screen.

### To join a conference from History details - iOS only

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



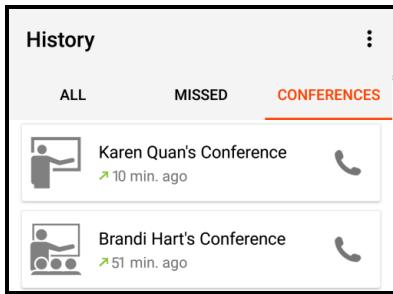
3. Tap **i More Info** beside the History entry.
4. Tap **URL**.



The conference console opens in the full screen.

### To join a conference using long-press - Android phone only

1. Go the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



3. Long-press an entry belonging to the Host.
4. Tap Join a Conference.



The conference opens in the full screen.

## Using contacts

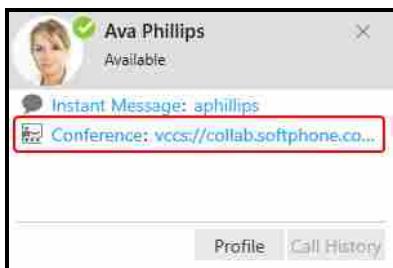
If the Host is in your contacts, their Collaboration link may be in their contact details. It depends on how their vCard is configured by the administrator.

### To join using Contacts

Windows and Mac

1. Go to the **Contacts** tab on the resource panel.
2. Select the Contact that is hosting the conference by clicking on the **Contact** or using **Search** and clicking on the **Contact**.

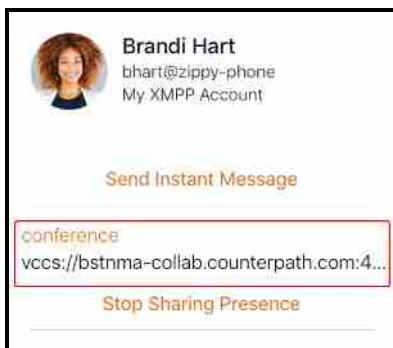
3. Tap on the conference link.



The conference opens in a new window.

## iOS

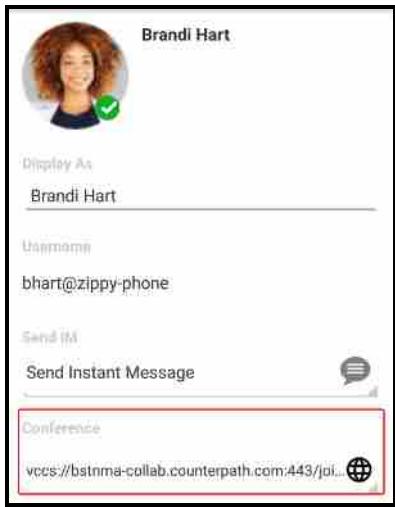
1. Go to the **Contacts** tab on the resource panel and tap **Buddies**.
2. Select the Buddy that is hosting the conference by tapping on the Buddy contact or using **Search** and tapping on the Buddy.
3. Tap on the conference link.



The conference opens in the full screen.

## Android phone and tablet

1. Go to the **Contacts** tab on the resource panel and tap **Buddies**.
2. Select the Buddy that is hosting the conference by tapping on the Buddy contact or using **Search** and tapping on the Buddy.
3. Tap on the conference link.



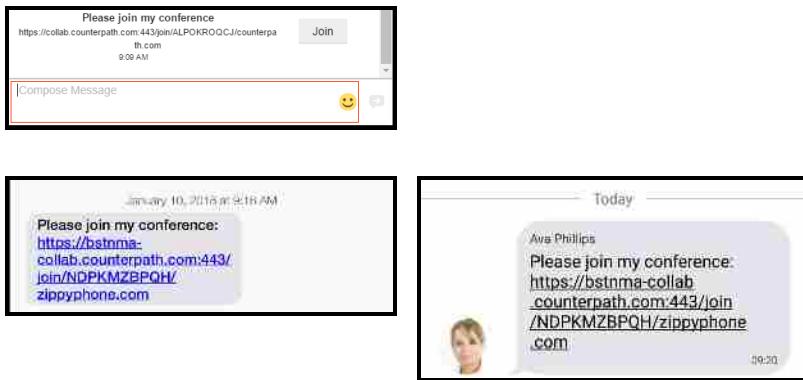
The conference opens in the full screen.

## Using Messages

The Host may invite you by sending a link in an IM.

### To join from an IM invitation

1. Click Join in an IM invitation.Tap the link in the IM invitation.



2. If prompted, enter the conference PIN.

The conference console opens in a new window.

# Joining a conference as a guest

Even when you do not subscribe to one of the CounterPath solutions, you can join a Collaboration conference as a Guest, using the Bria client, a web browser, or by dialing in.

When you join a conference, you may enter the conference immediately or you may have to wait until the Host joins the conference. This depends on the Host's conference settings.

## Using the Bria client

It is recommended to download the Bria client to join a conference. It is free of charge to use the downloaded client for joining someone else's conference.

Bria needs to access your microphone and camera for a conference.

For users on a Mac computer, **use the web browser option** until the Bria for Mac client is available for guest access.

### To join a conference using the Bria client

#### Windows

1. Click the link to join. Alternatively, you can copy the link and paste it in a browser.

**You've been invited to the conference of:**

**joseph.santos.c1@gmail.com!**

• Conference title: Joseph Santos

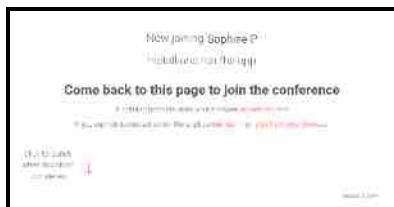
• Participant PIN: 3500

• Bridge #: 1724848110

To join using Bria or a web browser, [Click Here](#).

## 2. The Now joining page opens in your default browser.

It detects that you do not have a Bria client on this device. Then your browser starts to download the Bria Lite client on your device.



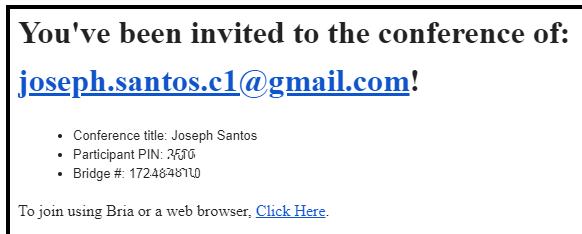
**Tip:** If nothing happens, download the Bria Lite client from [here](#).

3. Accept the End User License Agreement.
4. If prompted, allow the app to access through your firewall.
5. Go back to the **Now joining** page in your browser.
6. Enter your name. Other people in the conference see this name in the Participants list.
7. Click **Join**.
8. If prompted, enter the conference PIN given by the Host.

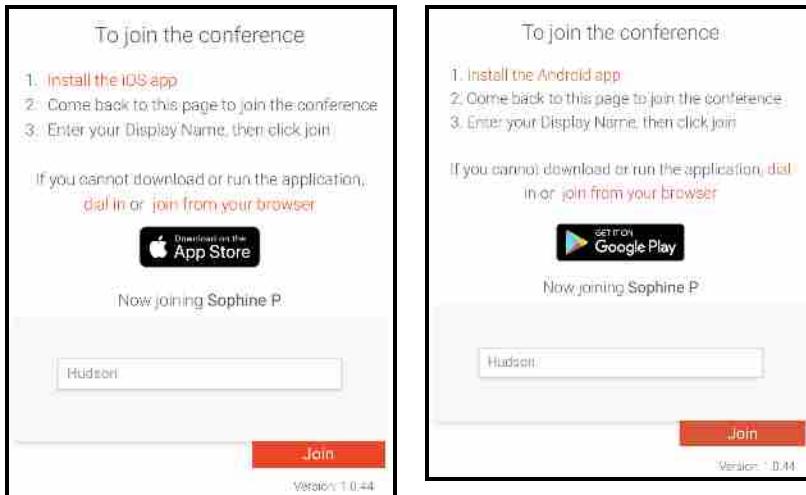
The conference console opens in a new window.

## iOS and Android

1. Click the link to join. Alternatively, you can copy the link and paste it in a browser.



2. The **Now joining** page opens in your default browser.



3. Download the Bria client from App Store or Play Store.
4. Go back to the **Now joining** page in your browser.
5. Click **Join**.
6. If prompted, open the Bria client.

You might see a login screen for a few seconds. You do not need to log into the Bria client in order to join someone else's conference.

7. Enter your name, and tap **Continue**. Other people in the conference see this name in the Participants list.
8. If prompted, allow the Bria client to access your microphone and camera.
9. If prompted, enter the conference PIN given by the Host.

The conference console opens in the full screen.

## Using a web browser

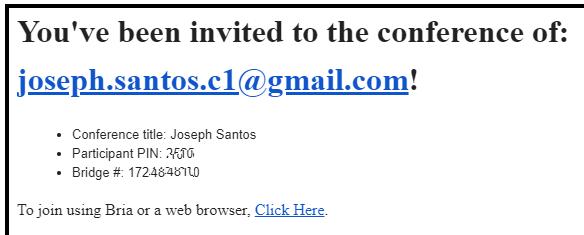
If you choose not to download the Bria client on your device, you still can join a conference using a web browser.

Make sure you use one of the following browsers: Chrome, Firefox, Safari.

**Note:** With a web browser, you have reduced abilities for a conference. For full access as a Guest, download the Bria client on your device.

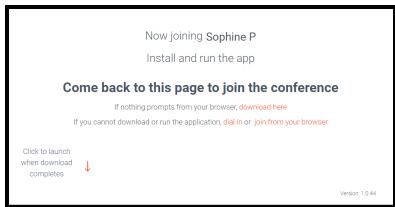
## To join a conference using a web browser for audio and video

1. Click/Tap the link to join. Alternatively, you can copy the link and paste it in a browser.

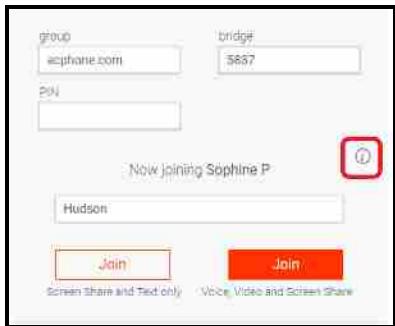


The Now Joining dialog opens in your default browser.

2. Click/Tap join from your browser.



3. If the conference requires a PIN, click **i group/bridge**. The dialog gets expanded to show extra fields. Type the PIN given by the Host into the PIN field.



4. Type the name you would like to use in the conference. All other conference members see this name in the **Participants** panel.
5. Click/Tap **Join**. The conference console opens in the web browser.
6. Give the web browser a permission to access your microphone and camera if prompted.
7. Optionally perform the following before joining the conference:

- select a device to use for microphone, speaker, and video,
- test your microphone and speaker to make sure they work at appropriate volume,
- preview your video, and
- decide whether to mute your microphone and/or speaker, as well as whether to send your video.



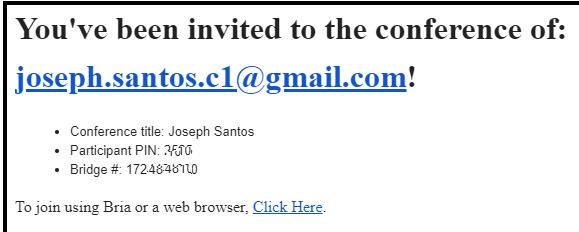
8. Click/Tap **OK**.

You are now in the conference. The conference screen appears in the main view if the Host is sharing their screen.

### To join a conference for viewing screen share only

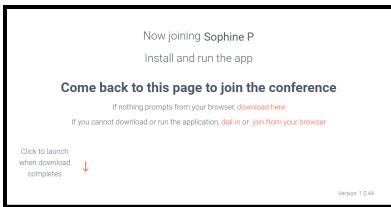
With this method, you use a web browser to view screen share. You must **dial in using a phone** in order to listen to the conference. No video available.

1. Click/Tap the link to join. Alternatively, you can copy the link and paste it in a browser.

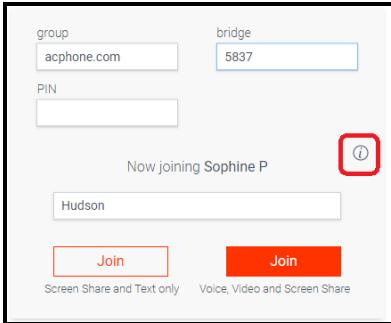


The Now joining dialog opens in your default browser.

2. Click/Tap **join from your browser**.



3. If the conference requires a PIN, click **i group/bridge**. The dialog gets expanded to show extra fields. Type the PIN given by the Host into the **PIN** field.



4. Type the name you would like to use in the conference. All other conference members see this name in the **Participants** panel.
5. Click/Tap **Join** on the left for Screen Share and Text only. The conference console opens in the web browser.

You are now in the conference. The conference screen appears in the main view if the Host is sharing their screen.

## By dialing in

With this method, you use a phone to listen and speak during the conference. No video available. Other conference members only see your phone number, not your name.

To view screen share, you need to use a web browser. See [here](#) for details.

### To join a conference by dialing in

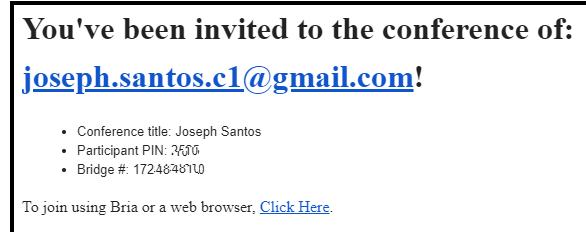
1. Find a phone number in your area to dial in. If you dial in frequently, save this number in your contacts.

For Bria Enterprise: <https://www.counterpath.com/enterprise-dial-in-numbers>

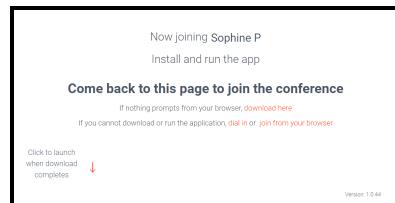
2. Find the dial-in bridge number for the conference you want to join, as well as the PIN if required by the Host.

### A dial-in bridge number can be found in multiple ways.

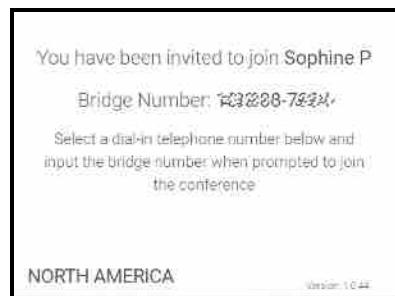
- In the email or calendar invitation.



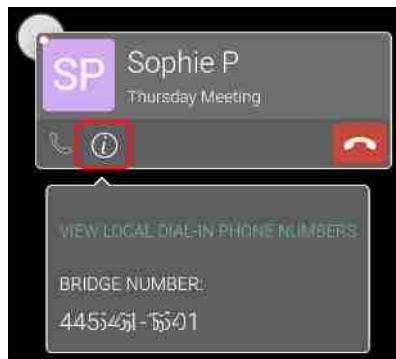
- From the conference link. Click the link and then click dial in.



The dialog shows the dial-in bridge number for the conference.



- From the web browser if you are already viewing screen share



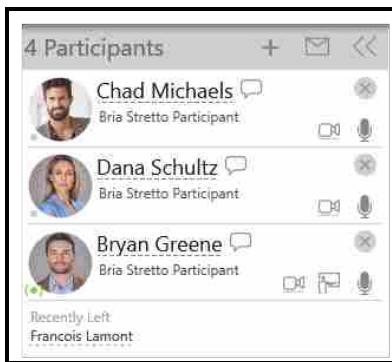
3. Call the local dial-in number using a phone.
4. Follow the prompt to enter the bridge number and the PIN (if required by the Host).

You are now in the conference.

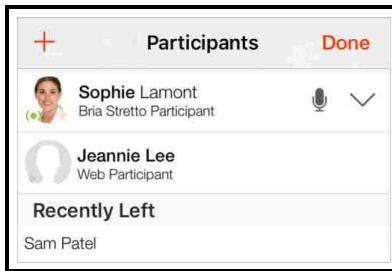
# Mute, hold, video

## Seeing who is speaking

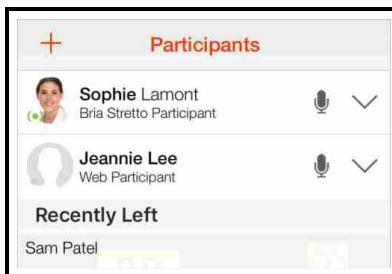
The **Participants** panel shows other conference members attending the Collaboration conference as well as the conference members who recently left the conference.



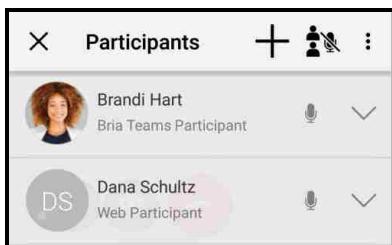
## iPhone



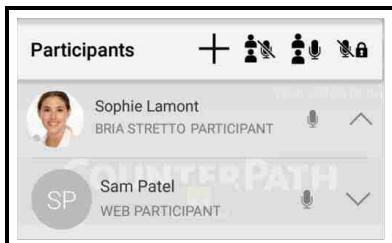
## iPad



## Android phone



## Android tablet



## Voice activity and audio detection

The **Participant** panel can be used to see who is speaking. This is helpful when you do not recognize a speaker's voice.

Every user displays a voice activity level indicator on the detailed view of the **Participants** panel. The indicator appears below the conference member's avatar.



## Voice activity levels:

⚡ : Network mute on

◦ : Inactive

▪ : Low

ⓘ : Medium

ⓘ ⓘ : High

ⓘ ⓘ ⓘ : Very loud

## Muting and changing volume

During a conference, anyone can control their own audio such as muting themselves and changing the volume of the conference audio.

In addition, the Host can mute the audio of other conference members using network mute as well as preventing conference members from changing their mute status by locking the bridge mute. The conference members can still unmute themselves unless the Host locks their mute states.

### Using local mute

Local mute allows you to control whether or not your outgoing audio can be heard by other conference members.

### To use local mute

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap ⚡ Mute or ⓘ Unmute.



Bria mutes or unmutes the Role's outgoing audio.

## iPad

1. Tap Mute or Unmute on the conference console toolbar.



Bria mutes or unmutes the Role's outgoing audio.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap / Mute microphone.



Bria mutes or unmutes the Role's outgoing audio.

## Android tablet

1. Tap / Mute microphone on the conference console toolbar.



Bria mutes or unmutes the Role's outgoing audio.

## Network mute

The Host can use network mute to place a conference member on mute remotely. If the Host mutes a conference member, the conference member hears the message that they are muted and sees a blue line across their mute icon . If the conference member has local mute on when the Host turns on network mute, the conference member sees both the local mute and network mute lines across their mute icon . The conference member can still turn off network mute.

### What conference members see

Clicking  **Mute or unmute microphone** when only network mute is on turns off both local mute and network mute.



Clicking  **Mute or unmute microphone** when both local mute and network mute are on turns off both local mute and network mute.



### iPhone

Clicking  **Unmute** when only network mute is on turns off both local mute and network mute.

Clicking  **Unmute** when both local mute and network mute are on turns off both local mute and network mute.

### iPad

Clicking  **Unmute** when only network mute is on turns off both local mute and network mute.

Clicking  **Unmute** when both local mute and network mute are on turns off both local mute and network mute.

## Android phone

Clicking  **Mute microphone** when only network mute is on turns off both local mute and network mute.

Clicking  **Mute microphone** when both local mute and network mute are on turns off both local mute and network mute.

## Android tablet

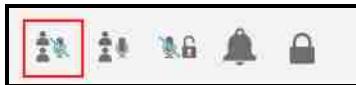
Clicking  **Mute microphone** when only network mute is on turns off both local mute and network mute.

Clicking  **Mute microphone** when both local mute and network mute are on turns off both local mute and network mute.

## The Host working with network mute

### To mute all conference members using network mute

1. Click  **Mute all participants** on the conference console.



Bria mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

Conference members can unmute themselves if the Host does not lock the bridge mute.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the Participants panel.



3. Tap  **Mute all participants** at the bottom of the Participants panel.

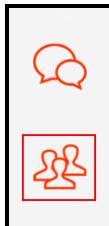


Bria mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

Conference members can unmute themselves if the Host does not lock the bridge mute.

## iPad

1. Tap Participants to open the Participants panel.



2. Tap Mute all participants at the bottom of the Participants panel.



Bria mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

Conference members can unmute themselves if the Host does not lock the bridge mute.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap Participants to open the Participants panel.



3. Tap Mute all participants at the bottom of the Participants panel.



Bria mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

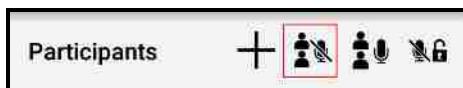
Conference members can unmute themselves if the Host does not lock the bridge mute.

## Android tablet

1. Tap Participants to open the Participants panel.



2. Tap Mute all participants at the bottom of the Participants panel.



Bria mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

Conference members can unmute themselves if the Host does not lock the bridge mute.

## To unmute all conference members using network mute

1. Click Unmute all participants on the conference console.



Bria unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they remain on mute. If they did not have themselves muted, they are no longer muted.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



3. Tap  Unmute all participants at the bottom of the Participants panel.



Bria unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they will remain on mute. If they did not have themselves muted, they will not be muted.

## iPad

1. Tap  Participants to open the Participants panel.



2. Tap  Unmute all participants at the bottom of the Participants panel.



Bria unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they will remain on mute. If they did not have themselves muted, they will not be muted.

## Android phone

1. Tap the screen to show the call controls if they are hidden.

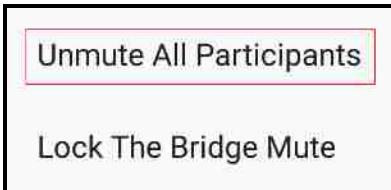
2. Tap  Participants to open the Participants panel.



3. Tap : More options at the bottom of the Participants panel.



4. Tap Unmute All Participants.



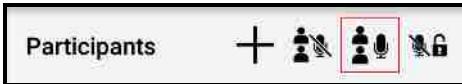
Bria unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they will remain on mute. If they did not have themselves muted, they will not be muted.

## Android tablet

1. Tap  Participants to open the Participants panel.



2. Tap  Unmute all participants at the bottom of the Participants panel.



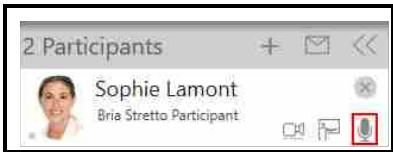
Bria unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they will remain on mute. If they did not have themselves muted, they will not be muted.

## To mute a single conference member using network mute

1. Click  Participants to open the Participants panel.



2. Click  Mute microphone beside the participant.



Bria mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the Participants panel.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Click  Participants to open the Participants panel.



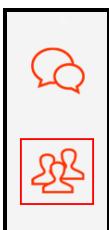
3. Tap  Mute microphone beside the participant.



Bria mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the Participants panel.

## iPad

1. Tap  Participants to open the Participants panel.



2. Tap  Mute microphone beside the Participant.



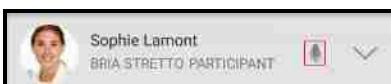
Bria mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the Participants panel.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Click  Participants to open the Participants panel.



3. Tap  Mute microphone beside the Participant.



Bria mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the Participant list.

## Android tablet

1. Tap  Participants to open the Participants panel.



2. Tap Mute microphone beside the Participant.



Bria mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the Participant list.

## To unmute a single conference member using network mute

1. Click Participants to open the Participants panel.



2. Click Unmute microphone beside the conference member.



Bria unmutes the conference member.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Click Participants to open the Participants panel.



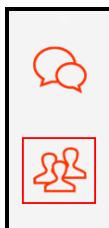
3. Tap Unmute microphone beside the Participant.



Bria unmutes the conference member.

## iPad

1. Tap Participants to open the Participants panel.



2. Tap Unmute microphone beside the Participant.



Bria unmutes the conference member.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap Participants to open the Participants panel.



3. Tap Unmute microphone beside the Participant.



Bria unmutes the conference member.

### Android tablet

1. Tap  Participants to open the Participants panel.



2. Tap  Unmute microphone beside the Participant.



Bria unmutes the conference member.

## Locking the bridge mute

The Host can lock network mute on so conference members cannot unmute themselves. This is useful during a presentation where the Presenter does not want to be interrupted. When the presentation is over, the Host can unlock the bridge mute.

When the Host locks network mute, the conference member sees a blue line with a lock across their mute icon . If the conference member has local mute on when the Host turns on network mute, the conference member sees both the local and network mute lines across their mute icon . The Host can still change the mute status of individual conference members even when network mute is locked on.

## What conference members see



Clicking  Mute or  Mute when network mute is on toggles local mute on and off but the Role cannot change their network mute status.

## The Host working with the bridge mute

The Host can lock the bridge mute on so conference members cannot unmute themselves.

### To lock the bridge mute

1. Click  Mute all participants on the conference console.



2. Click  Lock the bridge mute.



Bria locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



3. Tap  Mute all participants at the bottom of the Participants panel.



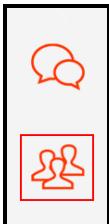
4. Tap  Lock the bridge mute.



Bria locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

## iPad

1. Tap  Participants to open the Participants panel.



2. Tap  Mute all participants at the bottom of the Participants panel.



3. Tap  Lock the bridge mute.



Bria locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



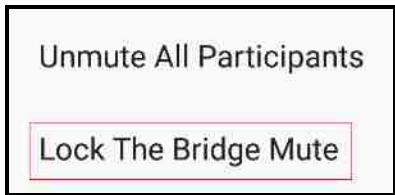
3. Tap  Mute all participants at the bottom of the Participants panel.



4. Tap  More options at the bottom of the Participants panel.



5. Tap Lock The Bridge Mute.



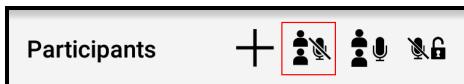
Bria locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

## Android tablet

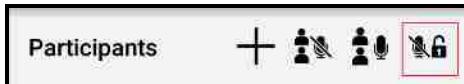
1. Tap Participants to open the Participants panel.



2. Tap Mute all participants on the Participants panel.



3. Tap Lock the bridge mute.



Bria locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

## To unlock the bridge mute

1. Click **Unlock the bridge mute.**



Conference members can use their local mute controls. The padlock in the icon changes to open.

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **Participants** to open the Participants panel.



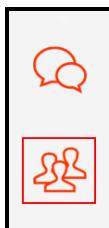
3. Tap **Unlock the bridge mute** at the bottom of the Participants panel.



Conference members can use their local mute controls. The padlock in the icon changes to open.

### iPad

1. Tap **Participants** to open the Participants panel.



2. Tap **Unlock the bridge mute**.



Conference members can use their local mute controls. The padlock in the icon changes to open.

## Android phone

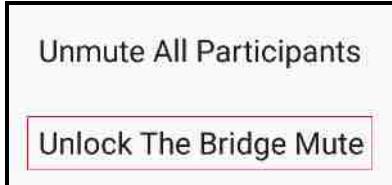
1. Tap the screen to show the call controls if they are hidden.
2. Tap Participants to open the Participants panel.



3. Tap : More options at the bottom of the Participants panel.



4. Tap Unlock The Bridge Mute.



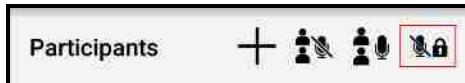
Conference members can use their local mute controls. The padlock in the icon changes to open.

## Android tablet

1. Tap Participants to open the Participants panel.



2. Tap  Unlock the bridge mute on the Participants panel.



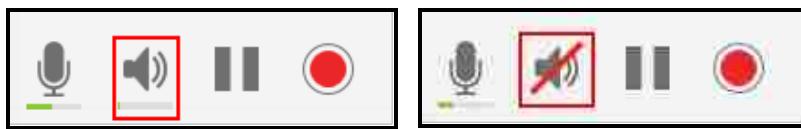
Conference members can use their local mute controls. The padlock in the icon changes to open.

## Muting incoming audio - Desktop

At some point, you may want to mute the incoming conference audio so that you do not hear the conference.

### To mute conference audio

1. Click  Mute Volume or  Unmute Volume in the conference toolbar.



Bria mutes or unmutes the incoming conference audio coming through your speaker or headset.

## Adjusting conference volume

During a conference, you may find that the volume of other conference members is too loud or too quiet. You can adjust the volume level of the incoming conference audio to a comfortable level.

### To control conference volume

Desktop

1. Hover on **Mute Volume** and the **Adjust speaker volume** slider appears. Drag the slider up and down to adjust the volume.



iOS and Android

1. Use the volume buttons on your mobile device to adjust the volume.

Bria adjusts the conference audio level.

## Changing video during a conference

This section describes how to control video in a Collaboration conference.

The Host and the Participants can add and remove video in a conference. In addition, the Host can change video settings from the default values either during a conference as described below, or in advance in the **Collaboration Management User Portal**.

### Sending your video

Anyone can choose whether or not they want to share their video. If the Host does not send their own video, other conference members can still send theirs and receive video feed from others who chose to send their video. The layout of the video that conference members see varies depending on the Host's conference video settings.

### To send your video

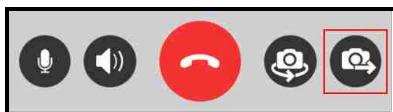
1. Click Start Video in the conference tool bar.



Bria starts sending your video to conference members and displays incoming conference video.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap Send.



Bria starts sending your video to conference members and displays incoming conference video.

## iPad

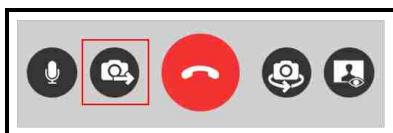
1. Tap Send on the conference console toolbar.



Bria starts sending your video to conference members and displays incoming conference video.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap Sending video.



Bria starts sending your video to conference members and displays incoming conference video.

## Android tablet

1. Tap  **Sending video** on the conference console toolbar.



Bria starts sending your video to conference members and displays incoming conference video.

## To pause sending your video

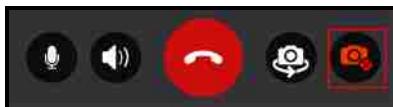
1. Click  **Pause sending video**.



Bria stops sending your video to conference members but continues to display incoming conference video.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Stop**.



Bria stops sending your video to conference members but still displays the incoming conference video.

## iPad

1. Tap  **Stop** on the conference console toolbar.



Bria stops sending your video to conference members but still displays the incoming conference video.

### Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **Sending video**.



Bria stops sending your video to conference members but still displays the incoming conference video.

### Android tablet

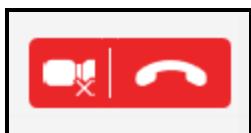
1. Tap **Sending video** on the conference console toolbar.



Bria stops sending your video to conference members but still displays the incoming conference video.

### To quit all video

1. Click **Stop video**.



Bria removes all incoming and outgoing conference video from the call.

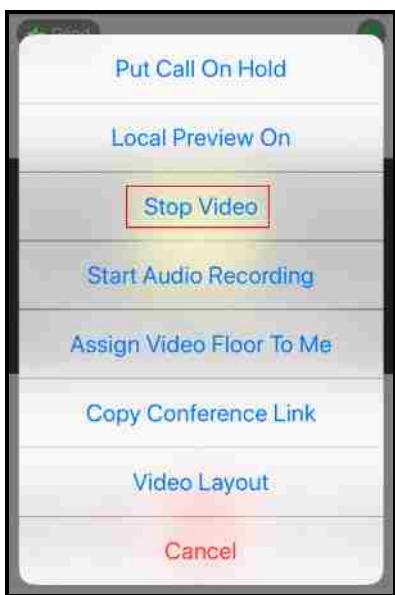
### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **More**. If you are using your phone in landscape mode, you may have to

scroll to see all the options.



3. Tap Stop Video.



Bria removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

## iPad

1. Tap Stop video on the conference console toolbar.



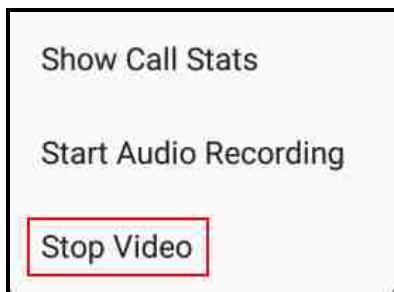
Bria removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

## Android phone - Call controls

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



3. Tap Stop video.



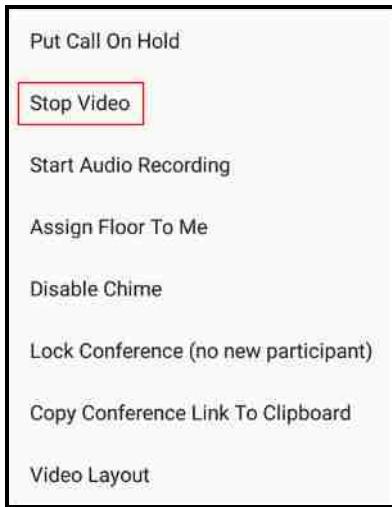
Bria removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

#### Android phone - More options menu

1. Tap More options.



2. Tap Stop video.



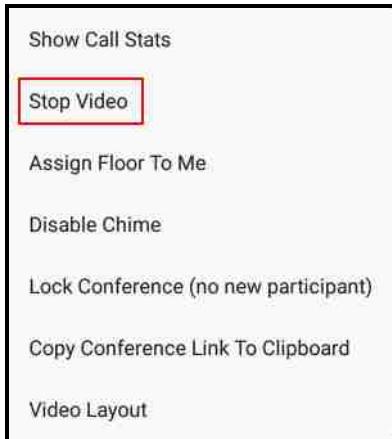
Bria removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

### Android tablet

1. Tap More options.



2. Tap Stop video.



Bria removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

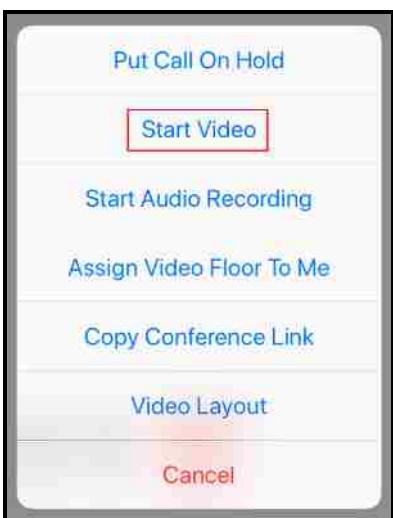
## To resume sending your video - iOS and Android

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  More. If you are using your phone in landscape mode, you may have to scroll to see all the options.



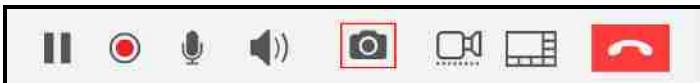
3. Tap Start Video.



Bria starts sending your video and receiving remote video.

### iPad

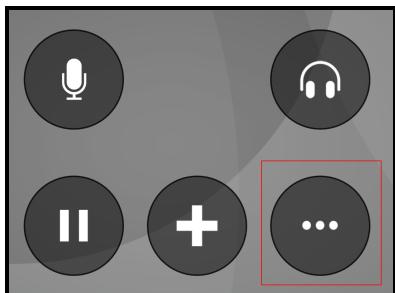
1. Tap  Add video.



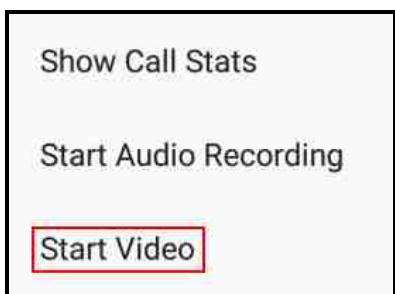
Bria starts sending your video and receiving remote video.

## Android phone - Call controls

1. Tap  More Options.



2. Tap Start Video.



Bria starts sending your video and receiving remote video.

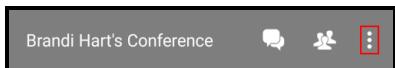
## Android phone - Swipe left

1. Swipe left.

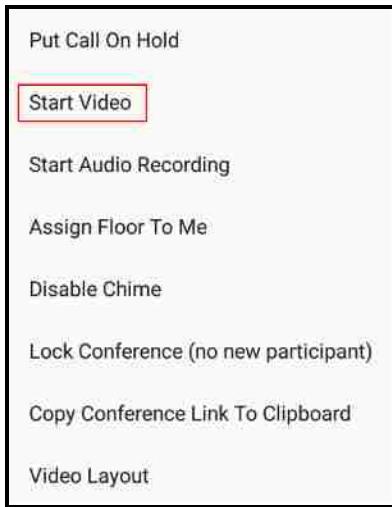
Bria starts sending your video and receiving remote video.

## Android phone - More Options menu

1. Tap  More options.



2. Tap Start Video.



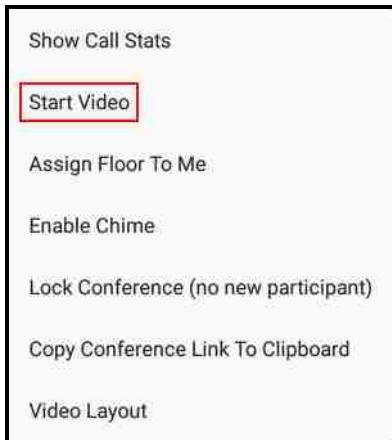
Bria starts sending your video and receiving remote video.

#### Android tablet - More options menu

1. Tap More options.



2. Tap Start Video.



Bria starts sending your video and receiving remote video.

## Android tablet - Conference toolbar

1. Tap **Sending video**.



Bria starts sending your video and receiving remote video.

## Local video preview

You can see a preview of your outgoing video feed. It is a good idea to check what others will see in your video feed before sending your video.

### To use local video preview

1. Click **Toggle local video view** at the bottom of the conference side tool bar.



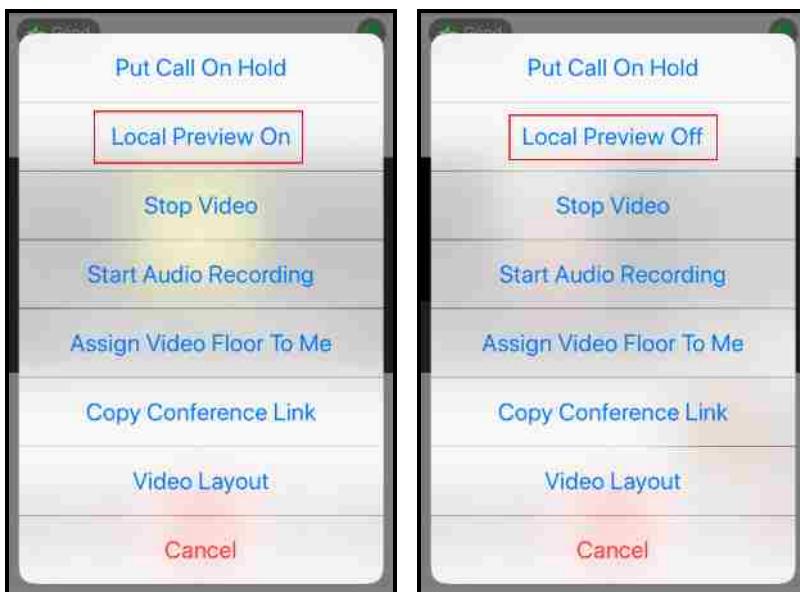
Bria shows or hides the local video preview.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **More**.



3. Tap **Local Preview On** or **Local Preview Off**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



Bria shows or hides the local video preview.

### iPad

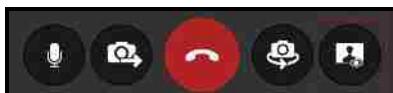
1. Click / Toggle local video view in the side toolbar.



Bria shows or hides the local video preview.

### Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap / Local Video Visibility.



Bria shows or hides the local video preview.

### Android tablet

1. Tap  /  Local Video Visibility on the side toolbar.



Bria shows or hides the local video preview.

## Controlling the video feed

The way video appears varies depending on the Host's video settings.

Initially, the video is sent using the Host's default video settings. The Host can change the video layout and the video floor while the conference is in progress.

### Video layout options

The Host can select from built-in video layout options. All conference members see the video stream in the layout set by the Host.

### Video layout options

Video is displayed in one of the following layouts:

**Focus:** There is one main video feed - the video floor - that is larger in size than the rest of the video images. The other video images appear in a grid around the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Grid:** Video images appear equal in size in a rectangular grid formation. There is no video floor.

**Ribbon:** There is one main video feed - the video floor - that is larger in size than the rest of the video images. The other video images appear in a ribbon below the video floor.

The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

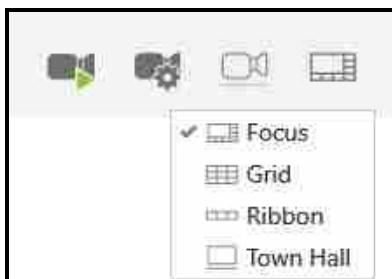
**Townhall:** Only one video feed - the video floor - is displayed. The video floor displays either the person who is currently speaking and switches as the speakers change, or it displays the person that the Host has assigned the video floor to.

## To change the video layout

1. Click on the current video layout icon in the conference console toolbar (Grid, Focus, Ribbon, Townhall).



2. Select the video layout you want to use for the conference.



The video layout changes for all conference members.

**Note:** If the Host changes the video layout after making a Participant a Presenter but before the Presenter starts sharing their screen, the Presenter loses the ability to share their screen. Either change the layout before you make someone a Presenter, or wait until the Presenter starts sharing their screen.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **More**.



3. Tap **Video Layout**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



4. Tap the video layout you want to use.



5. Tap **Done**.

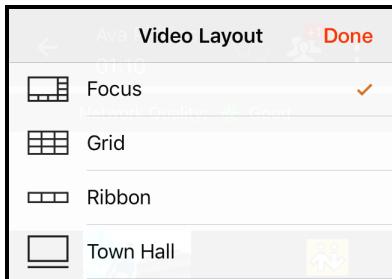
Bria changes the video layout for all conference members.

## iPad

1. Tap **Video Layout** on the conference console toolbar. The icon displayed is the icon for your current video layout. The following example uses the Focus layout.



2. Tap the video layout you want to use.



3. Tap Done.

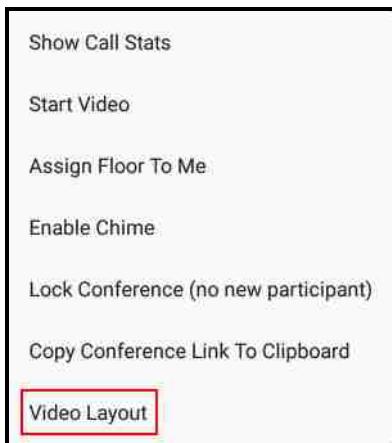
Bria changes the video layout for all conference members.

### Android phone

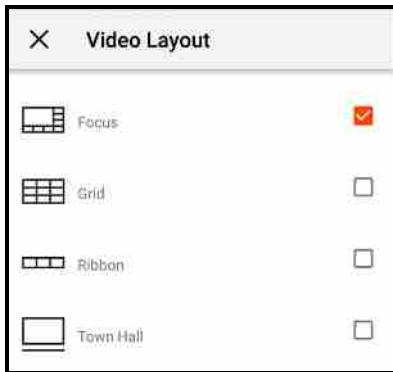
1. Tap the screen to show the call controls if they are hidden.
2. Tap More options.



3. Tap Video Layout.



4. Tap the video layout you want to use.



5. Tap Done.

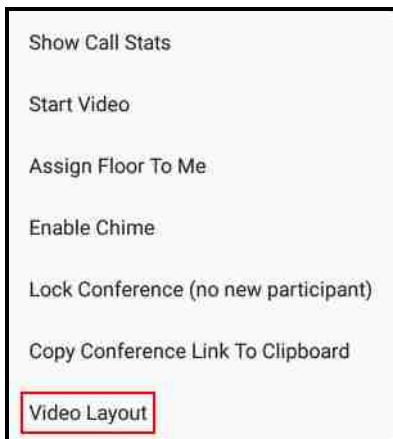
Bria changes the video layout for all conference members.

### Android tablet

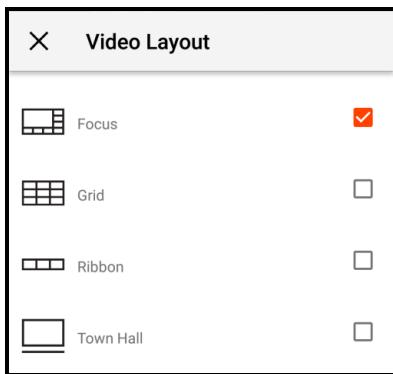
1. Tap More options on the conference console toolbar.



2. Tap Video Layout.



3. Tap the video layout you want to user.



4. Tap X Close.

Bria changes the video layout for all conference members.

## Video floor

The video floor is the conference video stream that is in the main view. Unless the Host assigns the video floor, the video floor shows the video from the conference member that is speaking.

### To assign video floor to self

1. Click Assign video floor to myself.



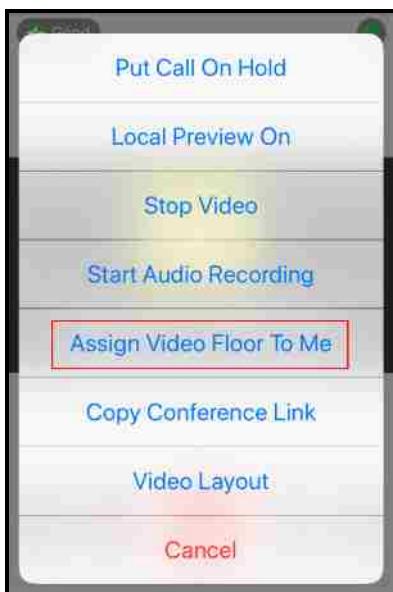
Bria displays the Host in the main video feed.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap More.



3. Tap **Assign Video Floor To Me**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



Bria displays the Host in the main video feed.

### iPad

1. Tap **Assign Video Floor To Me** on the conference console toolbar.



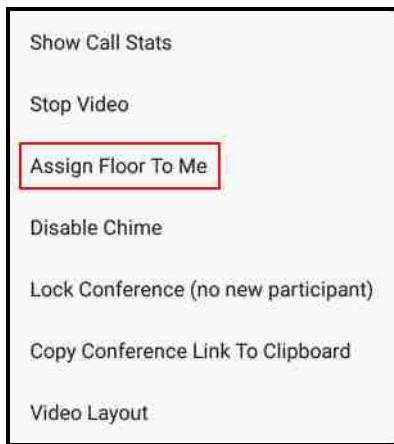
Bria displays the Host in the main video feed.

### Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **More options**.



3. Tap **Assign Floor To Me**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



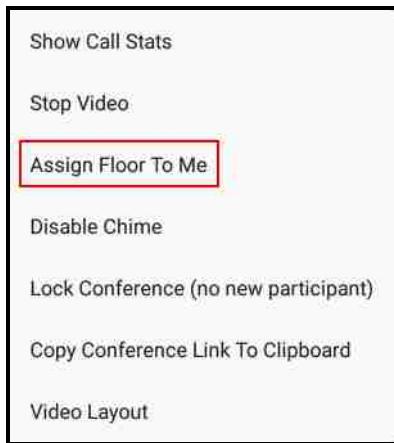
Bria displays the Host in the main video feed.

### Android tablet

1. Tap More options on the conference console toolbar.



2. Tap Assign Floor To Me.



Bria displays the Host in the main video feed.

### To remove video floor from self

1. Click Remove video floor from myself.



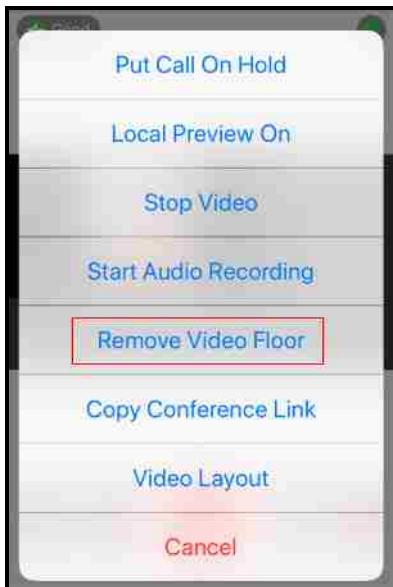
Bria displays the active speaker in the main video feed.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap More.



3. Tap Remove Video Floor. If you are using your phone in landscape mode, you may have to scroll to see all the options.



Bria displays the active speaker in the main video feed.

## iPad

1. Tap Remove Video Floor on the conference toolbar.



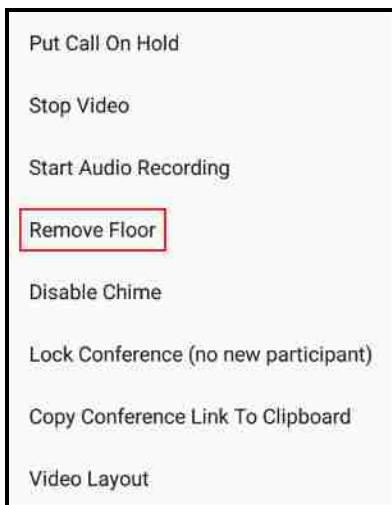
Bria displays the active speaker in the main video feed.

### Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap More options.



3. Tap Remove Floor. If you are using your phone in landscape mode, you may have to scroll to see all the options.



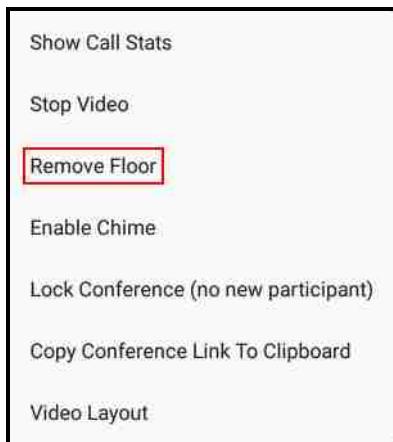
Bria displays the active speaker in the main video feed.

### Android tablet

1. Tap More options.



2. Tap Remove Floor.



Bria displays the active speaker in the main video feed.

### To assign video floor to a conference member

1. Click  Participants to open the Participants panel.



2. Click  Assign video floor beside the conference member you want to give the video floor to.



Bria displays the conference member in the main video feed.

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



3. Tap **Conference Expand** to display more options for the conference member you want to assign the video floor to.



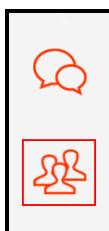
4. Tap **Assign Floor**.



Bria displays the Participant in the main video feed.

## iPad

1. Tap **Participants** to open the Participants panel.



2. Tap **Conference Expand** to display more options for the conference member you want to assign the video floor to.



3. Tap **Assign Floor**.



Bria displays the conference member in the main video feed.

## Android phone

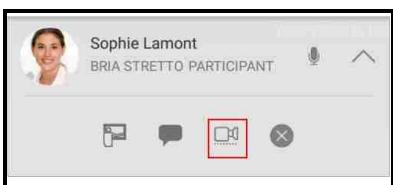
1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



3. Tap  More Options to display more options for the conference member you want to assign the video floor to.



4. Tap  Assign Floor.



Bria displays the conference member in the main video feed.

Bria displays the Participant in the main video feed.

## Android tablet

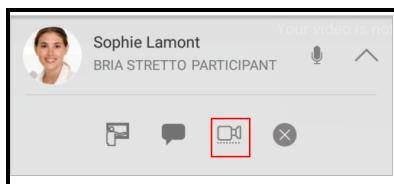
1. Tap  Participants to open the Participants panel.



2. Tap  More Options to display more options for the conference member you want to assign the video floor to.



### 3. Tap Assign Floor.



Bria displays the Participant in the main video feed.

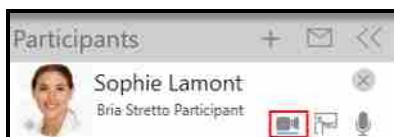
**Note:** If you do not see the Assign video floor Assign Floor icon beside a conference member, they may not be sharing video.

### To remove video floor from a conference member

1. Click Participants to open the Participants panel.



2. Click Remove video floor beside the conference member that has the video floor.



Bria displays the active speaker in the main video feed.

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap Participants to open the Participants panel.



3. Tap **Conference Expand** to display more options for the conference member that has the video floor.



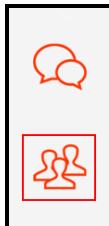
4. Tap **Remove floor**.



Bria displays the active speaker in the main video feed.

## iPad

1. Tap **Participants** to open the Participants panel.



2. Tap **Conference Expand** to display more options for the conference member that has the video floor.



3. Tap **Remove floor**.



Bria displays the active speaker in the main video feed.

## Android phone

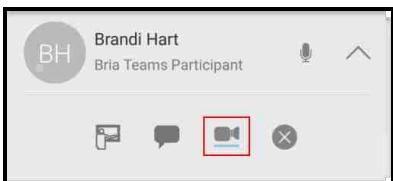
1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



3. Tap  More Options to display more options for the conference member who has the video floor.



4. Tap  Remove floor.



Bria displays the active speaker in the main video feed.

## Android tablet

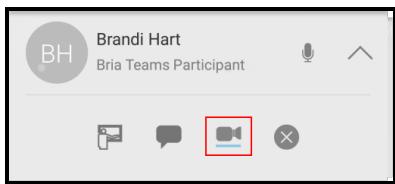
1. Tap  Participants to open the Participants panel.



2. Tap  More Options to display more options for the conference member that has the video floor.



3. Tap  Remove floor.



Bria displays the active speaker in the main video feed.

## Changing video settings

If you have more than one camera connected to your computer, you can choose the camera to use to send video. You can swap between the front- and rear-facing cameras on mobile, change their camera resolution, and view video information using the conference console toolbar. Using a higher video resolution provides a crisper image but uses more bandwidth.

### To change video camera - Desktop

1. Tap Video Settings....



2. Hover on Camera and select the camera you want to use.

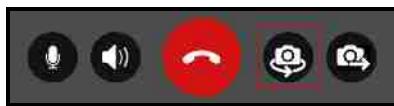


Bria uses the selected camera for conference video. If you only have one camera connected to your computer, only the connected camera shows in the list.

### To swap cameras - iOS and Android

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap Swap Camera.



Bria switches between the front- and the rear-facing cameras.

### iPad

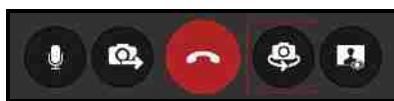
1. Tap Swap Camera.



Bria switches between the front- and the rear-facing cameras.

### Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap Swap Camera.



Bria switches between the front- and the rear-facing cameras.

### Android tablet

1. Tap Swap Camera.



Bria switches between the front- and the rear-facing cameras.

### To change video resolution - Desktop

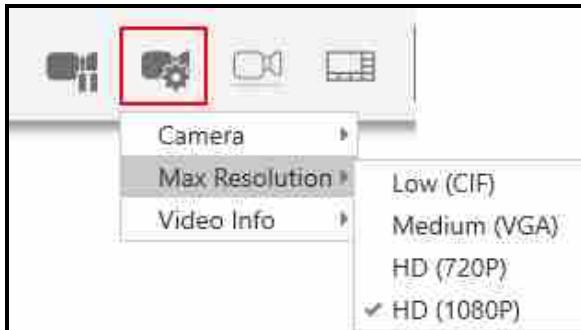
1. Click Start Video in the conference tool bar to start sending your video.



2. Tap  Video Settings....



3. Hover over Max Resolution and select the resolution you want to use.



Bria sets the maximum resolution for the video feed.

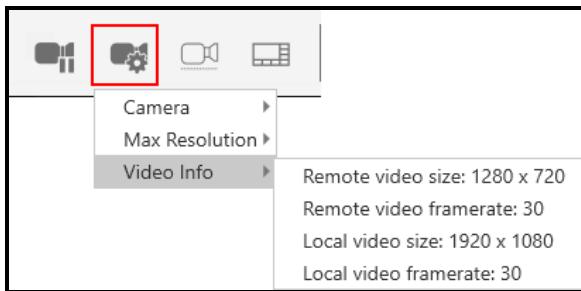
**Note:** Make sure to start sending your video before you change video resolution.

### To view video information - Desktop

1. Tap  Video Settings....



2. Hover over Video Info.



Bria displays the **Remote video size**, the **Remote video framerate**, the **Local video size**, and the **Local video framerate**.

# Changing your main view

If you are joining someone else's conference, the conference can have two components - conference video and the Presenter's screen share. This section describes how to change what's shown in the main view.

A Collaboration conference on an iPhone or an Android phone can display either the Presenter's shared screen or the conference video. If the conference has both screen share and video, you can swap between them during the conference. If the conference has only video or screen share, the active component is displayed.

A Collaboration conference on an iPad or Android tablet can display both screen share and video - one in a main view and one in an inset view. You can swap the video and screen share between the full screen and the inset view. The inset view can also be moved around the screen to improve the viewing experience. If the conference has only video or screen share, the active component is displayed in the main view and no inset window appears.

If the conference is audio only, a white screen appears in the main view.

## Changing your main view - Windows and Mac

Use the icons on the side toolbar to change the main view.

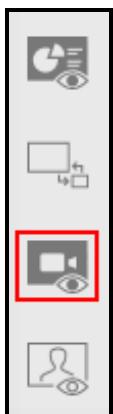
### To show or hide screen share

1. Click  **Toggle screen share view** to display the screen share.
2. Click  **Toggle screen share view** to hide the screen share.



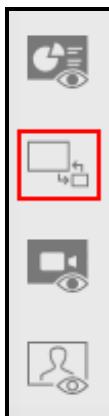
## To show or hide conference video

1. Click **Toggle remote video** to show the conference video.
2. Click **Toggle remote video** to hide the conference video.



## To change your main view

1. Click **Swap main view** to change your primary view or click on the inset view.



The view swaps between screen share and video.

## Changing your primary view - iPhone and Android phone

When Bria is running on an iPhone or on an Android phone, you only see either the screen share or the conference video. Use the **Screen share view** and **Remote video view** buttons to swap the view.

On an Android Phone, the **Screen share view** and **Remote video view** buttons can be moved around the screen.

If the conference does not have both screen share and video, you do not see the **Screen share view** and **Remote video view** buttons.

## To show screen share in the primary view

### iPhone

1. Tap the screen to show the conference controls if they are hidden.
2. Click **Screen share**.

Bria displays the screen share on the full screen.

### Android phone

1. Tap the screen to show the conference controls if they are hidden.
2. Click **Switch Media - Screen share**.

Bria displays the screen share on the full screen.

## To show the call or video in the primary view

### iPhone

1. Tap the screen to show the conference controls if they are hidden.
2. Tap  Remote video.

Bria displays the conference video on the full screen.

### Android phone

1. Tap the screen to show the conference controls if they are hidden.
2. Tap  Switch Media - Phone or  Switch Media - Video.

Bria displays the conference video on the full screen.

## Swapping your main view - iPad and Android tablet

On an iPad or an Android tablet, you can show or hide the screen share and video, as well as swap the main view. Bria running on an iPad or an Android tablet uses icons on the side toolbar to change your main view.

## To show or hide screen share

1. Click  Toggle screen share view to display the screen share.
2. Click  Toggle screen share view to hide the screen share.

Bria shows or hides the screen share.

## To show or hide conference video

1. Click  Toggle remote video to show the conference video.
2. Click  Toggle remote video to hide the conference video.

Bria shows or hide the conference video.

## To change your main view

1. Tap the inset view.

Bria swaps the images between the primary and the inset view.

## Adjusting the screen share view

The screen share on a mobile device may be difficult to see. To improve the view, you can zoom in and out, and you can move the screen share around your screen when screen share is your main view.

There are two modes for viewing screen share on Android phone - zoom mode and control mode. In zoom mode, you can adjust the screen share image on the phone. Tap In control mode, you can access the collaboration toolbar and the call controls.

Use the following gestures to adjust the screen share view:

- **Pan:** A gesture used to move an image around your screen. Move your finger across the screen to pan the image.
- **Pinch:** A gesture used to decrease the size of images on touch screen devices. Place two fingers on the screen and move them together
- **Stretch:** A gesture used to enlarge images on touch screen devices. Place two fingers on the screen and separate them.

## To zoom in

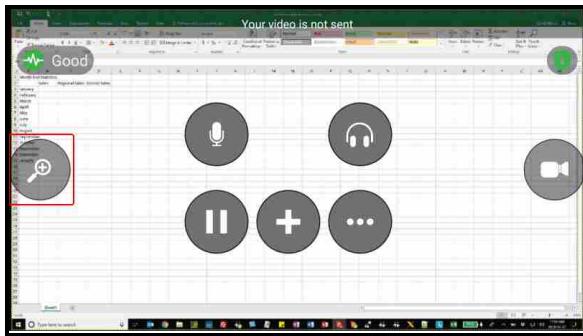
### iPhone and iPad

1. Stretch the image on the screen.

Bria enlarges the screen share image.

### Android phone - Stretch

1. Tap  **Switch Media - Zoom** if the conference is not in zoom mode.

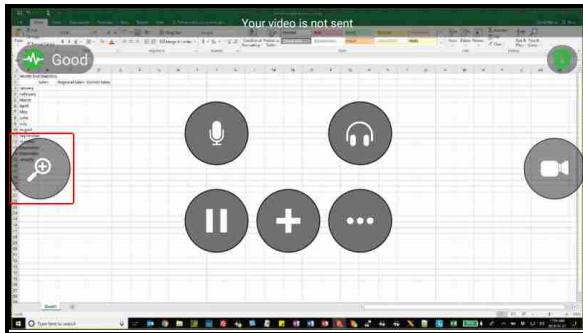


2. Stretch the image on the screen.

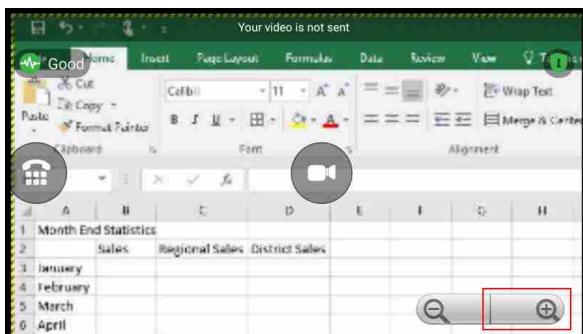
Bria enlarges the screen share image.

## Android phone - Zoom buttons

1. Tap Switch Media - Zoom if the conference is not in zoom mode.



2. Tap Zoom In.



Bria enlarges the screen share image.

## Android tablet

1. Stretch the image on the screen.

Bria enlarges the screen share image.

## To zoom out

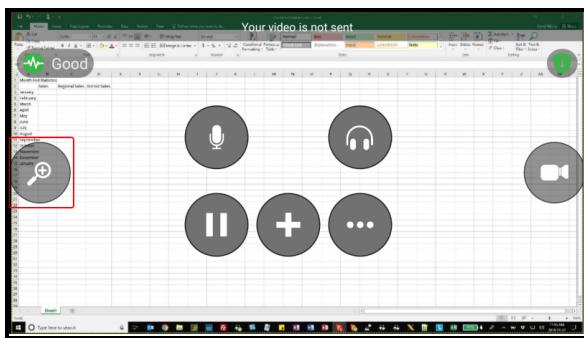
### iPhone and iPad

1. Pinch the image on the screen.

Bria shrinks the screen share image.

### Android phone - Pinch

1. Tap  Switch Media - Zoom if the conference is not in zoom mode.

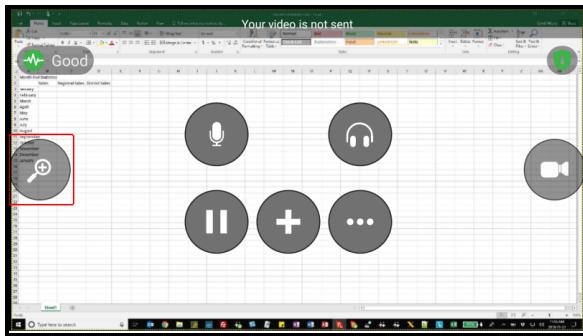


2. Pinch the image on the screen.

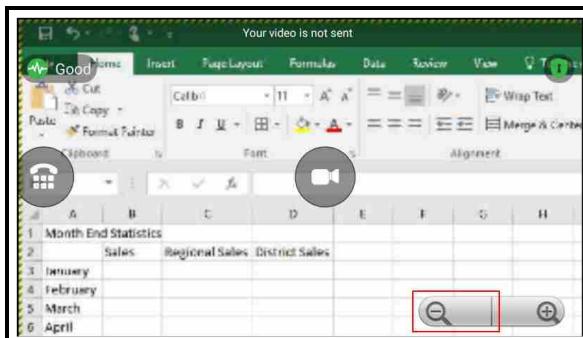
Bria shrinks the screen share image.

### Android phone - Zoom buttons

1. Tap  Switch Media - Zoom if the conference is not in zoom mode.



2. Tap Zoom Out.



Bria shrinks the screen share image.

## Android tablet

1. Stretch the image on the screen.

Bria shrinks the screen share image.

## To move the screen share

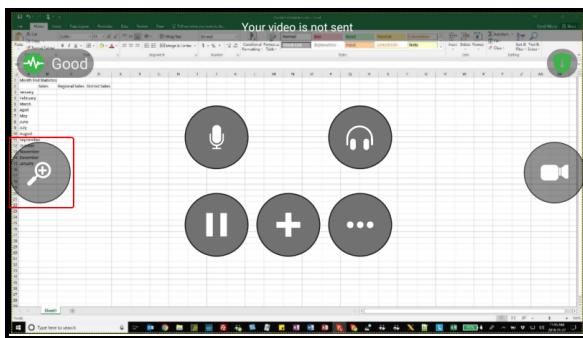
### iPhone and iPad

1. Pan the image on the screen.

Bria moves the screen share around the screen.

## Android phone

1. Tap  **Switch Media - Zoom** if the conference is not in zoom mode.



2. Pan the image on the screen.

Bria moves the screen share around the screen.

## Android tablet

1. Pan the image on the screen.

Bria moves the screen share around the screen.

**Tip:** When you are in zoom mode on an Android tablet, you cannot access the call controls.  
Tap  **Switch Media - Call Controls** to exit zoom mode.

## Putting the conference on hold

You can place a Collaboration conference on hold at any time during the conference. The conference continues with the rest of the members even if you are the Host. While the conference is on hold, your audio and video stop sending, but your recording continues.

If you are sharing screen and place a conference on hold, the screen share pauses until you resume the conference.

## To put the conference on hold

1. Click Put conference call on hold.



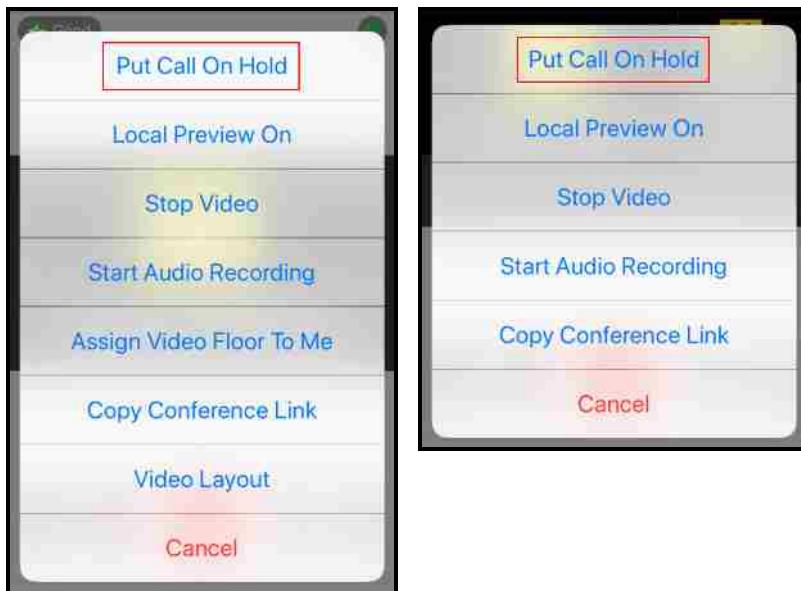
Bria places the conference on hold.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap More.



3. Tap Put Call On Hold. If you are using your phone in landscape mode, you may have to scroll to see all the options.



Bria places the conference on hold.

## iPad

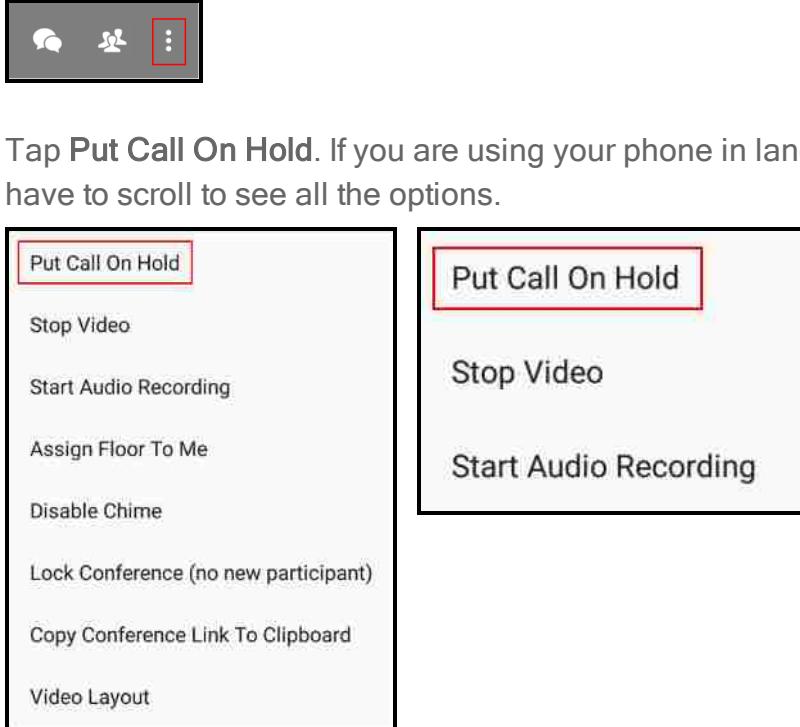
1. Tap Put Call On Hold on the conference toolbar.



Bria places the conference on hold.

## Android phone - More Options

1. Tap the screen to show the call controls if they are hidden.
2. Tap More options.



Bria places the conference on hold.

## Android phone - Call controls

1. Swipe right.
2. Tap the screen to show the call controls if they are hidden.
3. Tap  Put Call On Hold.



Bria places the conference on hold.

## Android tablet

1. Tap  Put Call On Hold.



Bria places the conference on hold.

## To return to the conference

1. Click  Take this call off hold in the conference toolbar or in the call panel.



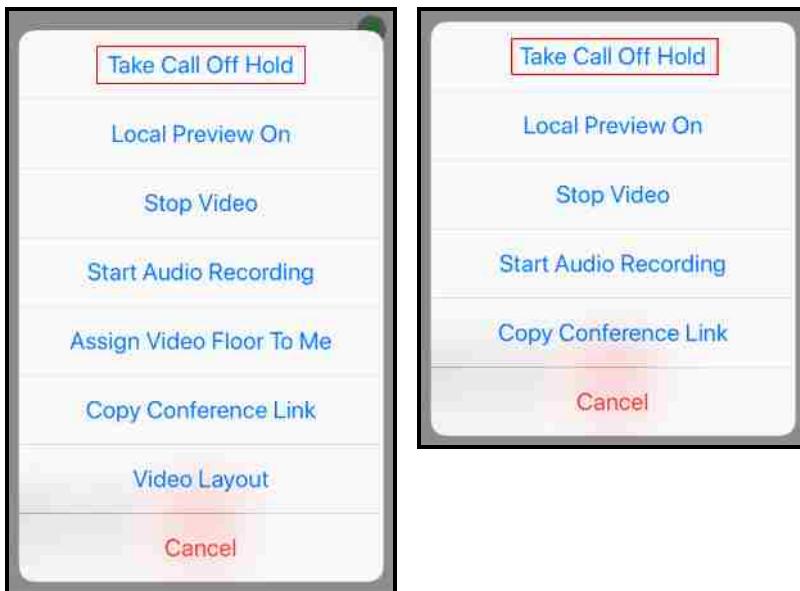
Bria takes the conference off hold.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  More.



3. Tap **Take Call Off Hold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



Bria takes the conference off hold.

## iPad

1. Tap **|| Take Call Off Hold** on the conference toolbar.



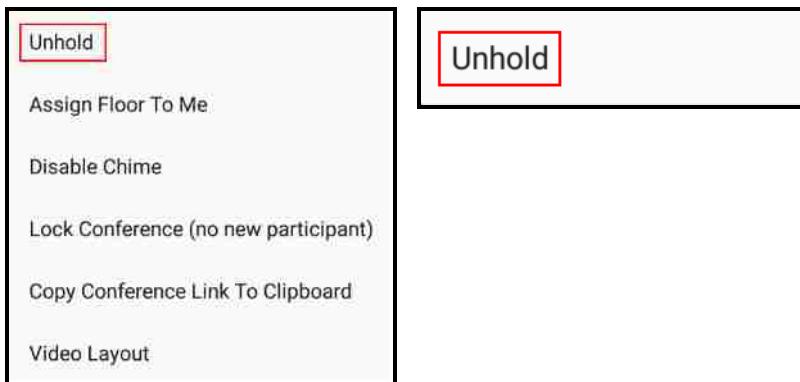
Bria takes the conference off hold.

## Android phone - More Options Menu

1. Tap the screen to show the call controls if they are hidden.
2. Tap **⋮ More options**.



3. Tap **Unhold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



Bria takes the conference off hold.

### Android phone- Call controls

1. Swipe right.
2. Tap **Unhold**.



Bria takes the conference off hold.

### Android tablet

1. Tap **Unhold**.



Bria displays the active speaker in the main video feed.

# Sharing your screen

Collaboration allows a Presenter to share their screen during a conference call. When the Host initially joins the Collaboration conference with Bria for Windows or Mac, the Host is the Presenter. The Host can make a desktop Participant the Presenter instead. The Presenter uses the conference toolbar to share their screen. If you need to stop sharing your screen during the conference, you can do so without ending the conference.

## Sharing your screen

As the Host, you can share your screen with other conference members.

If the Host makes you a Presenter, you can share your screen with other conference members. After the Host makes you the Presenter, you see the screen sharing button on the conference toolbar.

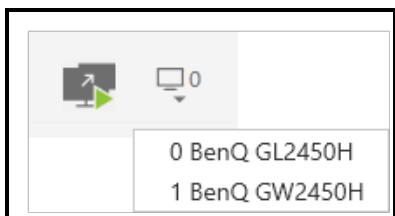
**Tip:** Bria shares your full screen. Make sure you close any apps that contain confidential information before you start sharing your screen.

**Note:** When using macOS 10.15 Catalina, Bria needs a permission for **Screen Recording** in order to share your screen. Allow Bria the permission if a pop-up appears or by going to Mac's **System Preferences > Security & Privacy > Privacy**.

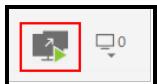
### To share your screen

1. If you have more than one monitor, click  **Select the monitor that you want to share** and choose the monitor from the menu. A small number appears that indicates which monitor will be shared. You can also change monitors after you

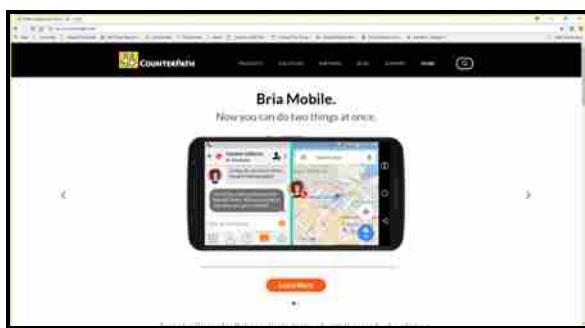
have started sharing your screen.



2. Click Start sharing your screen.



Participants see your screen. A yellow bounding box outlines your screen as a visual cue to show what is being shared. If you have two monitors, the yellow bounding box only appears on the monitor that you are sharing.



### To stop sharing your screen

1. Click Stop sharing screen.



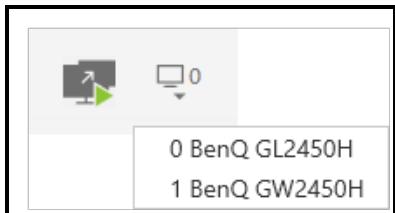
Bria stops sharing your screen.

# Change monitors

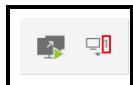
If you have multiple monitors, you can switch the screen share to your other monitor without ending the conference.

## To switch monitors

1. Click **Select the monitor that you want to share**. The list of monitors you are using opens in a menu. If you only have one monitor, the menu will not open.
2. Select the monitor you want to share.



Bria switches the screen share to the other monitor. A small number beside **Select the monitor you want to share** indicates the number of the monitor that you have selected.



# Making someone a Presenter

When the Host initially joins the Collaboration conference with Bria for Windows or Mac, the Host is the Presenter - the Host can share their screen. The Host may want a desktop Participant to become the Presenter instead.

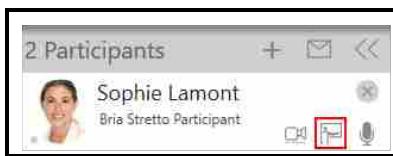
When the Host initially joins the Collaboration conference using Bria for iOS or Android, the conference does not display a screen share. The Host may want a desktop Participant to share their screen by changing the Participant to a Presenter.

## To make someone a Presenter

1. Tap **Participants** to open the Participants panel.



2. Tap **Make presenter**.



Bria removes **Start sharing your screen** and **Select the monitor that you want to share** and adds **Become presenter** to the conference toolbar.



## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **Participants** to open the Participants panel.



3. Tap **Conference Expand** to display more options for the desktop Participant you want to make the Presenter.



4. Tap **Presenter**.

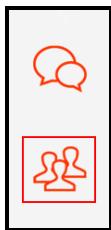


Bria changes the Participant to a Presenter. The **Presenter** icon is shown in bold.



## iPad

1. Tap **Participants** to open the Participants panel.



2. Tap **Conference Expand** to display more options for the desktop Participant you want to make the Presenter.



3. Tap **Presenter**.



Bria changes the Participant to a Presenter. The **Presenter** icon is shown in bold.



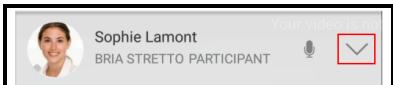
## Android phone

1. Tap the screen to show the call controls if they are hidden.

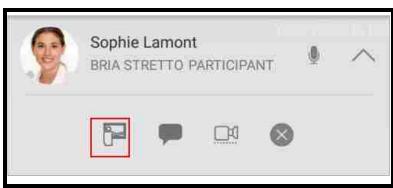
2. Tap  Participants to open the Participants panel.



3. Tap  More Options to display more options for the desktop Participant you want to make the Presenter.



4. Tap  Presenter.



Bria changes the Participant to a Presenter. The  Presenter icon displays beside the Presenter in the Participants Panel.



## Android tablet

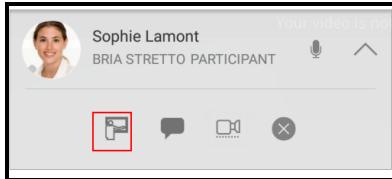
1. Tap  Participants to open the Participants panel.



2. Tap  More Options to display more options for the desktop Participant you want to make the Presenter.



3. Tap **Presenter**.



Bria changes the Participant to a Presenter. The **Presenter** icon displays beside the Presenter in the Participants Panel.



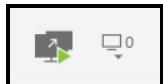
### To become a Presenter again - Desktop

When the Presenter finishes sharing their screen, the Host can become a Presenter.

1. Tap **Become presenter** on the conference toolbar.



Bria makes the Host the new Presenter and makes the old Presenter a Participant. Bria removes **Become presenter** and adds **Start sharing your screen** and **Select the monitor that you want to share** to the Host's conference toolbar.



### To return a Presenter to a Participant - iOS and Android

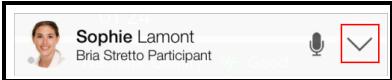
When the Presenter finishes sharing their screen, the Host using iOS or Android can change the Presenter back to a Participant. After that, the Host can make someone else a Presenter.

## iPhone

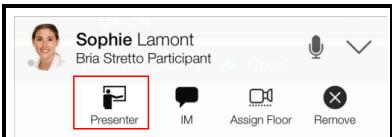
1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



3. Tap  Conference Expand to display more options for the Presenter.



4. Tap  Presenter.



The Presenter returns to a Participant and can no longer share their screen.

## iPad

1. Tap  Participants to open the Participants panel.



2. Tap  Conference Expand to display more options for the Presenter.



3. Tap  Presenter.



The Presenter returns to a Participant and can no longer share their screen.

### Android phone

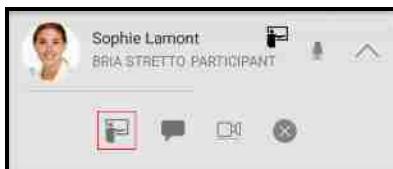
1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



3. Tap  More Options to display more options for the Presenter.



4. Tap  Presenter.



The Presenter returns to a Participant and can no longer share their screen.

### Android tablet

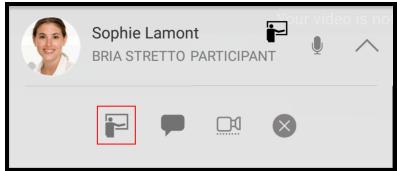
1. Tap  Participants to open the Participants panel.



2. Tap  More Options to display more options for the Presenter.



3. Tap **Presenter**.



The Presenter returns to a Participant and can no longer share their screen.

# Controlling access to the conference

In general, the Host uses the same conference link for all conferences. In order to discuss confidential information, the Host may want to add a PIN to the conference or lock the bridge so no new Participants can join. At other times, the Host may just want to remove a specific Participant from a conference.

## Conference access

On Desktop, the current access to the conference can be determined by looking at the lock icon on the conference console toolbar or clicking on the lock icon and looking for check marks on the menu items.

### Conference access icons

- **Unlocked (no PIN required to join):** The conference is unlocked and new conference members can join without a PIN.
- **PIN required to join:** The conference is unlocked and new conference members can join with a PIN.
- **PIN required to join and Locked (no new participants can join):** The conference is locked and no new conference members can join even with a PIN.
- **Locked (no new participants can join):** The conference is locked and no new conference members can join.

### To change conference access

1. Click on the lock icon and choose the desired options from the menu.



Bria changes the conference access. Enabled options have a check mark beside them.

People trying to join when the conference is locked to new Participants see a message in Bria that tells them that the Host has locked the conference and they cannot join.

For iOS, current access to the conference can be controlled using the toolbar in the expanded **Participants** panel. For Android, current access to the conference can be controlled using the **More options** menu.

### To lock the conference to additional conference members

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



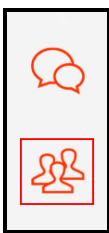
3. Tap the  Lock Conference to prevent new Participants from joining the conference.



Bria locks the conference. People trying to join when the conference is locked see a message in Bria that tells them that the Host has locked the conference and they cannot join.

#### iPad

1. Tap  Participants to open the Participants panel.



2. Tap the  **Lock Conference** to prevent new Participants from joining the conference.



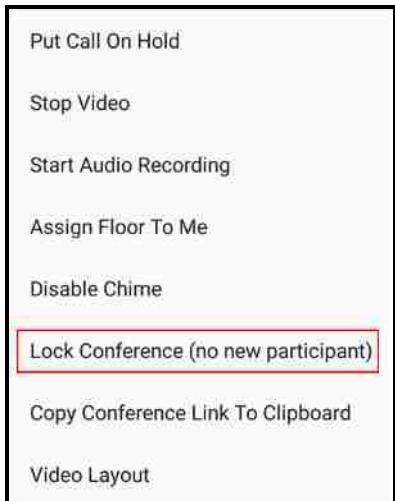
Bria locks the conference. People trying to join when the conference is locked see a message in Bria that tells them that the Host has locked the conference and they cannot join.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Lock Conference (no new participants)** to prevent new Participants from joining the conference.



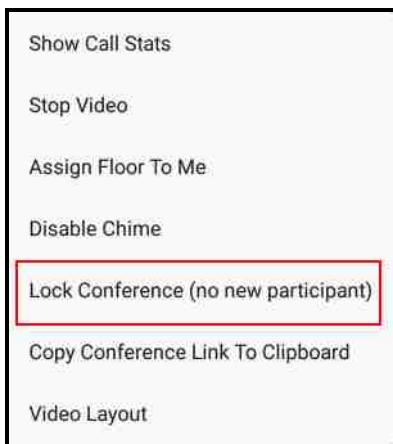
Bria locks the conference. People trying to join when the conference is locked see a message in Bria that tells them that the Host has locked the conference and they cannot join.

## Android tablet

1. Tap  More options.



2. Tap Lock Conference (no new participant) to prevent new Participants from joining the conference.



Bria locks the conference. People trying to join when the conference is locked see a message in Bria that tells them that the Host has locked the conference and they cannot join.

### To unlock the conference

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



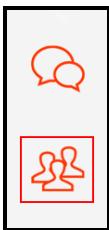
3. Tap the  Unlock Conference to allow new Participants to join the conference.



Bria unlocks the conference.

## iPad

1. Tap  Participants to open the Participants panel.



2. Tap the  Unlock Conference to allow new Participants to join the conference.



Bria unlocks the conference.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  More options.



3. Tap **Unlock Conference** to allow new Participants to join.



Bria unlocks the conference.

## Android tablet

1. Tap  More options.



2. Tap **Unlock Conference** to allow new Participants to join.



Bria unlocks the conference.

## Managing the conference PIN

On Desktop, the Host can set a PIN after starting a conference or in advance prior to a conference. The Host can even use a different PIN for an ongoing conference.

On Mobile, the Host must set up a PIN in advance in **Settings > Conference** because they cannot change the PIN during a conference.

### To set up a PIN for joining - Desktop

1. Click on the lock icon and select **Manage PIN/Passcode....**



Preferences > Conferences opens.

2. Select or clear **Require PIN/Passcode** (optional).
3. Type in a 3- to 12-digit PIN (required if you are setting a PIN).
4. Click **OK**.

Bria updates the PIN requirements for the ongoing and future conferences.

## Removing a Participant

In some instances, the Host may want to remove a conference member from the conference without ending the conference.

### To remove a participant

1. Tap Participants to open the Participants panel.
2. Tap Remove user from conference.



The Participant sees a message that the conference has ended.

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap Participants to open the Participants panel.



3. Tap

- ✓ Conference Expand to display more options for the Participant.



4. Tap ✖ Remove below the Participant you want to remove.



The Participant sees a message that the conference has ended.

## iPad

1. Tap 💬 Participants to open the Participants panel.



2. Tap ▾ Conference Expand to display more options for the Participant.



3. Tap ✖ Remove beside the Participant you want to remove.



The Participant sees a message that the conference has ended.

## Android phone

1. Tap the screen to show the call controls if they are hidden.

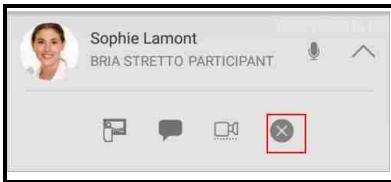
2. Tap  Participants to open the Participants panel.



3. Tap  More Options to display more options for the Participant.



4. Tap  Remove beside the Participant you want to remove.



The Participant sees a message that the conference has ended.

## Android tablet

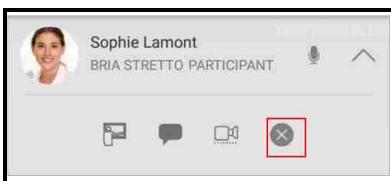
1. Tap  Participants to open the Participants panel.



2. Tap  More Options to display more options for the Participant.



3. Tap  Remove beside the Participant you want to remove



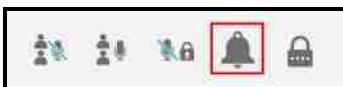
The Participant sees a message that the conference has ended.

## Controlling the entry and exit chime

Collaboration conferences can be set up so that a chime is heard each time a conference member joins or leaves a conference. The chime can be set up in the Collaboration Management User Portal or it can be enabled and disabled during the conference. This section explains how to enable and disable the chime during a conference.

### To disable the chime

1. Tap Disable chime.



A chime is not heard when conference members join and leave the conference.

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap Participants to open the Participants panel.



3. Tap Disable chime.



A chime is not heard when conference members join and leave the conference.

### iPad

1. Tap Participants to open the Participants panel.



2. Tap **Disable chime**.



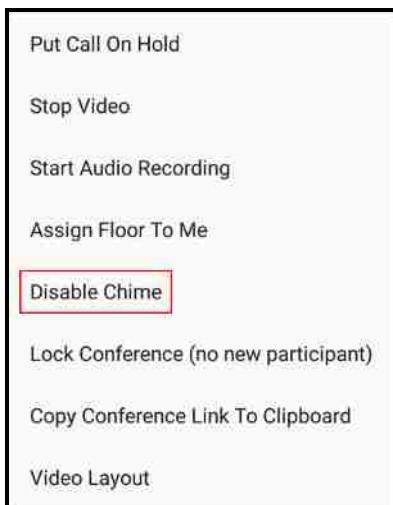
A chime is not heard when conference members join and leave the conference.

### Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **More options**.



3. Tap **Disable chime**.



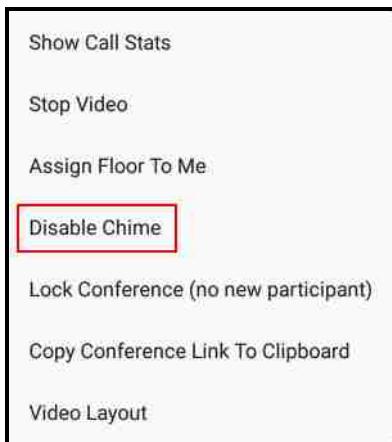
A chime is not heard when conference members join and leave the conference.

## Android tablet

1. Tap  More options.



2. Tap Disable chime.



A chime is not heard when conference members join and leave the conference.

## To enable the chime

1. Tap  Enable chime.



A chime is heard when conference members join and leave the conference.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  Participants to open the Participants panel.



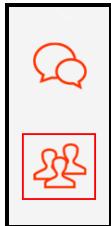
3. Tap  **Enable chime**.



A chime is heard when conference members join and leave the conference.

## iPad

1. Tap  **Participants** to open the Participants panel.



2. Tap  **Enable chime**.



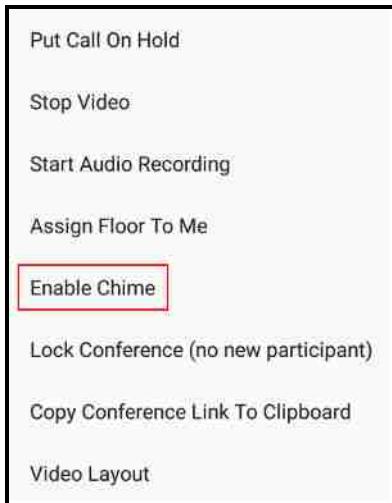
A chime is heard when conference members join and leave the conference.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap  **Enable chime**.



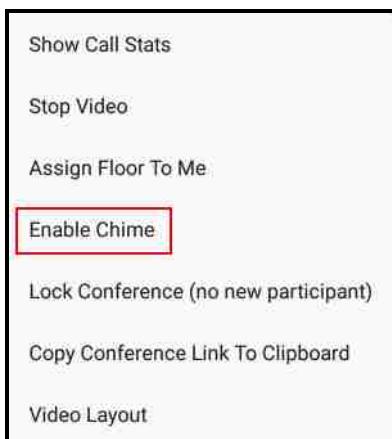
A chime is heard when conference members join and leave the conference.

### Android tablet

1. Tap  More options.



2. Tap **Enable chime**.



A chime is heard when conference members join and leave the conference.

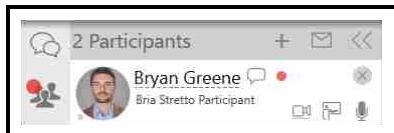
# Recording a conference

Both the Host and Participants can record conferences, but not the Guests who do not have a subscription to a CounterPath service.

Participants can only record the audio portion of a conference. If the Host has their Dropbox account set up for network recording, they can record both the audio and video portion of calls they are hosting as a server recording.

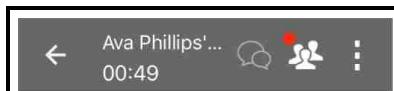
## Is the conference being recorded?

If the conference is being recorded, conference members see a red, flashing dot on the participants panel as well as on the conference member's name in the **Participants** panel.

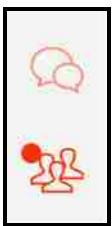


## Conference recording indicator

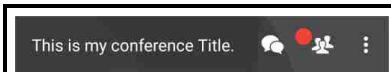
### iPhone



## iPad



## Android phone



## Android tablet



# Network recording

Network recording can be set up for the Host instead of local recording. Network recording can include both the audio and the video portions of the conference. If the **Host's Dropbox account is linked**, local recording is not available to the Host. The **Start local recording** and **Stop local recording** are replaced with **Start sever recording** and **Stop server recording**. Server recordings are stored in **Dropbox > Apps > Bria Collaboration** in MP4 format.

# Recording a conference

The audio portion of a Collaboration conference can be recorded locally by the Participants. Audio recordings are stored locally by the person who recorded the

conference in a .wav file format. The location of conference recordings is set up by the Stretto Administrator.

## To start recording a conference - Desktop

1. Click Start local recording or Start sever recording.



Bria starts recording the audio portion of the conference and **Stop local recording** flashes in the conference toolbar.

## To stop recording a conference - Desktop

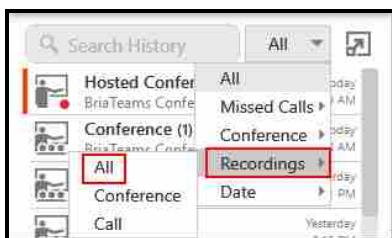
1. Click Stop local recording or Stop server recording.



Bria stops recording the audio portion of the conference.

## To filter for calls with recordings - Desktop

1. Click on **Filter Options** and select **Recordings**, then **Conference**.



Bria displays conference calls with recordings.



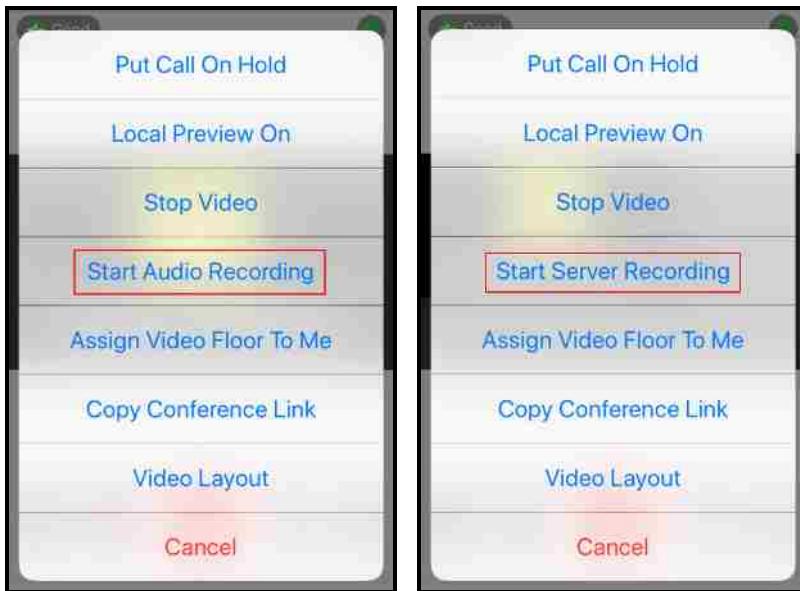
## To start recording a conference - iOS and Android

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap More.



3. Tap Start Audio Recording or Start Server Recording.



Bria starts recording the audio portion of the conference for local recording and starts recording the audio and video portion of the conference for server recording.

## iPad

1. Click Start local recording or Start sever recording.



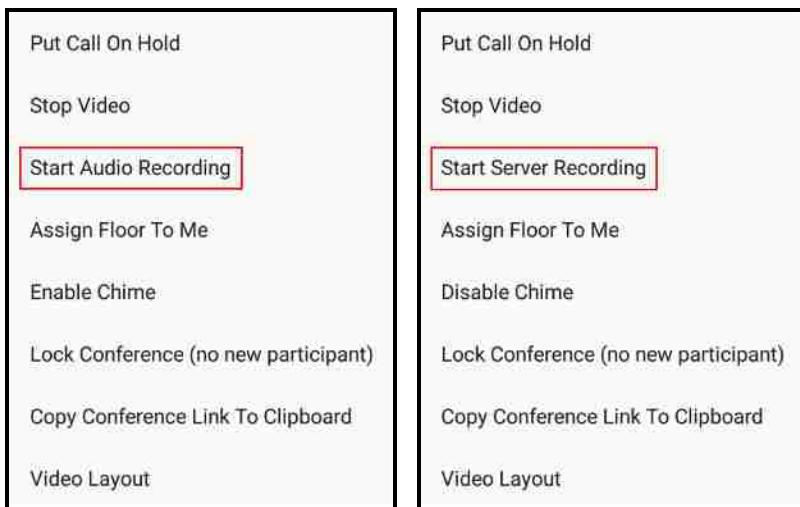
Bria starts recording the audio portion of the conference for local recording and starts recording the audio and video portion of the conference for server recording Stop local recording or Stop server recording flashes in the conference console toolbar.

## Android phone - Using the More Options menu

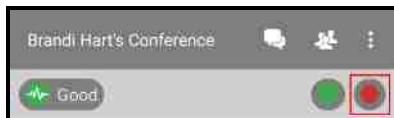
1. Tap the screen to show the call controls if they are hidden.
2. Tap More options.



3. Tap Start Audio Recording or Start Server Recording.

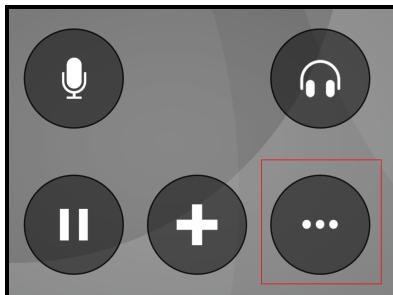


Bria starts recording the audio portion of the conference. Recording displays on the screen.

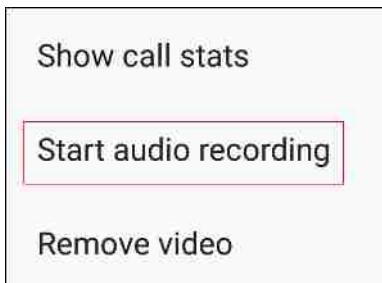


## Android phone - Using the call controls

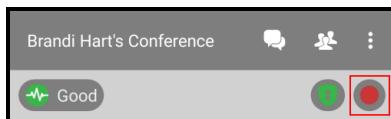
1. Swipe the screen right.
2. Tap  More Options.



3. Tap Start audio recording.



Bria starts recording the audio portion of the conference. Recording displays on the screen.



## Android tablet

Conference recording is controlled using the conference console toolbar.

1. Click  Start local recording or  Start sever recording.



Bria starts or stops recording the audio portion of the conference. ● Stop local recording or ● Stop server recording flashes in the conference console toolbar.

## To stop recording a conference - iOS and Android

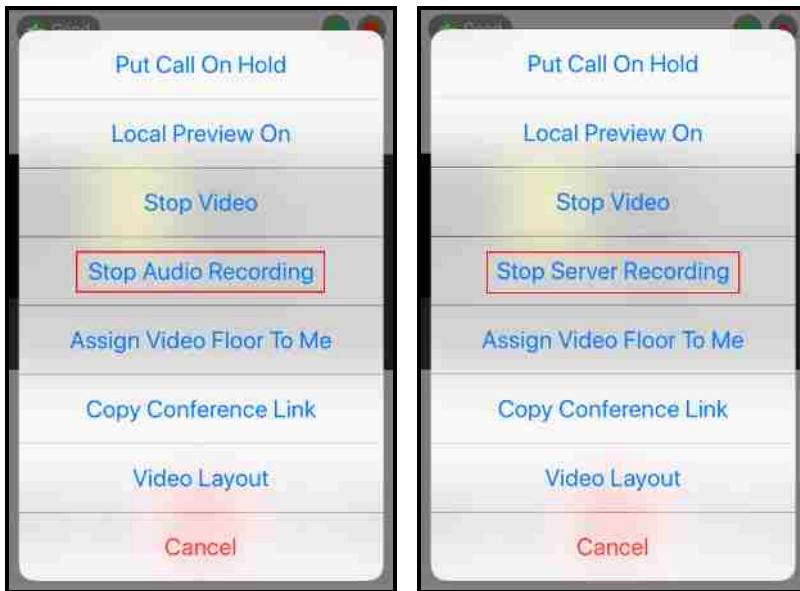
### iPhone

Conference recording is controlled using the ☰ More menu.

1. Tap the screen to show the call controls if they are hidden.
2. Tap ☰ More.



3. Tap Stop Audio Recording or Stop Server Recording.



Bria stops recording the audio portion of the conference.

### iPad

Conference recording is controlled using the conference console toolbar.

1. Click Stop local recording or Stop server recording.



Bria stops recording the audio portion of the conference.

## Android phone

Conference recording is controlled using the **More** menu.

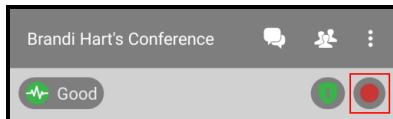
1. Swipe the screen right.
2. Tap More Options.



3. Tap Stop audio recording.



Bria stops recording the audio portion of the conference.



## Android tablet

Conference recording is controlled using the conference console toolbar.

1. Click  Stop local recording or  Stop server recording



Bria stops recording the audio portion of the conference.

**Note:** If you experience a network change while you are making a local conference recording, multiple recording files are created, one before the network change, and one after you reconnect.

## Listening to recordings

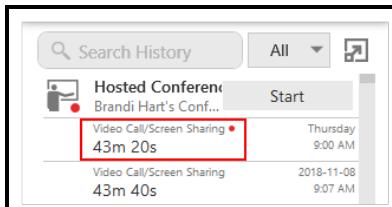
You can listen to local recordings from **History**. You can listen to network recordings from **Dropbox**.

### To listen to a local recording

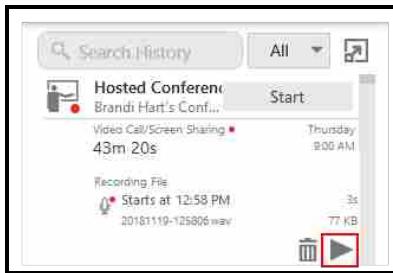
1. Click on the **History** group that has the recording indicator. If desired, filter for conferences with recordings.



2. If there are more than one conference in the grouped entry, click on the conference call that has the recording indicator.



3. Tap **Play Recording**.



The recording opens and starts playing in your default media player.

## iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



3. Tap **i More Info** beside the call with the call recording indicator.



4. Tap **Listen to Call Recording**.



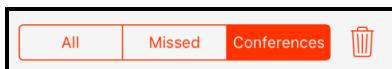
5. Tap **Play**.



Bria plays the call recording.

## iPad

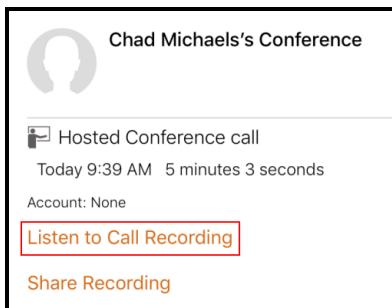
1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



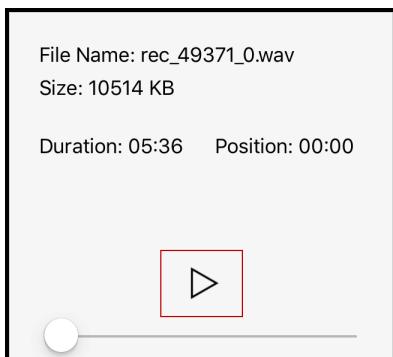
3. Tap the call entry with the call recording indicator.



4. Tap **Listen to Call Recording**.



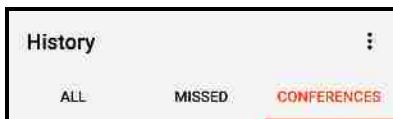
5. Tap **Play** to listen to the recording.



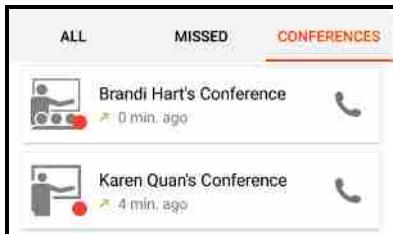
Bria plays the call recording.

## Android

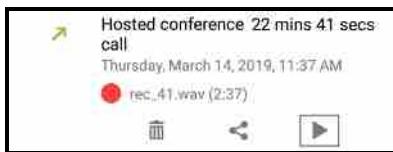
1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional),



3. Tap the grouped entry with the call recording indicator.



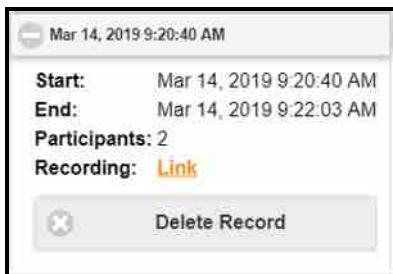
4. Tap **Listen to Call Recording**.



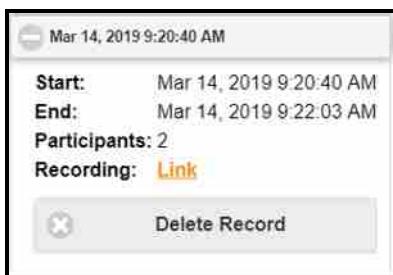
Bria plays the file in Google Play Music.

## To listen to a network recording

1. Click on the Collaboration tab. If the tab is not visible, click View and click Show Collaboration.
2. Click End User Portal.
3. Click Collaboration Management.
4. Click Conference Records.
5. Find the record containing the network recording and click Expand.
6. Click Link.



1. Go to the **Settings** tab on the resource panel.
2. Tap **End User Portal**.
3. Tap **Collaboration Management**.
4. Tap **Conference Records**.
5. Find the record containing the network recording and click Expand.
6. Tap Link.



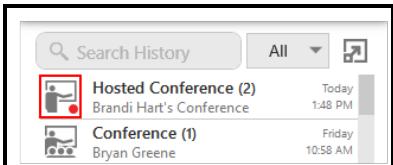
Bria opens the Dropbox recording.

# Deleting recordings

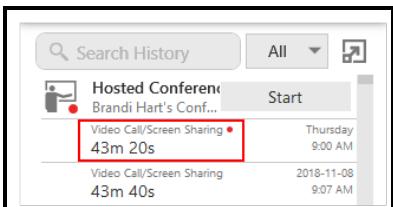
Local recordings can be deleted from **History**. You can delete network recordings from your Dropbox account.

## To delete a local recording

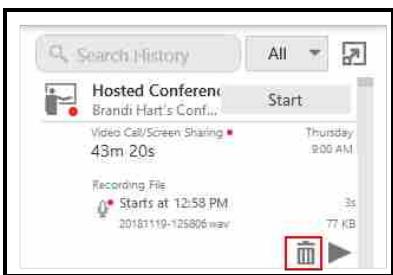
1. Click on the **History** group that has the recording indicator.



2. If there are more than one conference in the grouped entry, click on the conference call that has the recording indicator.



3. Tap **Delete Recording**.



Bria deletes the recording.

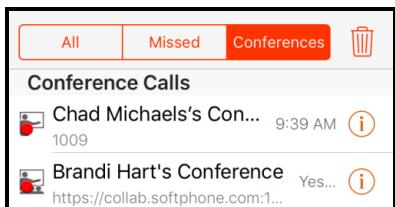
## iPhone

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

2. Tap **Conferences** to filter results (optional).



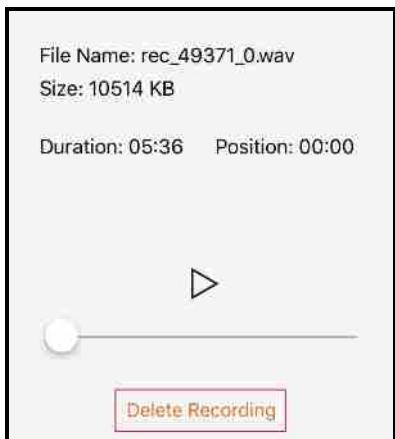
3. Tap **i More Info** beside the call with the call recording indicator.



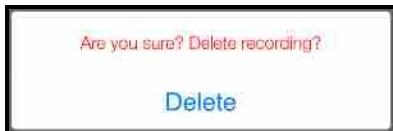
4. Tap **Listen to Call Recording**.



5. Tap **Delete Recording**.



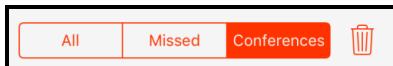
6. Tap **Delete**.



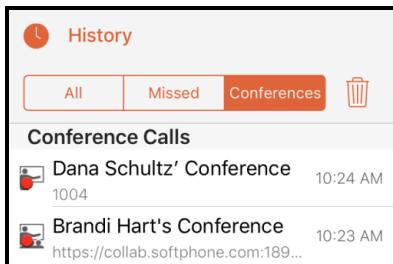
Bria deletes that call recording. Bria removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



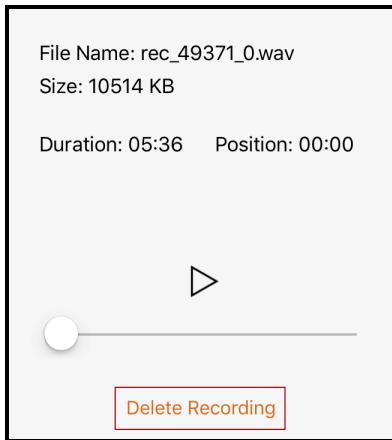
3. Tap the call entry with the call recording indicator.



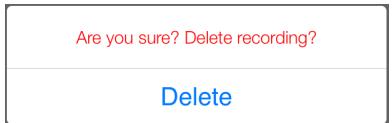
4. Tap **Listen to Call Recording**.



5. Tap **Delete Recording**.



6. Tap Delete.



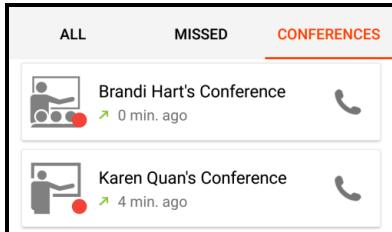
Bria deletes that call recording. Bria removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

## Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional),



3. Tap the grouped entry with the call recording indicator.



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



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

### To delete a network recording

Follow the instructions from Dropbox on how to delete a file.

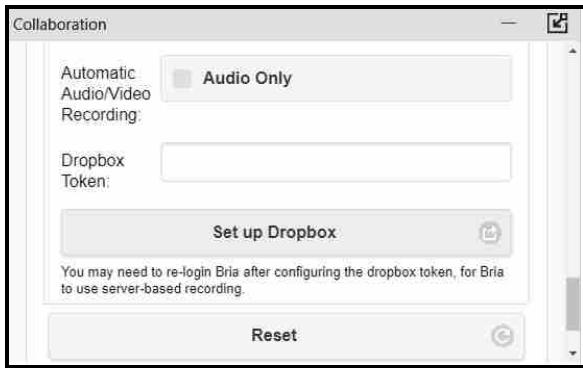
## Setting up your Dropbox account

You can link your Dropbox account to Bria for audio, or audio and video conference recordings by using the Collaboration Management User Portal.

**Tip:** On Windows, it is easier to view the Collaboration Management User Portal if you detach the Collaboration panel. Click **Detach window**.

### To set up your Dropbox account - Desktop

1. Click on the **Collaboration** tab. If the tab is not visible, click **View** and click **Show Collaboration**.
2. Click **Collaboration Management**.
3. Click **Configure Settings**.
4. Click **Set up Dropbox**.



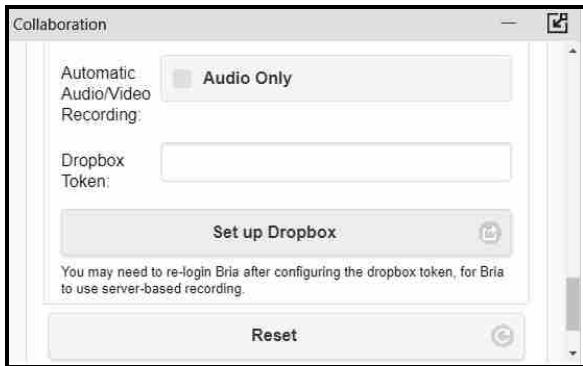
### Dropbox - API Request Authorization - Sign in opens.

5. Sign in to your Dropbox account or create a new one.

Your Dropbox is linked to Bria. Recording can be found in **Dropbox > Apps > StrettoCollaboration**.

### To unlink your Dropbox account - Desktop

1. Click on the **User Portal** tab. If the tab is not visible, click **View** and click **Show User Portal**.
2. Click **Collaboration Management**.
3. Click **Configure Settings**.
4. Delete the information in **Dropbox Token**.

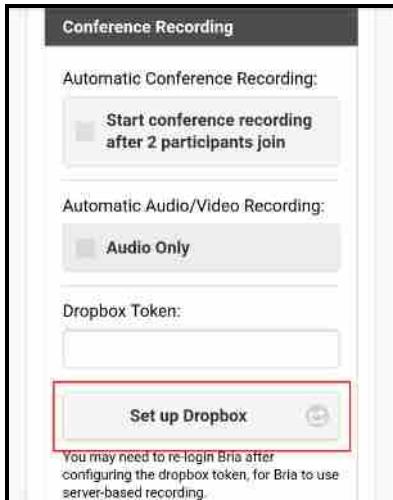


5. Click **Save**.

Your Dropbox account is no longer linked to Bria. You can no longer create server recordings of audio and video.

### To set up your Dropbox account - iOS and Android

1. Go to the **Settings** tab on the resource panel.
2. Tap **End User Portal**.
3. Tap **Collaboration Management**.
4. Tap **Configure Settings**.
5. Tap **Set up Dropbox**.



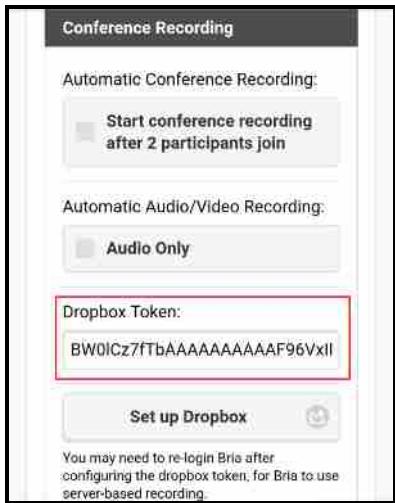
**Dropbox - API Request Authorization - Sign in** opens in your browser.

6. Sign in to your Dropbox account or create a new one.
7. Review the permissions and tap **Allow**.

Your Dropbox is linked to Bria. Recording can be found in **Dropbox > Apps > StrettoCollaboration**.

#### To unlink your Dropbox account

1. Go to the **Settings** tab on the resource panel.
2. Tap **End User Portal**.
3. Tap **Collaboration Management**.
4. Tap **Configure Settings**.
5. Delete the information in **Dropbox Token**.



6. Tap Save.

Your Dropbox account is no longer linked to Bria. You can no longer create server recordings of audio and video.

# Messaging in a conference

During a conference call, you can send and receive instant messages (IMs) to other conference members.

## Sending messages

You can send a group IM to all conference members or you can send a private IM to a single conference member as long as the conference member is on the same XMPP server.

### Group messages

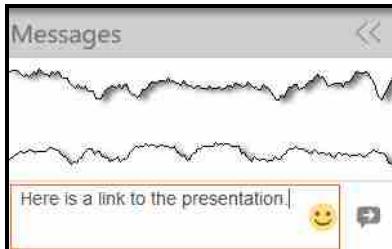
Group IMs can be sent to all conference members.

#### To send a group IM

1. Click  Messages on to conference sidebar.



2. Type your message and click  Send Message.



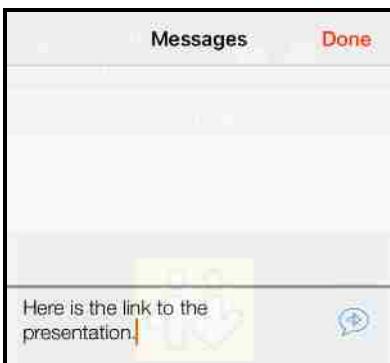
Bria sends the message to the conference members.

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Messages** on the top toolbar.



3. Type your message and tap  **Send**.

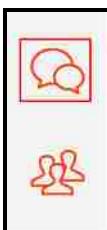


4. Tap **Done** to close the **Messages** panel.

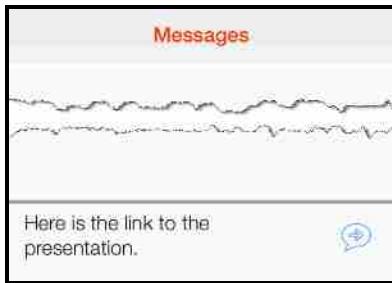
Bria sends the IM to the conference members.

### iPad

1. Tap  **Messages** to on the conference sidebar.



2. Type your message and tap  **Send**.



3. Tap **Messages** to close the **Messages** panel.

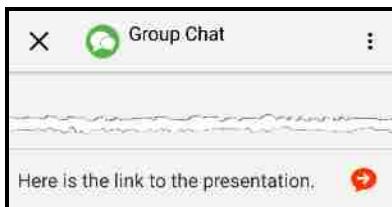
Bria sends the message to the participants.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **Group Chat**.



3. Type your message and tap **Send**.



4. Tap the Android Back button to exit **Tap To Compose** and tap **X** to close the **Group Chat** panel

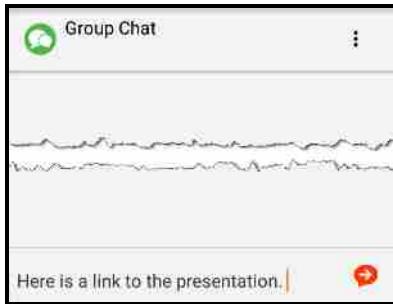
Bria sends the message to the participants.

## Android tablet

1. Tap **Group Chat** on the conference sidebar.



2. Type your message and tap Send.



3. Tap Group Chat to close the Group Chat panel.

Bria sends the message to everyone in the group chat.

**Note:** Once the conference ends, the messages are deleted.

## Private messages

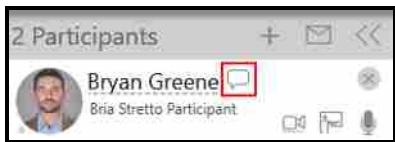
Private IMs can be sent to a conference member on the same XMPP server. You cannot send private messages to the Guests regardless of whether they are using the Bria client or a web browser.

### To send a private IM

1. Tap Participants on the conference sidebar.



2. Tap Instant message participant beside the conference member you want to message.



The **Messages** window opens outside of the conference.

3. Type your message and tap Send Message.

Bria sends the IM to the conference member outside the conference.

## iPhone

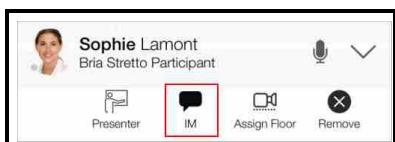
1. Tap the screen to show the call controls if they are hidden.
2. Tap Participants on the top toolbar.



3. Tap Conference Expand to display more options for the Participant.

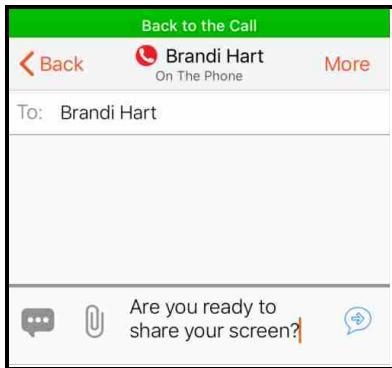


4. Tap IM beside the Participant you want to message.



The **Messages** tab on Bria opens.

5. Type your message and tap Send.



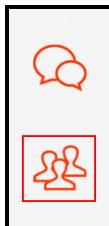
6. Tap the green **Back to the Call** element to return to the conference.



Bria sends the IM to the conference member outside the conference.

### iPad

1. Tap **Participants** on the conference sidebar.



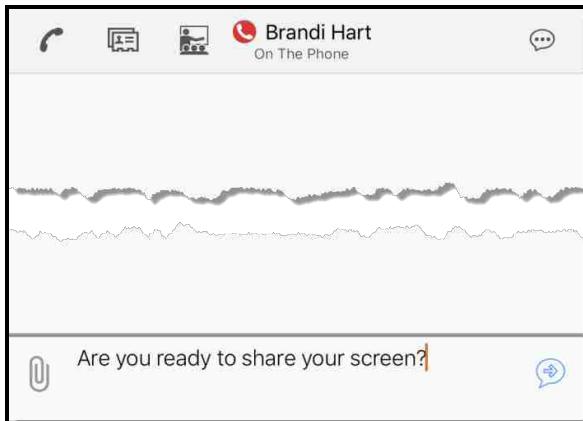
2. Tap **Conference Expand** to display more options for the Participant.



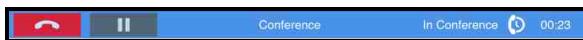
3. Tap **IM** beside the Participant you want to message.



4. Type your message and tap **Send**.



5. Tap the blue Back to the Call element to return to the conference.



Bria sends the IM to the conference member outside the conference.

## Android phone

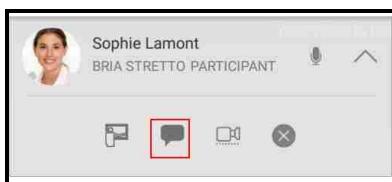
1. Tap the screen to show the call controls if they are hidden.
2. Tap Participants on the conference controls.



3. Tap More Options to display more options for the conference member.



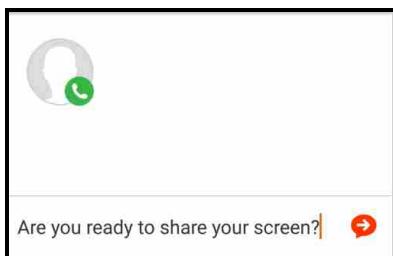
4. Tap IM beside the conference member you want to message.



The **Messaging** tab opens in Bria.

5. Type your message and tap

④ Send.



6. Tap the Call Head to return to the conference.

Bria sends the IM to the conference member outside the conference.

## Android tablet

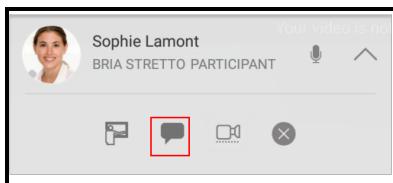
1. Tap ④ Participants on the conference sidebar.



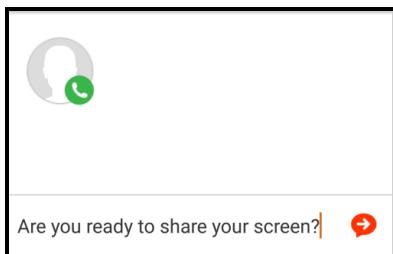
2. Tap ⑤ More Options to display more options for the Participant.



3. Tap ⑥ IM beside the Participant you want to message.



4. Type your message and tap ⑦ Send.



5. Tap the Call Head to return to the conference.

Bria sends the IM to the conference member outside the conference.

## Receiving messages

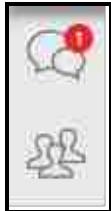
You may receive group IMs or private IMs during a Collaboration conference.

### Group messages

When you receive a new group IM, the badge count updates to show the number of new group IMs.

#### To view a new group IM

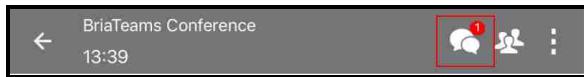
1. Click  **Messages** on to conference sidebar.



The **Messages** panel in the conference opens and displays all group IMs.

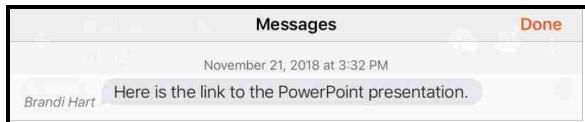
#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Messages** on the conference controls.



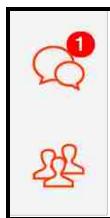
3. Tap Done to return to the conference screen share and video.

The **Messages** panel opens and displays group messages.



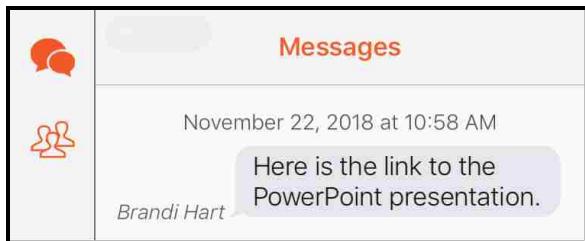
## iPad

1. Tap **Messages** to on the conference sidebar.



2. Tap **Messages** to close the **Messages** panel.

The **Messages** panel opens and displays group messages.



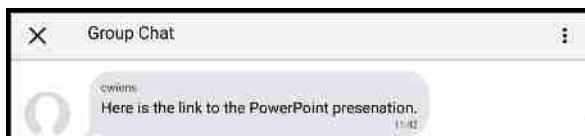
## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap **Group Chat** on the conference controls.



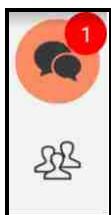
3. Tap X to return to the conference screen share and video.

The **Group Chat** panel opens and displays group messages.



## Android Tablet

1. Tap  **Group Chat** to open the Group Chat panel.



2. Tap  **Group Chat** to close the Group Chat panel.

The **Group Chat** panel opens and displays group messages.



**Note:** Once the conference ends, the messages are deleted.

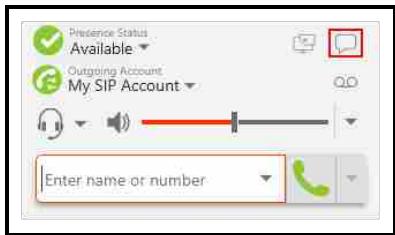
## Private messages

When you receive a new private IM, the badge count on the resource panel updates to show the number of new private IMs.

When you receive a new private IM on an iPhone, iPad, or Android tablet, a badge appears by the back arrow. When you receive a new private IM on an Android phone, a notification appears in the Android status bar.

## To view a private IM

1. Open the **Messages** window by clicking **Show the messages window** on the onscreen phone or by clicking on the IM notification (outside of the conference window).



2. Click on the new conversation.

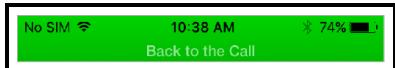
Bria displays the new IM in **Messages** outside the conference window.

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap on the arrow to leave the conference window.



3. Go to the **Messaging** tab on the resource panel.
4. Tap on the new message.
5. Tap the green **Back to the Call** element to return to the conference.



Bria displays the new IM in **Messages** outside the conference window.

## iPad

1. Tap on the arrow to leave the conference window.



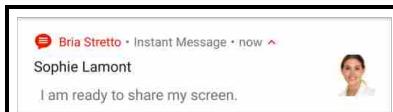
2. Go to the **Messaging** tab on the resource panel.
3. Tap on the new message.
4. Tap the blue **Back to the Call** element to return to the conference.



Bria displays the new IM in **Messages** outside the conference window.

## Android phone

1. Open the notification drawer by swiping down on the Android status bar.
2. Tap on the IM notification.

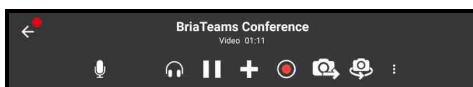


3. Tap the Call Head to return to the conference.

Bria displays the new IM in **Messages** outside the conference window.

## Android tablet

1. Tap on the arrow to leave the conference window.



2. Go to the **Messaging** tab on the resource panel.
3. Tap on the new message.
4. Tap the Call Head to return to the conference.

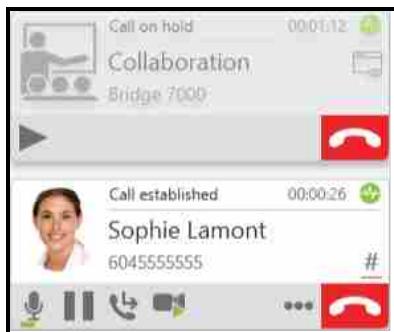
Bria displays the new IM in **Messages** outside the conference window.

# Handling incoming calls

While attending a Collaboration conference, the Bria user may receive an incoming call. If the Bria user accepts the incoming call, the Bria user puts the conference on hold. The conference continues without the Bria user even if they are the Host.

## Desktop

The incoming call is displayed on a notification and in the call panel. The Bria user can use either to answer, decline, or forward the call. The Bria user can also switch between the new call and the conference call. Both calls are displayed in the call panel. See the [Bria Enterprise User Guide](#) for information on handling incoming calls.



### To return to the conference

1. Click ► Take this call off hold in the conference toolbar or in the call panel.



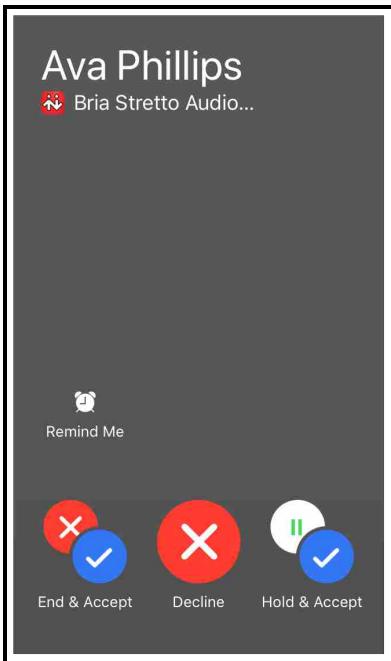
The Host returns to the conference.

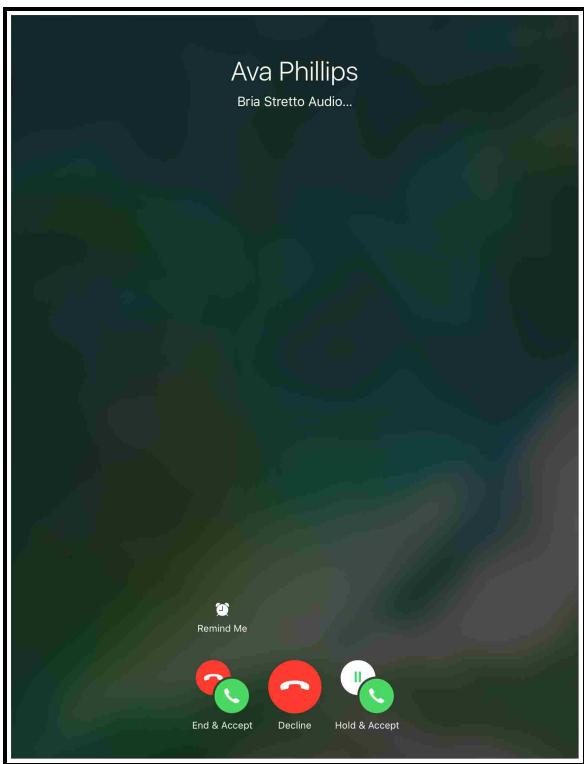
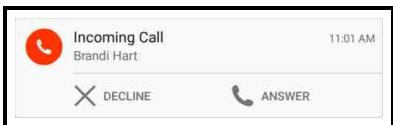
# Mobile

The incoming call notification is displayed on a notification. The Bria user can use either to answer or decline the call. After answering the second call, the Bria user can also switch between the new call and the conference call.

## Incoming call notification

### iPhone



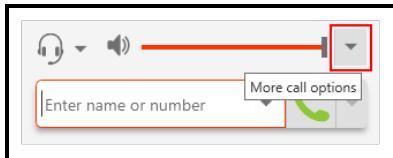
**iPad****Android phone****Android tablet**

# Disabling call waiting

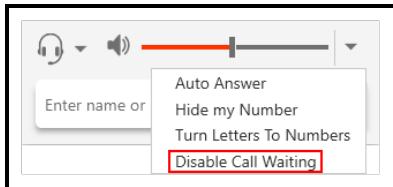
If the Bria user does not want to receive incoming calls, the Bria user can disable call waiting, either before the conference begins or during the conference.

## To disable call waiting - Desktop

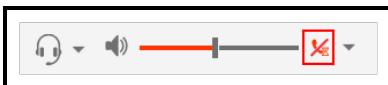
1. Click ▾ More call options.



2. Select Disable call waiting.



- Call Waiting is disabled is displayed beside ▾ More call options and a check mark appears beside the Disable call waiting on the ▾ More call options drop-down menu.



## To disable call waiting - iOS and Android

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.

# Ending a conference call

You can leave a conference call at any point. If the conference is still active, you can rejoin the conference by using any of the methods to join a conference.

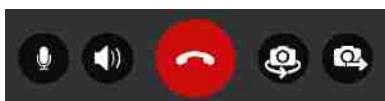
# To end a conference

1. Click  End Conference in the conference toolbar or click Close Window.



# iPhone

1. Tap the screen to show the call controls if they are hidden.
  2. Tap  End Call.



Bria ends the conference call.

iPad

1. Conference members leave the conference by tapping  End Call.



Bria ends the conference call.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  End Call.



Bria ends the conference call.

## Android tablet

1. Tap the screen to show the conference controls if they are hidden.
2. Tap  End Call.



Bria ends the conference call.

## When the Host leaves the conference

When the Host leaves the conference, the Host's conference settings determine how long the conference can continue. The call may end immediately, or it may continue for up to 30 minutes.

# After a conference

## Conference summary report

If configured, the Host receives a summary of the conference details by email.

The summary includes:

- the bridge information,
- start and end time, and information about the conference members,
- the device the conference member used to join the conference and
- a link to network recording, if configured.

User Info	Sip Number	Display Name	XMPiP Username	Joined	Call Start	Duration	Recorded
Dial-in (phone)	general@12345678901234567890	Ava Phillips	aphillips@riperphone.com	13:54:38	13:54:58	01:01:15	✓
Mobile	123019	Emily Wilding	ewilding@riperphone.com	13:55:08	13:58:56	01:00:35	
Mobile	123510	Alexine Lee	alexis@riperphone.com	13:55:07	13:55:06	01:00:43	
Tablet	148310	Jack Skopan	jskopan@riperphone.com	13:55:32	13:55:36	01:00:47	
Dial-in	144119	Richard Davis	riddavis@riperphone.com	13:55:48	13:55:49	01:00:51	
Dial-in	335019	Sam Patel	sam@riperphone.com	13:55:54	13:55:55	01:00:59	
Web	general@12345678901234567890	Sophie Lamont	sophie@riperphone.com	13:55:53	13:57:41	01:01:28	

## Conference Records - Desktop

**Conference records** in the Collaboration Management User Portal contains a list of hosted conferences with the date and time of each conference. Each entry can be expanded to show more data, but only one entry can be expanded at a time.

The expanded entry displays:

- the start and end time,
- the number of conference members, and
- the conference members that joined the conference, and how they joined the conference.

Participants who joined the conference using Bria do not display their phone number. Instead, you will see something like **guestP8hzjYPLpiK** where **P8hzjYPLpiK** is a randomly generated string that changes with each conference.

- a link to the recording file if network recording has been set up for you.

The following is an example of an expanded entry in Bria for Windows.

A screenshot of the Bria for Windows software interface. At the top, it shows the date and time: Dec 11, 2017 4:41:11 PM. Below that, there are three fields: Start: Dec 11, 2017 4:41:11 PM, End: Dec 11, 2017 4:45:21 PM, and Participants: 2. There is a "Delete Record" button with a trash can icon. Below these, a table lists the participants:

#	Type	Name	Number	Call time
0	DIAL_IN	Ava Phillips	guestBaAB8HRWGTv9	0:04:09
1	BRIA_MOBILE	Jack Shepard	1443	0:03:24

You can delete a record by clicking **Expand** to expand the record and clicking **Delete Record**.

## Conference history - Desktop

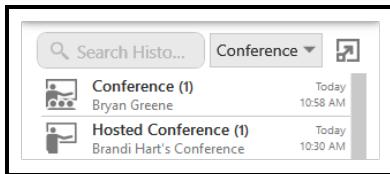
All Collaboration conferences joined using Bria are captured in Bria's **History**.

Conferences that were joined using a web browser do not show in Bria's **History**.

Conferences are grouped in **History** by the conference Host.

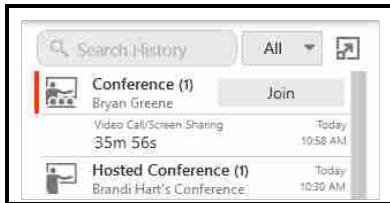
### View conference details

If you were the Host of a conference, the **History** group is titled **Hosted Conference** and displays **Host**. If you were a Participant in a conference, the **History** entry is titled **Conference** and displays **Participant**.

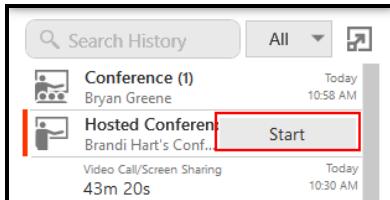


When you click on a conference group, Bria displays all the conference entries for that Host. The list automatically shows the last 20 conferences with the most recent displayed at the top of the list. If you need to see even more conference, click **Show All**.

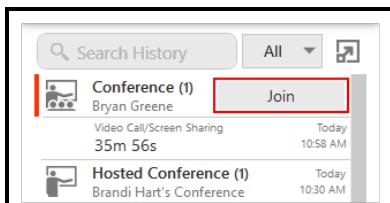
The expanded group displays whether the conference was a **Voice Call**, a **Video Call**, whether there was screen sharing, the length of the conference, and the date and time for each conference.



For conferences that you hosted, a **Start** button appears when the group is expanded. Start a new conference by clicking **Start**.



For conferences that you were a Participant in, a **Join** button appears when the group is expanded. Join a new conference with this Host by clicking **Join**.

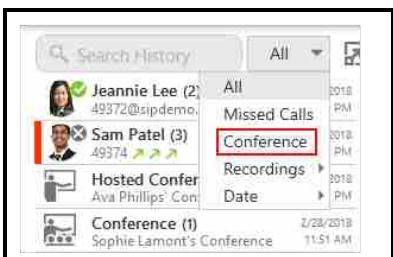


## Filter conference history

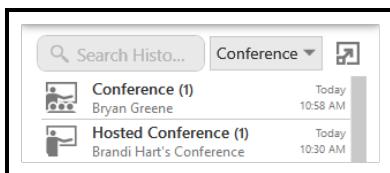
You can filter calls in History into All, Missed Calls, Conference, Recordings, and Date. Recordings can be further filtered into All, Conference, and Call.

### To filter conference calls

1. Click on **Filter Options** and select Conference.



Bria displays the recent conference calls.



## Search History

You can search for a specific conference call using **Search History**. If you do not use **Filter Options**, Bria displays all calls and conference calls that match your search terms. If you use the **Conference** filter before you type in your search terms, you will only see conferences that match.

### To search conference history

1. Click on **Filter Options** and select Conference if desired. Bria displays the recent conference calls.
2. Type your search term into **Search History**.



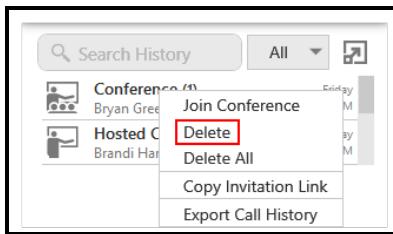
Bria displays the results that match the search term.

## Delete History entries

The shortcut menu can be used to delete one conference group or all conference History entries. You can also delete all History using the shortcut menu.

### To delete a single Conference group

1. Right-click (Windows) or CONTROL+Click (Mac) and select **Delete**.

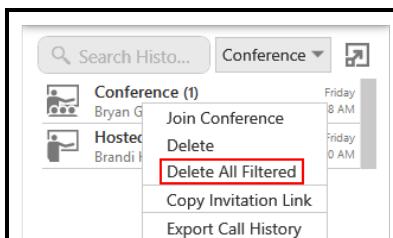


The History group or all History entries are deleted.

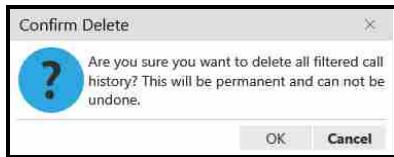
**Warning:** There is no warning before Bria deletes the History group.

### To delete all conference history

1. Click on **Filter Options** and select **Conference**. Bria displays the recent conference calls.
2. Right-click (Windows) or CONTROL+Click (Mac) and select **Delete** for a single History group or **Delete All Filtered**.



3. Click **OK** on Confirm Delete.



The **History** group or all **History** entries are deleted.

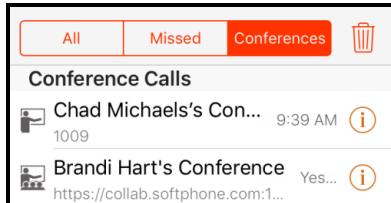
## Conference history - Mobile

All Collaboration conferences joined using Bria are captured in Bria's **History**. Conferences that were joined using a web browser do not show in Bria's **History**.

### View conference details

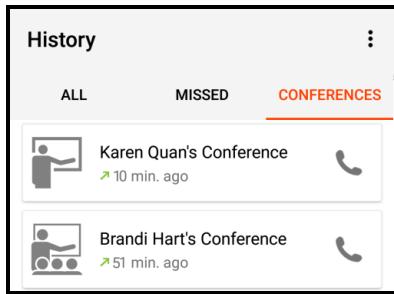
#### iOS

If you were the Host of conference, the **History** entry display the Host icon and the Host's conference title. If you were a Participant in the conference, the **History** entry displays the Participant icon, and the Host's conference title.



#### Android

If you were the Host of conference, the **History** entry display the Host icon and the Host's conference title. If you were a Participant in the conference, the **History** entry displays the Participant icon, and the Host's name.



## Filter conference history

You can filter calls in History into All, Missed, or Conference on iPhone and iPad.

### To filter conference calls

#### iOS

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences**.



Bria displays the recent conference calls.

#### Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences**.



Bria displays the recent conference calls.

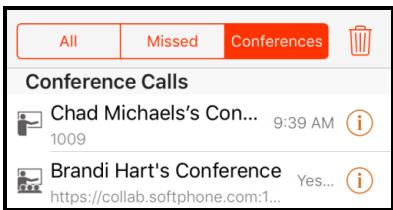
## Delete History entries

You can delete a single conference or all conference from **History**.

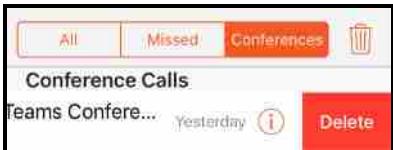
## To delete a single entry

### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



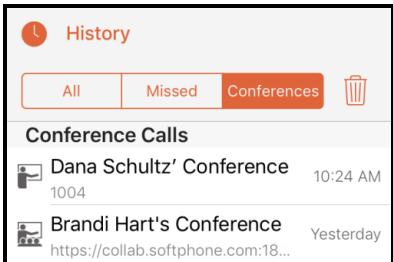
3. Swipe the entry you want to delete to the left.
4. Tap **Delete**.



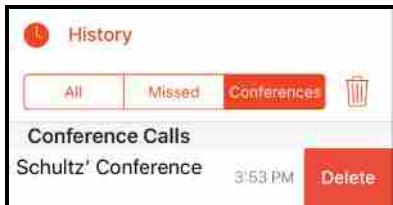
The History entry is deleted.

### iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



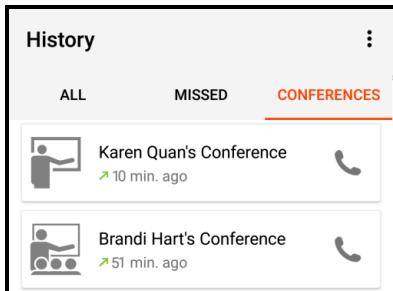
3. Swipe the entry you want to delete to the left.
4. Tap **Delete**.



The History entry is deleted.

## Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



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

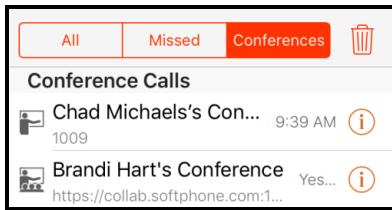


The History entry is deleted.

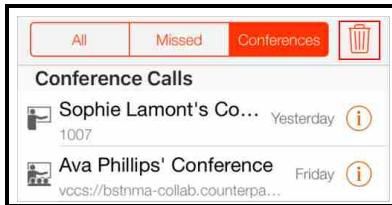
## To delete all conference entries

### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results so only conferences are deleted.



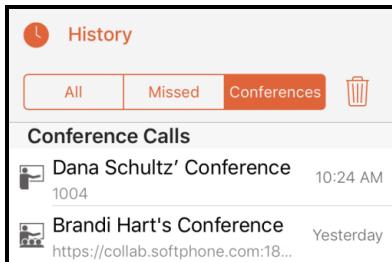
3. Tap Delete.



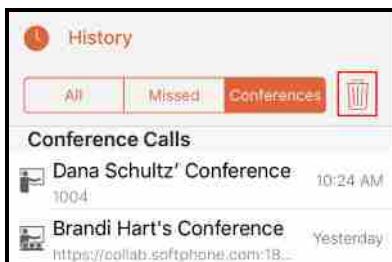
All History conference entries are deleted.

## iPad

1. Go to the History tab on the resource panel.
2. Tap Conferences to filter the results so only conferences are deleted.



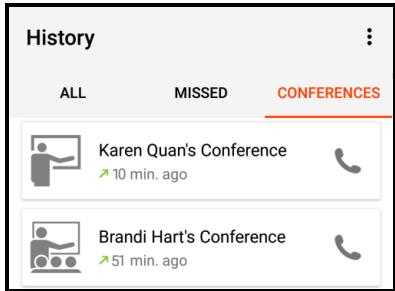
3. Tap Delete.



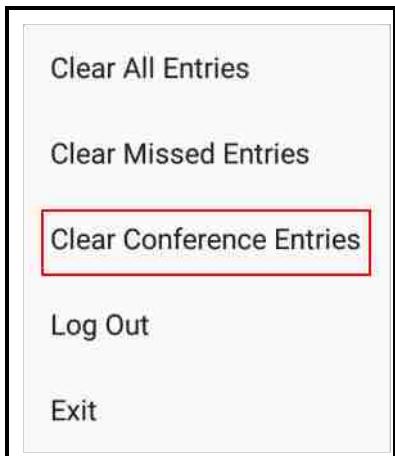
All History conference entries are deleted.

## Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results so only conferences are deleted.



3. Tap : More Options.
4. Tap **Clear Conference Entries**.



All **History** conference entries are deleted.

# Using web browser during a conference

This section applies to you if you choose to join a conference using a web browser.

**Note:** With a web browser, you have reduced abilities for a conference. For full access as a Guest, download the Bria client on your device.

Using a web browser, you can do the following before [joining a conference](#):

- select a device to use for microphone, speaker, and video,
- test your microphone and speaker to make sure they work at appropriate volume,
- preview your video, and
- decide whether to mute your microphone and/or speaker, as well as whether to send your video.

If you want to change the settings during a conference, see the following links.

- [Mute and unmute your voice](#)
- [Pause and resume your video](#)
- [See who is speaking](#)
- [Change the main view](#)
- [Exchange messages with other conference members](#)
- [Check if a conference is being recorded](#)
- [Leave a conference call](#)

# Muting and changing volume using web browser

During a conference, anyone can control their own audio such as muting themselves and changing the volume of the conference audio.

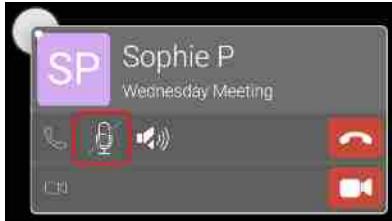
In addition, the Host can mute the audio of other conference members using network mute as well as preventing conference members from changing their mute status by locking the bridge mute. The conference members can still unmute themselves unless the Host locks their mute states.

## Using local mute

Local mute allows you to control whether or not your outgoing audio can be heard by other conference members.

### To use local mute

1. Click  Mute or unmute microphone on the conference toolbar.



Bria mutes or unmutes the Guest's outgoing audio.

## Network mute

The Host can use network mute to place a conference member on mute remotely. If the Host mutes a conference member, the conference member hears the message that they are muted and sees a blue line across their mute icon . If the conference member has local mute on when the Host turns on network mute, the conference member sees both the local mute and network mute lines across their mute icon . The conference member can still turn off network mute.



Clicking  **Mute or unmute microphone** when only network mute is on turns on both local mute and network mute .

Clicking  **Mute or unmute microphone** when both local mute and network mute are on turns off both local mute and network mute.

## Locking the bridge mute

The Host can lock network mute on so conference members cannot unmute themselves. This is useful during a presentation where the Presenter does not want to be interrupted. When the presentation is over, the Host can unlock the bridge mute.

When the Host locks network mute, the conference member sees a blue line with a lock across their mute icon . If the conference member has local mute on when the Host turns on network mute, the conference member sees both the local and network mute lines across their mute icon . The Host can still change the mute status of individual conference members even when network mute is locked on.



Clicking  **Toggle Mute** or  **Toggle Mute** when network mute is on turns local mute on and off but the Guest cannot change their network mute status.

## Adjusting conference volume

During a conference, you may find that the volume of other conference members is too loud or too quiet. You can adjust the volume level of the incoming conference audio to a comfortable level.

Use the volume controls for the speaker or headsets you connected to your device. You can test the volume before [joining a conference](#).

# Changing video during a conference using web browser

This section describes how to control video in a Collaboration conference.

The Host and the Participants can add and remove video in a conference. In addition, the Host can change video settings from the default values either during a conference as described below, or in advance in the **Collaboration Management User Portal**.

## Sending your video

The Guest can choose to add video when they join the conference call. If they chose not to add video when they joined, the Guest can add video anytime during the conference. The layout of the video that the Guest sees varies depending on the Host's conference video settings.

## Pausing and resuming sending your video

The Guest can temporarily pause sending their video and still see incoming video feed of other conference members. When ready, the Guest can resume sending their video.

### To pause sending video

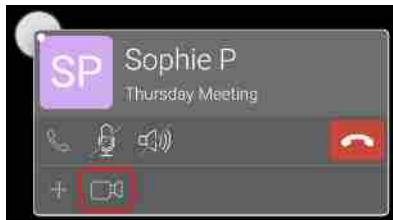
1. Click  Stop sending your video.



Bria stops sending your video to conference members but continues to display incoming conference video.

### To resume sending your video

1. Click  Start sending your video.



Bria starts sending your video to conference members and continues to display incoming conference video.

## Video options

The way video appears varies depending on the Host's video settings.

Initially, the video is sent using the Host's default video settings. The Host can change the video layout and the video floor while the conference is in progress.

### Video layout options

The Host can select from built-in video layout options. All conference members see the video stream in the layout set by the Host.

### Video layout options

Video is displayed in one of the following layouts:

**Focus:** There is one main video feed - the video floor - that is larger in size than the rest of the video images. The other video images appear in a grid around the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Grid:** Video images appear equal in size in a rectangular grid formation. There is no video floor.

**Ribbon:** There is one main video feed - the video floor - that is larger in size than the rest of the video images. The other video images appear in a ribbon below the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Townhall:** Only one video feed - the video floor - is displayed. The video floor displays either the person who is currently speaking and switches as the speakers change, or it displays the person that the Host has assigned the video floor to.

## Video floor

The video floor is the conference video stream that is in the main view. Unless the Host assigns the video floor, the video floor shows the video from the conference member that is speaking.

# Seeing who is speaking using web browser

The **Participants** panel shows other conference members attending the Collaboration conference.



## Voice activity and audio detection

The **Participant** panel can be used to see who is speaking. This is helpful when you do not recognize a speaker's voice.

Every user displays a green circle around their initial in the **Participants** panel when their audio is detected.

# Changing your main view using web browser

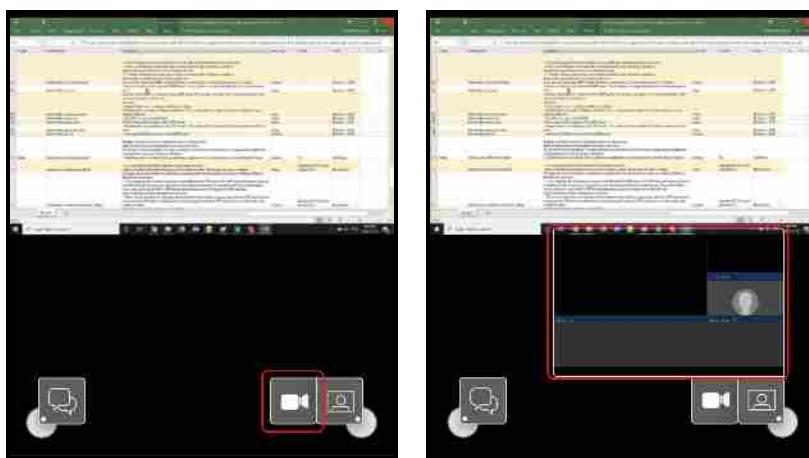
If you are joining someone else's conference, the conference can have two components - conference video and the Presenter's screen share. This section describes how to

change what's shown in the main view.

To change what is in the main view, click one of the buttons on the bottom right corner to display the target in the inset image. Then click the inset image to show it in the main view.

- **screen share** for showing the screen shared by the Host or the Presenter
- **remote video** for showing video of other participants
- **local video** for showing video of yourself

For example, if you want to show video feed of other participants instead of screen share, click **remote video** then click the inset image.



## Messaging in a conference using web browser

During a conference call, you can send and receive instant messages (IMs) to other conference members.

### Sending messages

You can send a group IM to all conference members.

### To send a group IM

1. Click the Messages panel on the bottom left corner.



2. Type your message and type ENTER to send.

Bria sends the message to the conference members.

## Receiving messages

You may receive group IMs during a Collaboration conference.

### To view a new group IM

1. Click the Messages panel on the bottom left corner.



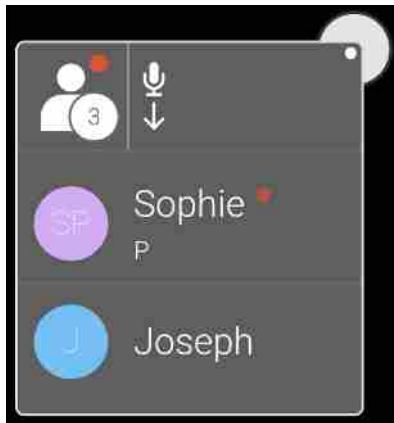
The **Messaging** panel in the conference opens and displays all group IMs.

## Recording a conference using web browser

As a Guest, you cannot record a conference. However, the conference you join might be recorded by other conference member.

### Is the conference being recorded?

If the conference is being recorded, conference members see a red, flashing dot on the participants panel as well as on the conference member's name in the **Participants** panel.



**Note:** If a Guest dials into a conference, there is no way for them to know that the conference is being recorded (no audio prompt, for example). If this is a concern for you, you can ask directly in the conference.

## Leaving a conference call using web browser

You can leave a conference call at any point. If the conference is still active, you can rejoin the conference by using any of the methods to join a conference.

### To leave a conference

There are multiple ways to leave a conference.

- Click End conference in the conference panel.
- Refresh the browser.
- Close the browser window.

The Guest exits the conference.

### When the Host leaves the conference

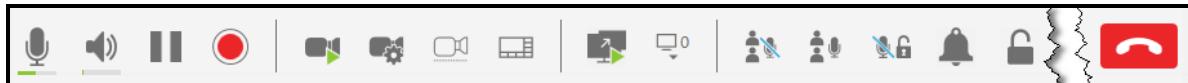
When the Host leaves the conference, the Host's conference settings determine how long the conference can continue. The call may end immediately, or it may continue for up to 30 minutes.

# The conference console

## Bria conference console - Desktop

Use the conference console to control audio and video, share your screen, view other conference members, and send messages to them. The Host can also manage the conference using the conference console.

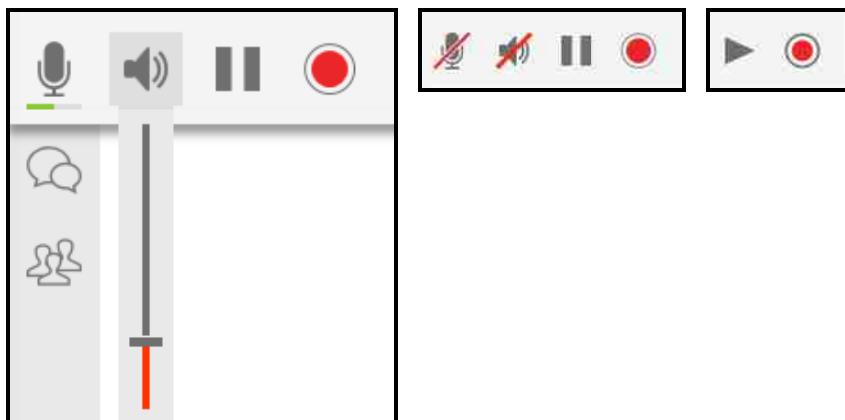
### Conference toolbar



The conference toolbar is divided into sections:

### Audio controls

This section controls user's own audio and speaker as well as pausing and recording a conference.



## Audio control icons

 **Mute or unmute microphone:** Local mute and network mute are off. Click to turn on local mute so other conference members cannot hear you.

 **Mute or unmute microphone:** Local mute is on and network mute is off. Click to turn off local mute so other conference members can hear you.

 **Mute or unmute microphone:** Local mute is off and network mute is on. Click to turn off network mute so conference members can hear you.

 **Mute or unmute microphone:** Local mute and network mute are on. Click to turn off local mute and network mute so other conference members can hear you.

 **Mute or unmute microphone:** Local mute is off and network mute is locked on. Click to turn on local mute. Network mute stays on.

 **Mute or unmute microphone:** Local mute is on and network mute is locked on. Click to turn off local mute. Network mute stays on.

 **Mute speaker:** You can hear the conference audio. Click to mute the audio output so you cannot hear the conference.

 **Unmute speaker:** You cannot hear the conference audio. Click to unmute the audio output so you can hear the conference.

 **Put this call on hold:** Click to place the conference on hold.

 **Take this call off hold:** Click to take the conference off of hold.

 **Start local recording / Stop local recording:** Click to toggle local recording on or off. All conference members hear a message saying that the call is being recorded or that the call is no longer being recorded. This button does not appear if you are a Guest using the Bria client.

 **Start server recording / Stop server recording:** Appears for the Host. This button replaces the local recording button if network recording has been configured for the Host. Click to toggle network recording on or off. Conference members hear a message saying that the conference is being recorded or that the conference is no longer being recorded.

## Video controls

This section controls whether or not to send your video and receive video of other conference members, as well as changing video settings during a conference.

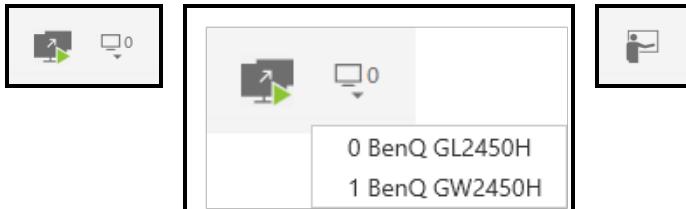


### Video control icons

- **Start Video:** Start sending your video feed to the conference participants.
- **Pause sending video:** Pause sending your video feed to the conference participants. You can still see incoming video feed of other participants.
- **Video Settings...:** Click to select which **Camera** you want to use (if you have more than one), adjust your **Max Resolutions**, and view conference **Video Info**.
- **Assign video floor to myself:** Appears for the Host. The video floor is not assigned. Click to assign the video floor to yourself.
- **Remove video floor:** Appears for the Host. The video floor is assigned to you. Click to remove yourself from the video floor.
- **Focus video layout:** Appears for the Host. The conference member who is speaking or the conference member with the video floor is displayed in a larger image. Other conference members with video enabled are shown in a grid view.
- **Grid video layout:** Appears for the Host. Conference members with video enabled are shown in a grid.
- **Ribbon video layout:** Appears for the Host. Conference members with video enabled are shown in a strip.
- **Townhall video layout:** Appears for the Host. Only the video of the conference member who is speaking or the conference member who has the video floor assigned to them is visible.
- **Stop video:** Removes the incoming video feed and turns the conference into audio only, or audio and screen share only.

## Screen share

This section appears if you are the Host or if you are using the Bria Desktop client and the Host **made you a Presenter**.



### Screen share icons

- **Start sharing your screen:** Starts sharing your screen with conference members.
- **Stop sharing your screen:** Stop sharing your screen with conference members.
- **Select the monitor you want to share:** Use the drop down to choose which monitor you want to share. Only appears if you have more than one monitor.
- ☒ **Become presenter:** Appears for the Host. Click to become the presenter again after making a Desktop Participant a Presenter.

## Conference controls

Appears for the Host. This section allows the Host to control access to a conference.



### Conference control icons

- ☒ **Mute all participants:** Mutes all conference members that are currently in the conference. Conference members can still mute and unmute themselves.
- ☒ **Unmute all participants:** Unmutes all conference members that are currently in the conference. Conference members can still mute and unmute themselves.
- ☒ **Lock the bridge mute:** Network mute is unlocked. Click the lock network mute on.

- **Unlock the bridge mute:** Network mute is locked on. Click to unlock network mute.
- **Disable chime:** Conference members hear the chime when a new conference member joins the conference. Click to disable the chime.
- **Enable chime:** No chime when a new conference member joins the conference. Click to enable the chime.
- **Unlocked (no PIN required to join):** The conference is unlocked and new conference members can join without a PIN.
- **PIN required to join:** The conference is unlocked and new conference members can join with a PIN.
- **Locked (no new participants can join):** The conference is locked. No new conference members can join even if they have a PIN.

## Conference sidebar

The sidebar has the three parts: **Messages** panel, **Participants** panel, and preview controls.



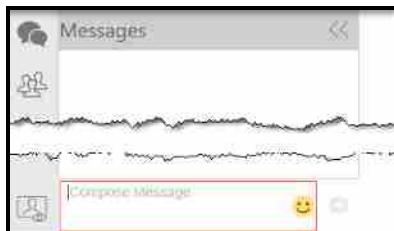
## Conference sidebar icons

- **Messages:** Click to open the **Messages** panel to send and receive group IMs.
- **Messages:** Click to close the **Messages** panel.
- **Participants:** Click to open the **Participants** panel.

- ✖ **Participants:** Click to close the Participants panel.
- ☒ **Toggle screen share view:** Appears for the Participants. Click to show the screen share:
- ☒ **Toggle screen share view:** Appears for the Participants. Click to hide the screen share.
- ☒ **Swap main view:** Appears for the Participants. Click to swap between having the screen share or the conference video as the main view.
- ☒ **Toggle remote video:** Appears for the Participants. Click to show the conference video.
- ☒ **Toggle remote video:** Appears for the Participants. Click to hide the conference video.
- ☒ **Toggle local video view** Click to display the preview of your video.
- ☒ **Toggle local video view:** Click to hide the preview of your video.

## Messages panel

The **Messages** panel is used for group chat.



## Messages panel icons

- ☒ **Collapse Messages:** Click to close the **Messages** panel.
- ☺ **Select an emoticon:** Click to display available emoticons.
- ✉ **Send Message:** Click to send your message to all conference members.

## Participants panel

The **Participants** panel is used to send private IMs, add participants, assign video floor, make a presenter, and see who is speaking.



## Participant panel icons

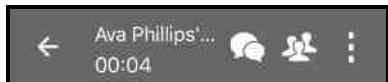
- « Collapse Participants:** Click to close the **Participants** panel.
- + Add participant:** Appears for the Host. Click to send an IM to invite a new participant.
- ✉ Email participant:** Appears for the Host. Click to send an email to invite a new participant.
- 💬 Instant message participant:** Click to open a separate **Messages** window and send an IM to this conference member.
- ✖ Remove user from conference:** Appears for the Host. Click to remove this conference member from the conference.
- 🎥 Assign video floor:** Appears for the Host. Click to assign the video floor to this conference member.
- 🎥 Remove video floor:** Appears for the Host. Click to remove the video floor from this conference member.
- ▢ Make presenter:** Appears for the Host. Click to allow this conference member to share their screen.
- 🔇 Mute microphone:** Appears for the Host. Click to mute this conference member.
- 🔈 Unmute microphone:** Appears for the Host. Click to unmute this conference member.

## Bria conference console - Mobile

Use the conference console to control audio and video, share your screen, view other conference members, and send messages to them. The Host can also manage the conference using the conference console.

## Icons and meanings

### iPhone



**Messages:** Tap to open and close the **Messages** panel.

**Participants:** Tap to open and close the **Participants** panel.

**More:** Tap to open a menu for additional options.

**Mute:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

**Unmute:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

**Unmute:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

**Unmute:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.

**Mute:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

**Unmute:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.

**Speaker:** The conference audio is being played through the headset connected to the iPhone.

**Speaker:** The conference audio is being played through the iPhone's speaker.

- ⌚ **Speaker:** The conference is being played through the Bluetooth device connected to the iPhone.
- 📞 **End Call:** Tap to leave the conference call. The conference may proceed without you.
- 🕒 **Swap Camera:** Tap to change between the front- and rear-facing cameras.
- 🎥 **Send:** Tap to start sending your video stream to other conference members.
- ⏹ **Stop:** Tap to stop sending your video to other conference members. You still see the incoming video stream.
- 🎥 **Remote video:** Brings the conference video to the foreground and minimizes the conference screen share.
- 💻 **Screen share:** Brings the conference screen share to the foreground and minimizes the conference video.

## iPad



- ⏸ **Put Call On Hold:** Tap to place the conference on hold.
- ▶ **Take Call Off Hold:** Click to take the conference off of hold.
- 🔴 **Start local recording / Stop local recording:** Tap to record the audio portion of the conference.
- 🔇 **Mute:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.
- 🚫 **Unmute:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.
- 🚫 **Unmute:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.
- 🚫 **Unmute:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.

 **Mute:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

 **Unmute:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.

 **Speaker:** The conference audio is being played through the headset connected to the iPad.

 **Speaker:** The conference audio is being played through the iPad's speakers.

 **Speaker:** The conference audio is being played through the Bluetooth device connected to the iPad.

 **Send:** Tap to start sending your video stream to other conference members.

 **Stop:** Tap to stop sending your video to other conference members. You still see the incoming video stream.

 **Stop video:** Tap to stop sending and receiving conference audio. The call is downgraded to audio only.

 **Swap Camera:** Tap to change between the front- and rear-facing cameras.

 **Assign video floor to myself:** Appears for the Host. The video floor is not assigned. Tap to assign the video floor to yourself.

 **Focus video layout:** Appears for the Host. The conference member who is speaking or the conference member with the video floor is displayed in a larger image. Other conference members with video enabled are shown in a grid view.

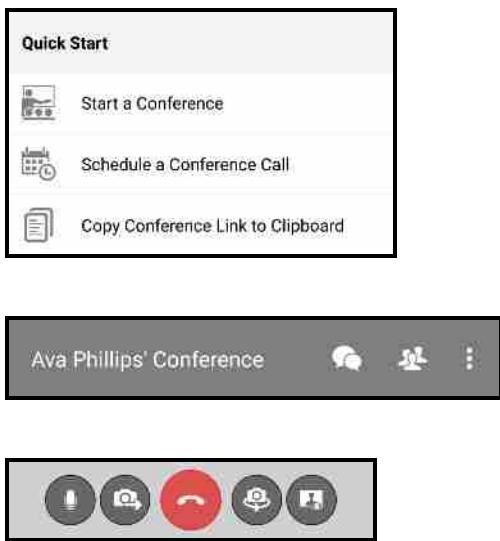
 **Grid video layout:** Appears for the Host. Conference members with video enabled are shown in a grid.

 **Ribbon video layout:** Appears for the Host. Conference members with video enabled are shown in a strip.

 **Townhall video layout:** Appears for the Host. Only the video of the conference member who is speaking or the conference member who has the video floor assigned to them is visible.

 **End Call:** Tap to leave the conference call. The conference may proceed without you.

## Android phone



**Start a Conference:** Appears for the Host. Using the **Quick Start**, tap to start a conference immediately.

**Schedule a Conference:** Appears for the Host. Using the **Quick Start**, tap to schedule a conference and send invitations with your default calendar application.

**Copy Conference Link to Clipboard:** Appears for the Host. Using the **Quick Start**, tap to copy your conference link to your clipboard where you can paste it in any other application.

**Group Chat:** Tap to open or close the **Messages** panel.

**Participants:** Tap to open or close the **Participants** panel.

**More options:** Tap to open a menu for additional options.

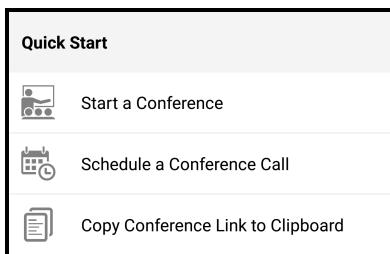
**Mute microphone:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

**Mute microphone:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

**Mute microphone:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

- **Mute microphone:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.
- **Mute microphone:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.
- **Mute microphone:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.
- **Sending video:** Tap to start sending your video stream to other conference members.
- **Sending video:** Tap to stop sending your video to other conference members. You still see the incoming video stream.
- **End Call:** Tap to leave the conference call. The conference may proceed without you.
- **Swap Camera:** Tap to change between the front- and rear-facing cameras.
- **Local preview off:** The local video preview is turned off. Tap to show the preview of your local video.
- **Local preview on:** The local video preview is turned on. Tap to hide the preview of your local video.
- **Switch Media - Phone:** Brings the call to the foreground and minimizes the conference screen share.
- **Switch Media - Video:** Brings the conference video to the foreground and minimizes the conference screen share.
- **Switch Media - Screen share:** Brings the conference screen share to the foreground and minimizes the conference video.
- **Switch Media - Zoom:** Switches the screen share to zoom mode.
- **Switch Media - Call Controls:** Switches the screen share out of zoom mode.

## Android tablet



**Start a Conference:** Appears for the Host. Using the **Quick Menu**, tap to start a conference as the Host immediately.

**Schedule a Conference Call:** Appears for the Host. Using the **Quick Menu**, tap to schedule a conference and send invitations with your default calendar applications.

**Copy Conference Link to Clipboard:** Appears for the Host. Using the **Quick Menu**, tap to copy your conference link to your clipboard where you can paste it in any other application.

**Mute microphone:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

 **Mute microphone:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

 **Mute microphone:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

 **Mute microphone:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.

 **Mute microphone:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

 **Mute microphone:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.

 **Toggle Speakerphone:** The conference audio is being played through the headset connected to the Android tablet.

 **Toggle Speakerphone:** The conference audio is being played through the Bluetooth device connected to the Android tablet.

 /  **Toggle speakerphone:** The conference audio is being played through the Android tablet's speakers.

 **Put Call On Hold:** Tap to place the conference on hold.

 **Unhold:** Click to take the conference off of hold.

 **Add Call:** Tap to start a new Bria call.

 **Start local recording / Stop local recording:** Tap to start or stop recording the audio portion of the conference.

 **Sending video:** Tap to start sending your video stream to other conference members.

 **Sending video:** Tap to stop sending your video to other conference members. You still see the incoming video stream.

 **Swap Camera:** Tap to change between the front- and rear-facing cameras.

 **More options:** Tap to open a menu for additional options.

 **Group Chat:** The Group Chat panel is closed. Tap to open the Group Chat panel.

 **Group Chat:** The Messages panel is open. Tap to close the Group Chat panel.

- ✖ **Participants:** The Participants panel is closed. Tap to open the Participants panel.
- ✖ **Participants:** The Participants panel is open. Tap to close the Participants panel.
- ✖ **Toggle screen share view:** Appears for the Host. Tap to show the conference video.
- ✖ **Toggle screen share view:** Appears for the Host. Tap to hide the conference video.
- ✖ **Swap main view:** Appears for the Host. Tap to swap between having the screen share or the conference as the main view.
- ✖ **Toggle remote video:** Tap to show the conference video.
- ✖ **Toggle remote video view:** Tap to hide the conference video.
- ✖ **Toggle local video view:** Tap to hide the conference video.
- ✖ **Toggle local video view:** Tap to show the preview of your local video.

## Guest conference console - Web Browser

Use the conference console to control audio and video, view other conference members, and send messages to them.

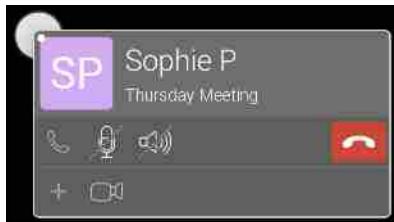
The conference console shows four panels on each corner. The panels collapse after a period of inactivity. To expand the collapsed panel, click or tap on the panel. Or you can **unpin** the panel so it automatically hides (instead of collapsing to a smaller panel) Unpinning a panel allows you to focus on the main view.

To unpin a panel, click or tap the circle behind the panel. To bring back the hidden panels, move your mouse onto the browser, or tap the conference console.



## Conference control

The top left corner of the Conference panel displays the controls for mute, speaker, video, and the button to leave the conference.



## Conference control icons

- 🔇 Mute microphone:** Local mute and network mute are off. Click to turn on local mute so other conference members cannot hear you.
- 🔊 Unmute microphone:** Local mute is on and network mute is off. Click to turn off local mute so other conference members can hear you.
- 🎙 Mute or unmute microphone:** Local mute is off and network mute is on. Click to turn off local mute and network mute so conference members can hear you.
- 🎙 Mute or unmute microphone:** Local mute and network mute are on. Click to turn off local mute and network mute so other conference members can hear you.
- 🎙 Mute or unmute microphone:** Local mute is off and network mute is locked on. Click to turn on local mute. Network mute stays on.
- 🎙 Mute or unmute microphone:** Local mute is on and network mute is locked on. Click to turn off local mute. Network mute stays on.
- 🔇 Mute speaker:** Click to turn off the speaker so that no sound comes out of the browser.
- 🔊 Unmute speaker:** Click to turn on the speaker so that you hear the conference.
- 📞 End conference:** Click to leave the conference.
- 🎥 Start sending your video:** Click to resume sending your video. Conference members can see your video stream again.

- **Stop sending your video:** Click to pause sending your video. Conference members no longer see your video stream but you can still see the incoming video stream of other members.

## Participants

The top right corner of the Conference panel displays a list of participants.



- **Sort by voice energy level:** Click to sort the list by the voice energy level from the highest to the lowest.

- **Sort by name:** Click to sort the list by the alphabetical order of their first name.

## Messages

The bottom left corner of the Conference panel displays messages shared during the conference. The Guest can send and view group IMs.

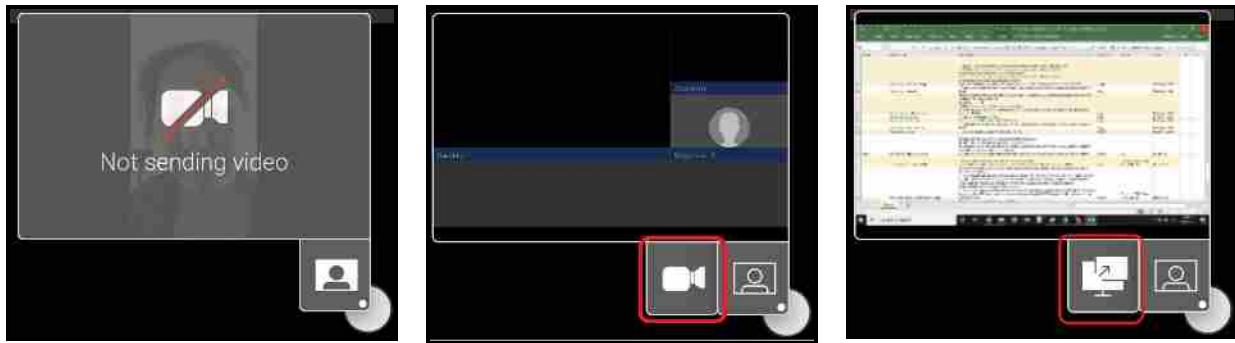


## Video and screen share

The bottom right corner of the Conference panel displays:

- **local video** which displays the video preview of the Guest themselves,
- **remote video** which displays the video feed of other conference members, and
- **screen share** which displays the screen shared by the Host or the Presenter.

This control do not appear if the Guest chose screen share only.



# 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**

Bria is a softphone client by CounterPath Corporation. It is available in versions for Windows, macOS, Android, and iOS.

**Bria Desktop**

Bria Desktop refers to Bria softphone clients for desktop or laptop computers that run Windows or macOS.

**Bria Mobile**

Bria Mobile refers to Bria softphone clients for mobile devices that run iOS or Android, such as tablets and phones.

**Bria Mobile call**

A call made using Bria Mobile as compared to a native call

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**C****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

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**D****device**

A device is a computing device that runs the softphone client, such as Bria, and includes computers and mobile devices alike.

**dial plan**

In Bria, a single line of text – an expression – associated with an account that can modify how your calls are placed. An example might be to modify the dialed number to dial 9 for an outside line.

**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.

**F**

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**firewall**

A technology that prevents unauthorized people from connecting to your computer and to the applications running on your computer.

**H**

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**Home button**

The button at the bottom of an iPhone, iPad, or iPod touch.

**HTTPS**

HTTPS is a protocol for communications over a secure network connection.

**hyperlink**

A clickable item (words or an image) that links a reader to another document or location.

**I**

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**ICE**

Interactive Connectivity Establishment. A method for traversing a firewall.

**IM**

Instant message. A brief text message sent from one person to another with near instantaneous delivery.

**IP address**

A unique number that identifies a device. Devices on a network use IP addresses to communicate with each other.

**ITSP**

An Internet Telephony Service Provider (ITSP) is an entity that provides voice-over-IP services.

**IVR**

Interactive Voice Response. An automated voice menu system that answers calls in place of an operator or receptionist. Callers can navigate options using phone buttons.

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**L****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.

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**M****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.

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**N****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 and move them together.

**presence**

An instant messaging feature that allows users to share information about their online status.

**provisioning**

Provisioning involves the process of remotely setting up devices, such as softphones, to use particular services and resources.

**PSTN**

Public Switch Telephone Network. The traditional landline telephone network.

**R**

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**remote update**

Remote update is a process in which a Bria client connects to Stretto to retrieve the latest provisioning settings. This is not the same as a remote upgrade.

**remote upgrade**

Remote upgrade is a procedure in which Bria desktop requests a 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 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 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 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 and separate them.

**STUN**

Simple Traversal of UDP through a firewall or NAT.

**T**

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**toast notification**

A Windows 10 popup that informs you of an event, such as an incoming call or message. Windows 10 notifications may allow you to complete an action within the toast notification.

**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.

**U**

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**USB**

Universal Serial Bus. A standard for connecting devices to a computer. In the context of Bria desktop, you might use a USB headset, camera, or conferencing device.

**USB device**

A universal serial bus device that follows a specific communications VoIP Voice over Internet Protocol. A variation of IP used for sending voice data over the internet - making calls over the internet.

**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.