


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

CounterPath Corporation  
Suite 300, One Bentall Centre  
505 Burrard Street, Box 95  
Vancouver, BC V7X 1M3  
Tel: 604.320.3344  
sales@counterpath.com www.counterpath.com

© February 2011 CounterPath Corporation. All rights reserved.

This document contains information proprietary to CounterPath Corporation, and shall not be used for engineering, design, procurement, or manufacture, in whole or in part, without the consent of CounterPath Corporation. The content of this publication is intended to demonstrate typical uses and capabilities of the Bria *iPhone Edition* application from CounterPath Corporation. CounterPath makes no warranty regarding the content of this document, including—but not limited to—implied warranties of fitness for any particular purpose. In no case will CounterPath or persons involved in the production of this documented material be liable for any incidental, indirect or otherwise consequential damage or loss that may result after the use of this publication.

CounterPath and the  logo are trademarks of CounterPath Corporation.  
This manual corresponds to Bria *iPhone Edition* version 1.2.8

iPhone, iPod touch and iTunes are registered trademarks of Apple Inc.

The Bluetooth word mark, figure mark, and combination mark are all trademarks that are owned by the Bluetooth SIG

# Contents

About Bria iPhone Edition.....	1
Configuring.....	3
Device Requirements.....	3
Getting Ready.....	3
Configuring Bria iPhone Edition.....	5
Using Bria.....	7
Starting and Quitting Bria.....	7
Multi-tasking with Bria.....	7
Placing a Call.....	8
Handling Incoming Calls.....	10
Handling One Established Call.....	11
Recording Calls.....	12
Placing a Second Bria Call.....	13
Handling Two Established Calls.....	14
Unattended (Blind) Transfer.....	15
Attended Transfer.....	16
Conference Call.....	17
Call History.....	18
Accessing Voicemail.....	20
Settings.....	21
Account Settings.....	22
User Preferences.....	25
Advanced Settings.....	27
Premium Features.....	31
A Troubleshooting.....	32
B Dial Plans.....	34
C Glossary.....	37



# 1 About Bria iPhone Edition

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

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

## Standard Telephone Features

Bria iPhone Edition has all the standard telephone features, including:

- Call display and Voicemail Indicator.
- Speakerphone, Mute and Hold.
- Call history – list of received, missed and dialed calls.
- Call transfer.
- Three-way audio conference.
- Audio codecs G.711, G.722, GSM, and iLBC, with an option to purchase codec G.729.
- Ringtones and contact avatars.
- Support for DTMF: the ability to enter numbers to use an auto attendant.

## Advanced Features

- NAT traversal (STUN and ICE).
- Secure call signaling (TLS).
- Audio encryption (SRTP).
- Quality of Service (QoS).
- DNS SRV record lookups.
- Call quality statistics.
- Application diagnostics (logging and log files uploading).

## Accessories

The following accessories are supported:

- Headset with microphone (including Bluetooth™): Bria iPhone Edition uses the ear-piece and microphone on the headset.
- Headphones (no microphone): Bria iPhone Edition uses the ear-piece on the headphone and the built-in microphone on the iPhone.



## 2 Configuring

### 2.1 Device Requirements

#### Operating System

Your device must run on iOS 4.0 or higher. To check your operating system, on the device Home screen, tap Settings > General > About and look for the Version.

#### Supported Devices

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

iPhone 4

iPhone 3Gs

\* iPhone 3G

iPad Wi-Fi + 3G

† iPad Wi-Fi

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

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

\*† iPod touch 2nd generation

\* Bria *iPhone Edition* will run on these devices but you will not be able to run Bria in the background (page 10), switch to another application while on a Bria phone call (page 7), or use the G.722 codec (page 27).


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

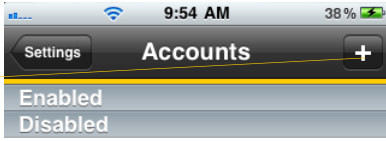
### 2.2 Getting Ready

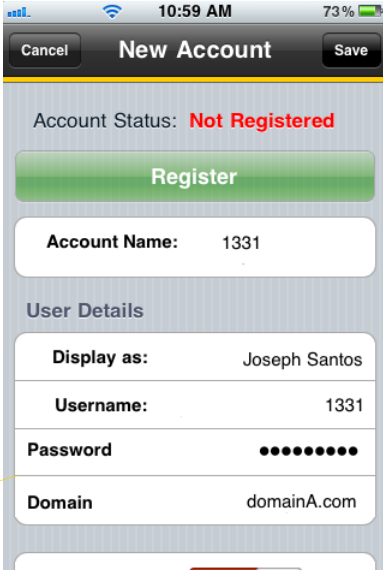
1. Once you have installed Bria *iPhone Edition*, make sure you have set up Wi-Fi and 3G correctly in your device:
  - Set up Wi-Fi: from the main iPhone screen, tap Settings > Wi-Fi. Turn on the Wi-Fi field. The Choose a Network panel will be populated with access points. Tap to choose an access point and wait for the item to show a checkmark (indicating that you are connected).

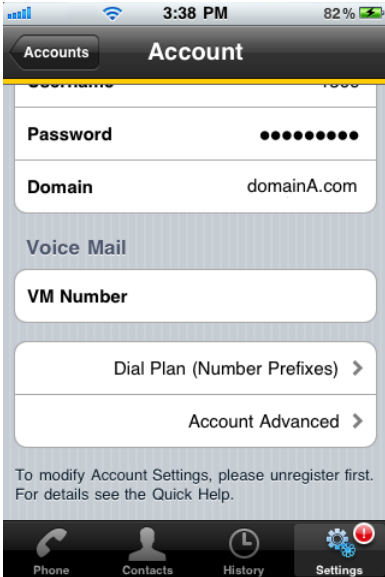
- Set up 3G (if applicable): from the main iPhone screen, tap Settings > General > Network. Turn on the Enable 3G field.
2. Obtain the following information from your VoIP service provider:
- Your username, password and domain.
  - Your auth name (authorization name), if used by your service provider.
  - Your voicemail number, if your service provider provides this service.

## 2.3 Configuring Bria iPhone Edition

1. Tap the Bria icon on the iPhone. 

Tap 





In order to place a call, you must have a SIP account configured and enabled. Press '+' to create a new account. For details, please see the Quick Help.

Complete the User Details section and Voice Mail section (optional) with the information provided by your service provider

Then tap Register

To modify Account Settings, please unregister first. For details see the Quick Help.

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

### Having Trouble Registering or Placing a Call?

If you cannot register or if you can register but cannot place a call, go to the Bria *iPhone Edition* FAQ at [support.counterpath.com/default.asp?W367](http://support.counterpath.com/default.asp?W367) (support.counterpath.com > FAQs > Bria *iPhone Edition*).

## Setting up Multiple Accounts

You can set up more than one account if, for example, you have service from two different VoIP service providers.

Tap

Set up the account in the usual way

Tap Save

The Accounts screen reappears

Both accounts are enabled and registered

Account status

### Account Status

Status	Meaning
	The account can be used to make and receive phone calls; see page 9.
	The account can only be used to make phone calls; see page 9.
	The account is disabled. You can open the account and enable it; it will then automatically register.
	Account is enabled but it is not registered. To register, open the account and tap Register. If you do not want to use an account, you should disable it (rather than unregistering). If you leave the account unregistered (instead of disabled) it will automatically register next time you start Bria, which may not be desired behavior.

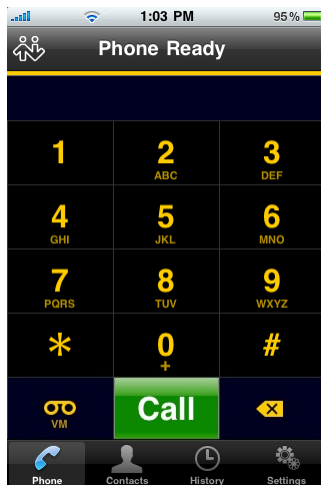
### Deleting an Account

To delete an account, go to the Accounts list and swipe across the account. The Delete button appears. Tap Delete. (This swipe action is a standard Apple action for revealing the Delete button for any item.)

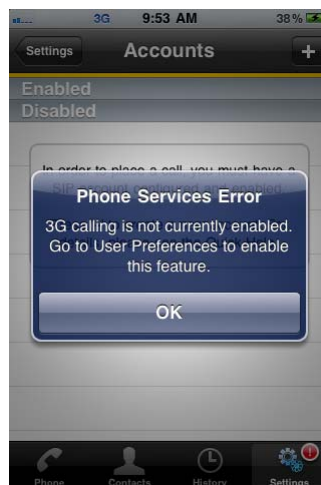
## 3 Using Bria

### 3.1 Starting and Quitting Bria

Start Bria. After a few seconds, the message “Phone Ready” appears. Bria is ready.



This message appears if you did not enable 3G. Use of 3G is optional; to turn it on go to Settings > User Preferences.



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

#### Quitting

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

If you are using a new generation device, tapping the Home button does not quite Bria. To quit and unregister, double-tap the Home button on the iPhone. The list of active applications appears. Long-tap the Bria icon until the red icon appears. Tap the red icon to close the application.

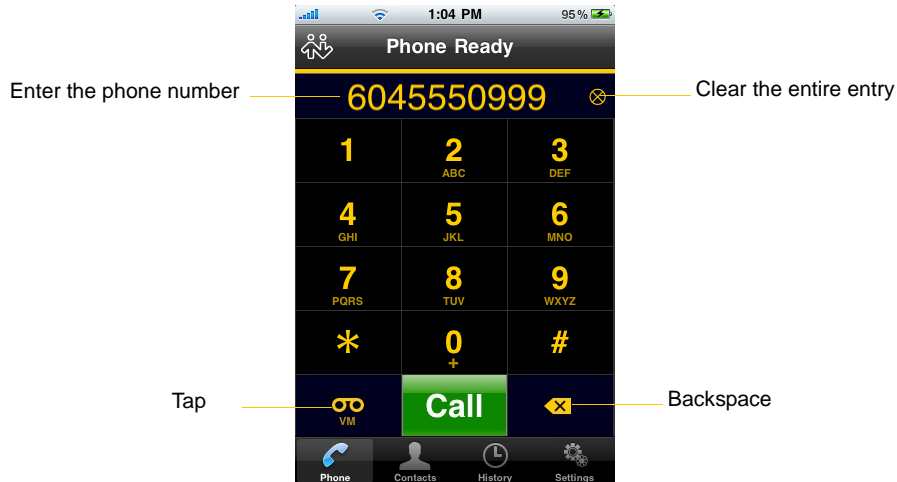
### 3.2 Multi-tasking with Bria

If you are using a device running iOS 4 that also supports multi-tasking (page 3), you can switch to another application, including switching to answer a native phone call. Any Bria phone call will be put on hold.

If you are not running iOS 4, switching applications will hang up the Bria phone call.

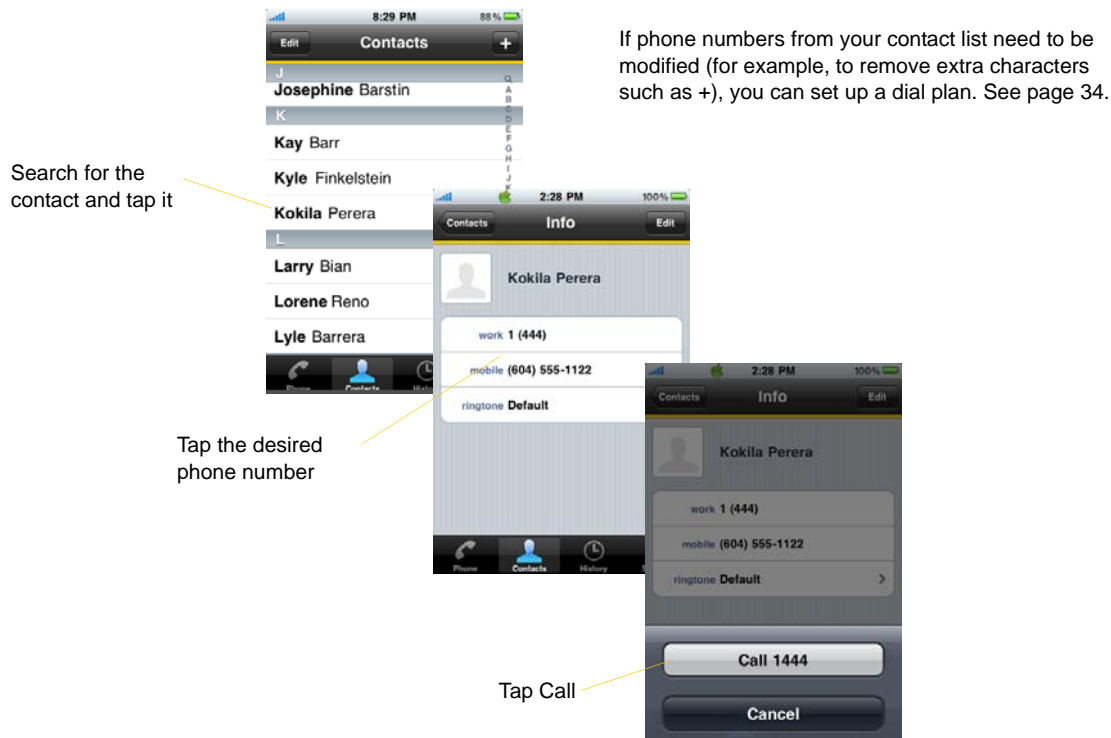
## 3.3 Placing a Call

### Using the Dial Pad



### From the iPhone Contact List

Tap the Contacts tab at the bottom of the screen

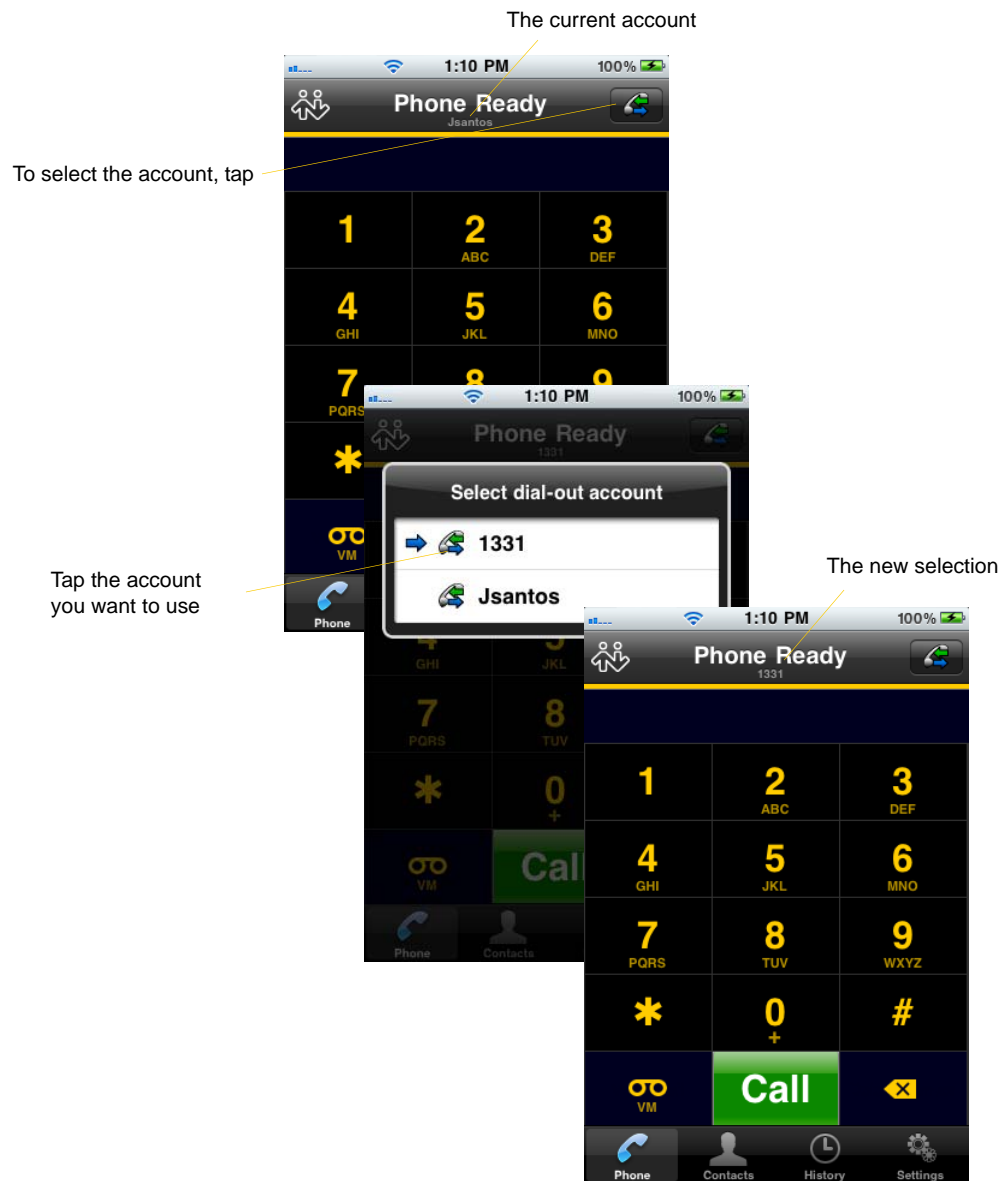


### The “network quality issues” Message

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

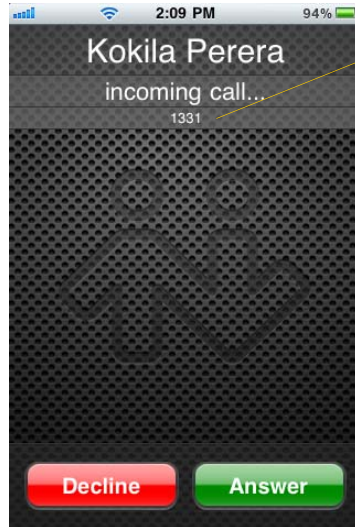
## Making a Call from another Account

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



## 3.4 Handling Incoming Calls

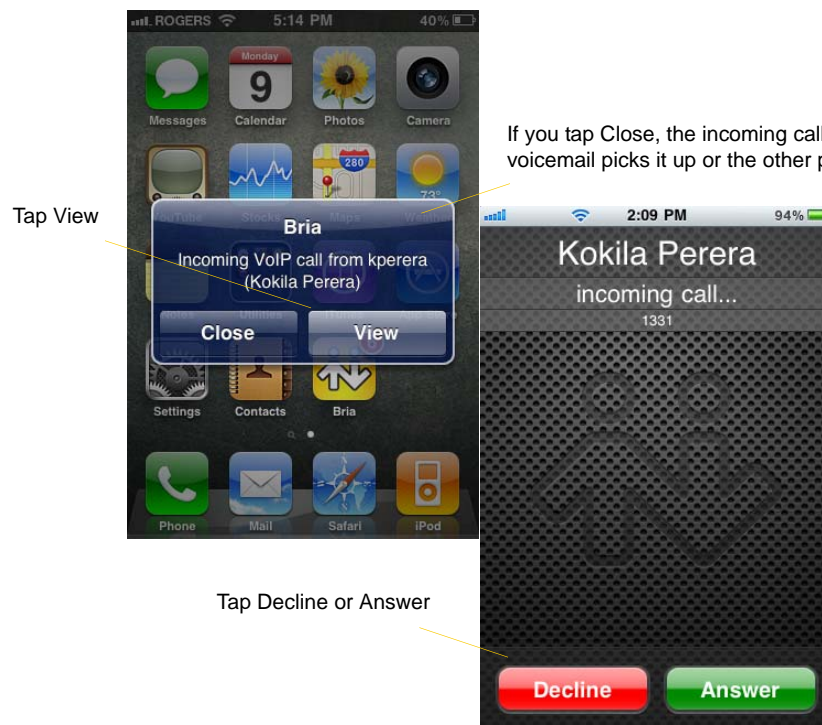
### When Bria Is in the Foreground



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

### When Bria Is in the Background

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



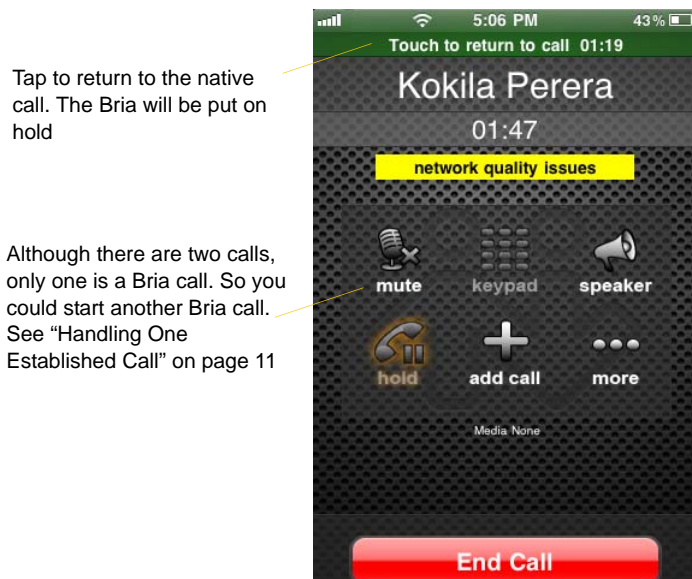
If you tap Close, the incoming call will continue to ring until your voicemail picks it up or the other person hangs up

You can configure Bria so that when you tap View on the first prompt, the call is immediately answered and the second screen does not appear. See "Alert Answer" on page 25.

## 3.5 Handling One Established Call



### Handling a Bria Call and a Native Call



## 3.6 Recording Calls

Recording indicator

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

Tap More, then tap Start Recording

Tap More, then tap Stop Recording

Recording also stops automatically when you end the call

Listen to the recording on the History screen:

Recording indicator

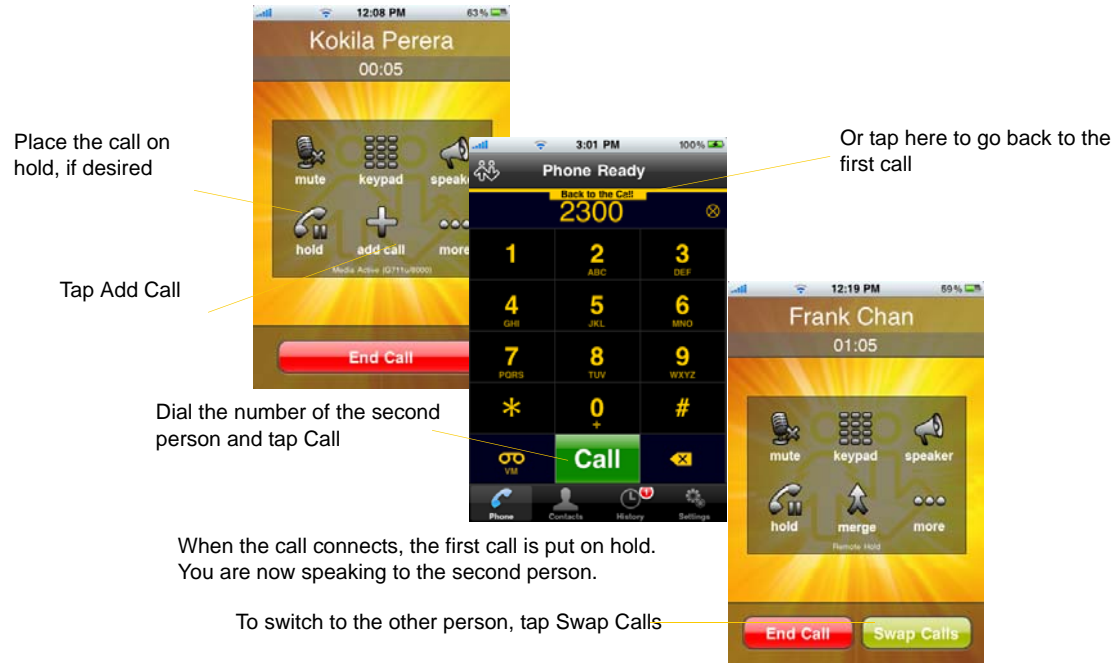
Tap

Tap

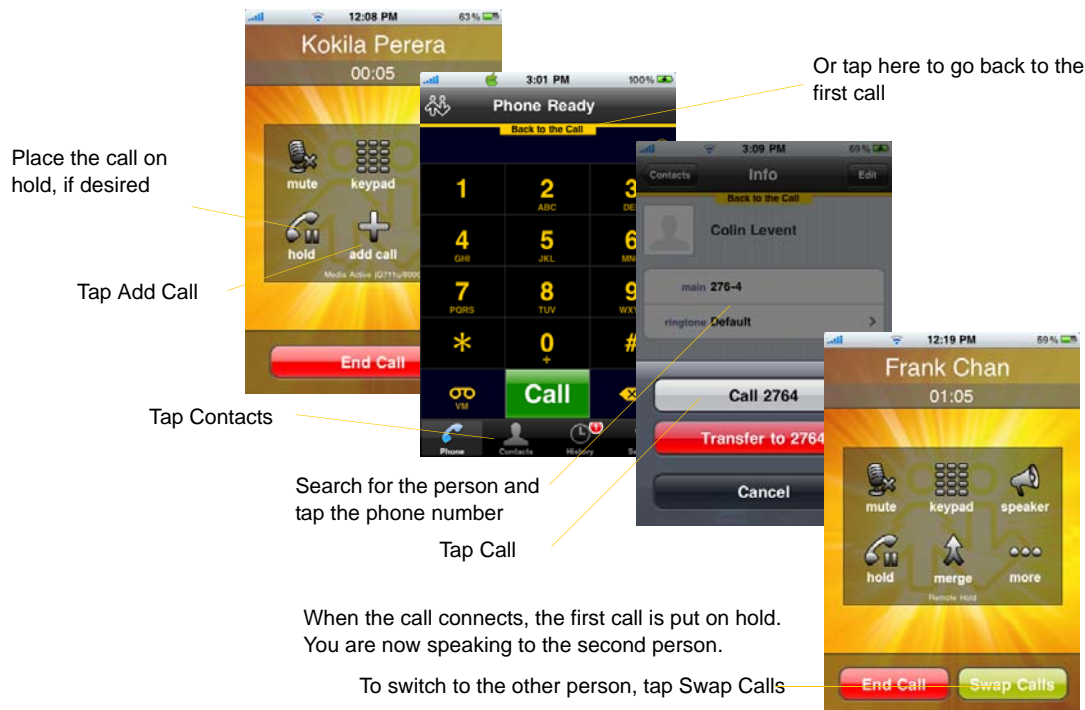
You can also manage the recording in iTunes®. Select your device, click the Apps tab at the top of the screen, scroll down to file sharing, then click the Bria icon in the Apps panel. The recordings appear in the Bria Documents panel.

## 3.7 Placing a Second Bria Call

### Using the Dialpad



### From the Contact List



## 3.8 Handling Two Established Calls

### Handling Two Bria Calls

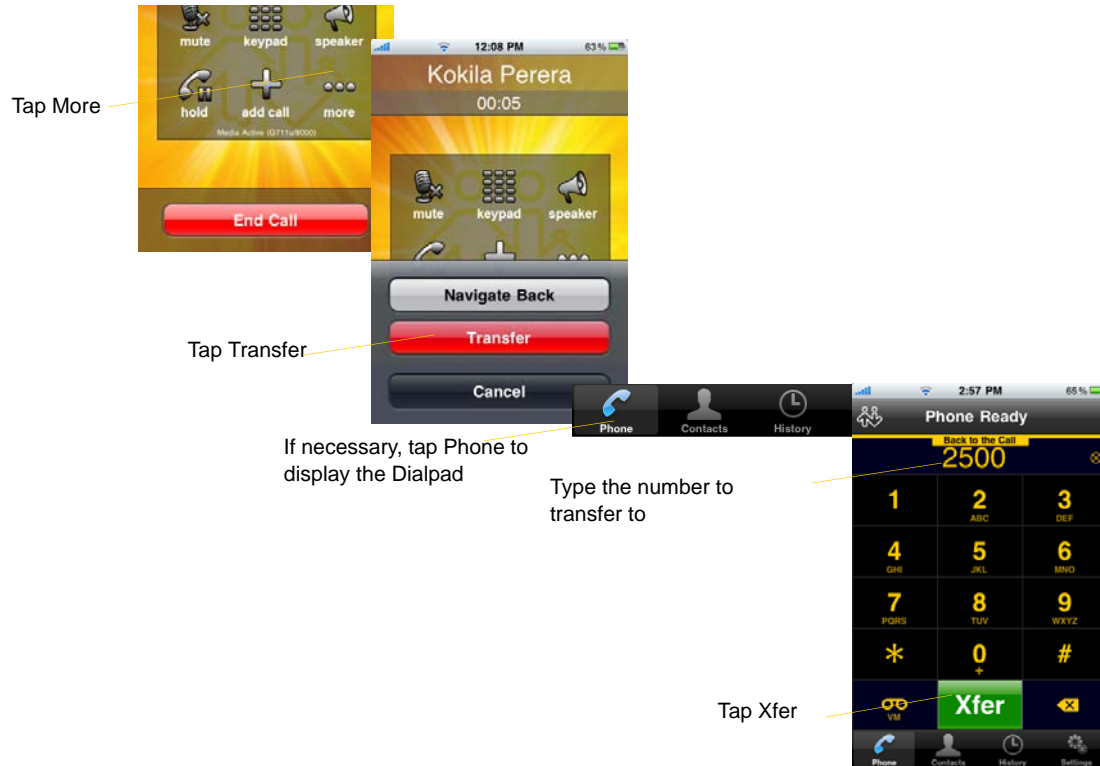


To switch to the other person,  
tap Swap Calls

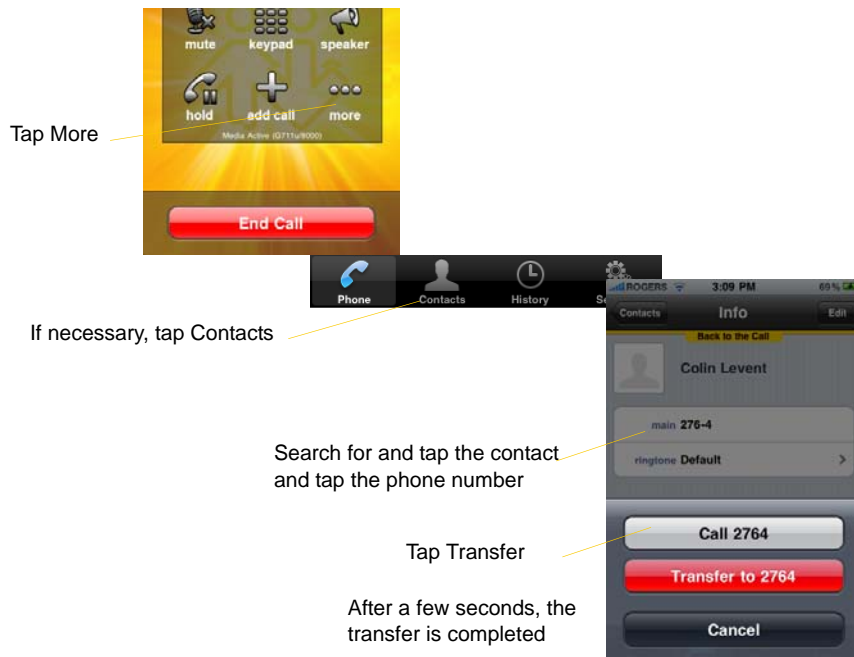
## 3.9 Unattended (Blind) Transfer

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

### Using the Dialpad

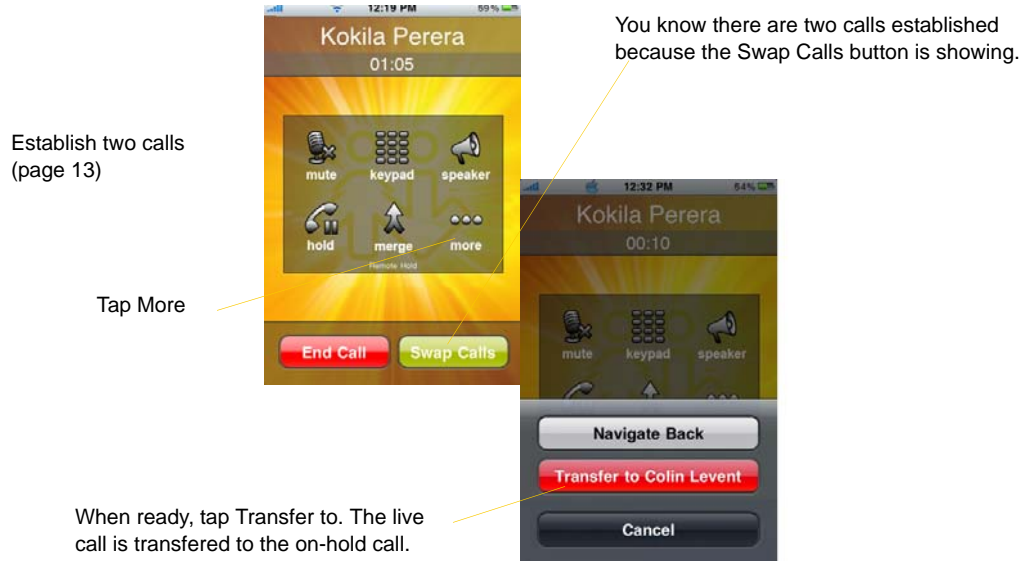


### By Selecting a Contact



## 3.10 Attended Transfer

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



## 3.11 Conference Call

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

Establish two calls  
(page 13)



Tap Merge

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

The two calls are merged into a  
conference

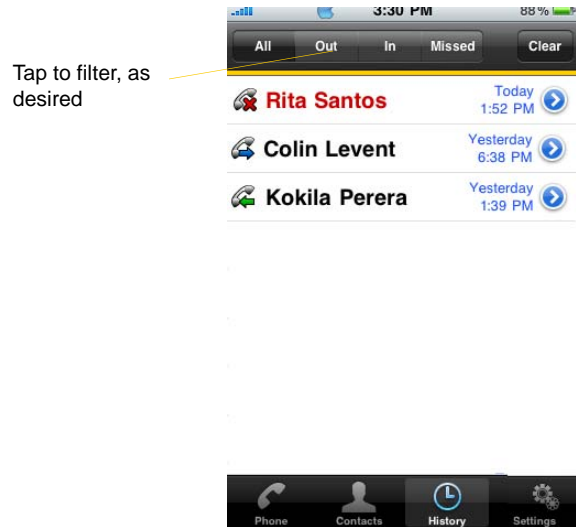


If desired you can split the conference  
back into two calls

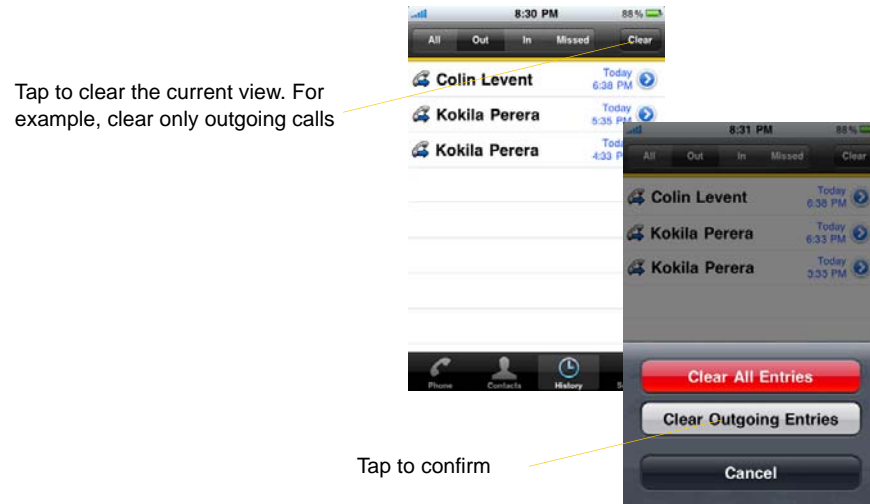
Clicking End Call ends the conference  
and hangs up on both calls

## 3.12 Call History

Tap the History icon at the bottom of the screen.



### Clearing the History



## Creating a Contact from History

You can create a contact from a history item.

Tap the arrow icon

The account the call came in on

Tap Create New Contact or Add to Existing Contact

If you tap Create, the New Contact screen appears with the number already entered. Complete the other fields.

Or if you tap Add, the contact list appears. Tap the contact where you want to add this number. The contact is immediately updated.

## 3.13 Accessing Voicemail

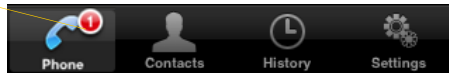
If your VoIP service provider provides a voicemail service, then incoming calls go to voicemail if:

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

The voicemail indicator on the iPhone home screen

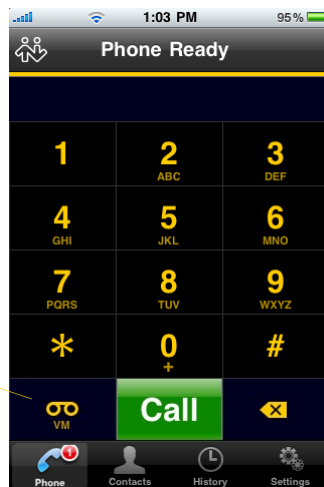


The voicemail indicator on the Bria screen



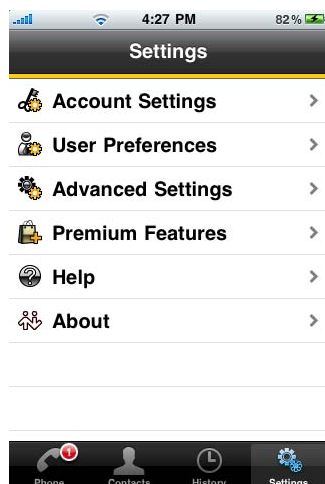
Tap the voicemail icon; the voicemail number appears in the entry field. Place the call in the regular way.

(If no number appears, you have not set it up in settings; see page 22.)



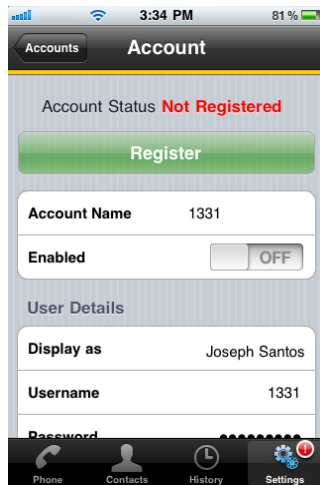
# 4 Settings

Tap the Settings icon at the bottom of the screen.

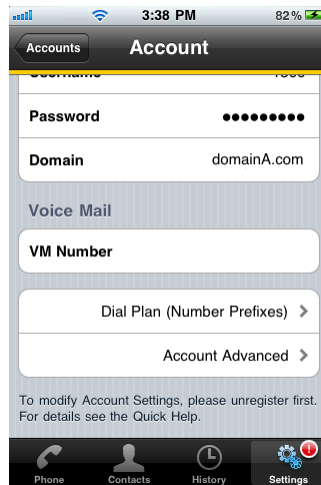


## 4.1 Account Settings

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



Top Half of Screen

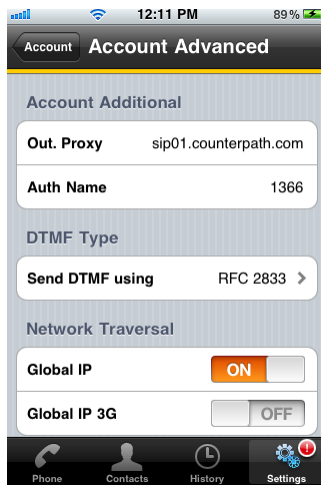


Bottom Half of Screen

Field	Description
Account Name	Change the name as desired. For example, "business account"
Enabled	Typically On, in order to use the account for calls.
Display as	Your name
Username	Typically the account number for the account. Provided by your VoIP service provider.
Password	Provided by your VoIP service provider.
Domain	Provided by your VoIP service provider.
VM Number	The number to dial to connect to voicemail and check messages. Provided by your VoIP service provider. If there is a number in this field, tapping the VM icon on the phone will connect to voicemail, page 13.
Account Dial Plan	Optional. See page 34.
Account Advanced	See below.

## Account Advanced

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



Top of Screen



Middle of Screen



Bottom of the Screen

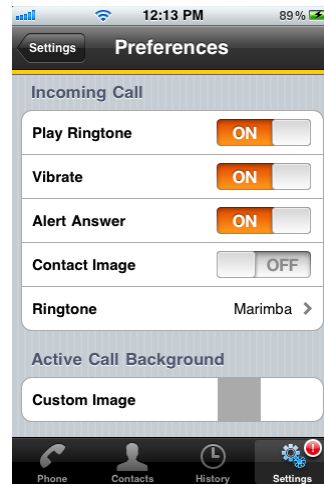
Field	Description
Out. Proxy	If your VoIP service provider has an outbound proxy and requires that you provide that address to Bria, enter the domain name or the IP address obtained from your provider.
Auth Name	May not be required. But if it is required, it will be provided by your VoIP service provider.
Send DTMF using	The method used for DTMF, sent when you press a number key when dealing with an auto attendant (such as “press 1 for customer service”). Enter the value specified by your VoIP service provider.
Global IP	<ul style="list-style-type: none"> <li>ON: Bria will publish its public IP address at the signaling level. The public address may not work with some NATs or firewalls.</li> <li>OFF: Bria will publish its private IPs at the signaling level. Typically, you turn this field off only if instructed to do so by your system administrator.</li> </ul>
Global IP 3G	This setting has the same function as Global IP, but applies only when you are connected over 3G. If you set this setting to ON, you must also set Global IP to ON.
Use Tel URI	Change this value only if advised to do so by your VoIP service provider. <ul style="list-style-type: none"> <li>ON: Prefix SIP URIs with tel://</li> <li>OFF (default): Prefix SIP URIs with sip://</li> </ul>
SIP Transport	Tap to display the choices. Contact your VoIP service provider to identify the types of transport that are supported. <ul style="list-style-type: none"> <li>UDP and TCP do not support signal encryption.</li> <li>TLS does support signal encryption. If TLS is selected, a given call will be encrypted if the other person also uses TLS. You may also need to install a certificate on your iPhone; speak to your VoIP service provider.</li> </ul>
Encrypt Audio	If the transport is set to TLS, you can encrypt a phone call at the media (audio) level: <ul style="list-style-type: none"> <li>Never: Audio is not encrypted.</li> <li>If Possible: On a given call, audio will be encrypted if the other person supports and is also using audio encryption. If not, audio will not be encrypted.</li> <li>Always: Audio will always be encrypted. The call will fail if the other person cannot accept encrypted calls.</li> </ul>

Field	Description
Incoming Calls	Typically ON, in order to receive calls. If OFF, you will not be able to receive calls using Bria. To change the value, first set Enabled to OFF.
Single Register	Applies only if Global IP is ON. <ul style="list-style-type: none"><li>• ON: Bria will register using a single register request.</li><li>• OFF (default): Bria will register using an unregister and a register.</li></ul> Only choose ON if advised by your VoIP service provider.
SIP Registration Refresh - Interval in Secs	The timer interval between Bria's attempts to register in order to refresh the account registration. This value is placed in the "Expires" header field of the SIP REGISTER message. Change this value only if advised to do so by your VoIP service provider.
UDP Keep Alive - WiFi Interval	A "keep alive" message is a mechanism for maintaining a "pinhole" through your firewall so that the account registration is maintained. The interval specifies how often the message is sent (in seconds).  If you are experiencing problems during a WiFi call (a call made over the WiFi internet connection), try setting this interval to a lower number such as 20.
UDP Keep Alive - Cell Interval	Same as above, except the interval applies to registrations made over the 3G network, which can be made on an iPhone (but not an iPod) when you are not in a WiFi zone.

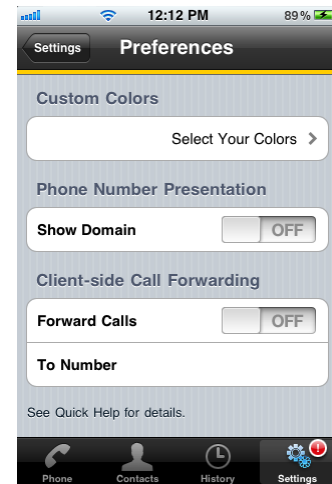
## 4.2 User Preferences



Top of the Screen



Middle of Screen

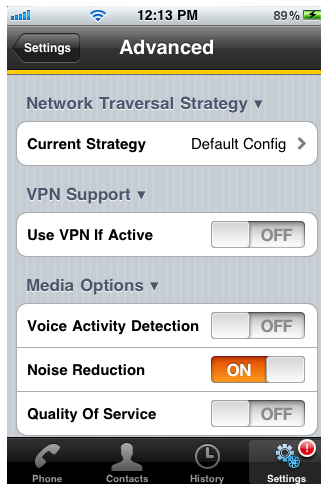


Bottom Half of the Screen

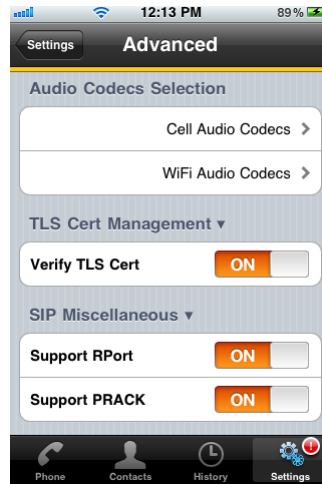
Field	Description
Allow 3G Calls	<ul style="list-style-type: none"> <li>• ON: When a Wi-Fi connection is not available, Bria will attempt to place calls using the cellular data channel. Data charges with your mobile carrier will apply. If you turn this setting on, we recommend you purchase the G.729 codec (page 31) because it provides better audio quality on 3G calls.</li> <li>• OFF: When a Wi-Fi connection is not available, you will not be able to place or receive calls.</li> </ul>
Run in Background	<ul style="list-style-type: none"> <li>• ON: If using UDP for transport (page 23).</li> <li>• OFF: If using TCP or TLS for transport.</li> </ul> <p>This setting lets you receive calls when Bria is running in background and your transport is UDP. Turning this setting on decreases battery life. But if it is turned off, you will not be able to receive calls if you are using UDP.</p> <p>If you are using TCP or TLS, there is no need to turn this setting on.</p>
Play Ringtone	ON to hear the ringtone.
Vibrate	ON to vibrate when you receive a call.
Alert Answer	Controls the behavior of the incoming VoIP call prompt when you receive a call when Bria is in the background: <ul style="list-style-type: none"> <li>• ON: If you click View, the call is immediately answered. (The Incoming Call screen does not appear).</li> <li>• OFF: If you click View, the Incoming Call screen appears. You can then choose either Answer or Decline.</li> </ul>
Contact Image	ON to display the contact image while receiving or making calls.
Ringtone	Set to the desired ringtone.
Custom Image	The image that appears when you are on a call.
Custom Colors	You can change the color of various parts of the screen. This setting includes a Reset button, so you can easily return to the default.
Show Domain	<p>ON: The phone number displayed for an incoming, outgoing or established call will include the domain name (for example, 1234@myVoipProvider.com).</p> <p>OFF (default): The domain name is not included in the display.</p>

<b>Field</b>	<b>Description</b>
Forward Calls	ON to send all incoming calls to a specific number. So long as Bria is enabled and registered and Keep Awake (above) is ON, incoming calls will be forwarded to this phone number.
To Number	The number to forward calls to, when Forward Calls is ON.

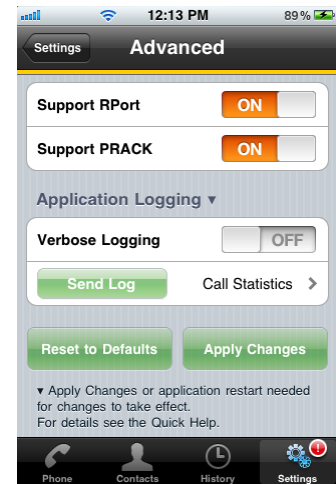
## 4.3 Advanced Settings



Top of Screen



Middle of Screen



Bottom of Screen

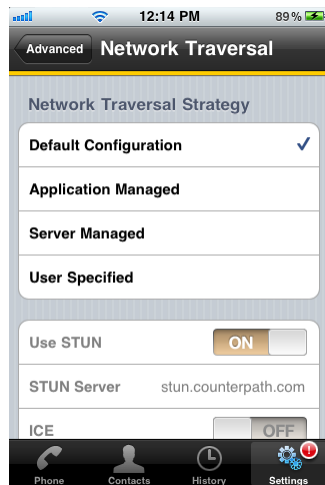


If you make changes to the fields identified by a ▼, you must tap the Apply Changes button at the bottom of the screen or restart Bria.

Field	Description
Network Traversal Strategy	Tap to display the choices; see below.
Use VPN If Active	If you are using Bria with a VPN connection to your network, set this field to ON, to force Bria to select the VPN network interface. If you are not using a VPN, set to OFF. Do not set this field to ON when you not using a VPN connection: the wrong network interface may be selected, resulting in registration problems.
Voice Activity Detection	<ul style="list-style-type: none"> <li>ON (default): audio is not transmitted when no one is speaking. Turning this feature on may reduce bandwidth usage.</li> <li>OFF: audio is transmitted when no one is speaking.</li> </ul>
Noise Red	Noise Reduction. When ON, Bria attempts to reduce background noise. Typically ON when you are not using a headset, typically OFF when you are using a headset.
QoS	If desired, ask your VoIP service provider if QoS is supported. QoS (Quality of Service) can allow your phone calls to be given a higher priority on the network.
Audio Codecs Selection	Tap to display more information about these two fields. See page 30.
Verify TLS Cert	Applies only if you use TLS as the transport. ON (default): Bria attempts to verify the certificate, sent by the SIP server, to see if it is trusted. For the certificate to be trusted, a corresponding CA certificate, provided by your VoIP provider, must be installed on your device (using the iPhone Configuration Utility for example). OFF: Bria accepts the certificate without attempting to verify it.

Field	Description
Support RPort	<ul style="list-style-type: none"> <li>On: the outgoing INVITE message will have an rport parameter inside the Via header, which indicates that Bria supports RFC 3581. If the server also support RFC 3581, the server should respond with the rport parameter set to the incoming public IP port and the received parameter set to the public IP address. This is the default behavior in previous Bria versions.</li> <li>Off: Bria does not have the rport parameter in the Via header.</li> </ul> <p>If your calls drop within 30 seconds to 2 minutes after the call is successfully established, try different combinations of rport and PRACK: off/on, on/on, on/off).</p> <p>If none of these combinations solve the problem, turn both the settings off again (default).</p>
Support PRACK	<ul style="list-style-type: none"> <li>On: Bria advertises that that it supports “100rel” and allows PRACK, as defined in RFC 3262. The outgoing INVITE message will have “100rel” in the Supported header and “PRACK” in the Allow header. This is the default behavior in previous Bria versions.</li> <li>Off: Bria will not advertise these features; there will be no “100rel” in the Supported header.</li> </ul> <p>If your calls drop within 30 seconds to 2 minutes after the call is successfully established, try different combinations of rport and PRACK: off/on, on/on, on/off).</p> <p>If none of these combinations solve the problem, turn both the settings off again (default).</p>
Verbose Logging	Leave this setting OFF unless customer support instructs you to turn it ON in order to troubleshoot a problem you are having on your computer. See page 32.
Send Log	Press the button to upload the current log to your provider.
Call Statistics	To show detailed information about the current/last call. For example, the number of packets lost.

## Network Traversal Strategy



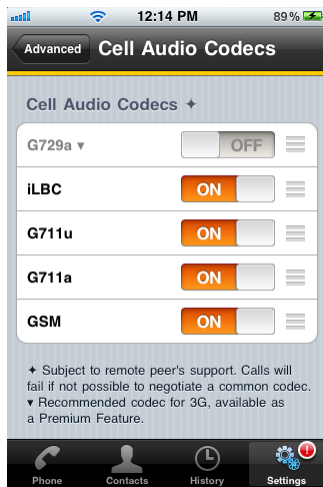
Select a profile:

- Default Configuration: STUN ON, ICE OFF, DNS SRV ON.**  
 Bria will use the STUN server at [stun.counterpath.com](http://stun.counterpath.com) to discover the public address of your device. It will present that public address for SIP signaling and when negotiating media routing.
- Application Managed: STUN ON, ICE ON, DNS SRV ON.**  
 Bria will use the STUN server at [stun.counterpath.com](http://stun.counterpath.com) to discover the public address of your device. It will present your public address for SIP signaling and both your public and private addresses when negotiating media routing.
- Server Managed: STUN OFF, ICE OFF, DNS SRV ON.**  
 Bria will present your device’s private address for SIP signaling and when negotiating media routing. Choose this option if your VoIP service provider advises you that it has implemented a network-hosted NAT traversal (or far-end NAT traversal) technology such as a session border controller (SBC), media proxy or RTP relay.

**User Specified:** Set the settings as desired. This profile lets you specify a different STUN server.

Field	Description
STUN	<ul style="list-style-type: none"> <li>• ON: Bria will use a STUN server to discover your public IP address.</li> <li>• OFF: Bria does not discover your public IP address. Therefore, only the private IP address will be used. Typically, Global IP should be set to OFF.</li> </ul>
STUN Server	Used only if STUN is ON. The default is counterpath.com. If you select the User Specified profile you can specify a different STUN server.
ICE	<p>ICE is involved only in media routing (it is not involved in SIP signaling).</p> <ul style="list-style-type: none"> <li>• ON: Bria will use ICE to discover addresses for media packets. ICE provides a good guarantee of two-way audio. However, to use ICE successfully, both endpoints in a call must use ICE and specifically must use draft 19 of the ICE standard.</li> <li>• OFF: Try turning ICE off if you are not using iPhone behind a firewall or NAT.</li> </ul>
DNS SRV	<ul style="list-style-type: none"> <li>• ON: Bria will use DNS SRV to discover the network addresses for your VoIP service provider's VoIP-related services such as a STUN server, if any.</li> <li>• OFF: Bria will not use DNS SRV for discovery. Only turn this setting off if your system administrator advises you to do so.</li> </ul>
STUN 3G	This setting has the same function as STUN, but applies only when you are connected over 3G.
ICE 3G	This setting has the same function as ICE, but applies only when you are connected over 3G.

## Audio Codecs Selection



Cell Audio Codecs



WiFi Audio Codecs

You can only enable this codec if you have purchased it; see page 31.

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

These two screens list the audio codecs that can be used during a WiFi call or 3G call. Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others.

### Novice and Non-technical Users

We recommend you enable all codecs and let Bria select the best codec to use in a given situation.

### Technically Savvy Users

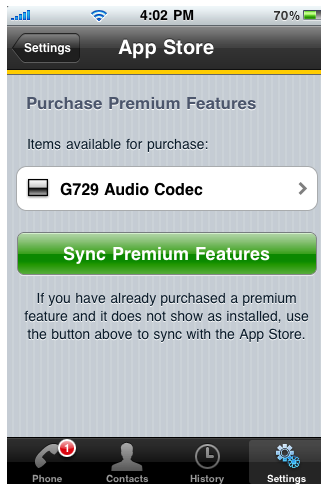
You may choose to enable one, some or all codecs. If only one codec is enabled, all calls will be made with that codec. If more than one is enabled, Bria negotiates the codec to use (from among the enabled codecs) with the other person.

You can prioritize codecs by dragging them up or down in the list. Codecs higher in the list are given a higher priority in the offer, when negotiating codecs with the other party. Therefore, moving a codec higher should improve its chances of being chosen.

G.722 is a wideband codec. All other codecs are narrowband. When a wideband codec is used, data usage will be higher and audio quality will generally be better. When a narrowband codec is used, data usage may be lower but audio quality may be affected. Data usage for the narrowband codecs, from high to low usage, is: G.711a, G.711u, GSM, iLBC, G.729.

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

## 4.4 Premium Features



### G.729 Audio Codec

G.729 is a narrowband codec that is intended for low bandwidth use. It is particularly recommended if you will be making calls over 3G because it provides better audio quality on your cellular data connection.

To purchase this codec, tap the item. On the Product Detail screen, tap the price button to connect to the iTunes store. A confirmation prompt appears. Tap Cancel or Buy.

# A Troubleshooting

## More Information

- You can view Frequently Asked Questions at <https://support.counterpath.com/default.asp?W367>.
- You can visit the Bria iPhone Edition forum at [forums.counterpath.com](https://forums.counterpath.com) > Bria iPhone Edition.

## Using Bria Diagnostics

When you have a problem with Bria, customer support may ask you to turn on diagnostics in order to capture information.

1. Go to Settings > Advanced Settings and turn Verbose Logging to ON. If it is currently on, turn it off and then turn it on again in order to start logging to a new log file. Click Apply Changes.
2. Reproduce the problem. When done, go to Settings > Advanced Settings again.
3. Tap Send Log. A prompt appears.

The log file is sent to CounterPath

Tap Yes

Tap OK

The log has been sent.  
Ref#: A04796F6

The e-mail opens in the e-mail service that you have configured on your iPhone. If you have not yet configured a service, you will first be prompted through the setup steps and then the new e-mail will open.)

A new e-mail opens

Enter a description of the problem. See below for details.

Then tap Send

The log has been sent.  
Ref#: A04796F6

4. Enter a description of the problem. Include this information if possible:
  - What you were doing when the problem occurred.
  - Your Apple device model.
  - Any recent changes you have made to your setup of Bria.
  - Whether you are in your “home” Wi-Fi zone (your normal Wi-Fi zone) or a different Wi-Fi zone.
  - Whether you normally have 3G enabled on your device and in Bria.
5. Turn off Verbose Logging. Click Apply Changes.

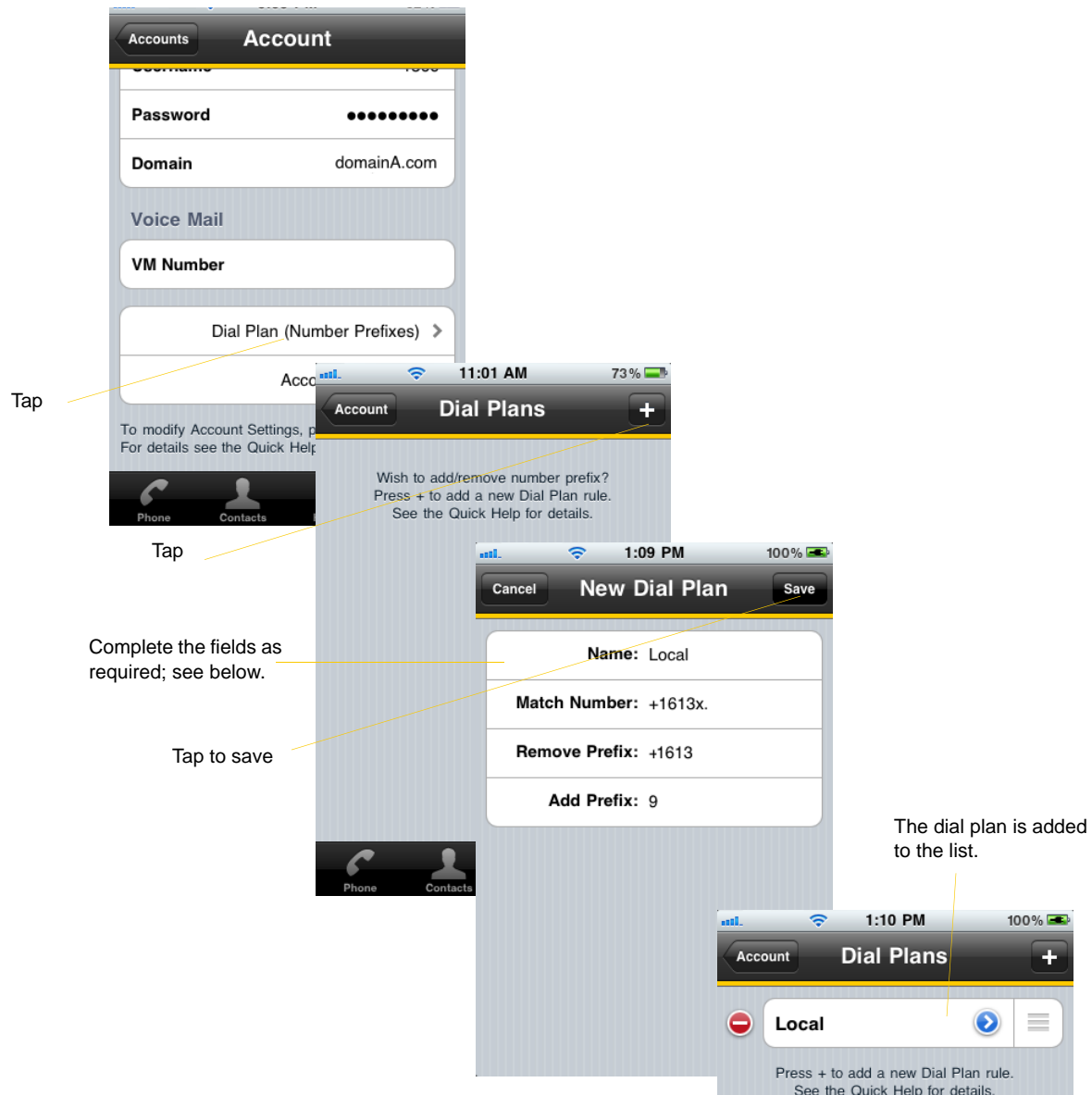
# B Dial Plans

You can create a dial plan in order to modify a phone number used in a phone call (the “input”), in order to ensure the call is placed successfully. For example, you could create dial plan to change any number that starts with “+1613” to just “613”.

## Setting up Dial Plans

You can create as many dial plans for an account as you need. A dial plan belongs only to one account. Bria goes through the dial plans in the order in which they appear on the screen.

Go to Settings > Accounts > tap the account. Scroll down.



## Designing the Dial Plan

A dial plan has two parts:

- A pattern that the phone number (the input) must match.
- The modification to make if the input matches that pattern: removing a prefix, adding a prefix, or removing one prefix and adding another one. Subsequence substitution is also supported.

### Example 1

Match number: +1613x.                      Remove Prefix: +1613                      Add Prefix: 9

If the input starts with “+1613”, then remove the “+1613” then add “9” and dial the number. So +16135550012 is dialed as 95550012.

### Example 2

Match number: [2-9]xxxxxxxx                      Add Prefix: 1

If the input is a 10-digit number starting with a number other than 1, then add “1” and dial the number. So 6045550012 is dialed as 16045550012.

## The Pattern

The pattern can be made up of any combination of the following:

Element	Description
1 to 9	Any digit
x	A single wildcard
* # +	These symbols
[ ]	A collection that can include range. For example [6-9] means 6 7 8 9. Or [136-9] means 1 3 6 7 8 9.
.	Repeat the last element 0 or more times. For example, with the pattern “12.” the following input will match: 1 (The “2” is repeated zero times) 12 122 1222 and so on

## The Modification

The modification can add or remove characters.

With devices running on iOS 4, the modification can be made up of digits, wildcards or symbols.

With other devices, the modification can be made up only of digits.

## Advanced Dial Plan: Subsequence Substitution

The feature is supported only on devices running on iOS 4.

The match pattern can include a sequence of numbers to match and another sequence to substitute for the match. This feature is useful if you want to convert a sequence within the input, not just add or remove a prefix.

The syntax is:

```
<input sequence : substitute sequence>
```

For example: <604:250> means change the sequence “604” to “250”.

The sequence substitution element can be combined with any other elements in the match pattern. For example:

+x.<604:250>x. would change match +**604**5551212 and +1613555**604**0 and in both cases change the “604” to “250”.

# C Glossary

Bria call	A call made using the Bria screen. Compare to “native call”.
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dial pad or keyboard.
Home button	The button at the bottom of the iPhone or iPod touch.
ICE	Interactive Connectivity Establishment. A method for traversing a firewall.
IP address	A unique number that identifies a computer. Computers on a network use the IP address communicate with each other.
IVR	Interactive Voice Response. IVRs use DTMF.
Media	The audio portion of a call. Compare to “Signaling”.
Native call	A call made using the phone service that comes with the iPhone. Does not apply to the iPod touch or iPad.
Native phone service	The phone service that comes with the iPhone.
Signaling	The information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
SIP	Session Initiation Protocol. The signaling protocol followed by Bria Professional for handling phone calls.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
STUN	Simple Traversal of UDP through a firewall or NAT.
WiFi call	A call made over the WiFi internet. To make a WiFi call, you must be in a WiFi zone.
3G call	A call made over the 3G cellular network. If you start (or receive) a call with an iPhone when you are not in a WiFi zone, the call will be a 3G call. Not all supported devices support 3G; see page 3.

