


Bria *iPhone Edition* User Guide

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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 or iPod touch to make and receive calls without using cellular data. In addition, with iPhone (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 and GSM, 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

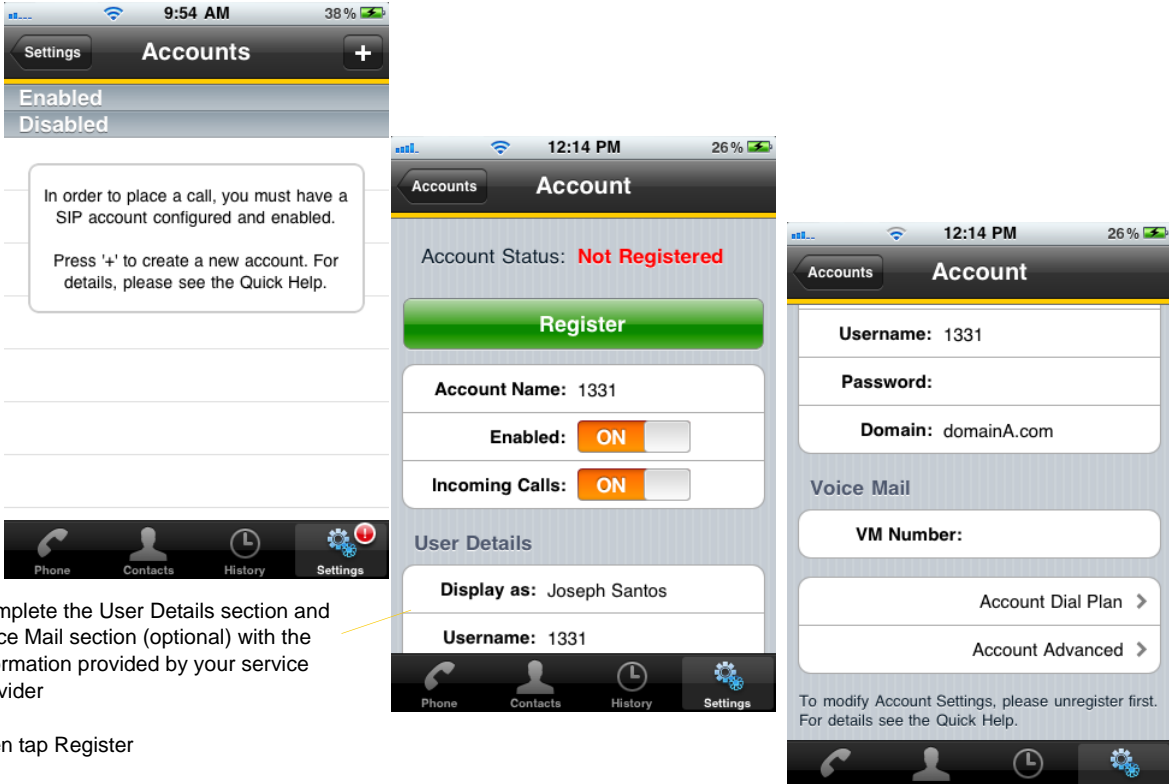
2.1 Getting Ready

1. Once you have installed Bria iPhone Edition, make sure you have set up Wi-Fi and 3G correctly in your iPhone:
 - 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: 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.

2.2 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.

Account Status: **Not Registered**

Register

Account Name: 1331

Enabled: ON

Incoming Calls: ON

User Details

Display as: Joseph Santos

Username: 1331

Username: 1331

Password:

Domain: domainA.com

Voice Mail

VM Number:

Account Dial Plan >

Account Advanced >

To modify Account Settings, please unregister first. For details 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

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

Troubleshooting Registration

If you cannot register, ask your VoIP service provider if they want Bria to use STUN (to discover your public IP address). If not:

- Go to Settings > Advanced Settings > Network Traversal Strategy and choose the Server Managed profile.
- Go to Settings > Accounts > tap the account > Account Advanced and set Global IP to OFF.

For complete settings information, see page 22.

Troubleshooting Audio on a Phone Call

If you have a problem with one-way audio, then go to Settings > Advanced Settings > Network Traversal Strategy and take the appropriate action:

- If you are using the Default Configuration, switch to the Application Managed profile (in order to turn on ICE). If this still does not solve the problem, contact your VoIP service provider for information on how they support ICE.
- If you are using the Server Managed profile, contact your VoIP service provider to discuss options.

For complete settings information, see page 22.

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. The Accounts screen reappears

Account status

Both accounts are enabled and registered

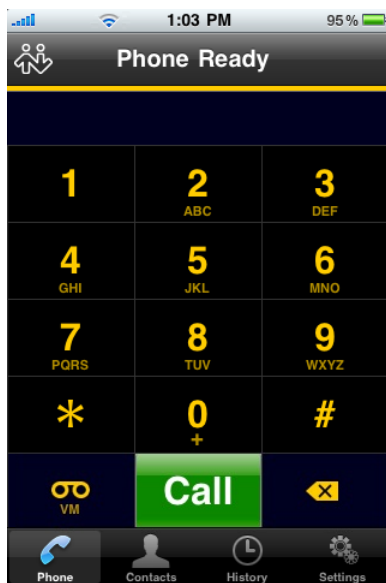
Account Status

Status	Meaning
	The account can be used for 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. See page 4 for troubleshooting tips. 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.

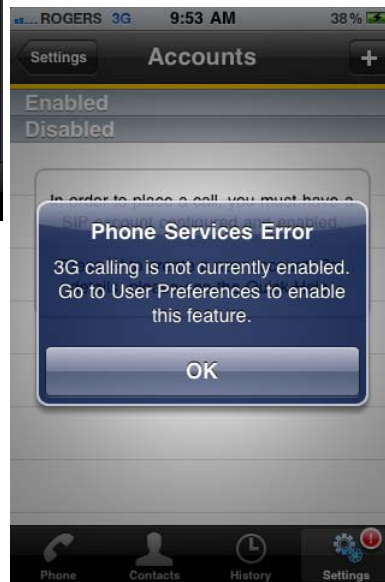
3 Using Bria

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. Go to Settings > User Preferences.



To quit the Bria iPhone application, tap the Home button on the iPhone.

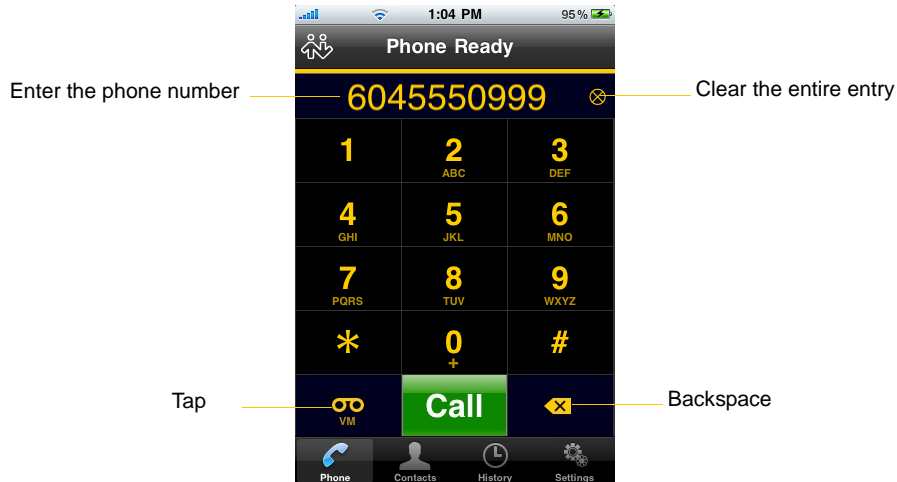
3.2 Multitasking with Bria

If you are using a device running iOS4, 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 iOS4, switching applications will hang up the Bria phone call.

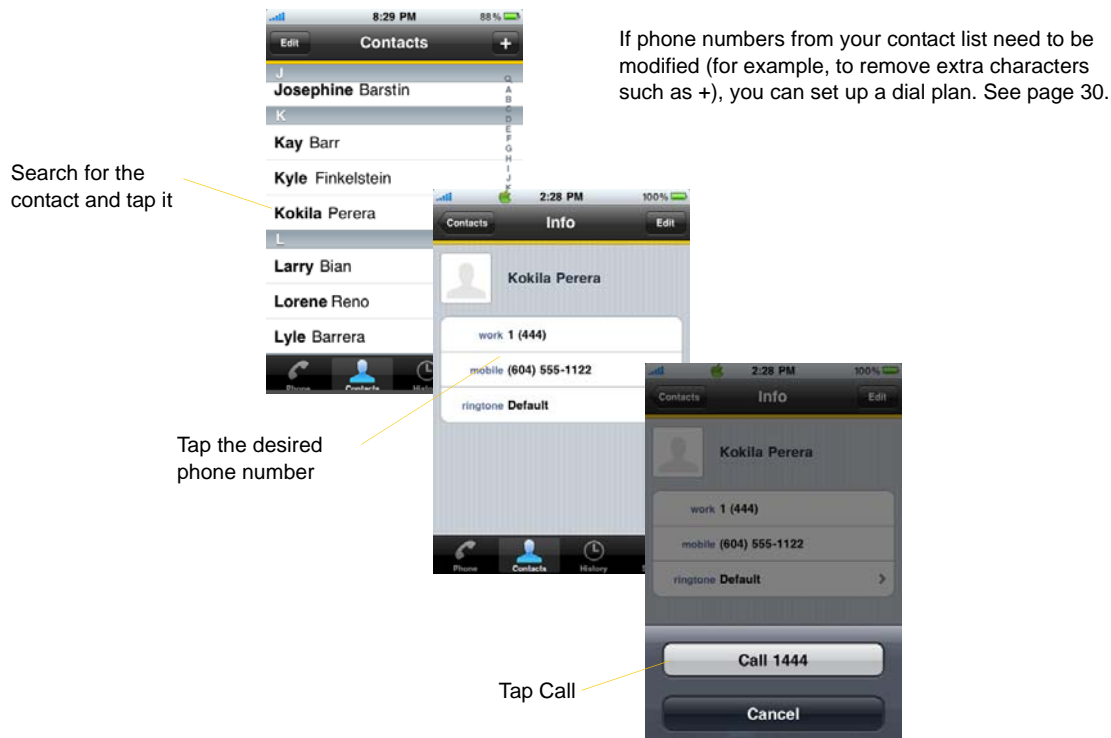
3.3 Placing a Call

Using the Dial Pad



From the iPhone Contact List

Tap the Contacts tab at the bottom of the screen

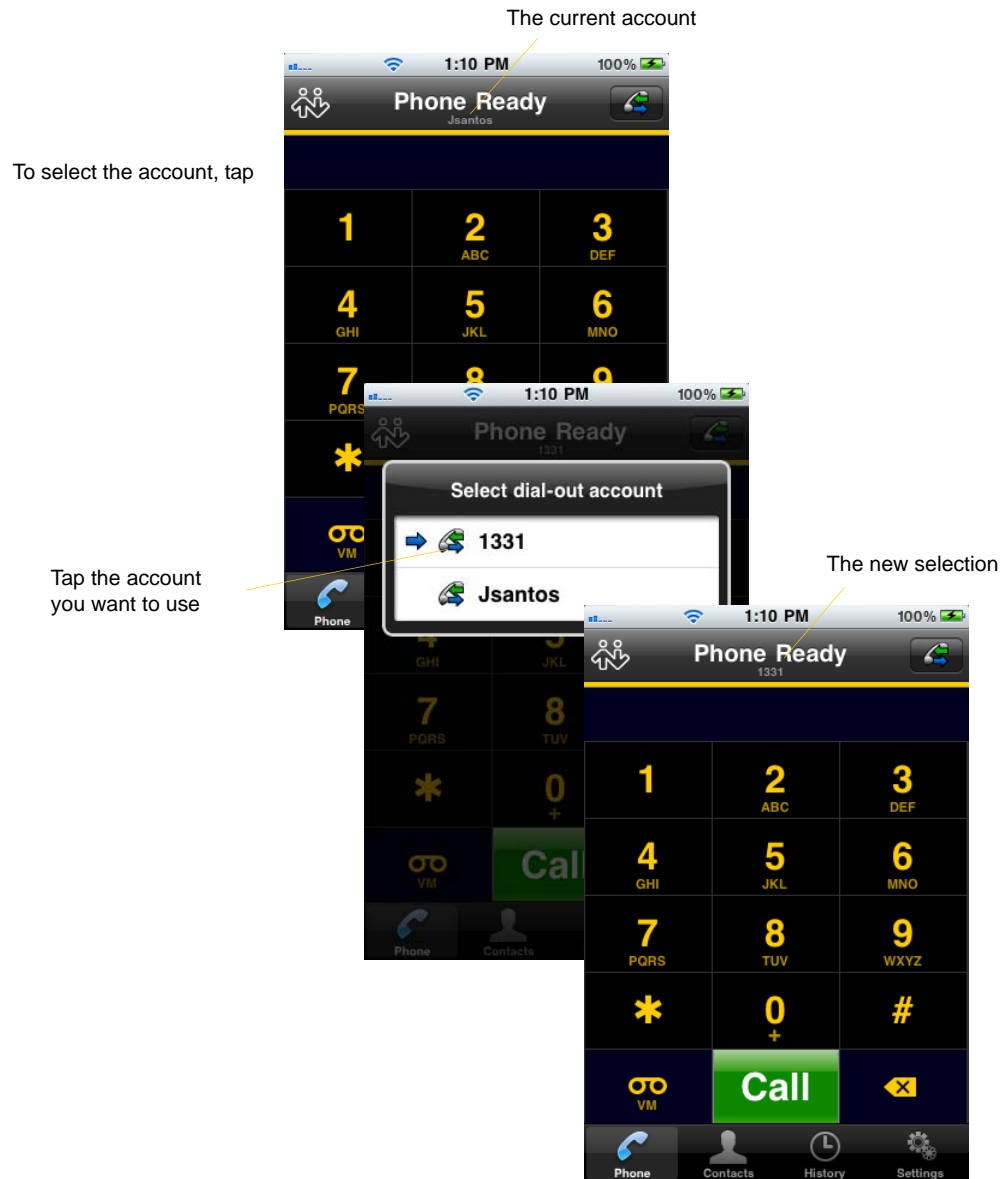


The “network quality issues” Message

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

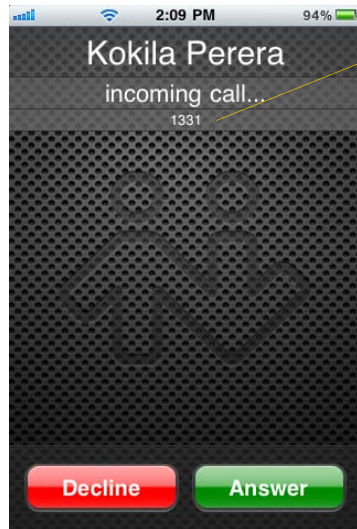
Making a Call from another Account

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

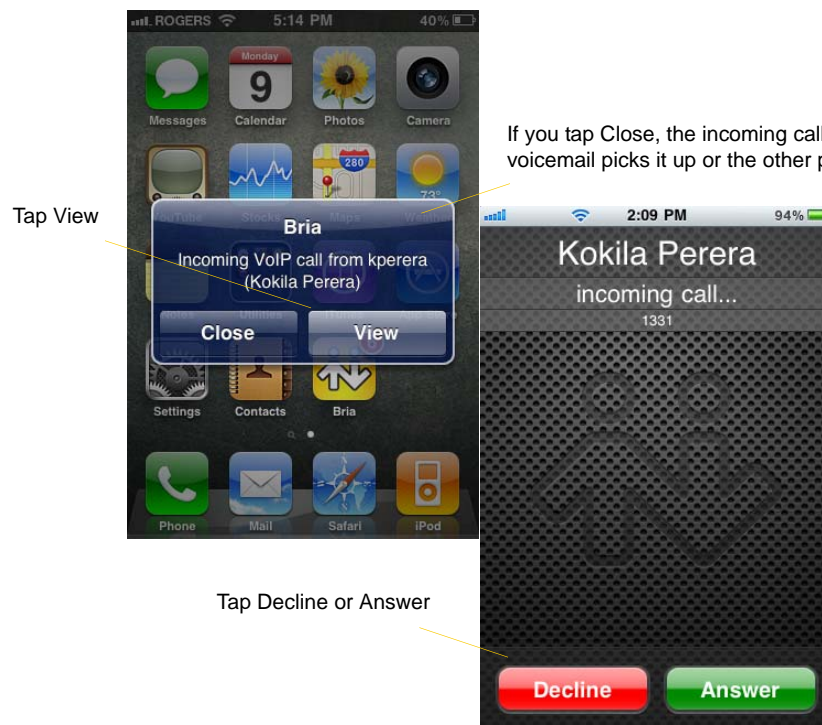
When Bria Is in the Foreground



This is the account number; it appears only if you have more than one account enabled (page 5). It tells you which account the call is coming in on

When Bria Is in the Background

If you have an iPhone 3GS with iOS4 or iPhone 4 with iOS4 or third generation iPod touch with iOS4, 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

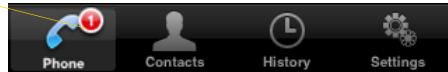
You can configure Bria so that when you tap View on the first prompt, the call is immediately answered and the second screen does not appear. See "Alert Answer" on page 24.

3.5 Accessing Voicemail

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

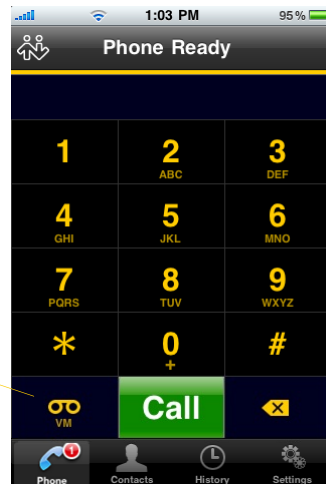
- Bria is not running.
- You already have two calls established.

The voicemail indicator



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.)



3.6 Placing a Second Bria Call

Using the Dialpad

Place the call on hold, if desired

Tap Add Call

Dial the number of the second person and tap Call

When the call connects, the first call is put on hold. You are now speaking to the second person.

To switch to the other person, tap Swap

Or tap here to go back to the first call

From the Contact List

Place the call on hold, if desired

Tap Add Call

Tap Contacts

Search for the person and tap the phone number

Tap Call

When the call connects, the first call is put on hold. You are now speaking to the second person.

To switch to the other person, tap Swap

Or tap here to go back to the first call

3.7 Handling Established Calls

Handling One Established Call



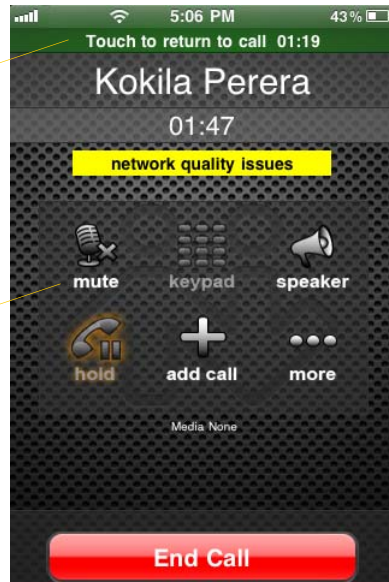
Handling Two Bria Calls



Handling a Bria Call and a Native Call

Tap to return to the native call. The Bria will be put on hold

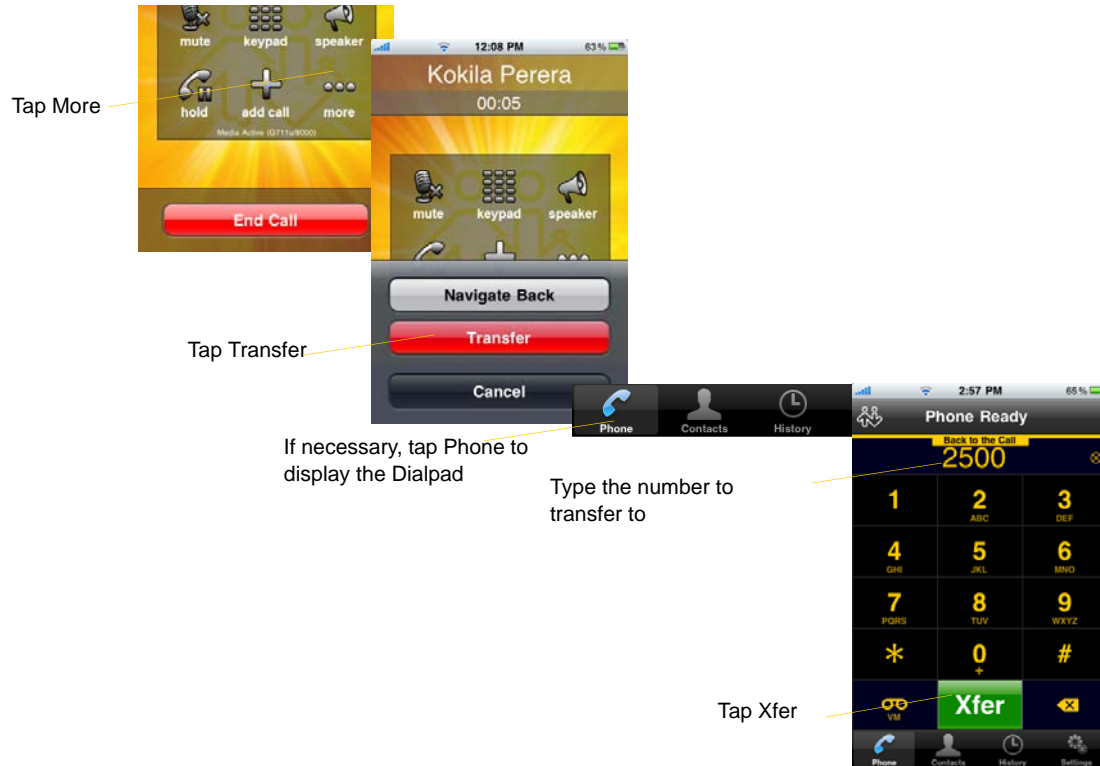
Although there are two calls, only one is a Bria call. So you could start another Bria call. See "Handling One Established Call" on page 13



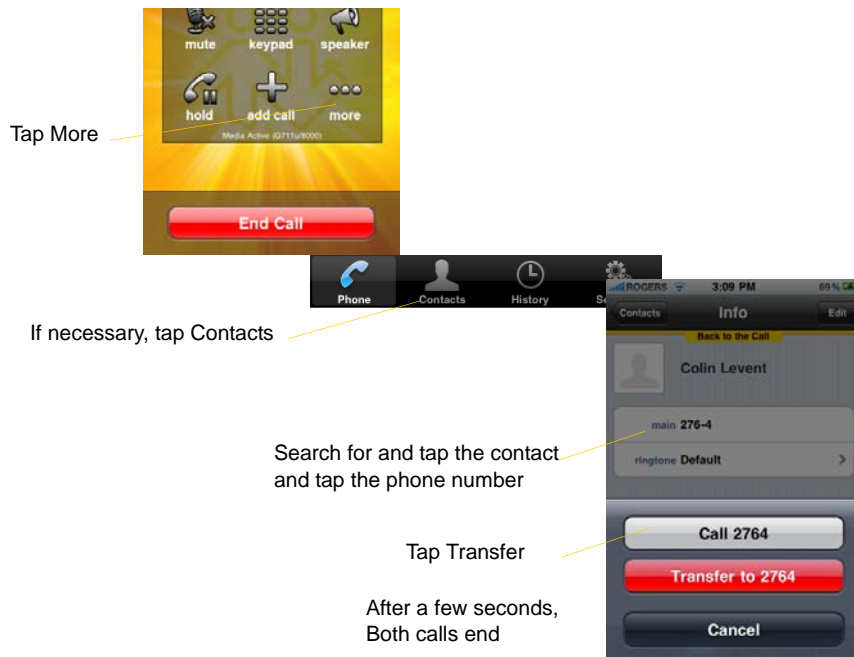
3.8 Unattended (Blind) Transfer

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

Using the Dialpad

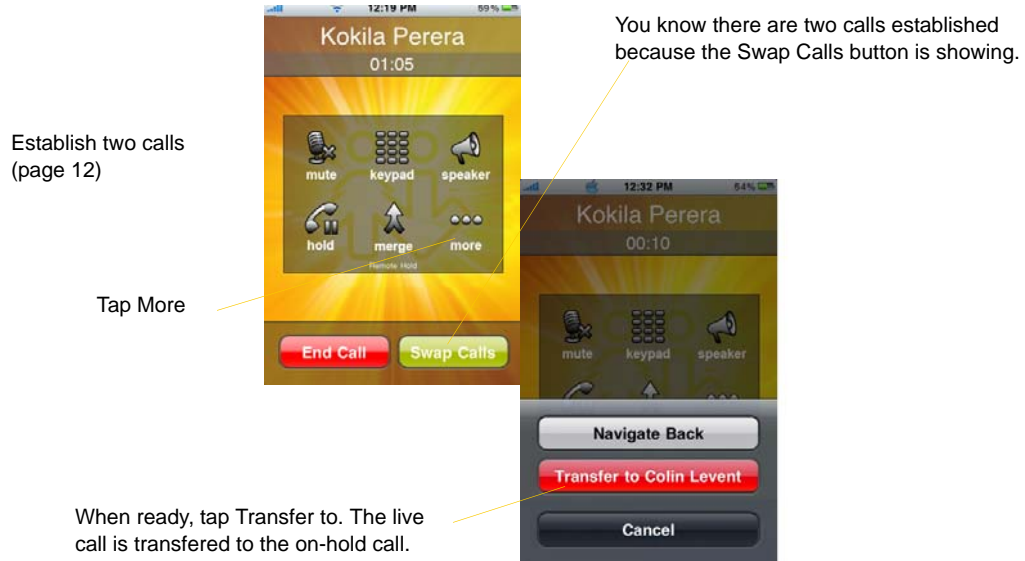


By Selecting a Contact



3.9 Attended Transfer

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



3.10 Conference Call

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

Establish two calls
(page 12)



Tap Merge

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

The two calls are merged into a conference

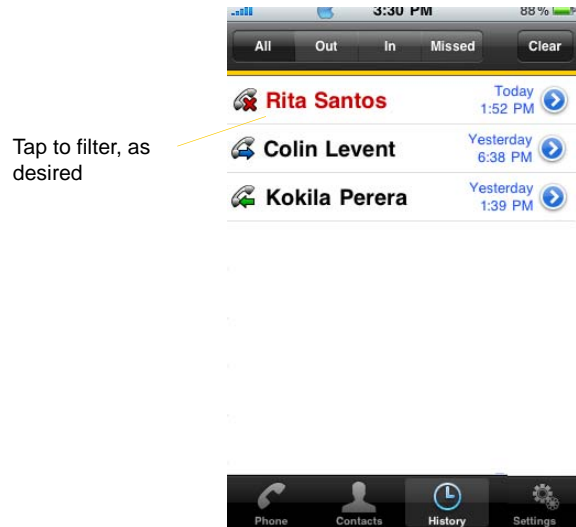


If desired you can split the conference back into two calls

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

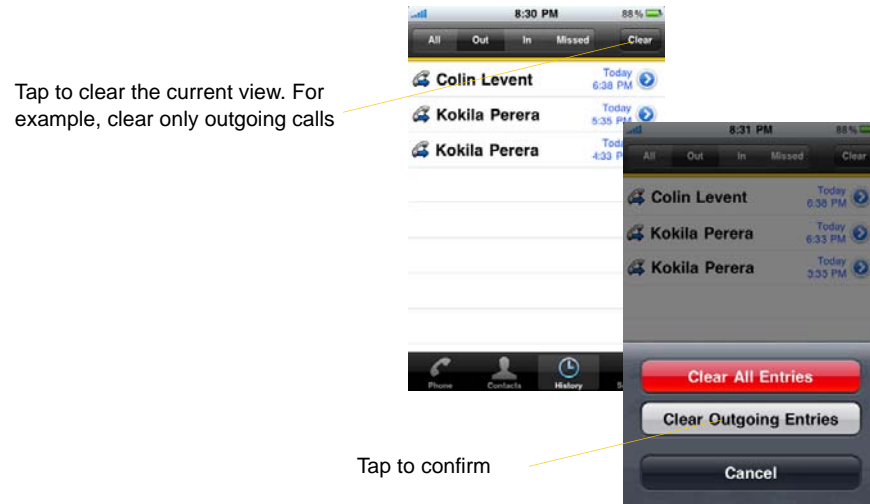
3.11 Call History

Tap the History icon at the bottom of the screen.



Tap to filter, as desired

Clearing the History



Tap to clear the current view. For example, clear only outgoing calls

Tap to confirm

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

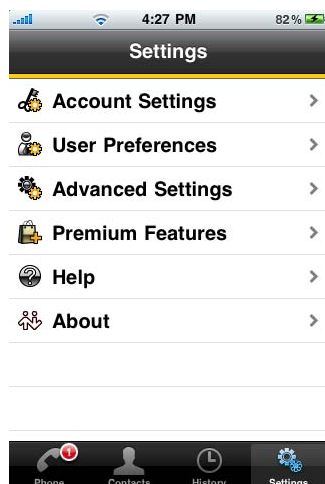
Tap Create New Contact or Add to Existing Contact

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.

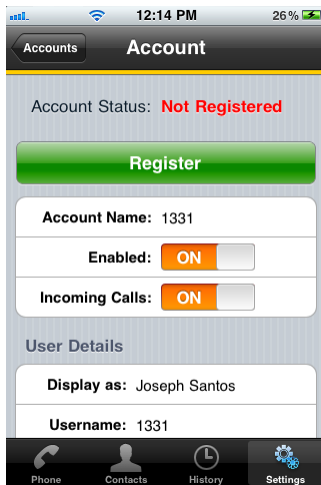
4 Settings

Tap the Settings icon at the bottom of the screen.

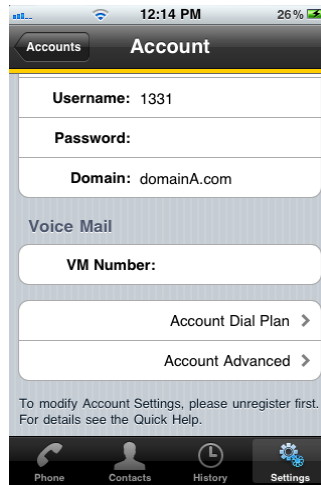


4.1 Account Settings

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



Top Half of the Screen



Bottom Half of the Screen

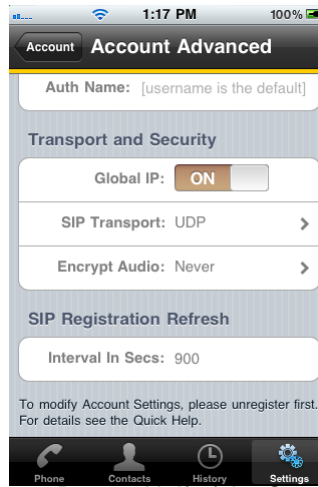
Field	Description
Account Name	Change the name as desired. For example, “business account”
Enabled	Typically On, in order to use the account for calls.
Incoming Calls	Typically ON, in order to receive calls. If OFF, you will not be able to receive calls using Bria. To change the value, first set Enabled to OFF.
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 11.
Account Dial Plan	Optional. See page 30.
Account Advanced	See below.

Account Advanced

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



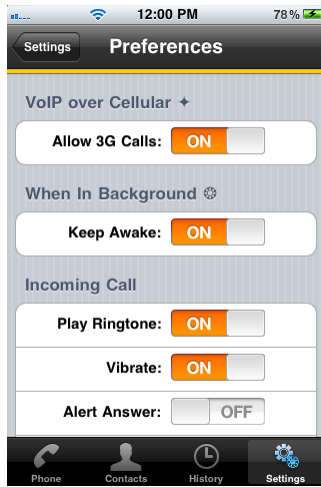
Top Half of the Screen



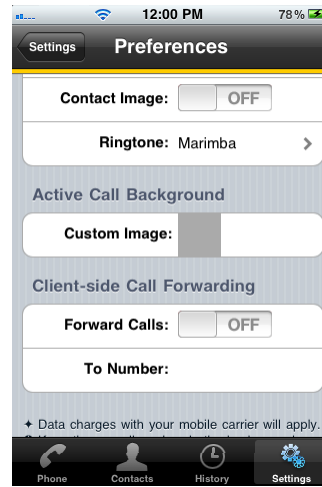
Bottom Half of the Screen

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.
Global IP	<ul style="list-style-type: none"> • ON: Bria will publish its public IP address at the signaling level. The public address may not work with some NATs or firewalls. • 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.
SIP Transport	<p>Tap to display the choices. Contact your VoIP service provider to identify the types of transport that are supported.</p> <ul style="list-style-type: none"> • UDP and TCP do not support signal encryption. • 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.
Encrypt Audio	<p>If the transport is set to TLS, you can encrypt a phone call at the media (audio) level:</p> <ul style="list-style-type: none"> • Never: Audio is not encrypted. • 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. • Always: Audio will always be encrypted. The call will fail if the other person cannot accept encrypted calls.
SIP Registration Refresh - Interval in Secs	<p>The timer interval between Bria's attempts to register in order to refresh the account registration.</p> <p>This value is placed in the "Expires" header field of the SIP REGISTER message.</p> <p>Change this value only if advised to do so by your VoIP service provider.</p>

4.2 User Preferences



Top Half of the Screen



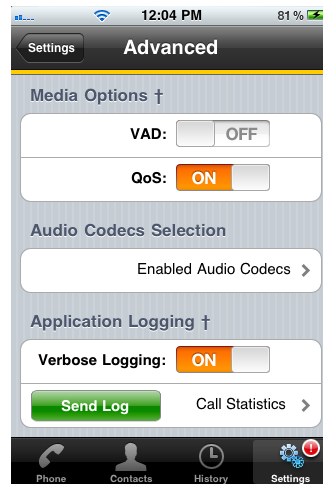
Bottom Half of the Screen

Field	Description
Allow 3G Calls	<ul style="list-style-type: none"> 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 28) because it provides better audio quality on 3G calls. OFF: When a Wi-Fi connection is not available, you will not be able to place or receive calls.
Keep Awake	<ul style="list-style-type: none"> ON: If using UDP for transport (page 23). OFF: If using TCP or TLS for transport. <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	<p>Controls the behavior of the incoming VoIP call prompt when you receive a call when Bria is in the background:</p> <ul style="list-style-type: none"> ON: If you click View, the call is immediately answered. (The Incoming Call screen does not appear). OFF: If you click View, the Incoming Call screen appears. You can then choose either Answer or Decline.
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.
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.

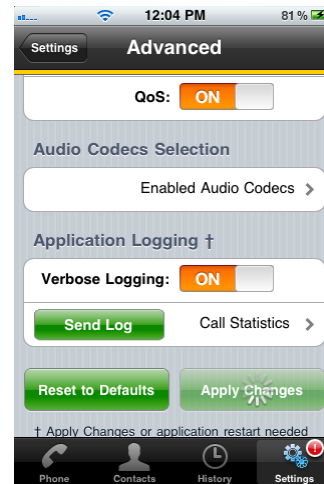
4.3 Advanced Settings



Top of Screen



Middle of the Screen



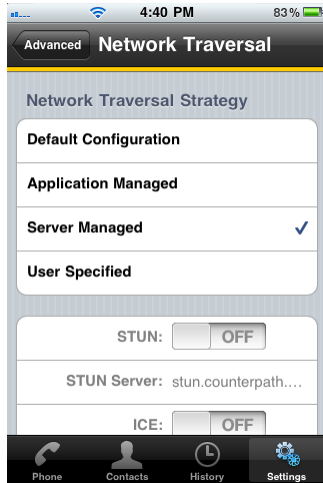
Bottom of the Screen



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
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.
Network Traversal Strategy	Tap to display the choices; see below.
Allow VPN	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.
VAD	<ul style="list-style-type: none"> ON (default): audio is not transmitted when no one is speaking. Turning this feature on may reduce bandwidth usage. OFF: audio is transmitted when no one is speaking.
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 fields. See below.
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 29.
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



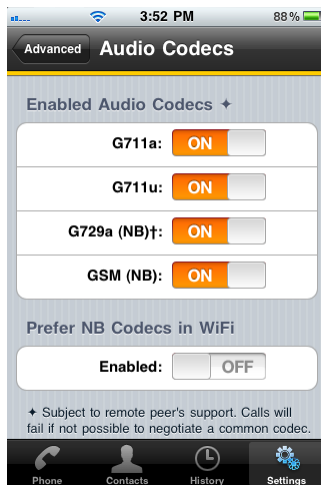
Select a profile:

- **Default Configuration: STUN ON, ICE OFF, DNS SRV ON.**
Bria will use the STUN server at stun.counterpath.com 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 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.

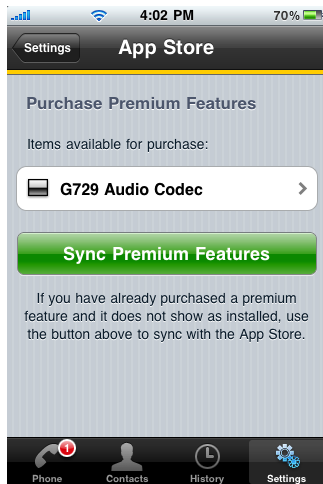
Field	Description
STUN	<ul style="list-style-type: none"> • ON: Bria will use a STUN server to discover your public IP address. • OFF: Bria does not discover your public IP address. Therefore, only the private IP address will be used. Typically, Global IP should be set to OFF.
STUN Server	Used only if 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"> • 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. • OFF: Try turning ICE off if you are not using iPhone behind a firewall or NAT.
DNS SRV	<ul style="list-style-type: none"> • 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. • OFF: Bria will not use DNS SRV for discovery. Only turn this setting off if your system administrator advises you to do so.

Audio Codecs Selection



Field	Description
Enabled Audio Codecs	<p>Set a codec to ON to enable it. 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.</p> <p>G.729 can only be enabled if you have purchased it (page 28).</p>
Prefer NB Codecs in WiFi	<p>Where “NB” is narrow-band.</p> <ul style="list-style-type: none"> • ON: When ON and you are using Wi-Fi, then if a narrow-band codec is available, it will be given a higher priority in the media negotiation with the other person, which may result in that codec being used. • OFF: When OFF and you are using Wi-Fi, a narrow-band codec will not be given a higher priority in the negotiation. <p>When a narrow-band codec is used, data usage may be lower but audio quality may be affected. When a wide-band codec is used, data usage will be higher and audio quality will generally be better.</p> <p>When you are using 3G, it does not matter if this setting is ON or OFF because narrow-band codecs are automatically given higher priority on 3G calls.</p>

4.4 Premium Features



G.729 Audio Codec

G.729 is a narrow-band 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 > 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. Click Apply Changes.
2. Use Bria as instructed by customer support.
3. When done, go to Settings > Advanced Settings again.
4. Tap Send Log. A prompt appears. Tap Yes. The collected data is sent to customer support.
A message appears when the data has been successfully sent.
5. Make a note of this reference number.
6. Turn off Verbose Logging. Click Apply Changes.

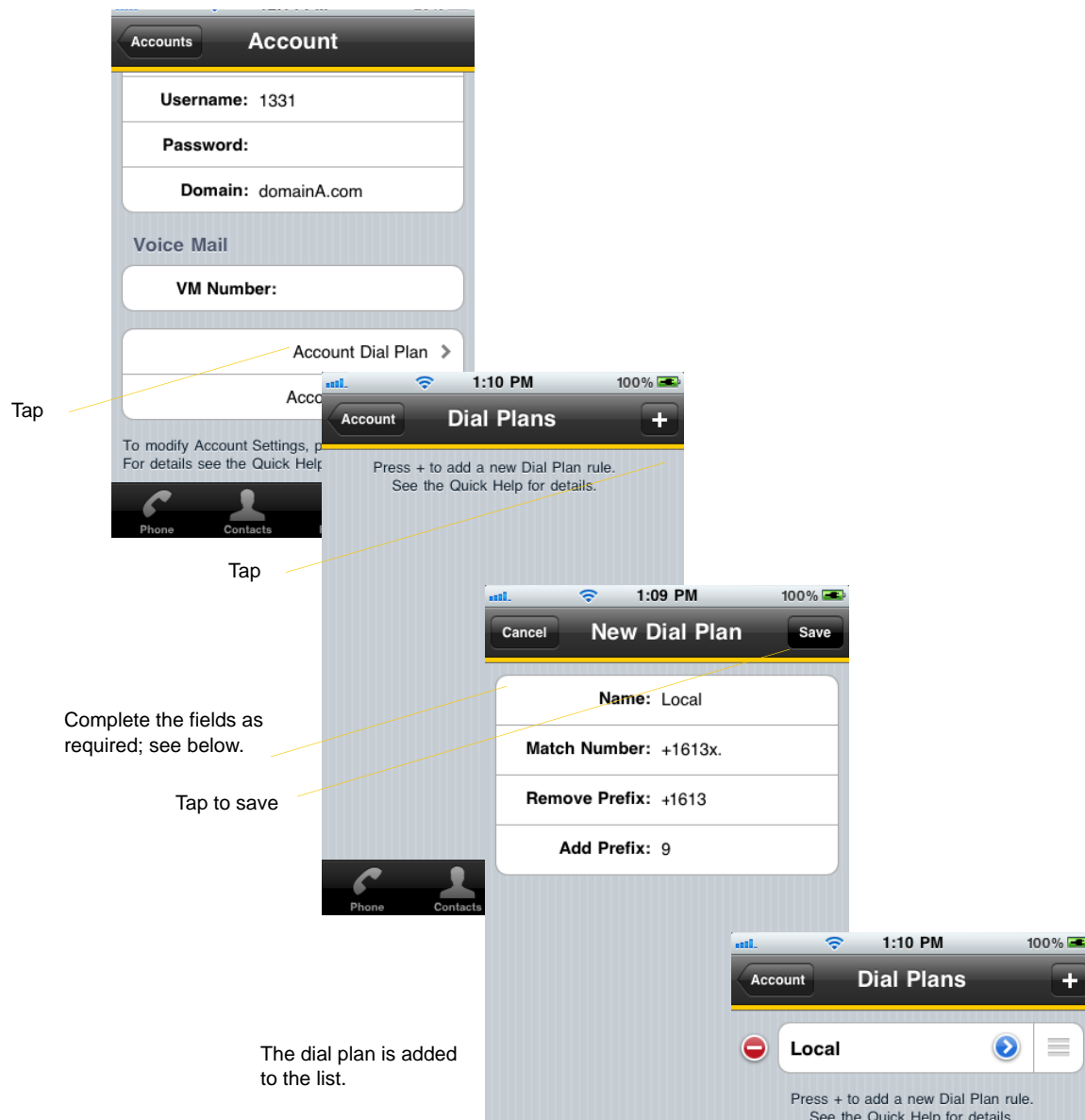
B Dial Plans

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 iOS4, 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 iOS4.

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.

