

## Broadcore iPhone softphone client

Utilizing Counterpath Bria iPhone Edition



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Broadcore Inc.  
5454 Beethoven St  
Suite 200  
Los Angeles , CA 90066  
Phone: 310-921-7000  
[service@broadcore.com](mailto:service@broadcore.com) [www.broadcore.com](http://www.broadcore.com)  
CounterPath Corporation  
[sales@counterpath.com](mailto:sales@counterpath.com) [www.counterpath.com](http://www.counterpath.com)

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# 1 About Bria iPhone Edition

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

With Bria iPhone Edition (Bria), you can use the Wi-Fi internet connection on your iPhone or iPod to make and receive calls without using cellular data. In addition, with iPhone (but not with iPod), 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 display name and auth name (authorization name), if used by your service provider.
  - The outbound proxy, if used by your service provider.
  - Your voicemail number, if your service provider provides this service.

You may also want to try to obtain information about the following:

- DTMF method: 2833 or SIP INFO. Bria will work without the correct setting, but you may not be able to work with an auto attendant (“press 1 for customer service” menus). See page 19 for details.
- ICE and STUN information; see step 3 below for more information.
- DNS SRV: you may want to ask your VoIP service provider if they want this service on or off.

For more information on this data, see page 19.

## 2.2 Configuring Bria iPhone Edition

1. Tap the Bria icon on the iPhone. The Account Settings window appears. 
2. Complete the Account Data, Voice Mail and Additional sections with the information provided by your service provider and tap Register. For complete settings information, see page 17.



3. Tap the Phone icon and try placing a call.

If you have a problem with one-way audio, go to Settings > Advanced Settings > Network Traversal Strategy. Try a different profile, restart Bria and try a call. If the other profile does not solve the problem, choose the User Specified profile and set the following:

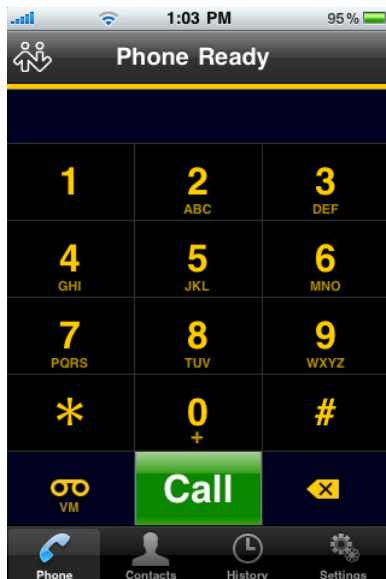
- Use Global IP off and STUN on.
- Use Global IP on and STUN off.

If calls are dropping, try turning off ICE.

## 3 Using Bria

### 3.1 Starting and Quitting Bria

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



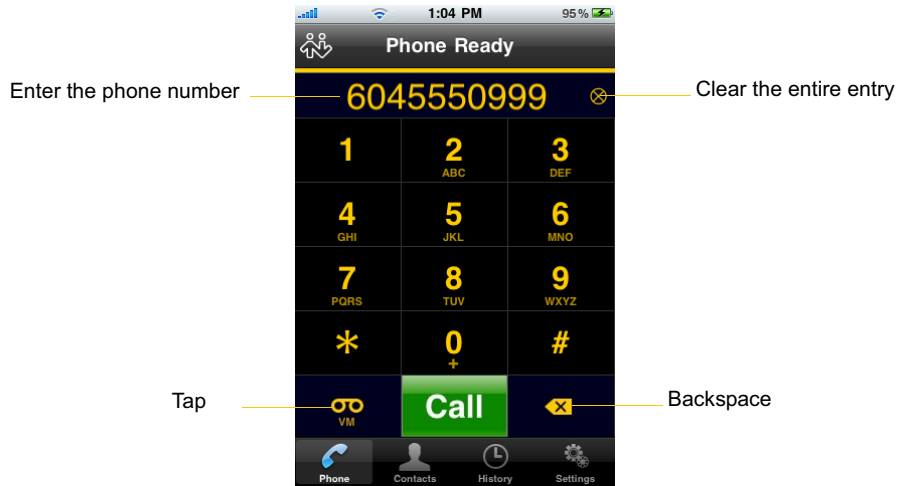
To quit the Bria iPhone application, tap the Home button on the iPhone.

### 3.2 Bria and the Native Phone Service

- If Bria is running but you are not on a call and you receive a call on the “native” phone service:  
The native call screen will appear. If you answer the call, Bria will exit. But as soon as you hang up the native call, Bria will automatically restart and register.
- If Bria is running and you are on a call (a Bria call) and receive a second call on the “native” phone service:  
The native call screen will appear. If you answer that call, Bria will exit and hang up the current call. As soon as you hang up on the native call, Bria will automatically restart and reregister.

# 3.3 Placing a Call

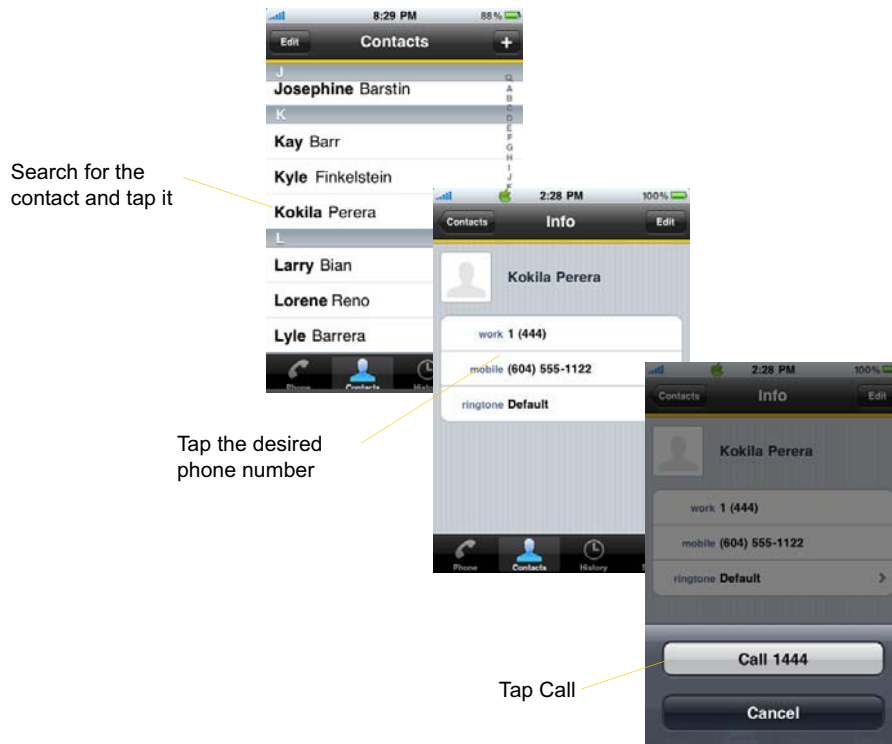
## Using the Dial Pad



## From the Contact List

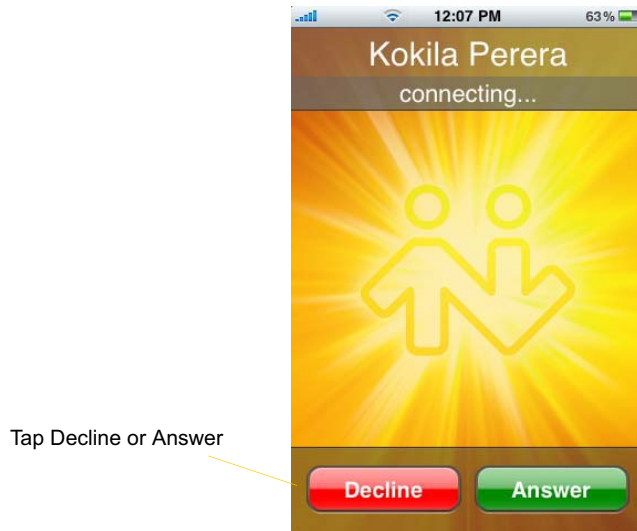
You can call a contact in your iPhone contact list.


Tap the Contacts tab at the bottom of the screen



## 3.4 Handling Incoming Calls

To receive calls, make sure Bria is running. If a call is received when Bria is not running, the call goes to voicemail (if supported).



 If you are on a call and receive a second call on the “native” phone service, answering that call will exit Bria and hang up the current call.

## 3.5 Accessing Voicemail

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

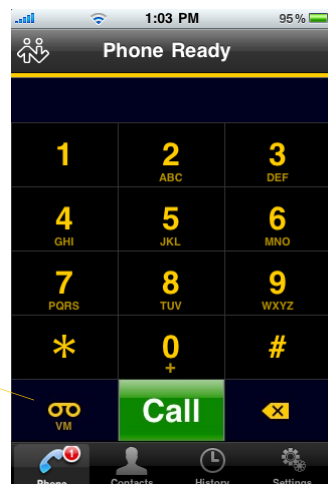
- Bria is not running.
- You already have two calls established.

The voicemail indicator

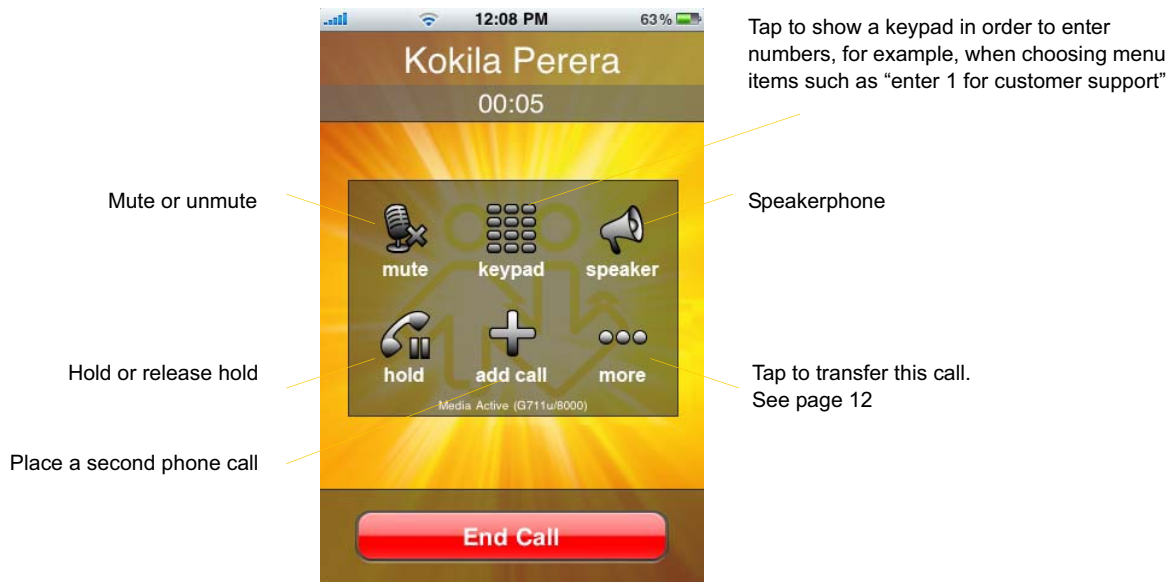


Tap the voicemail icon; the voicemail number appears in the entry field. Place the call in the regular way.

(If no number appears, you have not set it up in settings; see page 17.)



## 3.6 Handling an Established Call



Tapping the iPhone or iPod Home key will hang up the call!



If you are on a call and receive a second call on the “native” phone service, answering that call will exit Bria and hang up the current call.

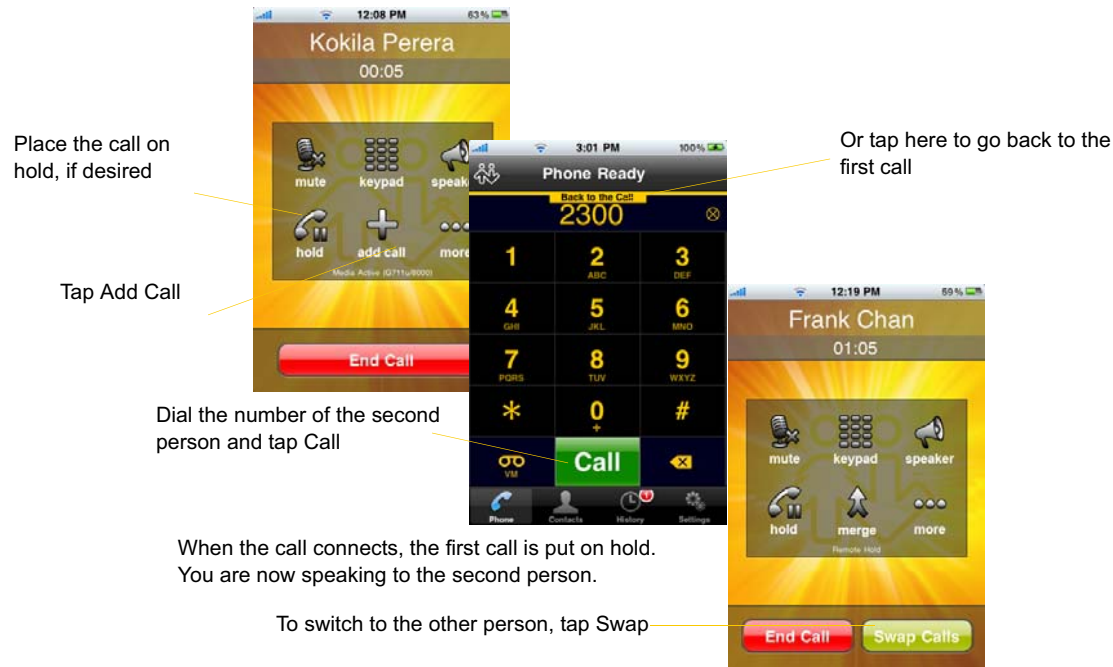
### The “network quality issues” Message

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

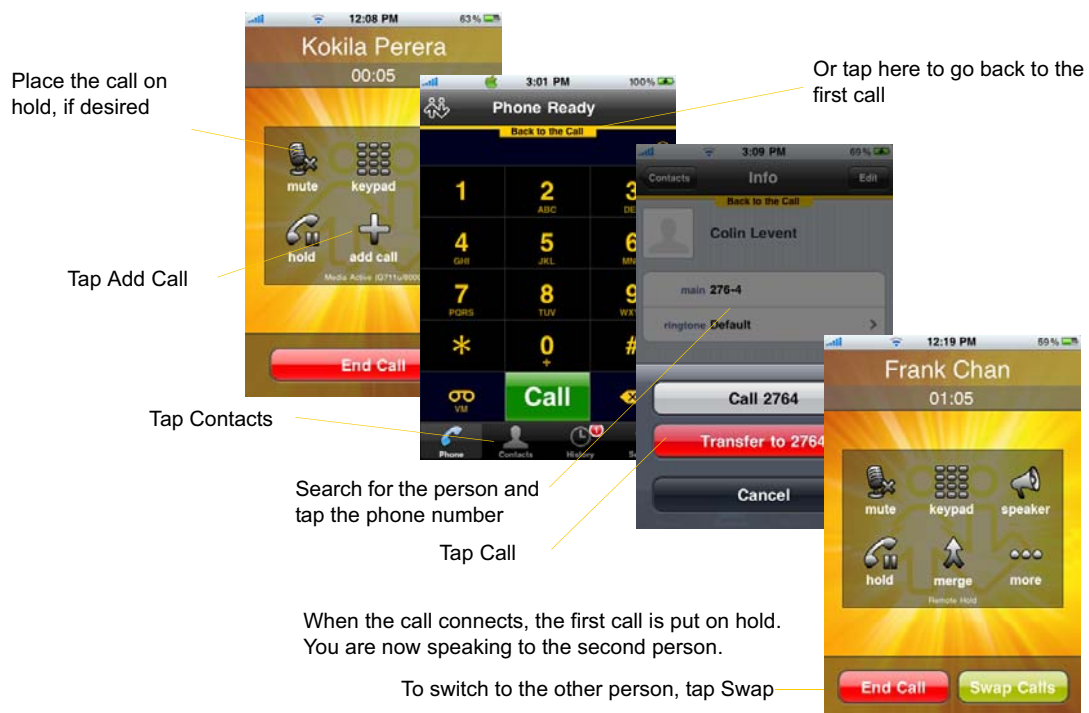
## 3.7 Placing a Second Call

When you are on a phone call, you can place a second call.

### Using the Dialpad



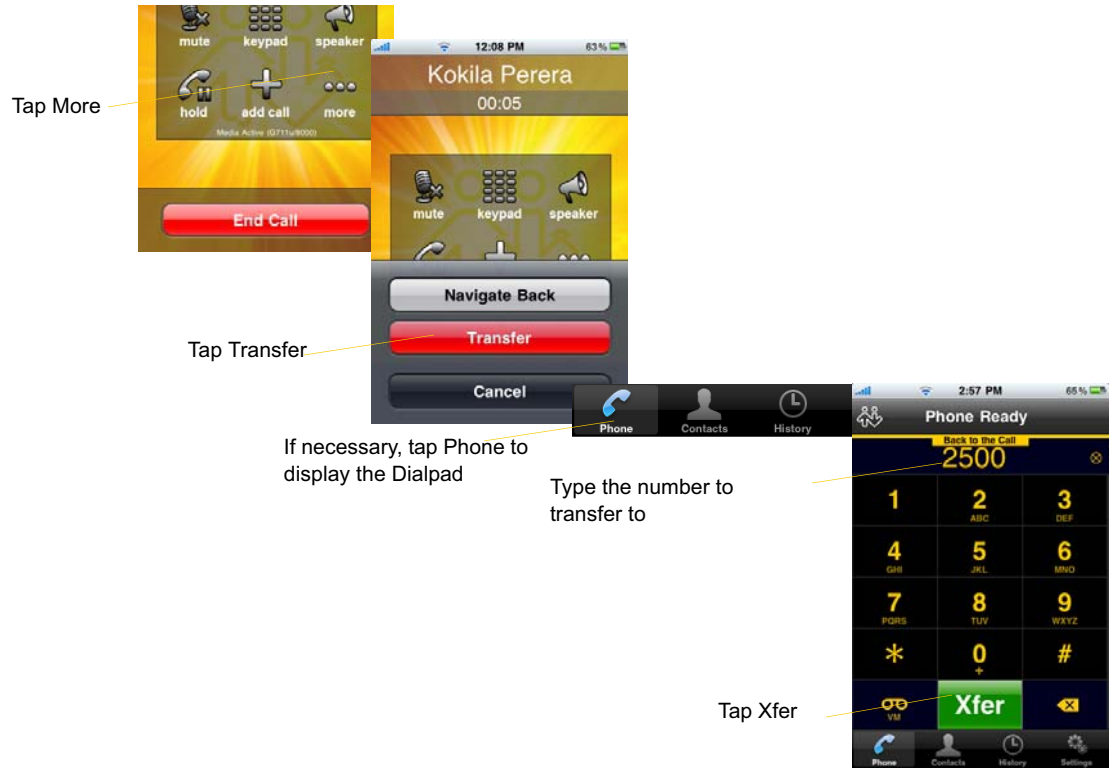
### From the Contact List



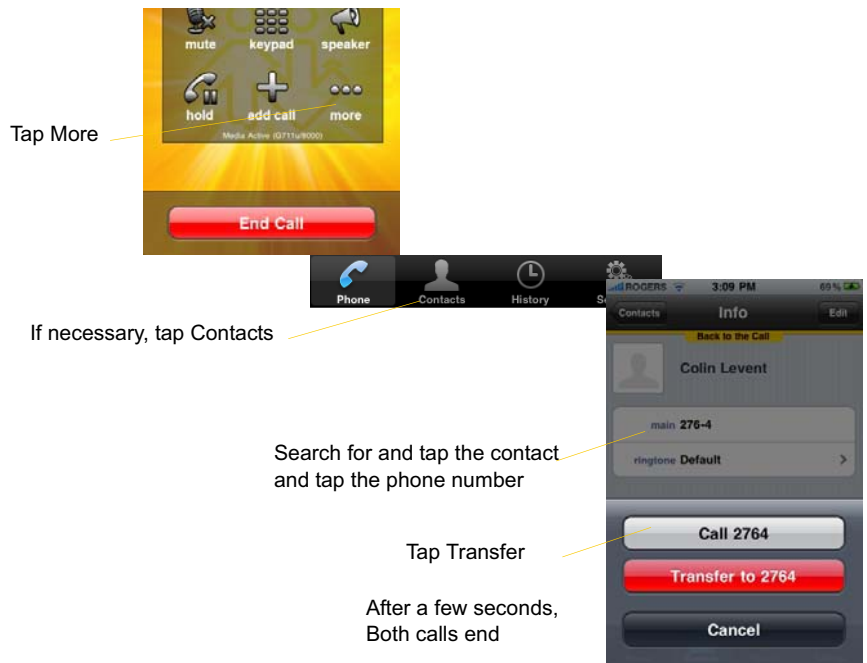
# 3.8 Unattended (Blind) Transfer

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

## Using the Dialpad

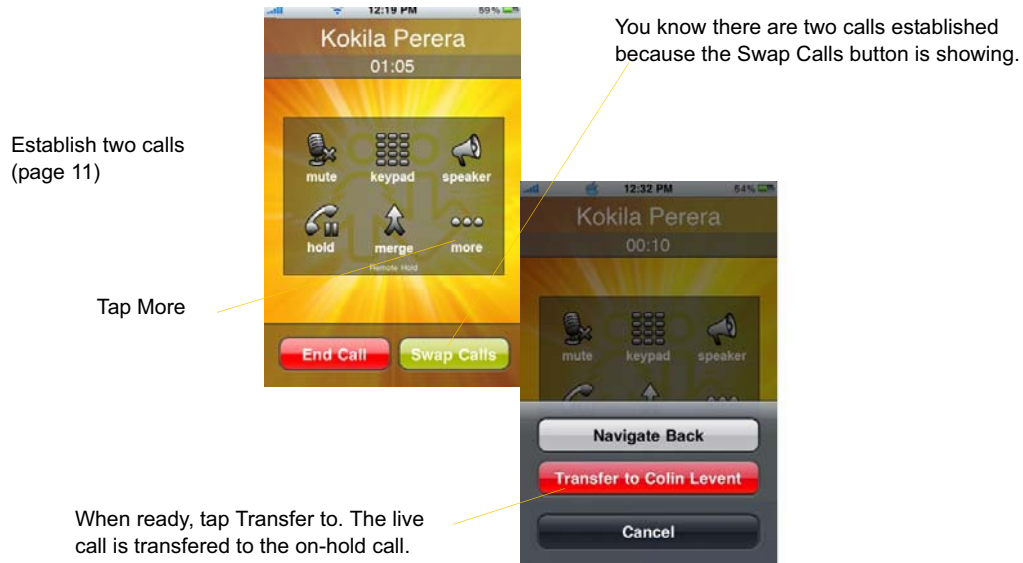


## By Selecting a Contact



## 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 calls established, you can merge the calls into a three-way conference call.

Establish two calls  
(page 11)



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

Tap Merge

The two calls are merged into a conference

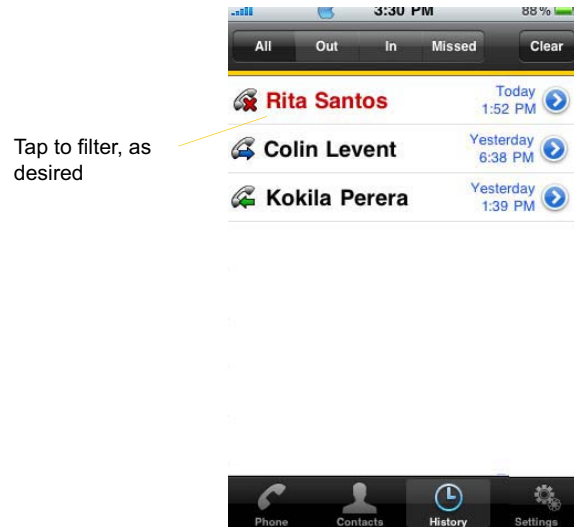


If desired you can split the conference back into two calls

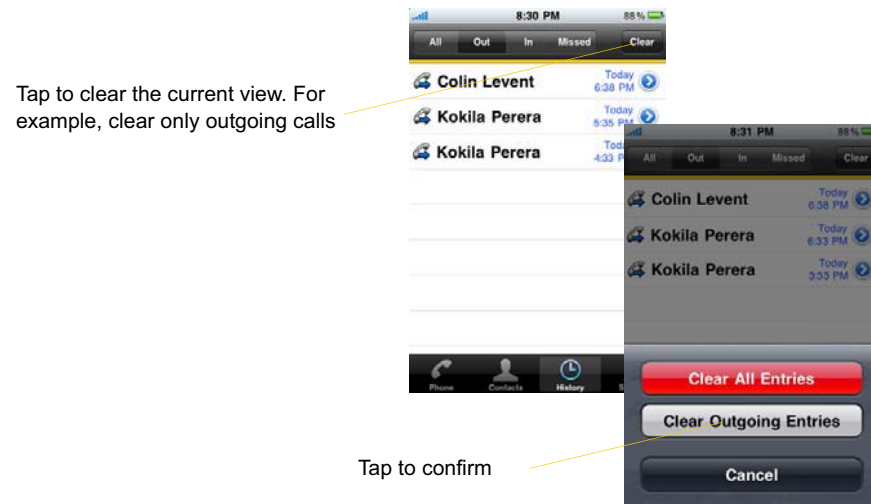
Clicking End Call ends the conference and hangs up on both calls

## 3.11 Call History

Tap the History icon at the bottom of the screen.



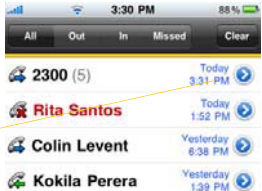
### Clearing the History



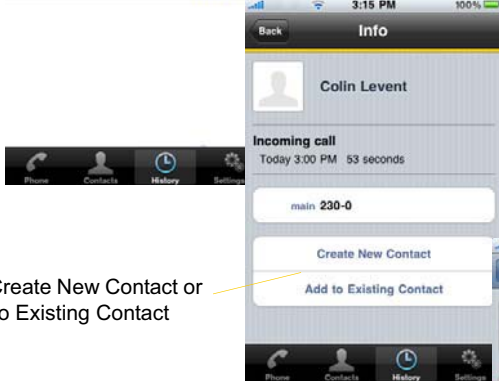
## Creating a Contact from History

You can create a contact from a history item.


Tap the arrow icon




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.

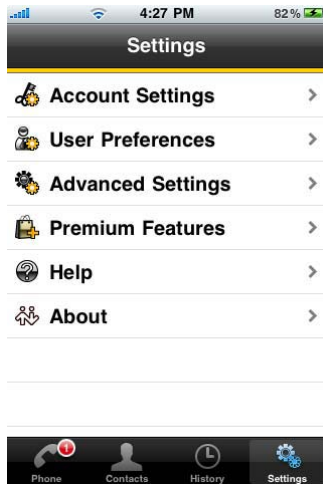


Or if you tap Add, the contact list appears. Tap the contact where you want to add this number. The contact is immediately updated.



# 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. Display, Auth Name (authorization name) and VM Number (voicemail number) may not be required.

For Out. Proxy (outbound proxy) enter the address specified by your VoIP service provider or leave the field empty.

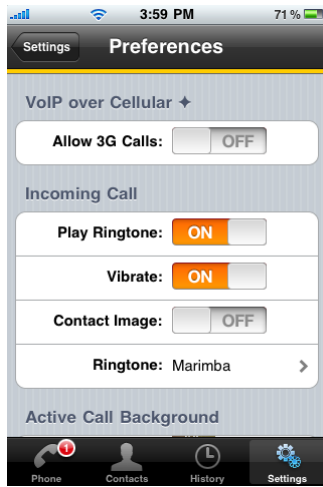


Top Half of the Screen

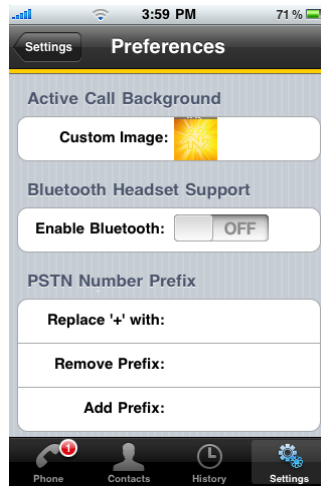


Bottom Half of the Screen

## 4.2 User Preferences



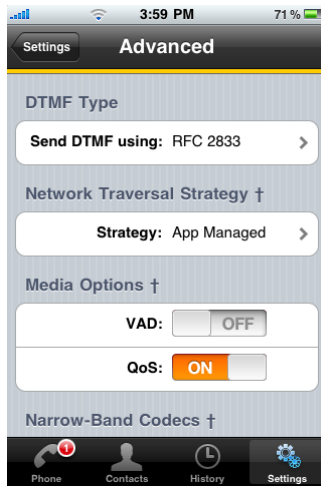
Top Half of the Screen



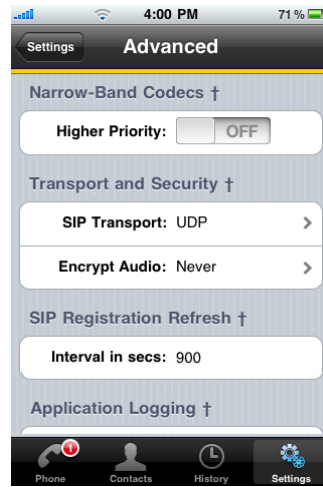
Bottom Half of the Screen

Field	Description
Allow 3G Calls	<ul style="list-style-type: none"> <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 21) 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>
Play Ringtone	ON to hear the ringtone.
Vibrate	ON to vibrate when you receive a call.
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.
Enable Bluetooth	ON if you are using a Bluetooth headset.
Replace '+' with	Specify the character that will replace the + symbol. For example, 011 to dial an international call. This setting is useful if your contact list includes an international calling prefix that must be converted when placing a call from Bria iPhone Edition.
Remove Prefix	Specify the prefix that you want removed before placing a phone call. For example, "91". This setting is useful if your contact list includes prefixes but you do not need these prefixes when placing a call from Bria iPhone Edition.
Add Prefix	Specify the prefix that you want to add to calls made using the contact list. For example, "91". This setting is useful if your contact list does not include prefixes but you need to dial a prefix when placing a call from Bria iPhone Edition. Bria will automatically add the prefix when dialing the call.

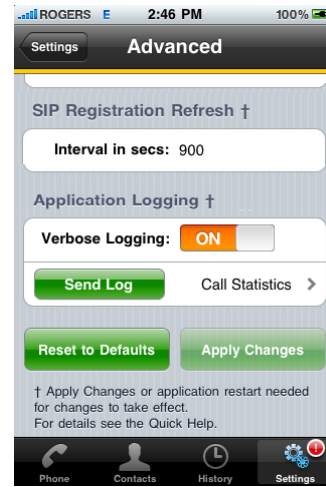
## 4.3 Advanced Settings



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.
Strategy	Tap to display the choices; see below.
VAD	<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>
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.
Higher Priority	<ul style="list-style-type: none"> <li>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.</li> <li>OFF: When OFF and you are using Wi-Fi, a narrow-band codec will not be given a higher priority in the negotiation.</li> </ul> <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>
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>

Field	Description
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>
SIP Registration Refresh	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.
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 22.
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.

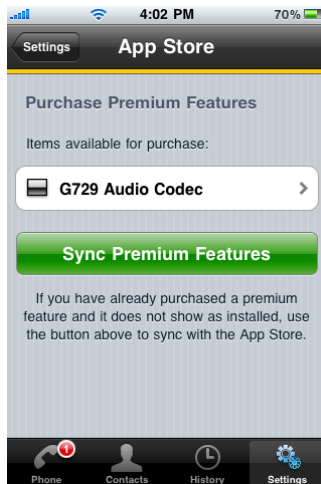
## Network Traversal Strategy

Select a profile.

- Application Managed (default): Bria will use STUN and ICE to determine the best route for media traffic during calls.
- Server Managed: 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: Global IP, STUN, ICE and DNS SRV are all on by default, but you can turn any of them off, and you can also specify a different STUN server (assuming STUN is used).

Field	Description
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 VoIP service provider.</li> </ul>
STUN	<ul style="list-style-type: none"> <li>• ON: Bria will use a STUN server to discover its public IP address. The public IP address will be presented as the address that the remote party must send media (audio) packets to.</li> <li>• OFF: The private IP address will be presented as the address that the remote party must send media (audio) packets to. Try turning OFF STUN if you are not using iPhone behind a firewall or NAT.</li> </ul>
STUN Server	The default is counterpath.com. If you select the User Specified profile and you want to use a different STUN server, enter the address here.
ICE	<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 attempt to automatically discover the network addresses for your VoIP service provider's VoIP-related services such as a STUN server, if any.</li> </ul>

## 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](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. 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 Glossary

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 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.

