

Configuring Bria 3 Mac for Virtual Contact Center

Counterpath's Bria 3 is a softphone application that enables you to manage your Virtual Contact Center VOIP calls easily from your desktop replacing or complementing your hard phone.

The configuration procedure in this document applies to Bria users for Mac only. Windows users of the Virtual Contact Center are issued licenses to Counterpath's Bria for Windows.

For instructions on configuring Bria 3 for Windows, refer to [Configuring Bria 3 Windows for Virtual Contact Center](#).

Technical Prerequisites

1. Ensure Basic System Requirements
 - Processor Minimum: Pentium 4® 2.4 GHz or equivalent
 - Memory Minimum: 1 GB RAM
 - Hard Disk Space: 100MB
 - Operating System: Mac OS 10.5 or higher (Intel-arch only)
 - Connection: IP network connection (broadband, LAN, wireless)
 - Sound Card: Full-duplex, 16-bit or use USB headset
2. Allocate Network Bandwidth required for VoIP call
 - a. G.711 aLaw/uLaw – approximately 80-Kbps per VoIP call
 - a. G.729 – approximately 31 Kbps per VoIP call
3. Enable VoIP calls to pass through your network's firewall.
 - a. 8x8 VoIP server: port 5060
 - b. Real -Time Transfer Protocol (RTP): UDP port 35000-65000
 - c. Disable SIP Application Layer Gateway (ALG) service in router
4. Install Bria with administrative rights and allow it to be run by all users.

Configuring and testing Bria is a three step process:

Step One: Download the Bria 3 software.

Step Two: Configure the Bria 3 softphone.

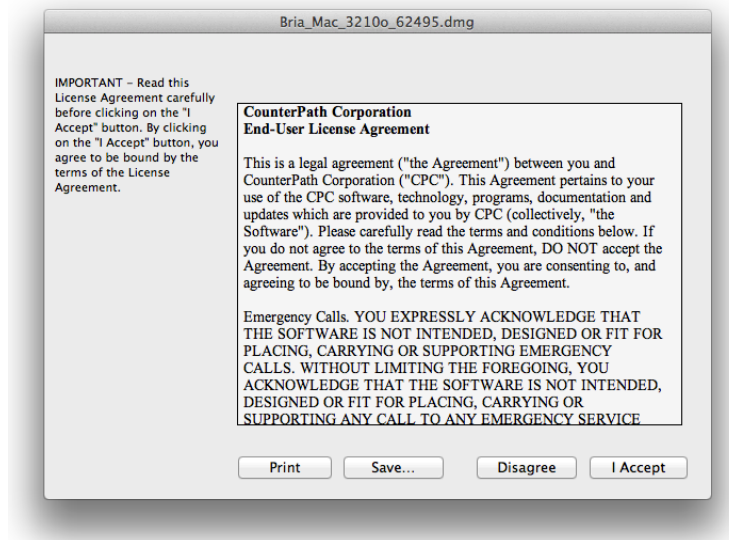
Step Three: Verify the Bria 3 softphone works with the Virtual Contact Center.

Step One: Download the Bria software

1. Click the link below to download the software.

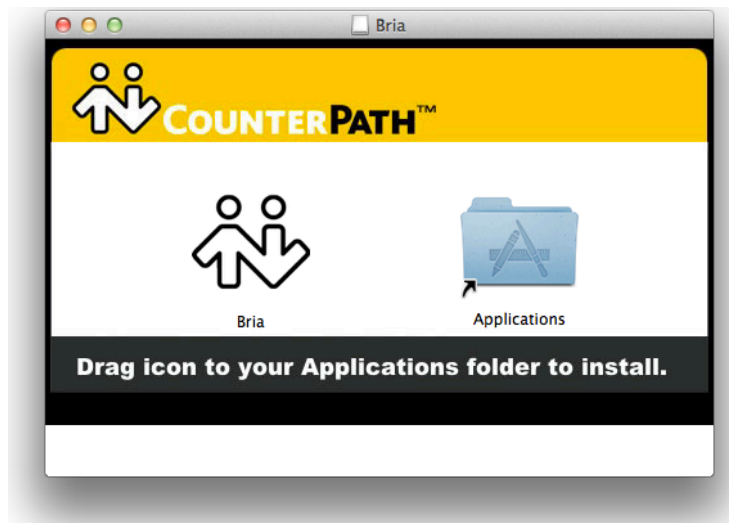
[Download Software](#)

Note: The above link is for Mac users only.



The End User License agreement from Counterpath opens.

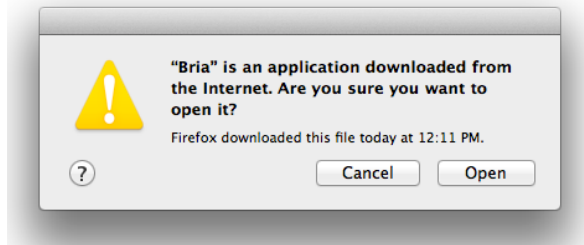
2. Click **I Accept**.
3. Drag Bria icon to **Applications** folder to install.



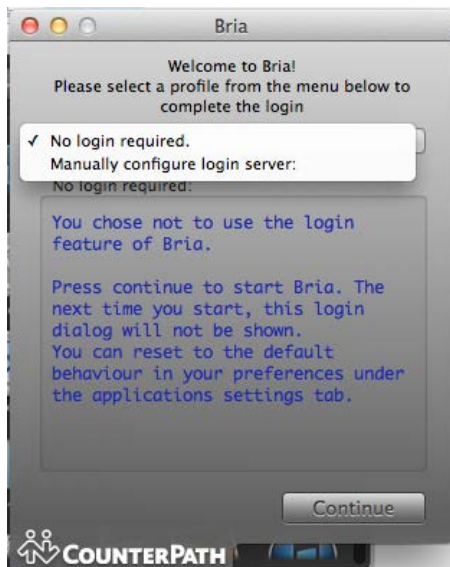
4. Run Bria.



A warning pops up reminding you of safety concerns from an Internet downloaded application.



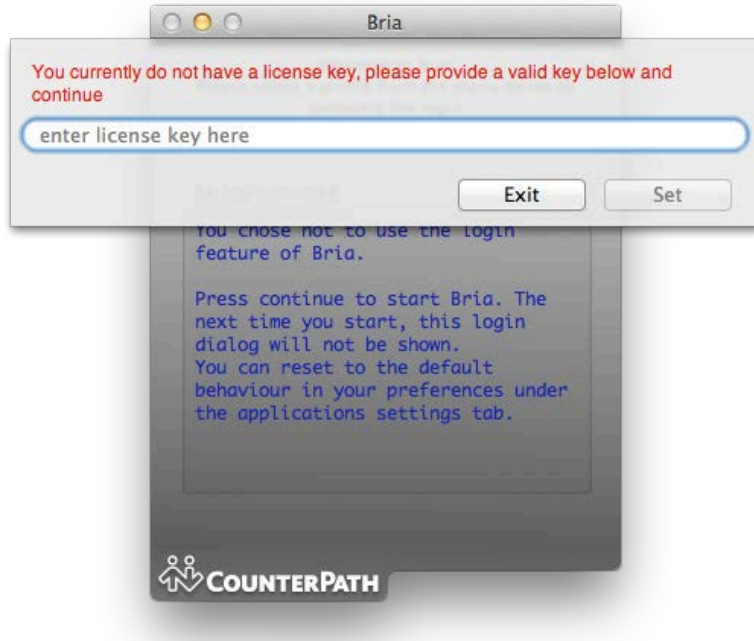
- 5. Click **Open** to open the application.
- 6. Select **No login required** in the Bria welcome screen.



7. Click **Continue**.

You are prompted for a license key. 8x8 provisioning communicates the license key to you by email.

8. Enter your license key and click **Set**.



You have now successfully installed Bria 3.

Step Two: Configure the Bria Softphone

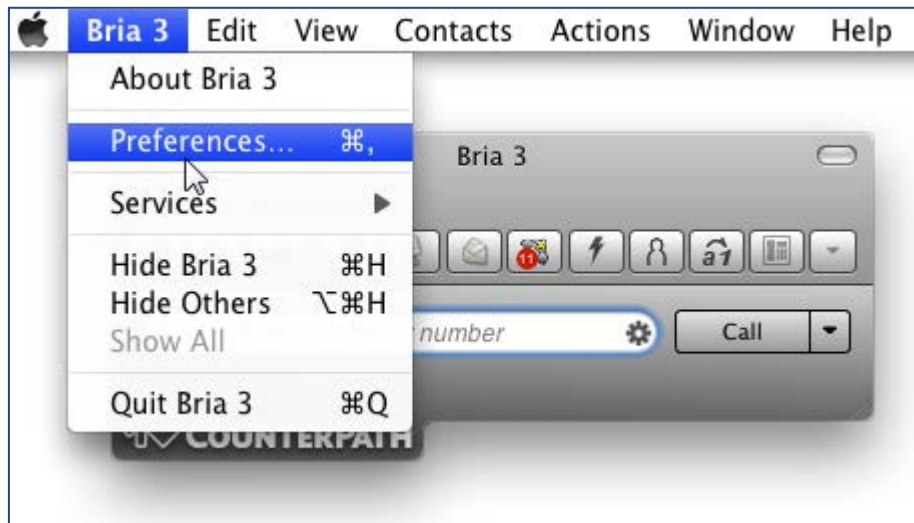
Configuring the Bria softphone involves:

- Configuring a new SIP account
- Selecting Audio Codecs
- Entering DTMF settings

Setting up a SIP Account

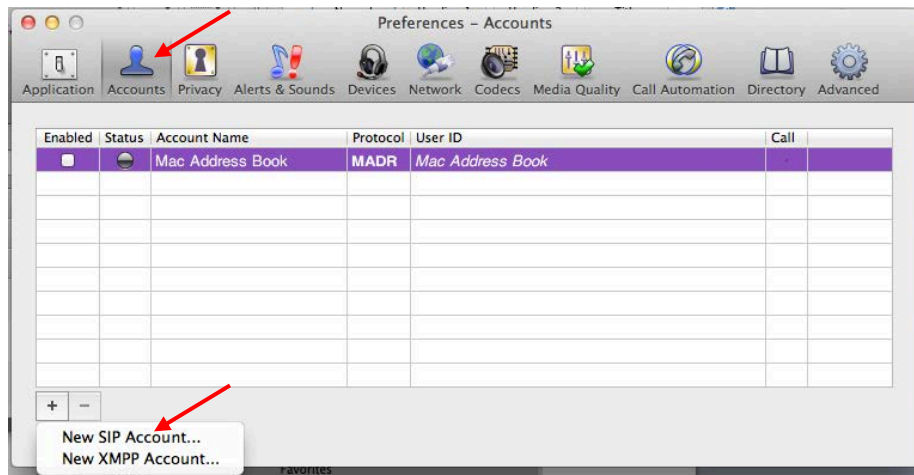
To add a new SIP Account to Bria:

1. Select **Preferences** from the menu.



The **Preferences** window opens.

2. Click **Accounts** tab and click + to add a **New SIP Account**.



3. Define SIP Account properties as indicated below:

- a. *Account Name*: Enter a name for the account. This name is displayed in the accounts window.
- b. *Use for*: Check *Call* and Uncheck *IM/Presence*. This property setting determines the account is used for phone calls only.
- c. *User ID*: Enter any name that you like, but 8x8 recommends using the Agent’s Virtual Contact Center Login id as the User ID. For example, **jdoe**
- d. *Domain*: can be any name but 8x8 recommends using your company’s domain. Your company’s domain can be found in your email address. The domain is everything to the right of the “@” sign.

For example, if your email address is jdoe@acme.com, your domain is **acme.com**

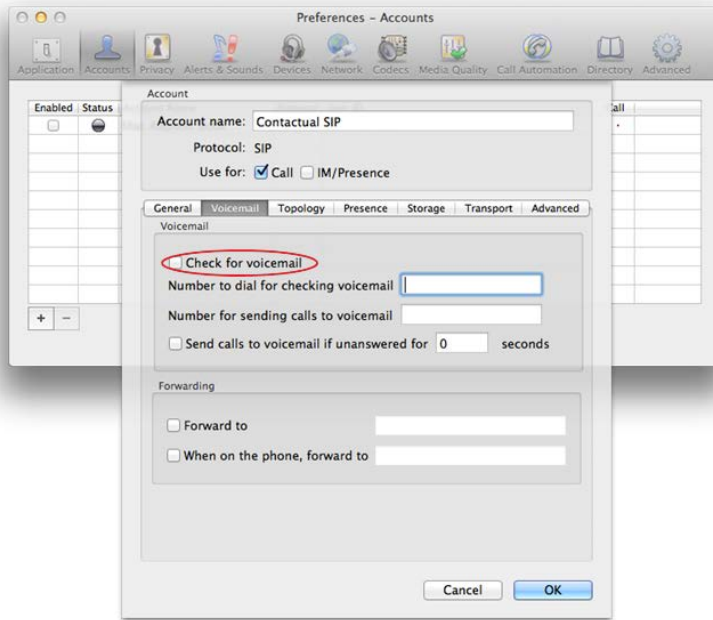
Note: Your User Name combined with the Domain Name creates a unique SIP Phone URI. This unique URI is used to register your eyeBeam with The Virtual Contact Center. For example, if your User Name is **jdoe** and Domain is **acme.com**, your SIP Phone URI in the Agent profile should be **jdoe@acme.com**. Please note the value is case sensitive.

- e. *Display Name*: is the name displayed on your Bria. Display Name may match the User Name.
- f. *Proxy Address*: Enter the URI under the *proxy address* based on your platform.
 - g. If your tenant is based in US (NA1 – NA4) Platform, enter **vcc-sip-us1.8x8.com**
 - h. If your tenant is based in US (NA7 – NA8) Platform, enter **vcc-sip-us2.8x8.com**
 - i. If your tenant is based in UK Platform(UK1), enter **vcc-sip-uk1.8x8.com**
 - j. If your tenant is based in UK Platform(UK2), enter **vcc-sip-uk2.8x8.com**
 - k. If your tenant is based in Canada Platform (CA1), enter **vcc-sip-ca1.8x8.com**
 - l. If your tenant is based in Canada Platform (CA2), enter **vcc-sip-ca2.8x8.com**

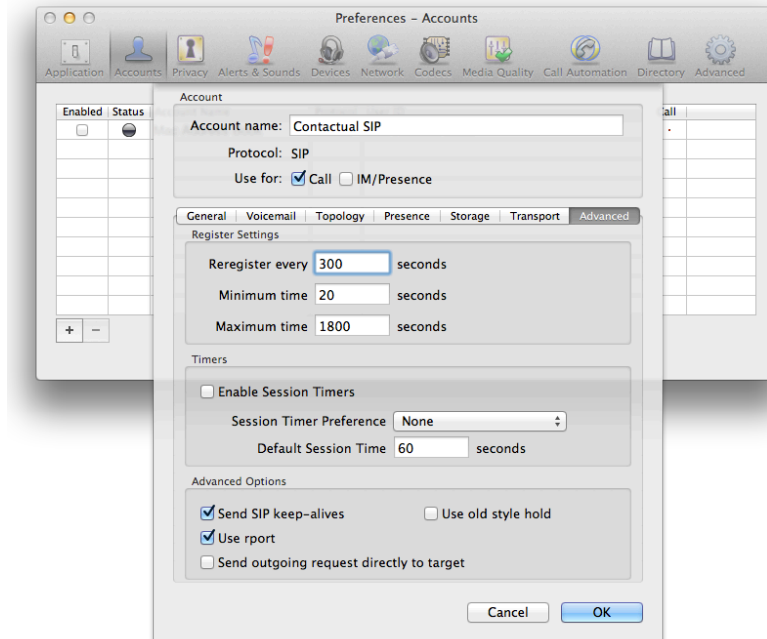
For details, refer to the [Virtual Contact Center Platform URL guide](#).

Note: Please do not add or remove any information in *Password*, *Authorization Name*, and *Dial plan* fields

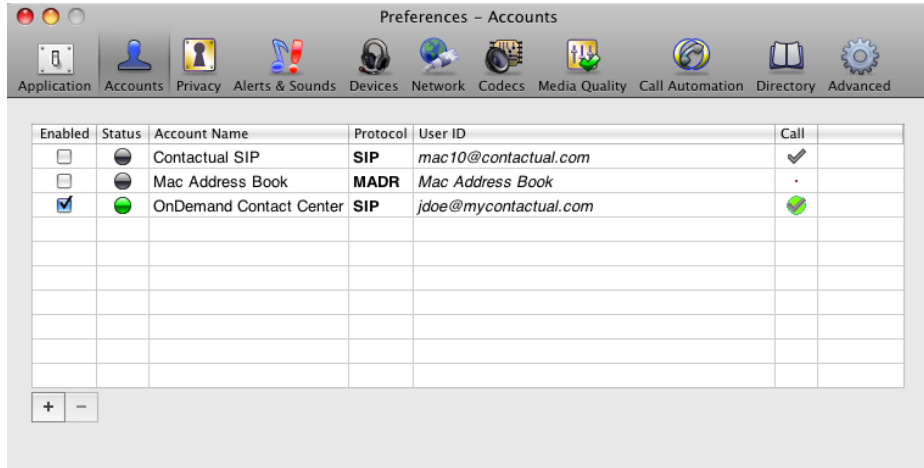
- 4. Click the **Voicemail** tab, and uncheck *Check for voicemail*.



- 5. Click the **Advanced** tab, and change the *Register Settings* to *Reregister every 300* seconds.



- 6. Click **OK** to save the account settings.

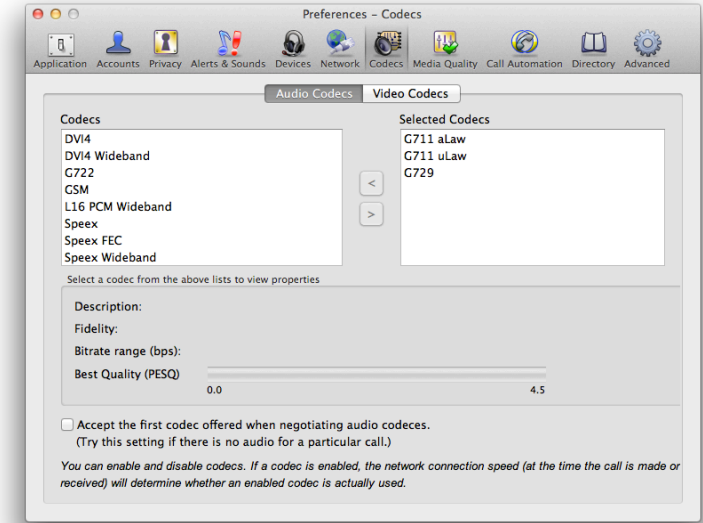


Note: The new account is now chosen as the default account for your Bria.

Selecting Audio Codecs

To select audio codecs for your Bria:

1. Click **Codecs** tab in the **Preferences** window.
The Codecs information is displayed.
2. Select **G711 aLaw**, **G711 uLaw** and **G729** into *Selected Codecs* list.

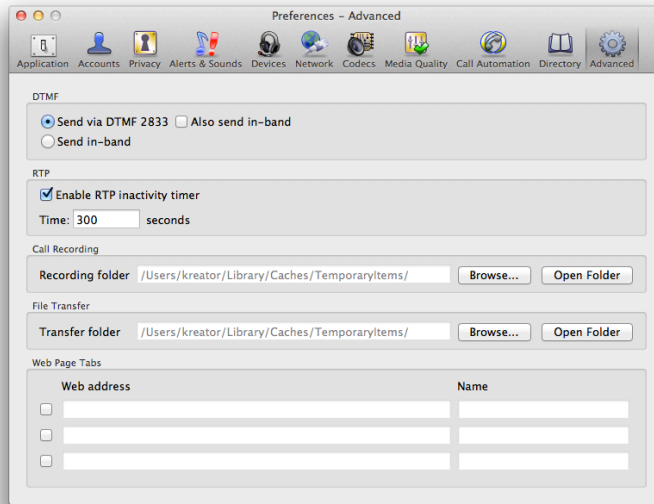


Note: If you enable both G711 and G729 codecs, G729 is used by default.

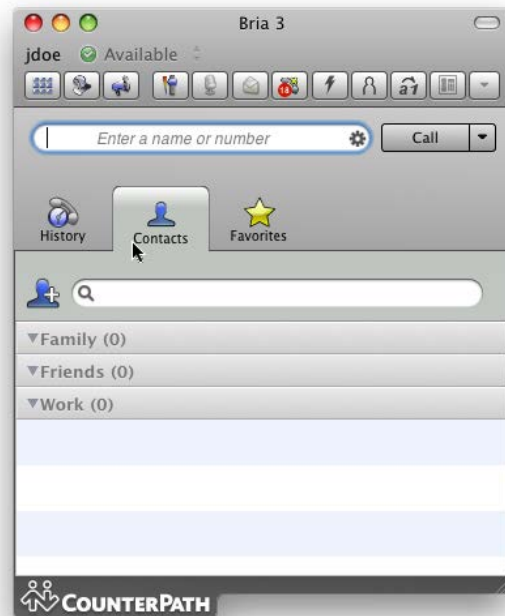
Entering DTMF Settings

To set the DTMF settings:

1. Click **Advanced** tab in the **Preferences** window.
2. Enter the following settings:
 - a. Select *Send via DTMF 2833*.
 - b. Enable *RTP inactivity timer* for **300** seconds.



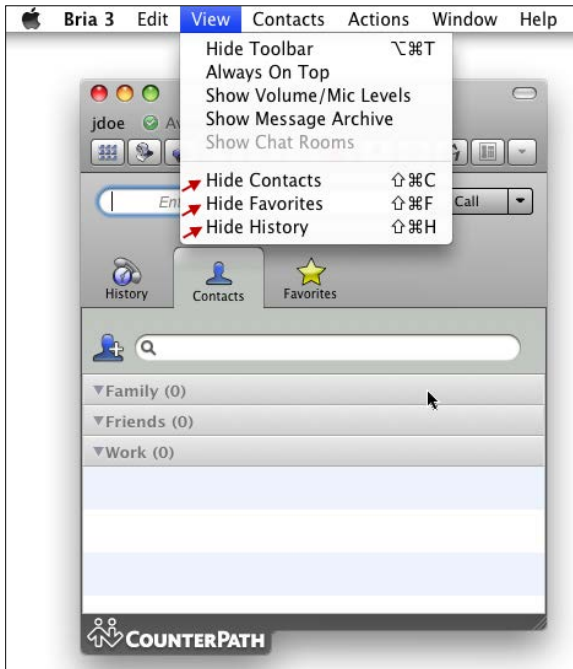
This completes the setup of your Bria softphone. If configured properly your Bria registers with the Virtual Contact Center and displays the following information:



You can customize the Bria Display options by showing or hiding the Call History, Contacts and Favorites information.

To customize the Bria display options:

1. Select **Bria** and click **View** from the menu bar.
2. *Hide Contacts, Favorites and History* to minimize screen size if preferred.

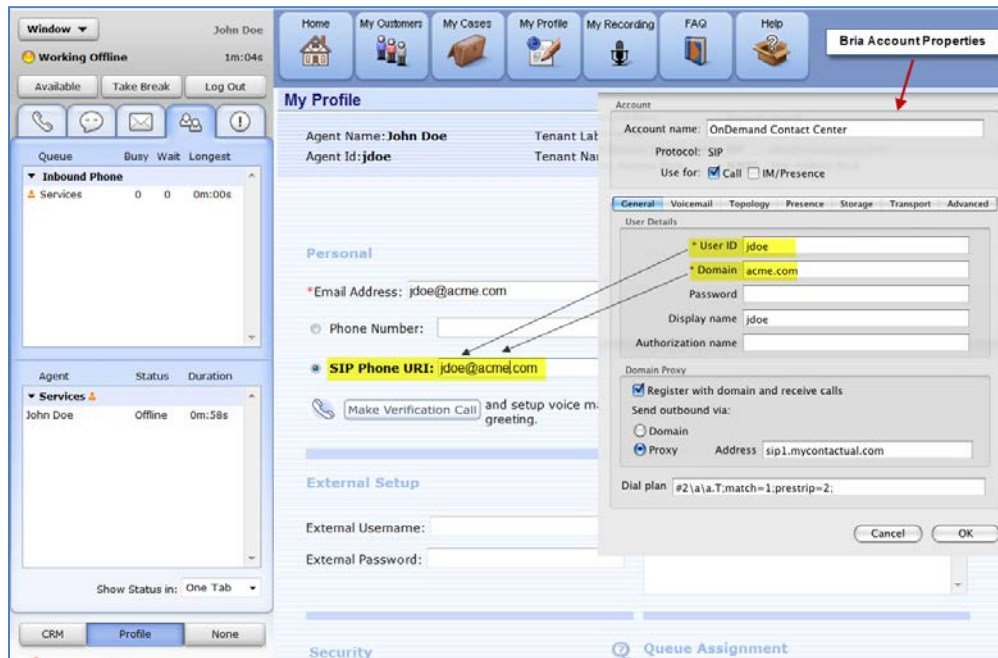


If you hide Contacts, Favorites and History, Bria displays as shown below.



Step Three: Verify the Bria Soft phone works with Virtual Contact Center

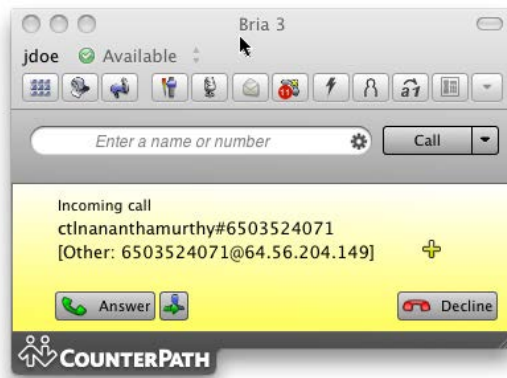
1. Navigate to your Virtual Contact Center Agent Console link.
Refer to the [Virtual Contact Center Platform URL guide](#) for the link.
The login screen appears.
2. Enter your login credentials and log in to the Agent Console.
3. Navigate to your profile.
4. Select the *SIP Phone URI* radio button and enter the SIP Phone URI:
Display Name@Domain Name. For example, **jd@acme.com**



5. Make a Verification Call.
 - a. Make sure your Bria is running and is registered.
 - b. Click **Make Verification Call** in your profile.

If you followed the configuration process precisely, your Bria phone call alert pops up indicating an incoming call. You can answer or decline the call.

Important: You are allowed to decline a call from the Agent Console – Control Panel only. Please be advised not to decline the call from the call pop-up or the Bria softphone.



6. Answer or End the call by navigating to the Agent Console – Control Panel.