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 <u>Configuring Bria 3 Windows for</u> <u>Virtual Contact Center</u>.

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.

icense Agreement carefully	Constant Path Constanting
before clicking on the "I Accept" button, By clicking on the "I Accept" button, you agree to be bound by the terms of the License Agreement.	End-User License Agreement
	This is a legal agreement ("the Agreement") between you and CounterPath Corporation ("CPC"). This Agreement pertains to your use of the CPC software, technology, programs, documentation and updates which are provided to you by CPC (collectively, "the Software"). Please carefully read the terms and conditions below. If you do not agree to the terms of this Agreement, DO NOT accept the Agreement. By accepting the Agreement, you are consenting to, and
	agreeing to be bound by, the terms of this Agreement. Emergency Calls. YOU EXPRESSLY ACKNOWLEDGE THAT THE SOFTWARE IS NOT INTENDED, DESIGNED OR FIT FOR PLACING, CARRYING OR SUPPORTING EMERGENCY CALLS. WITHOUT LIMITING THE FOREGOING, YOU ACKNOWLEDGE THAT THE SOFTWARE IS NOT INTENDED, DESIGNED OR FIT FOR PLACING, CARRYING OR SUPPORTING ANY CALL TO ANY EMERGENCY SERVICE

The End User License agreement from Counterpath opens.

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

	Bria ATH [™]
ک Bria	Applications
Drag icon to your App	lications folder to install.

4. Run Bria.

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iDisk	ſ	iChat	iDVD	Skype
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		41 items, 52.98 GB availabl	e	11.

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

	"Bria" is an application downloaded from the Internet. Are you sure you want to open it?
	Firefox downloaded this file today at 12:11 PM.
?	Cancel Open

- 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.

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The **Preferences** window opens.

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

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Application	Accourt	nts Privacy Alerts &	Sounds Devices	Network Codecs Media Quality Call Automation	Directory Advanced
Enabled	Status	Account Name	Protocol	User ID	Call
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Pro	xv Address vcc-sip-us1.8	x8.com

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
 - If your tenant is based in Canada Platform (CA2), enter vcc-sip-ca2.8x8.com
 For details, refer to the <u>Virtual Contact Center Platform URL guide</u>.

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*.

Enabled Status	Account name: Contactual SIP
+ -	Voicemail Check for voicemail Number to dial for checking voicemail Number for sending calls to voicemail Send calls to voicemail Gend calls to voicemail
	Forwarding Forward to When on the phone, forward to

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

0 0 0	Preferences – Accounts
Application Accounts	Privacy Alerts & Sounds Devices Network Codes Media Quality Call Automation Directory Advanced
Enabled Status	Account ame: Contactual SIP
	General Voicemail Topology Presence Storage Transport Advanced
+ -	Reregister every 300 seconds Minimum time 20 seconds Maximum time 1800 seconds
	Timers
	Enable Session Timers
	Session Timer Preference None + Default Session Time 60 seconds
	Advanced Options
	 Send SIP keep-alives Use old style hold Use rport Send outgoing request directly to target
	Cancel

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

0	0				Pref	erences	– Accou	ints			
Ap	plication	Accourt	its Privacy	Alerts & Sounds	Devices	Network	Codecs	Wedia Quality	Call Automation	Directory	Advanced
	Enabled	Status	Account Na	me	Protocol	User ID				Call	
		-	Contactua	SIP	SIP	mac10	@contac	tual.com		V	
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		0	OnDeman	d Contact Center	SIP	jdoe@n	nycontac	tual.com		S	
	+ -										

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

Selecting Audio Codecs

To select audio codecs for your Bria:

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

odecs		Selected Codecs
DVI4		G711 aLaw
OVI4 Wideband		G711 uLaw
5722		G729
SSM		
16 PCM Wideband		
peex		
Speex FEC		
Select a codec from the abo	ove lists to view propert	ties
Description:		
Fidelity:		
Bitrate range (bps):		
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best quality (i este)	0.0	4.5
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	c offered when near	stiating audio codeces.

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.

0 0	Preferences – Advanced	
plication Accounts P	rivacy Alerts & Sounds Devices Network Codecs Media Qual	lity Call Automation Directory Advances
DTMF		
 Send via DTMF Send in-band 	2833 🗌 Also send in-band	
RTP		
🗹 Enable RTP ina	ctivity timer	
Time: 300	seconds	
Call Recording		
Recording folder	/Users/kreator/Library/Caches/TemporaryItems/	Browse Open Folder
File Transfer		
Transfer folder	/Users/kreator/Library/Caches/TemporaryItems/	Browse Open Folder
Web Page Tabs		
Web address		Name

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

Enter	a name or	number	Call -
Mistory	Contacts	Favorites	
<u>}</u> (
Family (0)			
Friends (0)			
Work (0)			

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

- Navigate to your Virtual Contact Center Agent Console link.
 Refer to the <u>Virtual Contact Center Platform URL guide</u> for the link. The login screen appears.
- 2. Enter your login credentials and log in to the Agent Console.
- 3. Navigate to your profile.
- Select the SIP Phone URI radio button and enter the SIP Phone URI: Display Name@Domain Name. For example, jdoe@acme.com

Available Take Broak Log Out My Profile Agent Name:John Doe Tenant Lat Agent Name:John Doe Tenant Lat Agent Name:John Doe Tenant Name: John Doe Take Broak Longest Inbound Phone Personal * Services 0 0 One Number: Personal * Services Orthone Number: Status Duration * Services Offline John Doe Offline * Services Make Verification Call John Doe Offline Status Duration * Status Duration Status in: One Tab •	Window John Doe Working Offline 1m:04s	Home My Oustammers My Cases My Profile My F	tecording FAQ Help Bria Account Properties
Agent Status Duration • SIP Phone URI: jdoe@acmei.com • SiP Phone URI: jdoe@acmei.com • Domain Prevy • SiP Phone URI: jdoe@acmei.com • Make Verification Call and setup voice m greeting. • Domain Prevy • Domain Prevy • Make Verification Call and setup voice m greeting. Domain • Provy Address sip1.mycontactual.com External Setup External Usemame: Cancel OK Show Status in: One Tab v v v	Available Take Break Log Out	My Profile Agent Name: John Doe Tenant Lat Agent Id: jdoe Tenant Nat Personal *Email Address: jdoe@acme.com © Phone Number:	Account Account name: OnDemand Contact Center Protocol: SIP Use for: @ Call IM/Presence Central Voicenail Topology Presence Storage Transport Advanced User Details * User ID jdge * Domain acme.com Password Display name jdge
External Setup Dial plan #2\a\a.T;match=1.prestrip=2; External Usemame: Cancel OK External Password:	Agent Status Duration Services John Doe Offline 0m:58s	SIP Phone URI: jdoe@acmel.com Make Verification Call and setup voice m. greeting.	Domain Proxy Register with domain and receive calls Send outbound via: Domain Proxy Address Sip1.mycontactual.com
	Show Status in: One Tab 👻	External Setup Dial plan #2\a); External Usemame: External Password:	Dial plan \$2\a\a.T.match=1:prestrip=2; Cancel OK

- 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.

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In	coming call			_
c [(tlnananthai Other: 6503	murthy#6503524073 3524071@64.56.204	1 .149]	÷

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