# **Configuring Bria 3 Windows for Virtual Contact Center**

8x8 issues Counterpath's Bria softphone licenses to Virtual Contact Center customers. Bria 3 is a softphone application that enables you to manage Virtual Contact Center VoIP calls from your desktop replacing or complementing your hard phone. This document discusses how to install and configure Bria 3 on your Windows. For instructions on configuring Bria 3 for Mac, refer to '<u>Configuring</u> <u>Bria 3 Mac for Virtual Contact Center</u>'.

*Note:* If you have a previous version of Bria installed on your system, you need to uninstall the previous version before proceeding with the new version.

# **Technical Prerequisites**

- 1. Ensure basic system requirements
  - Processor Minimum: Pentium 4<sup>®</sup> 2.4 GHz or equivalent
  - Memory Minimum: 1 GB RAM
  - Hard Disk Space: 100MB
  - Operating System:
    - o Microsoft Windows XP Service Pack 3
    - o Microsoft Windows Vista, 32-bits and 64-bits arch
    - o Microsoft Windows 7
  - Connection: IP network connection (broadband, LAN, wireless)
  - Additional:
    - Microsoft Windows Installer 3.1
    - o Microsoft .NET 4.0
    - Microsoft VC C++ 2010
    - Note: The installer takes care of installing these if you do not have them.
  - Sound Card: Full-duplex, 16-bit or use USB headset
  - Web browser: Microsoft Internet Explorer<sup>®</sup> 8.0 or later.
- 2. Allocate Network Bandwidth required for VoIP calls
  - G.711 aLaw/uLaw approximately 80-Kbps per VoIP call
  - G.729 approximately 32 Kbps per VoIP call
- 3. Enable VoIP calls to pass through your network's firewall.
  - 8x8 VoIP server: port 5060
  - License Server: <u>https://secure.counterpath.com</u> TCP port 443
  - Real-Time Transfer Protocol(RTP): UDP port 35000-65000
  - 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:

- 1. Step One: Download and Install the Bria software.
- 2. Step Two: Configure the Bria phone.
- 3. **Step Three:** Verify the Bria phone works with Virtual Contact Center.

## Step One: Download the Bria Software

8x8 communicates the Bria PC installation URL and the license key via email. Clicking the installation URL in the email guides you through the Bria installation process using a Setup Wizard.

#### To install Bria 3:

- 1. Click the link in your email to download the Bria software for Windows. <u>Download Software</u>
- 2. At the browser prompt, click **Run** to run the executable file.
- 3. Follow the prompts to initiate the Setup Wizard.



- 4. Follow the wizard and install Bria on your desktop.
- 5. After installing the program, launch Bria.
- 6. Select **No login required** option from the Profile menu.

Bria 3 Login		80	Bria 3 Login		e 8
Profile:	Manually enter login server	<b>*</b>	Profile:	Manually enter login server	-
Login server:			Login server:	No login required	
Heemama				Manually enter login server	<u>^</u>
Osemanie.					
Password:			Password:		
	Remember login information			Remember login information	
2 years	Log in automatically			Log in automatically	
		Log in			Log in

7. At the following message screen, click **Continue**.



8. At the prompt, enter the license key provided in the email.



You are now ready to configure Bria to process Virtual Contact Center calls.

# Step Two: Configure the Bria Phone

Configuring Bria softphone involves:

- Setting up a new SIP account
- Enabling Audio Codecs

### Setting up a New SIP Account

#### To set up a new SIP Account:

1. From the Bria menu, select **Softphone > Account Settings**. The **SIP Accounts** window appears.

CID Assount

	Account Voicemail Topology Presence Storage Transport Advan
ne View (Contacts Actions Help	Account name: Account 1
unt Settings	Protocol: SIP
Ctrl+O	<ul> <li>Allow this account for</li> </ul>
	IM / Presence
Account is not enabled.	
Go to Account Settings	User Details
🛨 🔊	* User ID:
ts Favorites History	Domain:
	Password
mily (0)	Dientau name:
eruis (0)	
sti, (U).	Authorization name:
	C Domain Proxy
	Register with domain and receive calls
	Send outbound via:
	Domain
	Proxy Address:
OUNTERDATH	Dial plan: #1\a\a.T:match=1:prestrip=2:
OUNTERFAIT	

- 2. Uncheck the option to disable account for IM/Presence.
- 3. Enter the User Details as follows:
  - a. User ID: is the same as the User ID required to login to the Agent Console. For example, *jsmith*
  - b. **Domain**: Domain can be any name. 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.
  - c. **Display Name**: You may use any name that you like as the Display Name, but 8x8 recommends using your company's naming conventions for login id, such as first initial and last name.

- d. **Domain Proxy**: Check box to *Register with domain and receive incoming calls*.
- e. **Proxy Address**: Check the Proxy button and enter the URI address. The address varies based on the platform your tenant is hosted on.
  - If your tenant is based in US (NA1 NA4) Platform, enter vcc-sip-us1.8x8.com
  - If your tenant is based in US (NA7 NA8) Platform, enter vcc-sip-us2.8x8.com
  - If your tenant is based in UK Platform(UK1), enter vcc-sip-uk1.8x8.com
  - If your tenant is based in UK Platform(UK2), enter vcc-sip-uk2.8x8.com
  - 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 remove any information in **Dial Plan** field and do not enter any information in **Password** and **Authorization Name** fields.

Account Voicemail Topology Presence Storage Transport Advanced Account name: Account 1 Protocol: SIP Allow this account for Call IM / Presence User Details User ID: jsmith Domain: acmejets.com Password:
Account name: Account 1 Protocol: SIP Allow this account for Call M / Presence User Details User ID: jsmith Domain: acmejets.com Password:
Account name: Account 1 Protocol: SIP Allow this account for Call M / Presence User Details User ID: jsmith Domain: acmejets.com Password:
Protocol: SIP Allow this account for Call Call User Details User ID: jsmith Domain: acmejets.com Password:
Allow this account for Call IM / Presence User Details User ID: jsmith Domain: acmejets.com Password:
Call M / Presence User Details User ID: jsmith Domain: acmejets.com Password:
User Details  User ID: jsmith  Domain: acmejets.com  Password:
User Details  User ID: jsmith  Domain: acmejets.com  Password:
User ID: jsmith     Domain: acmejets.com Password:
Domain: acmejets.com
Password:
Disnlay name: John Smith
C Domain Proxy
Register with domain and receive calls
Send outbound via:
Domain
Proxy Address: vcc-sip.us1.8x8.com
Dial plan: #11a/a Tmatch=1:prestrin=2:
OK Cancel

4. Click **OK** to enable the account.

A message indicates the account is enabled if you provided the right account details.

5. Click **Voice Mail** tab, uncheck *Check for voice mail*. This prevents any possible disruption of voicemail processing of Virtual Contact Center.



- 6. Click **Topology** tab and change the **Firewall traversal method** settings to *None (Use Local IP Address)*.
- 7. Select Advanced tab and set the Reregister settings to:
  - Reregister every 300 seconds
  - Minimum time: 20 seconds
  - Maximum time 180 seconds

SIP Account	8			
Account Voicemail Topology Presence Storage Trans	sport Advanced			
Register Settings				
Reregister every: 300 seconds				
Minimum time: 20 seconds				
Maximum time: 180 seconds				
_ Timers				
Enable session timers				
Session timer preference: None				
Default session time: 60 seconds				
Hold method  Handle hold request in M-line only (latest standard)  Handle hold request in M-line and C-line (old standard)				
Send SIP keep-alives				
Use rport Send outgoing request directly to target				
	OK Cancel			

8. Click **OK** to save the properties of Account 1.

Note: Account 1 is chosen as the default account for your Bria.

Account S	ettings				8
Add -	Edit				Remove
Enabled	Account Name	Status	Protocol	User ID	Call
<b>V</b>	Account 1	Ready	SIP	jsmith	<ul> <li>Image: A set of the set of the</li></ul>
					Apply OK

### **Enabling Audio Codecs**

### To configure audio codecs for Bria:

- 1. From the Bria menu, select **Softphone > Preferences**.
  - a. To enable a codec, highlight the codec in *Available Codecs* list and click
  - b. To disable a codec, highlight the codec in *Enabled Codecs* list and click

For better voice quality, 8x8 recommends using G711 (uLaw or aLaw).

**Note**: If you enable both G711 and G729 codecs, the server application negotiates and selects the most suitable codec from the list.

Preferences				88
Preferences Application Alerts & Sounds Privacy Devices Shortcut Keys Network Audio Codecs Video Codecs Quality of Service	Audio Codecs Available Codecs BroadVoice-32 BroadVoice-32 FEC DV14 DV14 Wideband G722 GSM iLBC L 16 PCM Wideband	*	Enabled Codecs G711 aLaw G711 uLaw G729	
Media Quality Directory Call Automation Advanced	L16 PCM Wideband Select a codec from the above Description: G711 aL Bitrate range (bps): 80000 - Fidelity: 8000 Best quality (PESQ):	v lists to view aw 80000	properties	
	Accept the first codec offered when negotiating audio codecs. You can enable and disable codecs. If a codec is enabled, the network connection speed (at the time the call is made or received) will determine whether an enabled codec is actually used.			
Reset to Default			ОК	Cancel

This completes the setup of your Bria 3. If configured according to directions provided in this document, Bria registers with Virtual Contact Center and displays the main screen as shown below:

Bria 3 - John Smith	88
Softphone View Contacts Actions	Help
Available -	
💷 🧶 🛋 11 🔮 🖂 🔧	<b>*</b>
<u> </u>	Call
Contacts Favorites History	
å (	
Family (0)	
▼ Friends (0)	
▼ Work (0)	
ංී් CounterPath	

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

- Navigate to your Virtual Contact Center Agent Console login link.
   Refer to the <u>Virtual Contact Center Platform URL guide</u> for the link.
- 2. Enter your login credentials and log in to the Agent Console.
- 3. Navigate to your profile.
- 4. In the Personal area, select the SIP Phone URI button and enter the SIP Phone URI:

User ID@Domain Name. For example, jsmith@acmejets.com

Window 🔻 John Smith	Message Center My Profile =	Bria Account Settings
• working Offline 1h:06m:28	My Profile	SIP Account
Available Take Break Log Out	Agent Name:John Smith Tenant Label:/ Agent Id:Jsmith Tenant Name:	Accree Account Voiconnail Topology Presence Storage Transport Advanced  cthalini2 Account name: Account 1
Queue         Busy Wait Langest           T Inbund Phone	Personal *First Name: John *Last Name: Smith *Email Address: Johnsmith@acmejets.com © Phone Number: 408 675-0258 @ SIP Phone URL: jsmith@acmejets.com	Personal Personal Notification Play Notif Date Form Default Sig Default Sig Default "fr Advorting account for W of Personal User Default Default Sig Default "fr
Agent Ditatus Duration * Acme - Services & Allow South Offline 1h:106m1 * Acme - Sales * Acme - Support		Email Sign: John Smith Sales Eng) Acme Jets Ord outbound va: Dend outbound va: Dray Proy Address: sig1.mycontactual.com Dial plat: (#Tula T;match=1 prestrip=2;
Show Status in: One Tab • CRM Profile Collaborate Report None 888 Setue	Security Q Old Password: New Password:	Outcome     Converting       Queue     Assignment       Image: State state state     *

### 5. Click Make Verification Call to verify Bria is configured for Virtual Contact Center.

Your Bria phone rings if you followed the configuration precisely. You can answer the call and follow the prompts to record a greeting message or simply disconnect the call.