

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 '[Configuring Bria 3 Mac for Virtual Contact Center](#)'.**

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® 2.4 GHz or equivalent
 - Memory Minimum: 1 GB RAM
 - Hard Disk Space: 100MB
 - Operating System:
 - Microsoft Windows XP Service Pack 3
 - Microsoft Windows Vista, 32-bits and 64-bits arch
 - Microsoft Windows 7
 - Connection: IP network connection (broadband, LAN, wireless)
 - Additional:
 - Microsoft Windows Installer 3.1
 - 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® 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: <https://secure.counterpath.com> - 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:

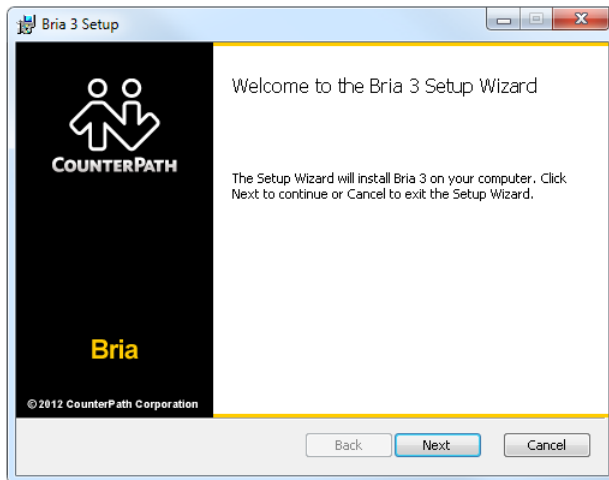
1. **Step One:** Download and Install the Bria software.
2. **Step Two:** Configure the Bria phone.
3. **Step Three:** Verify the Bria phone works with Virtual Contact Center.

Step One: Download the Bria Software

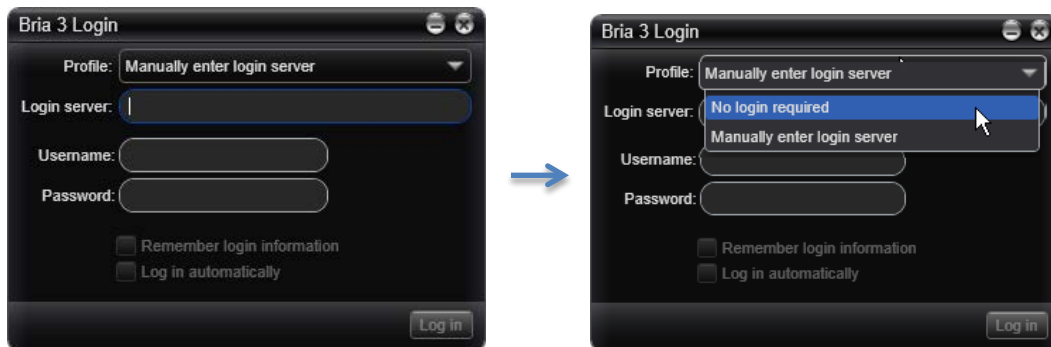
8x8 communicates the Bria PC installation URL and the license key via email. Clicking the installation URL in the email guides you through the Bria installation process using a Setup Wizard.

To install Bria 3:

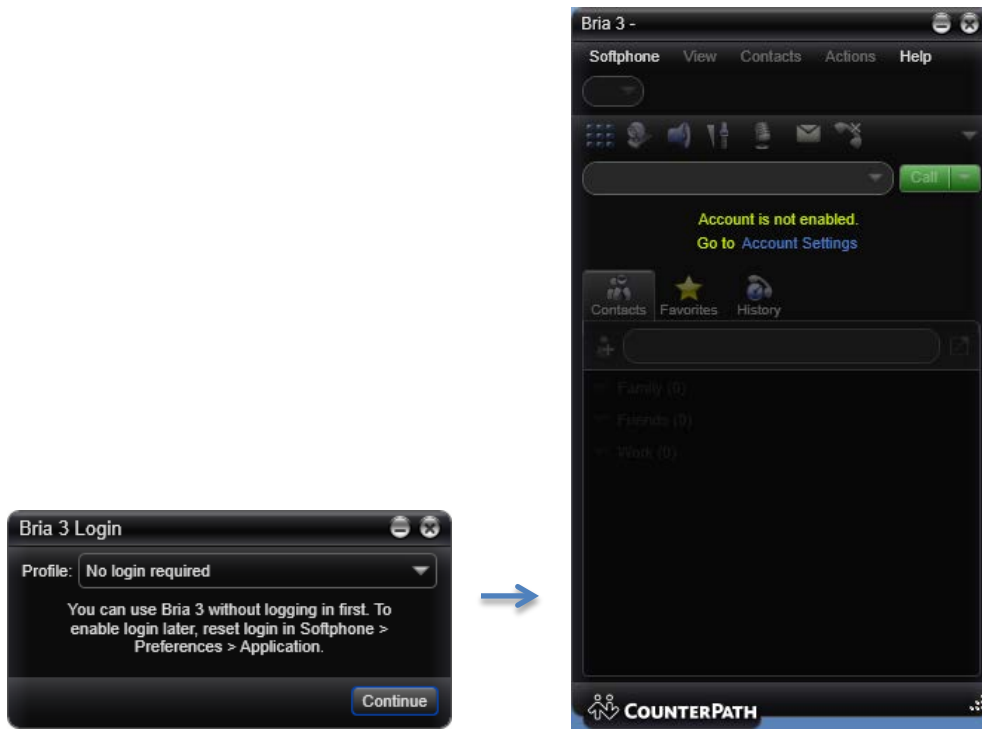
1. Click the link in your email to download the Bria software for Windows.
[Download Software](#)
2. At the browser prompt, click **Run** to run the executable file.
3. Follow the prompts to initiate the Setup Wizard.



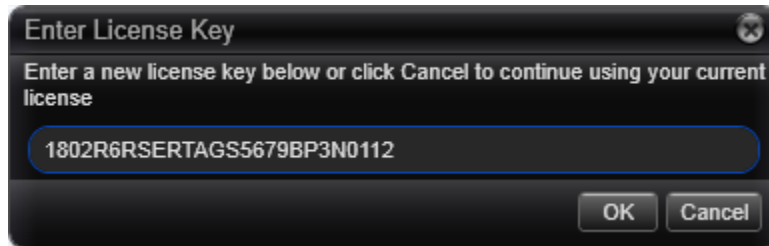
4. Follow the wizard and install Bria on your desktop.
5. After installing the program, launch Bria.
6. Select **No login required** option from the Profile menu.



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

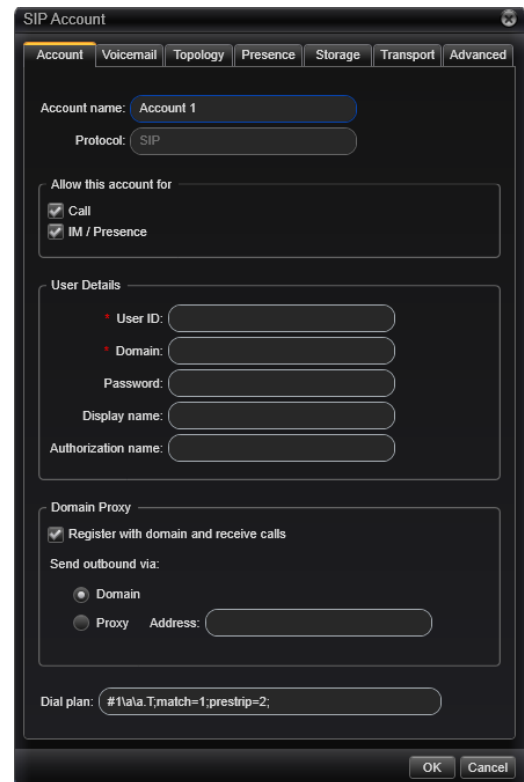
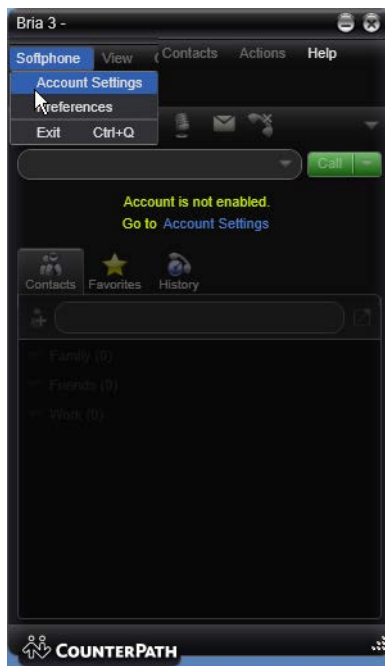
Configuring Bria softphone involves:

- 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.

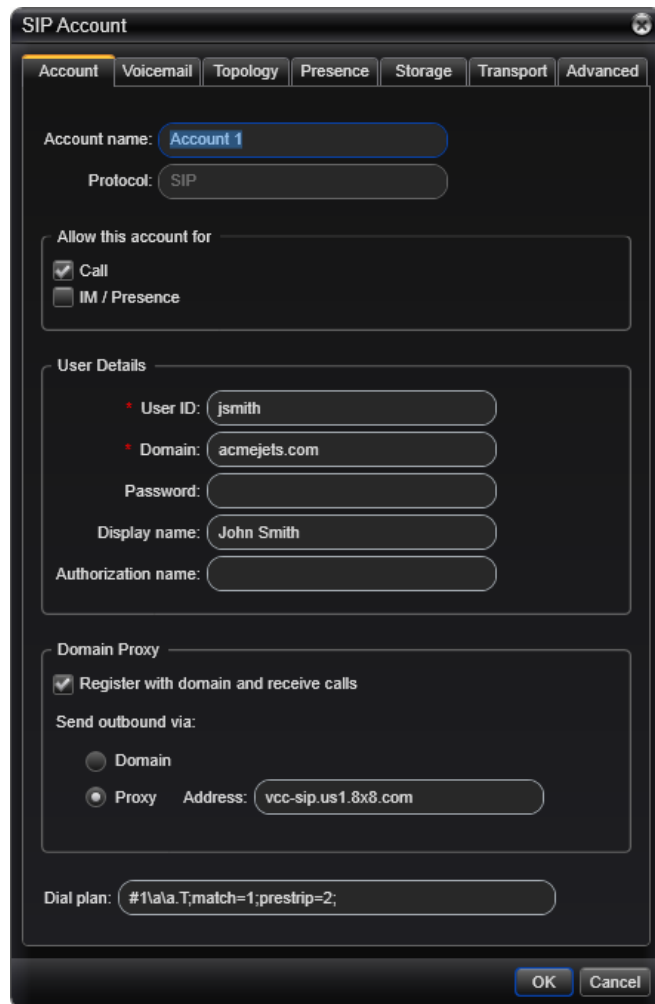


2. Uncheck the option to disable account for IM/Presence.
3. Enter the User Details as follows:
 - a. **User ID:** is the same as the User ID required to login to the Agent Console. For example, *jsmith*
 - b. **Domain:** Domain can be any name. 8x8 recommends using your company's domain. Your company's 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 [Virtual Contact Center Platform URL guide](#).

Note: Please do not remove any information in **Dial Plan** field and do not enter any information in **Password** and **Authorization Name** fields.

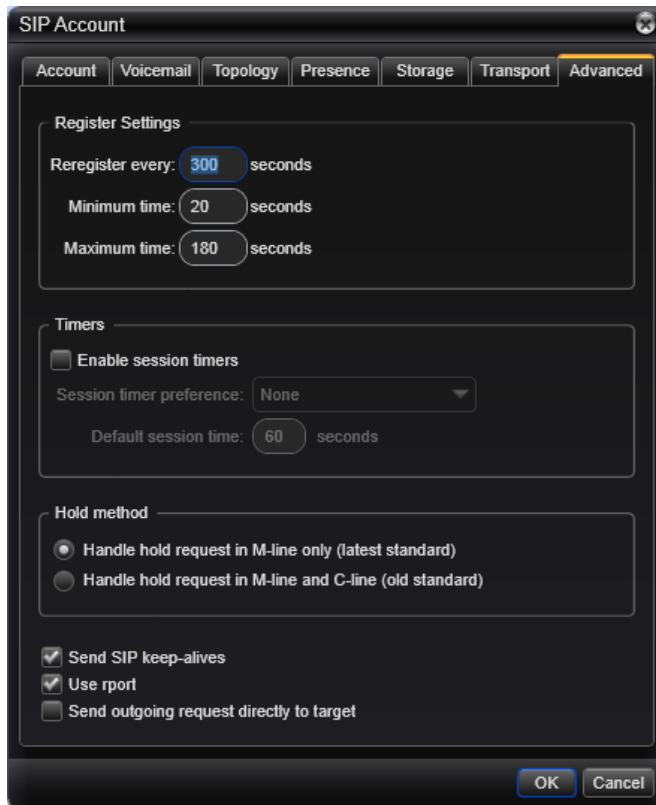


- 4. Click **OK** to enable the account.
A message indicates the account is enabled if you provided the right account details.

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

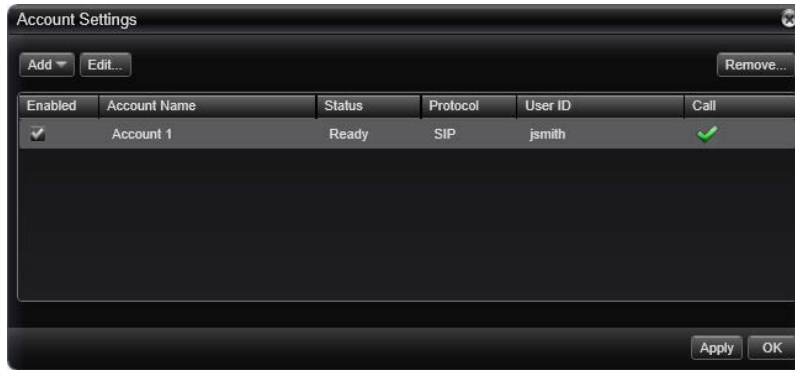


6. Click **Topology** tab and change the **Firewall traversal method** settings to *None (Use Local IP Address)*.
7. Select **Advanced** tab and set the Reregister settings to:
 - Reregister every 300 seconds
 - Minimum time: 20 seconds
 - Maximum time 180 seconds



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

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



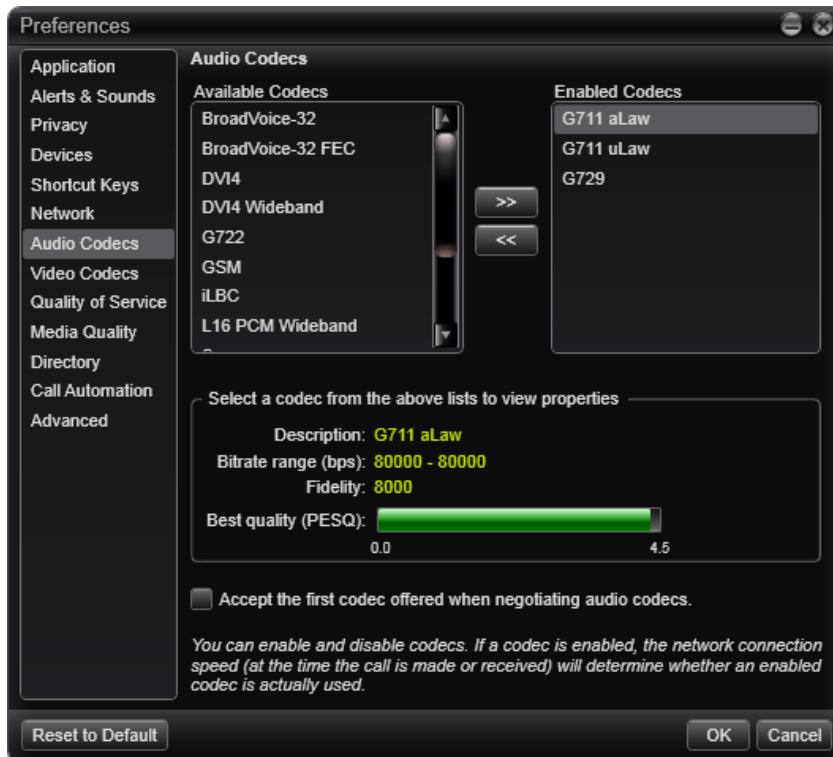
Enabling Audio Codecs

To configure audio codecs for Bria:

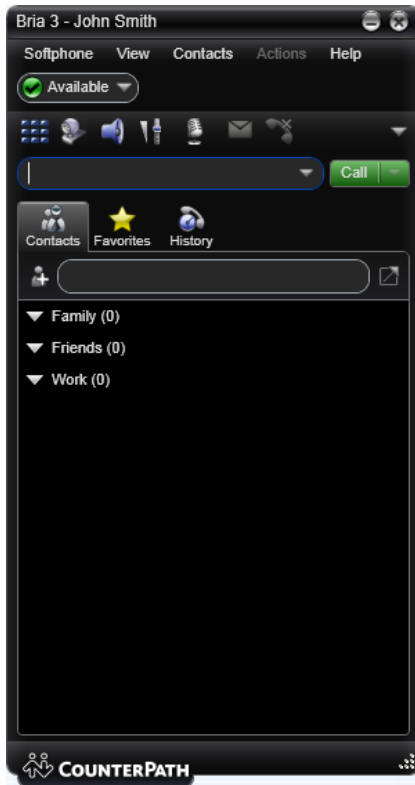
- 1. From the Bria menu, select **Softphone > Preferences**.
 - a. To enable a codec, highlight the codec in *Available Codecs* list and click **>>**.
 - b. To disable a codec, highlight the codec in *Enabled Codecs* list and click **<<**.

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.

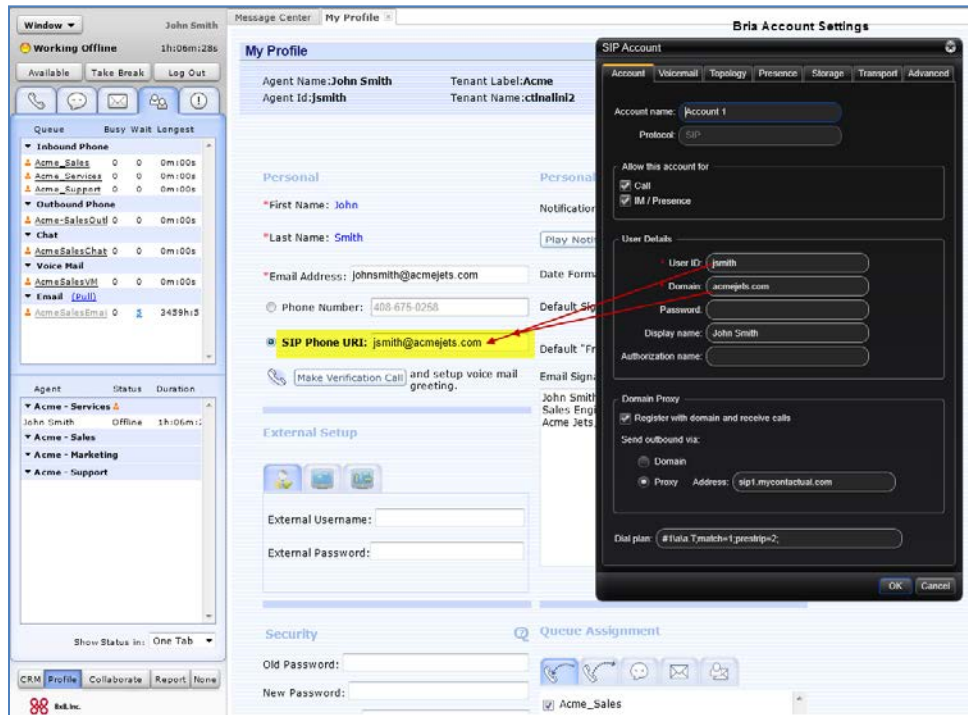


This completes the setup of your Bria 3. If configured according to directions provided in this document, Bria registers with Virtual Contact Center and displays the main screen as shown below:



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

1. Navigate to your Virtual Contact Center Agent Console login link.
Refer to the [Virtual Contact Center Platform URL guide](#) 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`



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.