

Bria *BlackBerry Edition* User Guide

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1 About Bria *BlackBerry Edition*

Bria *BlackBerry Edition* is a SIP-based phone for the BlackBerry® Z10 device. With Bria *BlackBerry Edition* (Bria), you can use the Wi-Fi connection or the mobile data connection to make and receive calls.

Standard Telephone Features

Bria *BlackBerry 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, G.722, GSM, and iLBC, with an option to purchase G.729.
- Ringtones and contact avatars.
- Support for DTMF: the ability to enter numbers to use with an auto attendant.

Advanced Features

- NAT traversal (STUN and ICE).
- Secure call signaling (TLS).
- Audio encryption (SRTP).
- DNS SRV record lookups.
- Application diagnostics (logging and log files uploading).

Accessories

The following accessories are supported:

- Headset with microphone: Bria *BlackBerry Edition* uses the ear-piece and microphone on the headset.
- Headphones (no microphone): Bria *BlackBerry Edition* uses the ear-piece on the headphone and the built-in microphone on the device.

2 Configuring

2.1 Getting Ready

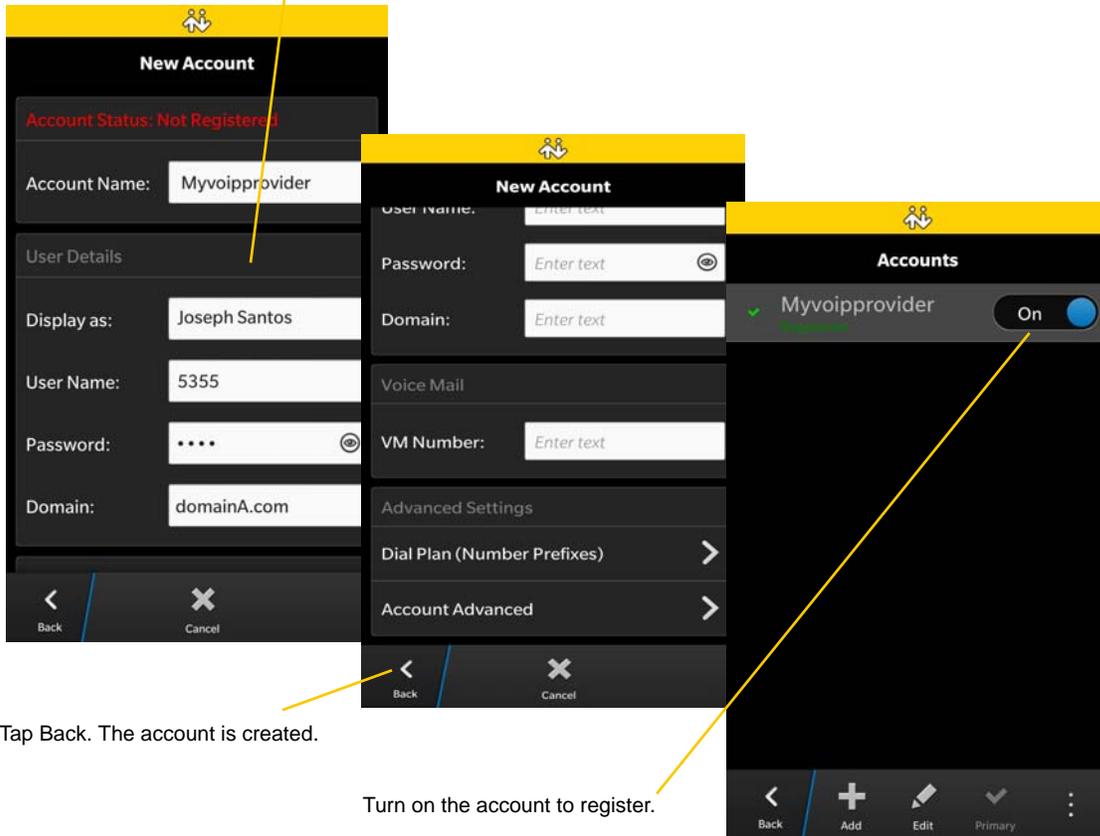
1. Once you have installed Bria *BlackBerry Edition*, make sure you have set up Wi-Fi and mobile data correctly on your device. Go to System Settings > Network Connections, then do the following:
 - Set up Wi-Fi: tap Wi-Fi, then enable the Wi-Fi field. The panel will be populated with access points. Tap to choose an access point and wait for the item to show Connected.
 - Set up mobile data: tap Mobile Network, and enable the Mobile Network field.
2. Obtain the following information from your VoIP service provider:
 - Your username, password and domain.
 - Your auth name (authorization name), if used by your service provider.
 - Your voicemail number, if your service provider provides this service.
3. Tap the Bria icon on the BlackBerry device.  Bria launches.

2.2 Setting up Bria

To use Bria as a phone, you need to create a SIP account with the information provided by your VoIP service provider.

Tap the Settings tab then Accounts.

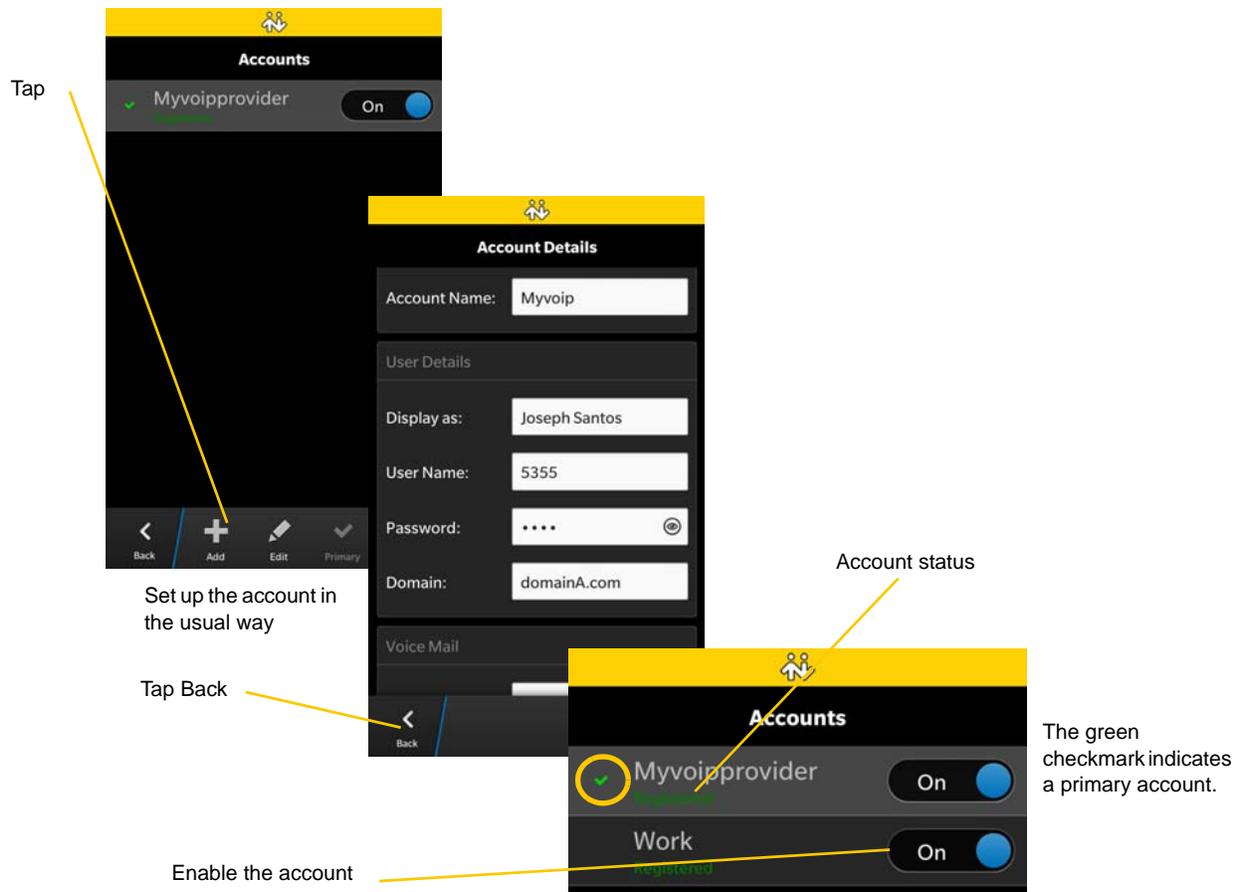
Complete the User Details section and Voice Mail section (optional) with the information provided by your service provider.



When you have successfully registered, tap the Phone tab and try placing a call.

Setting up Multiple Accounts

You can set up more than one account if you have service from more than one VoIP service provider. You can set a primary account which will be used for outgoing calls as well as the voicemail icon on dialpad.



2.3 Working with Contacts

Bria uses contacts saved on your device. Bria's contacts are continually synchronized with your native contacts; adding, modifying or deleting a contact from one list update the other list.

On Blackberry 10, you can set up multiple sources for contacts (for example, Email, Twitter, Facebook) and merge all into the native contact app. If you do this, you can access all contacts on Bria as well.

3 Making Phone Calls

3.1 Starting and Quitting Bria

Start Bria. The following screen appears. Bria is ready.

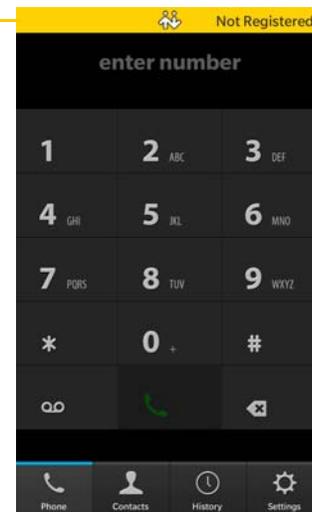


The Navigation bar displays a message when your action is required.

Not Registered: The SIP account is not registered. Make sure the account is turned on under Settings > Accounts.

Mobile Use Disabled: You did not allow Bria to use mobile data (3G/4G/LTE) and you do not have a Wi-Fi connection. Use of mobile data is optional; to turn it on, go to Settings > Preferences.

No Network: The device has no data connection whether it's Wi-Fi or mobile data. Move to a different location.



Quitting

Once launched, Bria runs in the background. To quit Bria, go to the device's home screen, then you will see the active frame of Bria. Tap on X on the bottom right corner of Bria.



Tap to quit Bria.

3.2 Interaction between Bria and Native Phone

Placing Calls

- You can place a Bria call so long as you are not already on two Bria calls.
- You can place a native call regardless of the state of Bria.

Incoming Calls

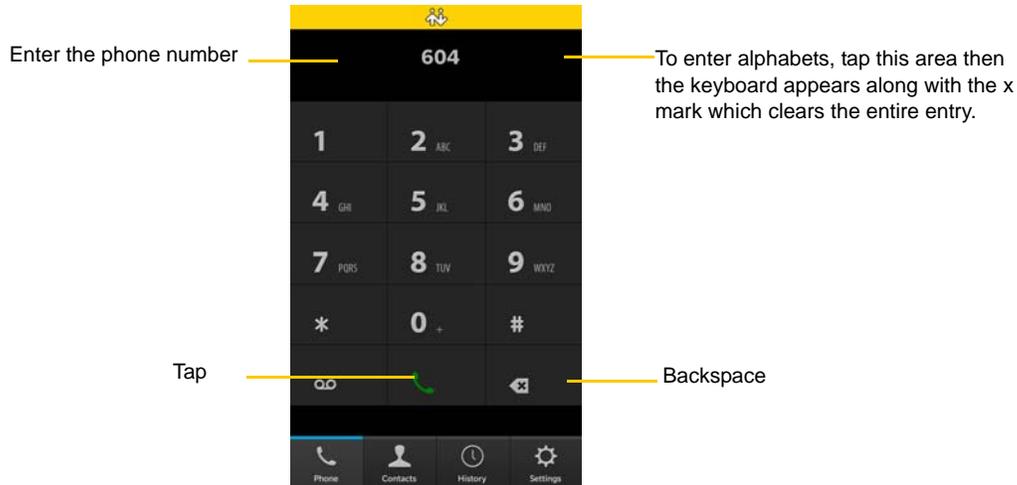
- An incoming Bria call rings on your phone unless you are already on two Bria calls. In this case, the new incoming call will go to Bria voicemail instead.
- Incoming native calls: Being on a Bria call has no impact on your native phone: native calls will be received in the usual way. Therefore, you should be prepared to accept or decline a native call.

Established Calls

- This version of Bria is not able to recognize/detect native calls. When you answer or place a native call during a Bria call, the Bria call does not go on hold automatically; you need to put it on hold.
- You can have up to two Bria calls established at the same time and switch between them.

3.3 Placing a Call

Using the Dialpad

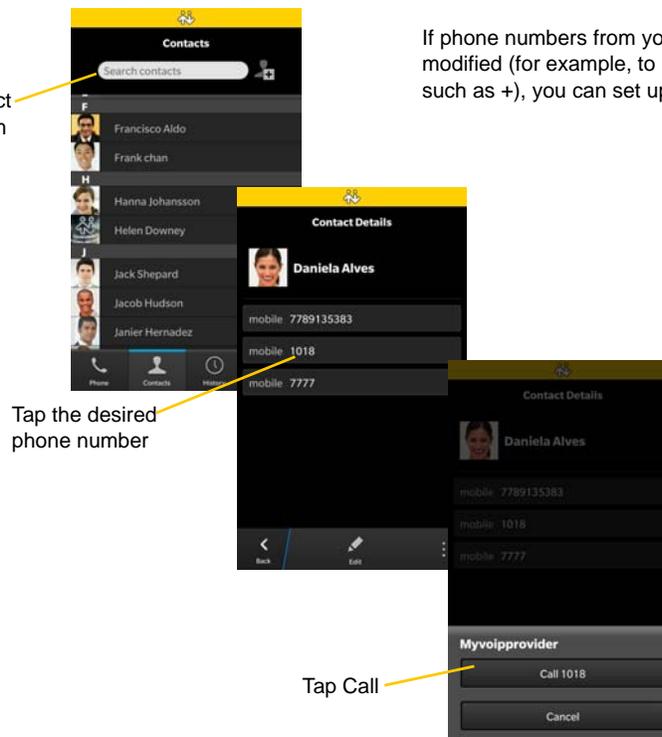


From the BlackBerry device Contact List

Tap the Contacts tab at the bottom of the screen

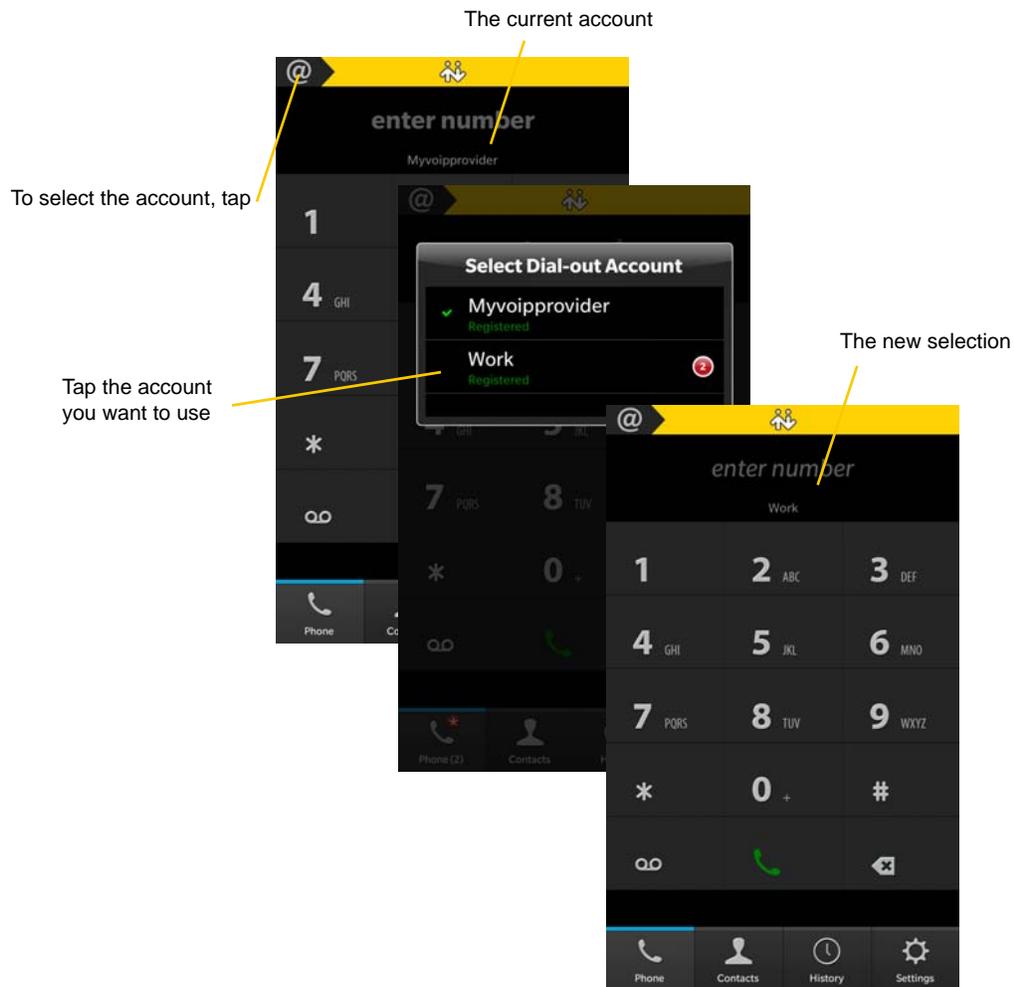
Search for a contact or choose one from the list

If phone numbers from your contact list need to be modified (for example, to remove extra characters such as +), you can set up a dial plan. See page 35.



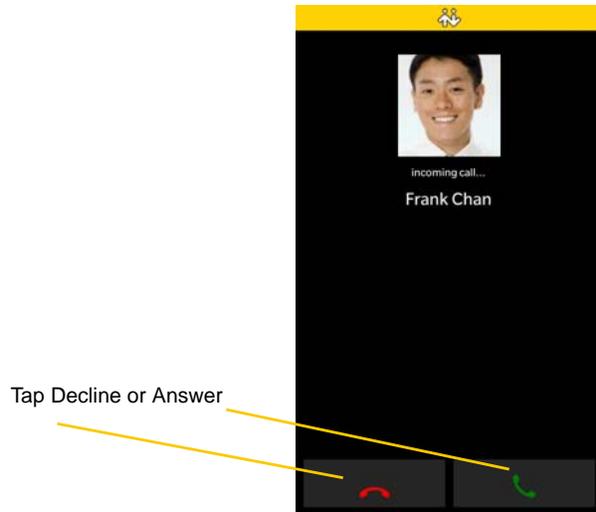
Making a Call from another Account

If you have more than one account enabled, you can change the account to use on a given phone call.



3.4 Handling Incoming Calls

When Bria Is in the Foreground



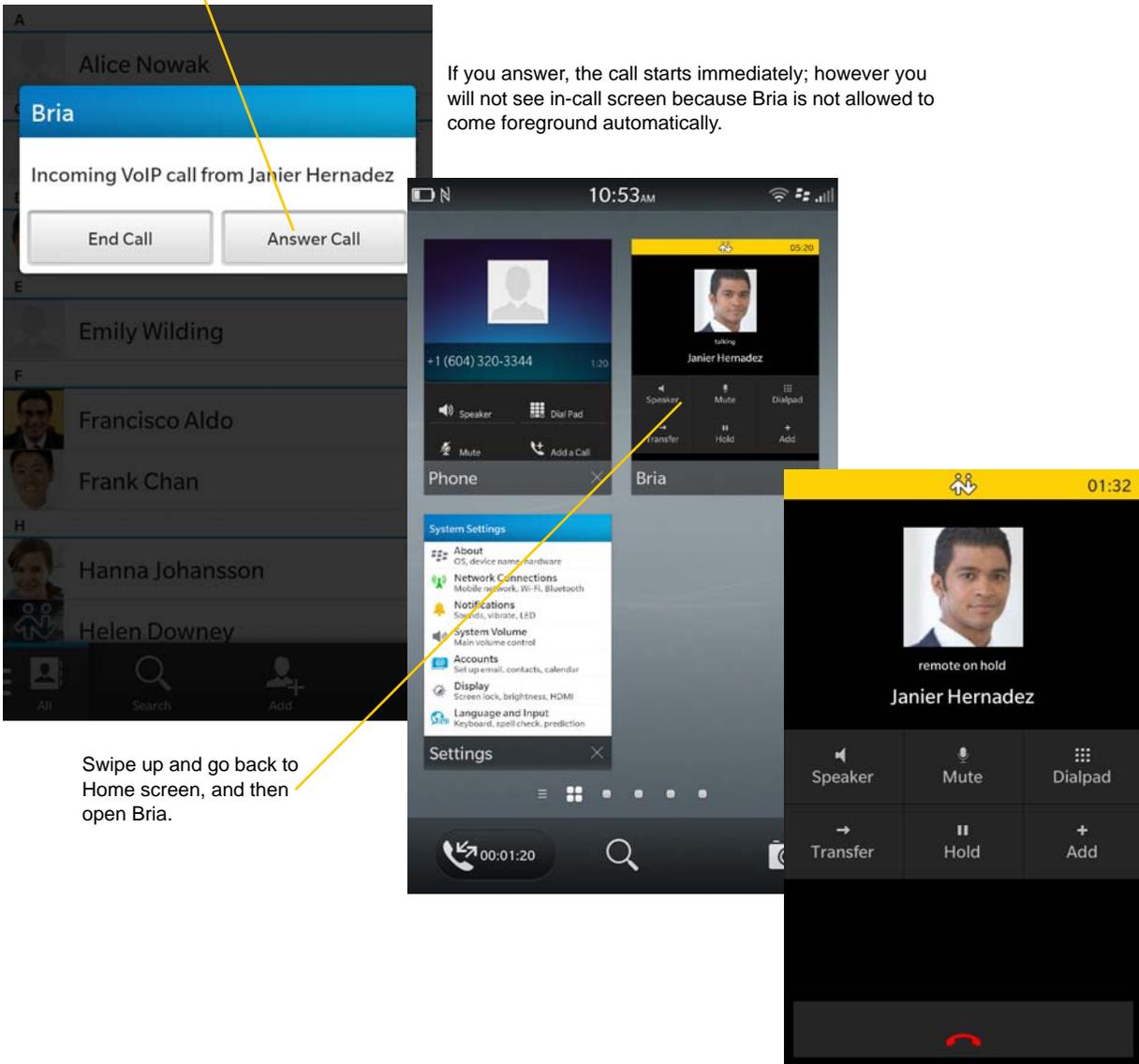
When Bria Is in the Background

When Bria receives a call in the background, the device will ring/vibrate/turn on LED indicator depending on the preferences within Bria. Bria does not use OS Notification settings except for LED. Make sure you turn on the Preferences within Bria for: Play Ringtone, Vibrate, and Alert Missed.

The device rings/vibrates for incoming call.

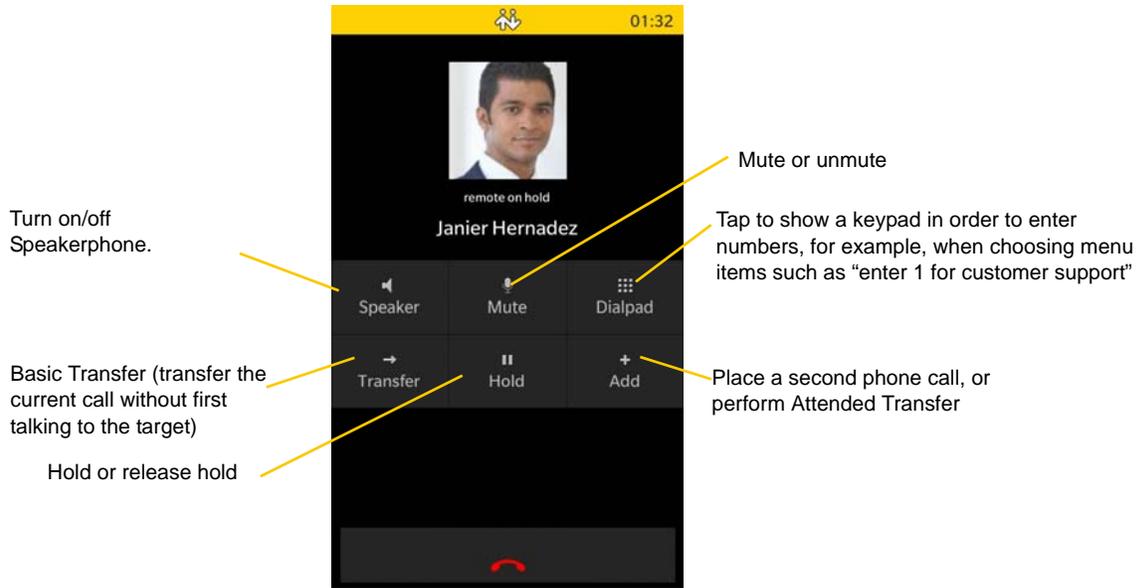
If the device is locked, swipe up to unlock. The prompt appears.

Either answer or decline the call.



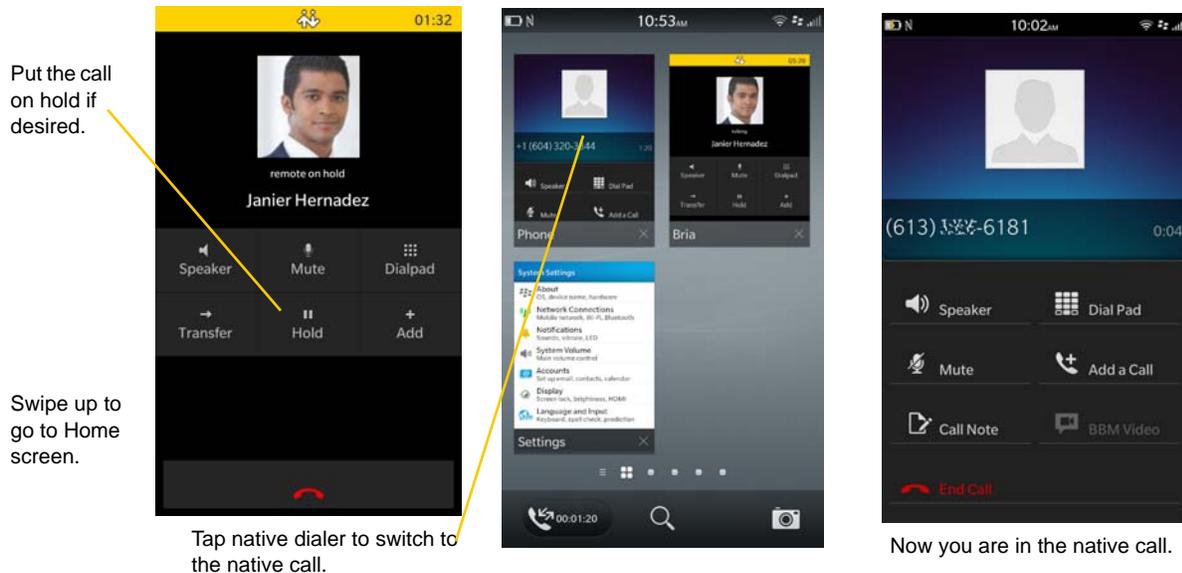
3.5 Handling One Established Call

Bria Call



Native Call and Bria Call

The Bria in-call screen does not show any indication that the native call is in progress. To switch between native call and Bria call, swipe up to go to Home screen, and tap either native dialer or Bria to bring forward. You might want to put the current call on hold before switching.



3.6 Placing a Second Bria Call

Using the Dialpad

Place the call on hold, if desired

Tap Add

Dial the number of the second person and tap Call

When the call connects, the first call is put on hold. You are now speaking to the second person.

To switch to the other person, tap Swap.

Or tap here to go back to the first call

From the BlackBerry device Contact List

Place the call on hold, if desired

Tap Add

Tap Contacts

Search for the person and tap the phone number

Tap Call

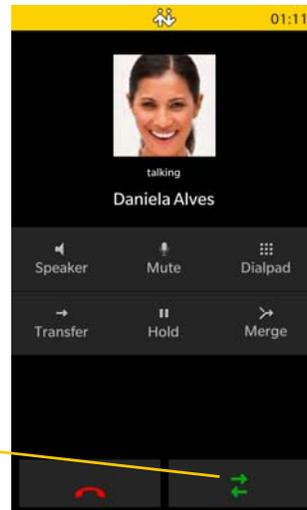
When the call connects, the first call is put on hold. You are now speaking to the second person.

To switch to the other person, tap Swap Calls

Or tap here to go back to the first call

3.7 Handling Two Established Calls

Handling Two Bria Calls

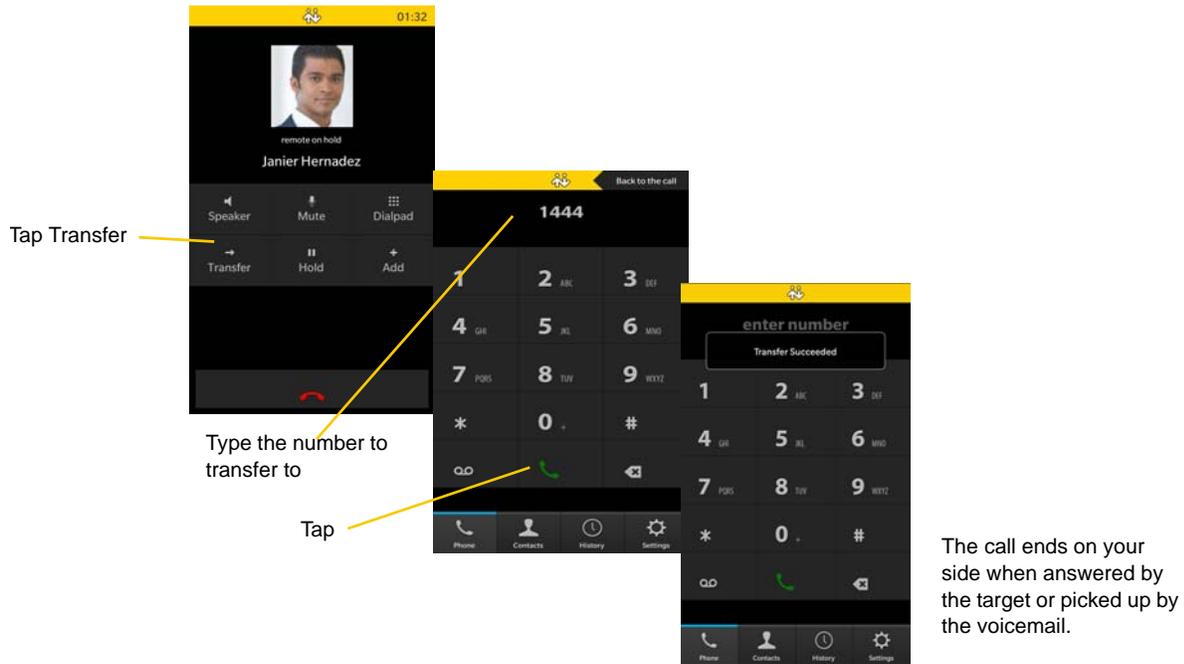


To switch to the other person,
tap Swap Calls

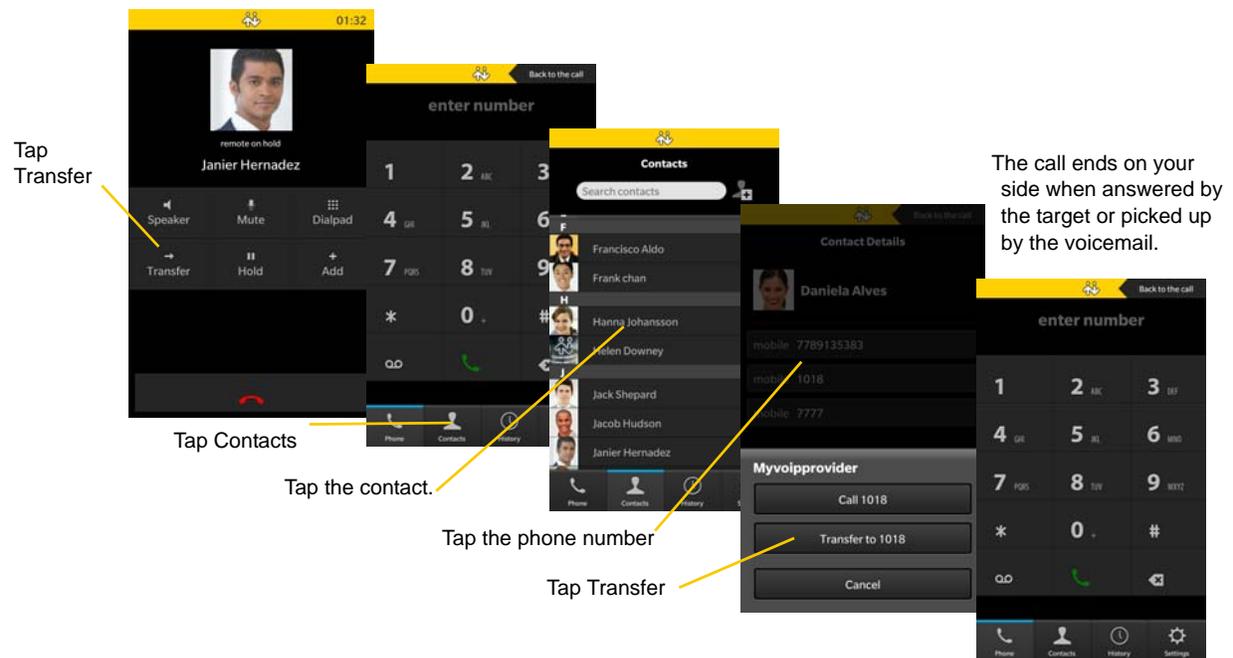
3.8 Unattended (Blind) Transfer

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

Using the Dialpad



By Selecting a Contact

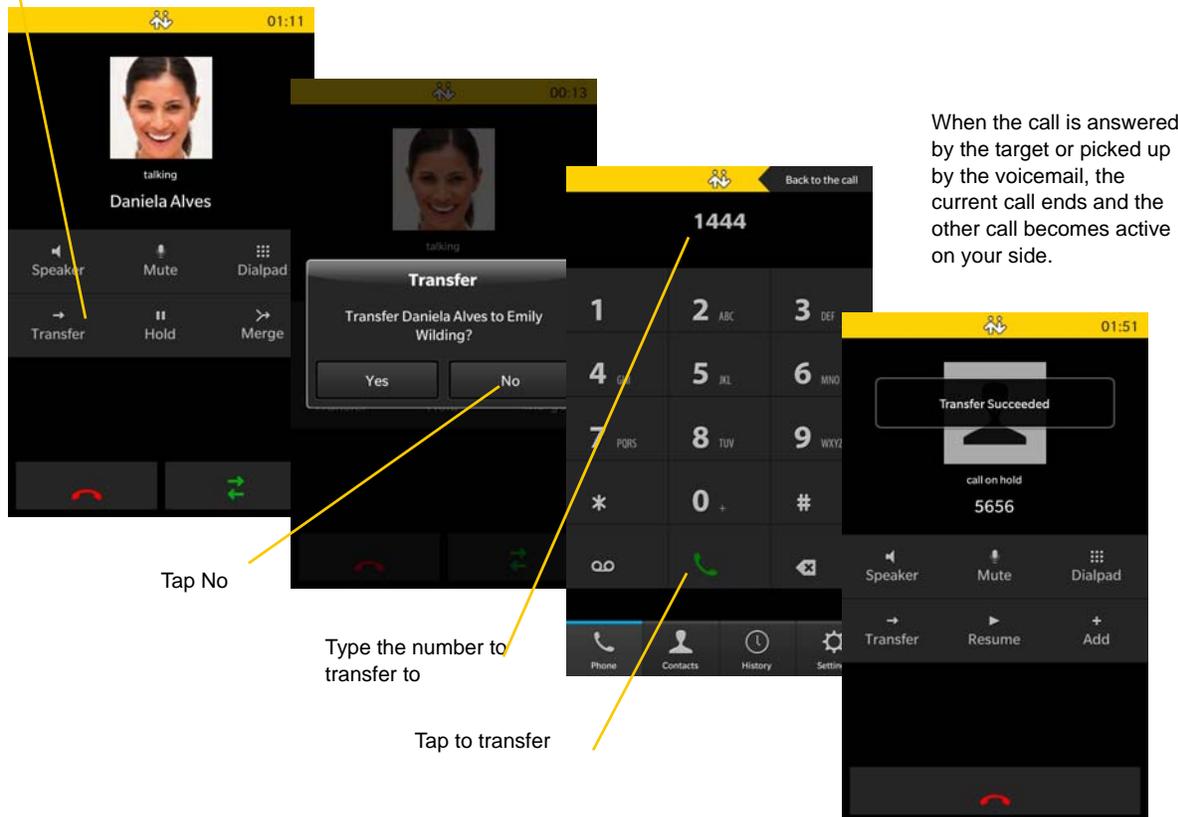


Blind transfer can be performed even when you have two ongoing Bria calls. You can transfer the active call to a third party (not the person on hold). When transferring the call, you won't be able to speak to the person you are transferring to.

Blind Transfer - Two Ongoing Calls

Make sure the active call is the one you want to transfer to a third party.

Tap Transfer

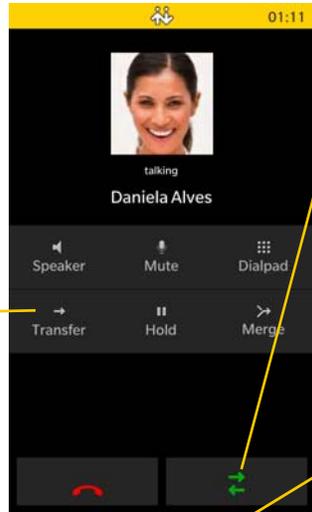


3.9 Attended Transfer

You can speak to the second person first then transfer the first person to them.

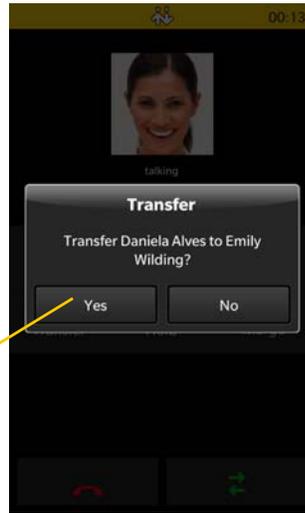
Establish two calls
(page 14)

When ready, tap
Transfer.



Tap Yes.
The live call is transferred
to the on-hold call.

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

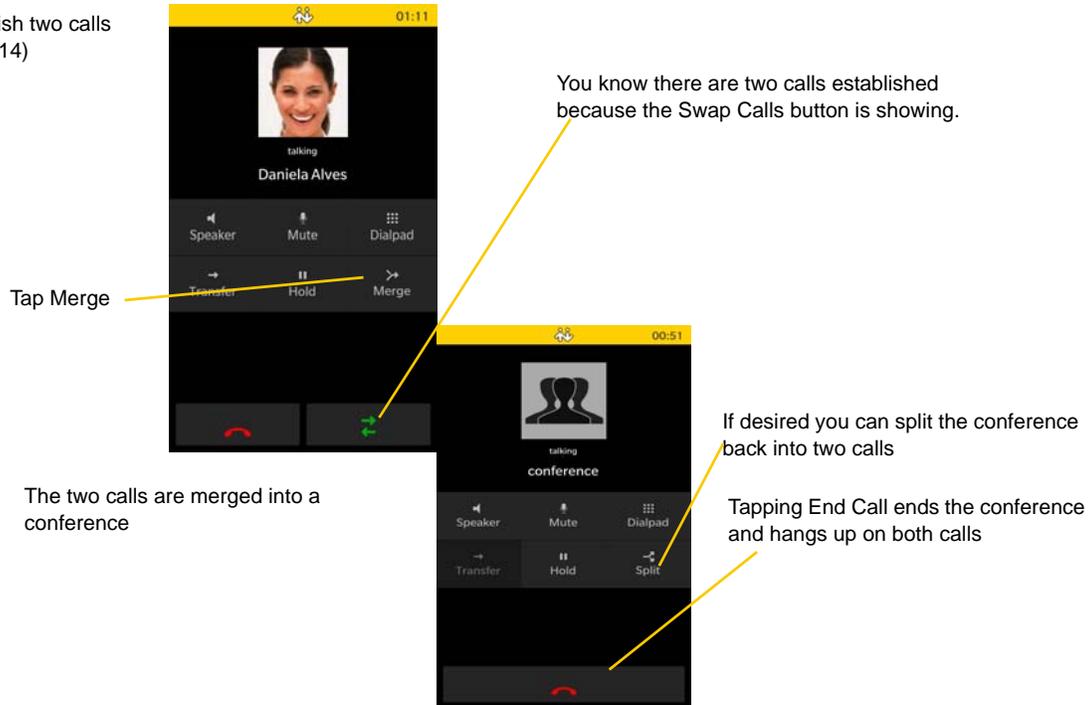


Both calls end on your
side when the call is
transferred.

3.10 Conference Call

When you have two Bria calls established, you can merge the calls into a three-way conference call.

Establish two calls
(page 14)



3.11 Call History

Tap the History icon at the bottom of the screen.

Tap to filter, as desired

Missed calls

Incoming calls

Outgoing calls

The SIP account used for the call

Clearing the History

Tap to clear the current view. For example, clear only outgoing calls

The colored number indicates the number used for the call.

Tap to see detail

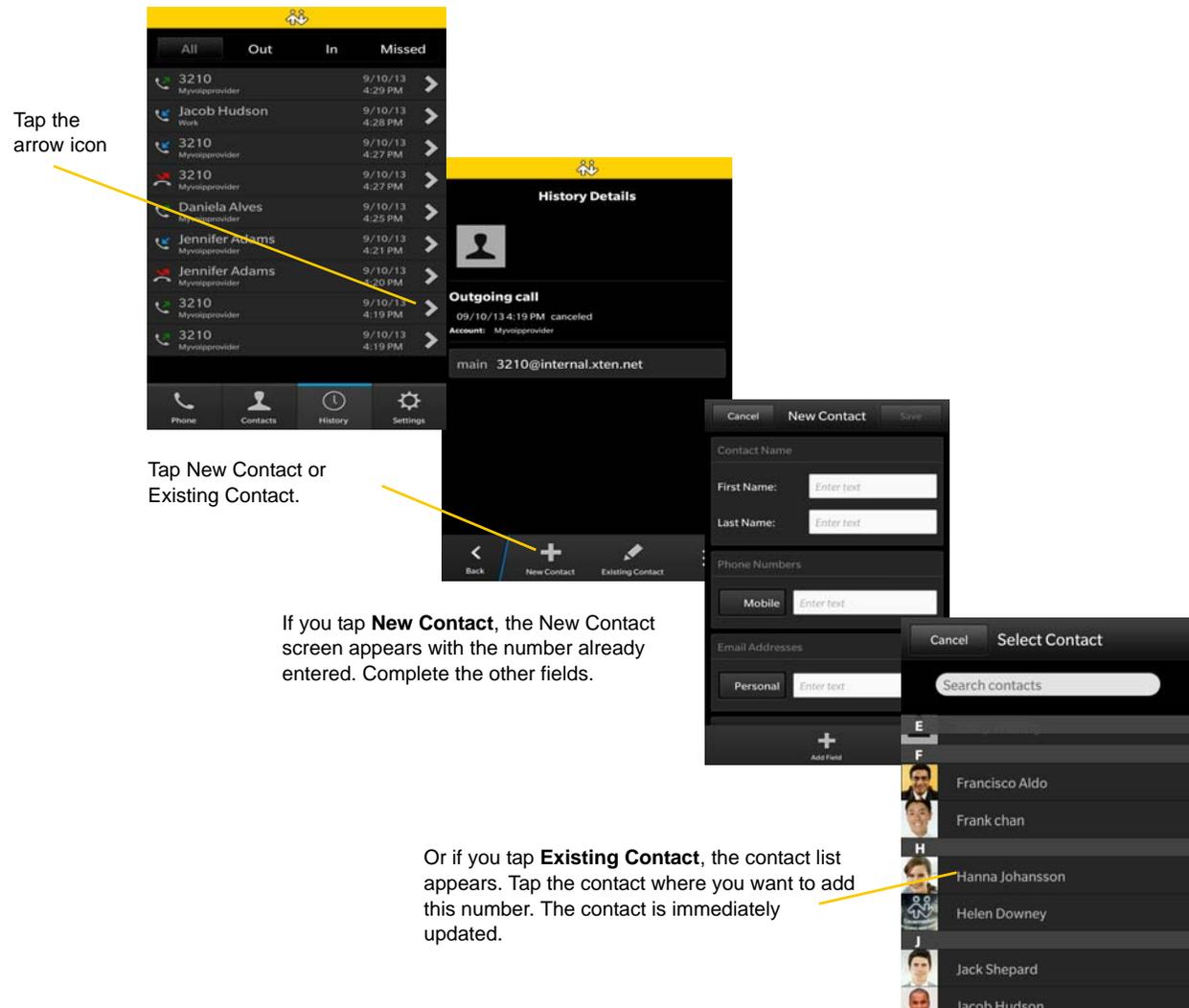
Tap

Tap to delete all outgoing calls.

Tap to delete only the one selected.

Creating a Contact from History

You can create a contact from a history item.



3.12 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

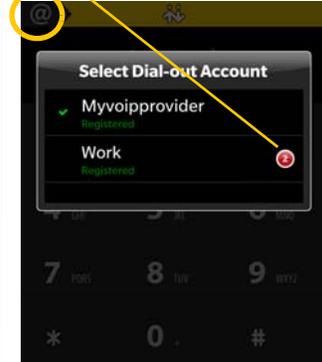
The voicemail indicator on the Bria screen



The active frame shows a badge when the app is in the background.

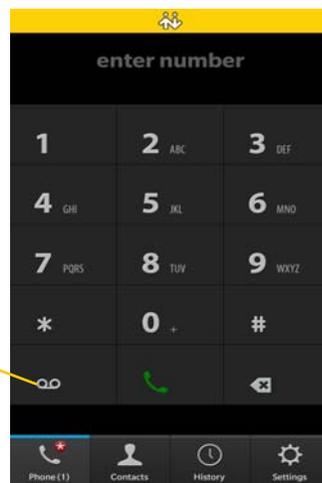


Tap @ on the Phone tab to see the counter for each account.

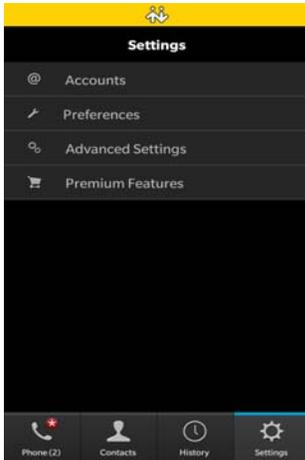


Tap the voicemail icon; the voicemail number appears in the entry field. Place the call in the regular way.

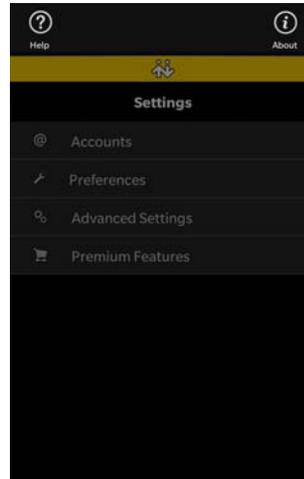
(If no number appears, you have not set it up in settings; see page 24.)



4 Settings



Swipe down from the top of the screen to access Help and About page.



4.1 Accounts

All the fields on this screen must be supplied by your VoIP service provider.

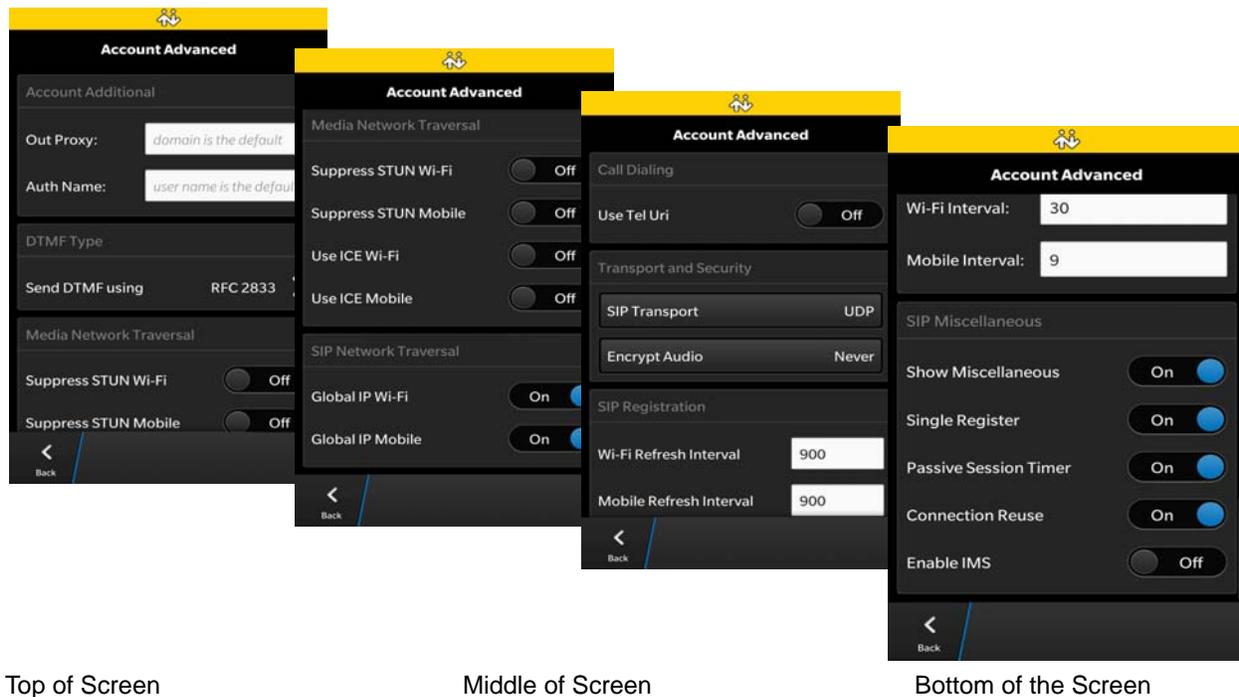
SIP Accounts

Top Half of Screen

Bottom Half of Screen

| Field | Description |
|------------------|--|
| Account Name | Change the name as desired. For example, “business account” |
| Display as | Your name. This will be your Caller ID if supported. |
| User Name | Typically the account number for the account. Provided by your VoIP service provider. Do not enter a domain name here. |
| Password | Provided by your VoIP service provider. |
| Domain | Provided by your VoIP service provider. |
| VM Number | The number to dial to connect to voicemail and check messages. Provided by your VoIP service provider. If there is a number in this field, tapping the VM icon on the keypad will display the voicemail number; see page 22. |
| Dial Plan | Optional. See page 35. |
| Account Advanced | See below. |

Account Advanced (SIP)



Top of Screen

Middle of Screen

Bottom of the Screen

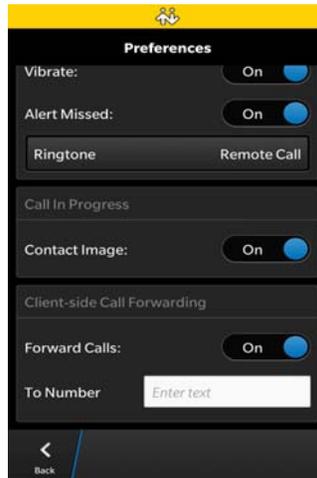
| Field | Description |
|----------------------|---|
| Out. Proxy | If your VoIP service provider has an outbound proxy and requires that you provide that address to Bria, enter the domain name or the IP address obtained from your provider. |
| Auth Name | May not be required. But if it is required, it will be provided by your VoIP service provider. |
| 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"). RFC 2833, SIP INFO and Inband DTMF are supported. Choose a method specified by your VoIP service provider. |
| Suppress STUN Wi-Fi | Allows you to control the use of STUN per account. <ul style="list-style-type: none"> ON: No STUN is used on this particular account. This setting overwrites the STUN Wi-Fi setting under Advanced Settings (which applies to all accounts); when Suppress STUN Wi-Fi is ON, no STUN is used on this particular account even if STUN is enabled under Advanced Settings. OFF (default): Bria decides whether to use STUN or not depending on the STUN Wi-Fi setting under Advanced Settings. |
| Suppress STUN Mobile | This setting has the same function as Suppress STUN Wi-Fi, but applies only when you are connected over the mobile network. |
| Use ICE Wi-Fi | ICE is involved only in media routing (it is not involved in SIP signaling). 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. OFF: Try turning ICE off if you are not using BlackBerry device behind a firewall or NAT. |
| Use ICE Mobile | This setting has the same function as ICE Wi-Fi, but applies only when you are connected over the mobile network. |

| Field | Description |
|------------------------------|---|
| Global IP Wi-Fi | <ul style="list-style-type: none"> • ON (default): Bria will publish its public IP address at the signaling level. The public address may not work with some NATs or firewalls. • OFF: Bria will publish its private IP address at the signaling level. <p>"Off" represents server-based network traversal, "On" app-based.</p> |
| Global IP Mobile | This setting has the same functionality as Global IP Wi-Fi, but applies only when you are connected over the mobile network. |
| Use Tel URI | Change this value only if advised to do so by your VoIP service provider. <ul style="list-style-type: none"> • ON: Prefix SIP URIs with tel:// • OFF (default): Prefix SIP URIs with sip:// |
| 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"> • UDP and TCP do not support signal encryption. • 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 BlackBerry device; speak to your VoIP service provider. |
| 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"> • Never: Audio is not encrypted. • 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. • Always: Audio will always be encrypted. The call will fail if the other person cannot accept encrypted calls. |
| Wi-Fi Refresh Interval | The timer interval between Bria's attempts to register in order to refresh the account registration over Wi-Fi network. 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. |
| Mobile Refresh Interval | Same as above, except the interval applies to registration made over the mobile data network. |
| Keep Alive - Wi-Fi Interval | A "keep alive" message is a mechanism for maintaining a "pinhole" through your firewall so that the account registration is maintained. The interval specifies how often the message is sent (in seconds). If you are experiencing problems (for example, accounts become unregistered when using a Wi-Fi connection), try setting this interval to a lower number such as 20. |
| Keep Alive - Mobile Interval | Same as above, except the interval applies to registrations made over the mobile data network, which can be made on an BlackBerry device when you are not in a Wi-Fi zone. |
| Single Register | Applies only if Global IP is ON. <ul style="list-style-type: none"> • ON (default): Bria will register using a single register request. • OFF: Bria will register using an unregister and a register. |
| Passive Session Timer | Controls the use of session timers on SIP accounts. The session timer is used to determine if the call is still active. Only choose Off if advised by your VoIP service provider. <ul style="list-style-type: none"> • ON (default): Bria will not use session timers in any session, except it is explicitly required by the remote party. • OFF: Bria will use session timers in all sessions whenever the remote party supports and uses it. |
| Connection Reuse | <ul style="list-style-type: none"> • ON: Bria uses existing connections by including an "ob" parameter in a header as defined in RFC5626. • OFF: Bria does not reuse existing connections. <p>Changing this setting might solve problems with dropping or holding calls. The default is On.</p> |
| Enable IMS | When ON, Bria supports the IP Multimedia Subsystem. The default is Off. Subject to VoIP service provider. Only choose ON if advised by your VoIP service provider. |

4.2 Preferences



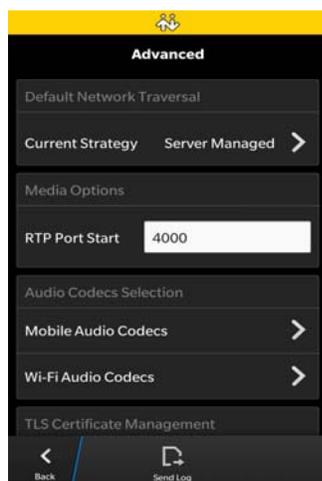
Top of the Screen



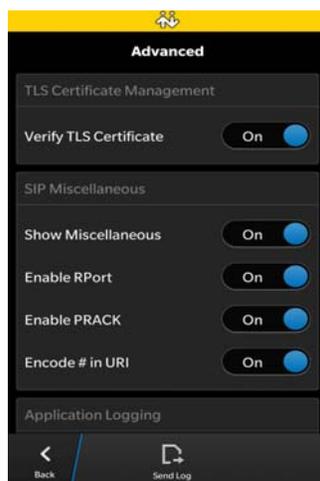
Bottom of the Screen

| Field | Description |
|--------------------|--|
| Use When Available | <ul style="list-style-type: none"> ON: When a Wi-Fi connection is not available, Bria will attempt to connect to SIP service using the mobile data network. Data charges with your mobile carrier will apply. You will be able to make and receive calls. OFF: When a Wi-Fi connection is not available, the SIP account will be unregistered; you will not be able to place or receive calls. |
| Play Ringtone | ON to hear the ringtone. |
| Vibrate | ON to vibrate when you receive a call. |
| Alert Missed | Controls the behavior of the missed call prompt (when you receive a call when Bria is in the background): <ul style="list-style-type: none"> ON: A Missed Call alert appears on the native BlackBerry device screen. OFF: No alert appears. |
| Ringtone | The ringtone for incoming calls. |
| Contact Image | ON to display the image of your contact while receiving or making calls. |
| Forward Calls | ON to send all incoming calls to a specific number. So long as Bria is registered, incoming calls will be forwarded to this phone number. |
| To Number | The number to forward calls to, when Forward Calls is ON. |

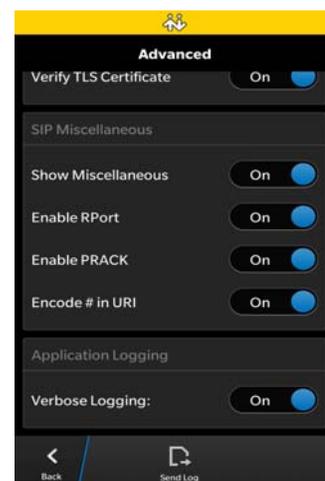
4.3 Advanced Settings



Top of Screen



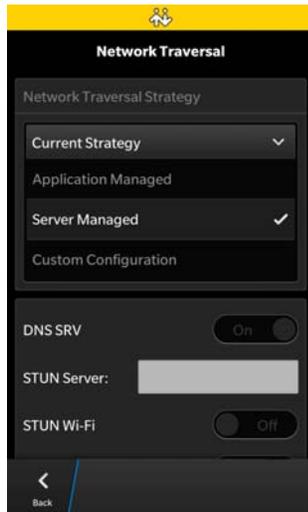
Middle of Screen



Bottom of Screen

| Field | Description |
|----------------------------|---|
| Network Traversal Strategy | Tap to display the choices; see below. |
| RTP Port Start | Change this value only if advised to do so by your VoIP service provider. This indicates the start of the ports range used for RTP and RTCP sessions. The range is 100 ports wide. The range is not observed if ICE is used. The default is 4000. |
| Audio Codecs Selection | Tap to display more information about these two fields. See page 30. |
| Verify TLS Cert | Applies only if you use TLS as the transport. <ul style="list-style-type: none"> On (default): Bria attempts to verify the certificate, sent by the SIP server, to see if it is trusted. For the certificate to be trusted, a corresponding CA certificate, provided by your VoIP provider, must be installed on your device. Off: Bria accepts the certificate without attempting to verify it. |
| Enable RPort | <ul style="list-style-type: none"> On: the outgoing INVITE message will have an RPort parameter inside the Via header, which indicates that Bria supports RFC 3581. If the server also supports RFC 3581, the server should respond with the RPort parameter set to the incoming public IP port and the received parameter set to the public IP address. This is the default behavior in previous Bria versions. Off: Bria does not have the RPort parameter in the Via header. |
| Enable PRACK | <ul style="list-style-type: none"> On: Bria advertises that it supports “100rel” and allows PRACK, as defined in RFC 3262. The outgoing INVITE message will have “100rel” in the Supported header and “PRACK” in the Allow header. This is the default behavior in previous Bria versions. Off: Bria will not advertise these features; there will be no “100rel” in the Supported header. |
| Encode # in URI | <ul style="list-style-type: none"> On (default): Bria escapes a hash character (#) used in the user part of SIP URI, as required by RFC 3261. Off: Bria does not escape a hash character and sends it as is. Turn this setting off if you are having trouble making outgoing calls to a number with a hash character. |
| 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 device. See page 33. |
| Send Log | Tap to upload the current log to customer support. See page 33. |

Network Traversal Strategy



Select a profile:

- **Application Managed:** STUN Wi-Fi ON, STUN Mobile OFF, and DNS SRV ON.

Bria will use the specified STUN server to discover the public address of your device. It will present your public address for SIP signaling. When negotiating media routing, it will present either both your public and private addresses or just your public address depending on the ICE settings under Account Advanced .

- **Server Managed:** STUN OFF and DNS SRV ON.

Bria will present your device's private address for SIP signaling and when negotiating media routing. 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.

- **Custom Configuration:** Set the settings as desired.

| Field | Description |
|-------------|--|
| DNS SRV | <ul style="list-style-type: none"> • ON: Bria will use DNS SRV to discover the network addresses for your VoIP service provider's VoIP-related services such as a STUN server, if any. • OFF: Bria will not use DNS SRV for discovery. Only turn this setting off if your system administrator advises you to do so. |
| STUN Server | Used only if STUN is ON. The default is <code>stun.counterpath.com</code> but we recommend that you change this to an address provided by your VoIP service provider. CounterPath cannot guarantee the availability of their STUN server. |
| STUN Wi-Fi | <ul style="list-style-type: none"> • ON: Bria will use a STUN server to discover your public IP address. • OFF: Bria does not discover your public IP address. Therefore, only the private IP address will be used. Typically, Global IP should be set to OFF to assure that the private IP address is used for SIP signaling. |
| STUN Mobile | This setting has the same function as STUN Wi-Fi, but applies only when you are connected over the mobile network. |

Audio Codecs Selection



These two screens list the audio codecs that can be used during a Wi-Fi call or mobile data call. Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others.

In general, it is desirable to have several codecs enabled. Make sure that there are common codecs between you and the remote peer, otherwise your call will fail with a 488 error.

Novice and Non-technical Users

We recommend you use the default setting/priority and let Bria select the best codec to use in a given situation.

Technically Savvy Users

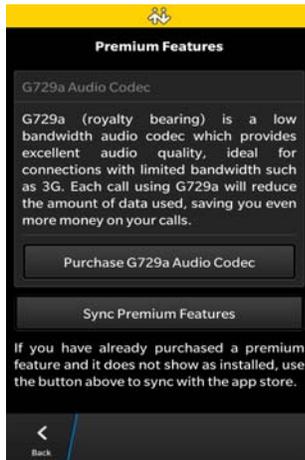
You may choose to enable one, some or all codecs. If only one codec is enabled, all calls will be made with that codec. If more than one is enabled, Bria negotiates the codec to use (from among the enabled codecs) with the other person.

You can prioritize codecs by selecting it and tapping the up or down button in the list. Codecs higher in the list are given a higher priority in the offer, when negotiating codecs with the other party. Therefore, moving a codec higher should improve its chances of being chosen.

G.722 is a wideband codec. All other codecs are narrowband. When a wideband codec is used, data usage will be higher and audio quality will generally be better. When a narrowband codec is used, data usage may be lower but audio quality may be affected.

Data usage for the codecs, from high to low usage, is: G.722, G.711, iLBC, GSM, G.729a.

4.4 Premium Features



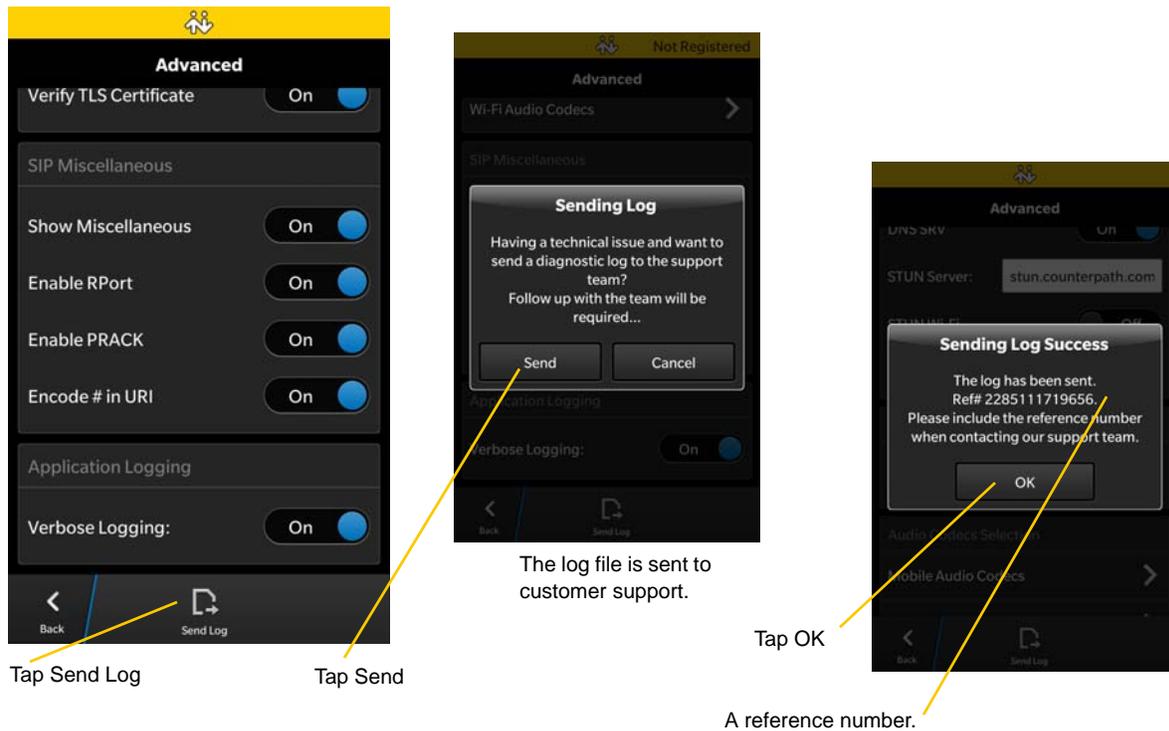
To purchase an item, tap the item. On the Product Detail screen, tap the price button to connect to BlackBerry World. A confirmation prompt appears. Tap Cancel or Buy.

G.729a Audio Codec

G.729a is a narrowband codec that is intended for low bandwidth use. It is particularly recommended if you will be making calls over mobile data network (3G/4G/LTE) because it provides better audio quality on your mobile data connection.

A Troubleshooting

Using Bria Diagnostics



If you have a problem with Bria, customer support may ask you to turn on diagnostics to capture information.

1. Go to Settings > Advanced Settings.
2. Scroll down to the bottom. If Verbose Logging is OFF, turn it to ON.
3. Reproduce the problem.
4. When done, go to Settings > Advanced Settings again. Tap Send Log. A prompt appears. Tapping Send will send the log to the server. Once the file has been sent, you will see a notification; this notification includes a reference number.
5. Contact customer support at <http://support.counterpath.com> with the details of your issue and the reference number. The description of the problem could include the following:
 - What you were doing when the problem occurred.
 - Your BlackBerry device and model.
 - Any recent changes you have made to your setup of Bria.
 - Whether you are in your “home” Wi-Fi zone (your normal Wi-Fi zone) or a different Wi-Fi zone.
6. When done, turn off Verbose Logging.

More Information

You can view Frequently Asked Questions at <https://support.counterpath.com/knowledge-base/bria-blackberry-edition>.

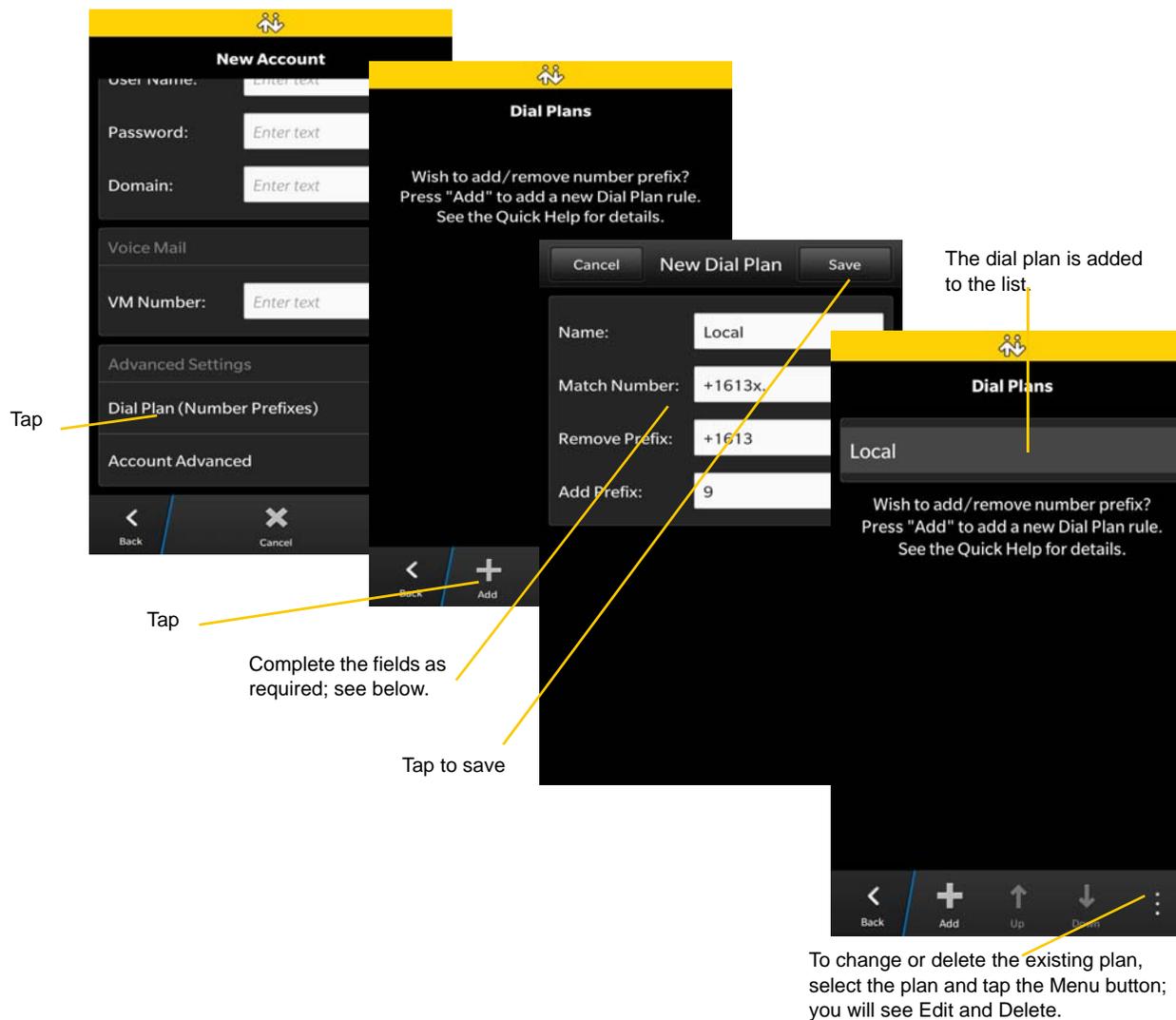
B Dial Plans

You can create a dial plan in order to modify a phone number used in a phone call (the “input”), in order to ensure the call is placed successfully. For example, you could create dial plan to change any number that starts with “+1613” to just “613”.

Setting up Dial Plans

You can create as many dial plans for an account as you need. A dial plan belongs only to one account. Bria goes through the dial plans in the order in which they appear on the screen. You can drag dial plans to change their order.

Go to Settings > Accounts > tap the account. Scroll down.



Designing the Dial Plan

A dial plan has two parts:

- A pattern that the phone number (the input) must match.
- The modification to make if the input matches that pattern: removing a prefix, adding a prefix, or removing one prefix and adding another one. Subsequence substitution is also supported.

Example 1

Match number: +1613x. Remove Prefix: +1613 Add Prefix: 9

If the input starts with “+1613”, then remove the “+1613” then add “9” and dial the number. So +16135550012 is dialed as 95550012.

Example 2

Match number: [2-9]xxxxxxxx Add Prefix: 1

If the input is a 10-digit number starting with a number other than 1, then add “1” and dial the number. So 6045550012 is dialed as 16045550012.

The Pattern

The pattern can be made up of any combination of the following:

| Element | Description |
|---------|---|
| 0 to 9 | Any digit |
| x | A single wildcard |
| * # + | These symbols |
| [] | A collection that can include range. For example [6-9] means 6 7 8 9. Or [136-9] means 1 3 6 7 8 9. |
| . | Repeat the last element 0 or more times. For example, with the pattern “12.” the following input will match: 1 (The “2” is repeated zero times) 12 122 1222 and so on |

The Modification

The modification can add or remove characters, and can be made up of digits, wildcards or symbols.

Advanced Dial Plan: Subsequence Substitution

The match pattern can include a sequence of numbers to match and another sequence to substitute for the match. This feature is useful if you want to convert a sequence within the input, not just add or remove a prefix.

The syntax is:

```
<input sequence : substitute sequence>
```

For example: <604:250> means change the sequence “604” to “250”.

The sequence substitution element can be combined with any other elements in the match pattern. For example:

+x.<604:250>x. would change match +**604**5551212 and +1613555**6040** and in both cases change the “604” to “250”.

C Glossary

| | |
|----------------------|--|
| Bria call | A call made using the Bria screen. Compare to “native call”. |
| Codec | Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others. |
| 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 dialpad or keyboard. |
| ICE | Interactive Connectivity Establishment. A method for traversing a firewall. |
| IP address | A unique number that identifies a device. Devices on a network use the IP address to communicate with each other. |
| IVR | Interactive Voice Response. IVRs use DTMF. |
| Media | The audio portion of a call. Compare to “Signaling”. |
| Native call | A call made using the phone service that comes with the BlackBerry device. |
| Native phone service | The phone service that comes with the BlackBerry device. |
| PSTN | Public Switch Telephone Network. The traditional land-line phone network. |
| 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 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. |
| softphone address | The address used to connect to a SIP endpoint. In other words, the “phone number” used in a VoIP phone call. For example, sip:joseph@domainA.com. |
| STUN | Simple Traversal of UDP through a firewall or NAT. |
| Wi-Fi call | A Bria call made over the Wi-Fi internet. To make a Wi-Fi call, you must be in a Wi-Fi zone. |
| 3G/4G call | A Bria call that uses the mobile data network rather than the Wi-Fi network. If you start (or receive) a call with an BlackBerry device when you are not in a Wi-Fi zone, the call will be a 3G/4G call. |

