

Bria Stretto Quick Start Guide

The administrator in your organization must sign up for Cloud Solutions at CounterPath and create Bria login credentials for you. Make sure you have received Bria login credentials from the administrator.

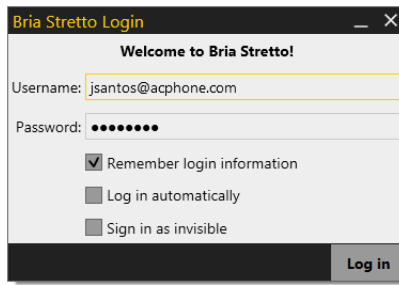
We recommend you use a headset with microphone instead of the PC speakers and external microphone.

Step 1: Install Bria Stretto

Download Bria Stretto clients. Obtain a link for desktop from the administrator. Go to App Store/ Google Play for mobile clients.



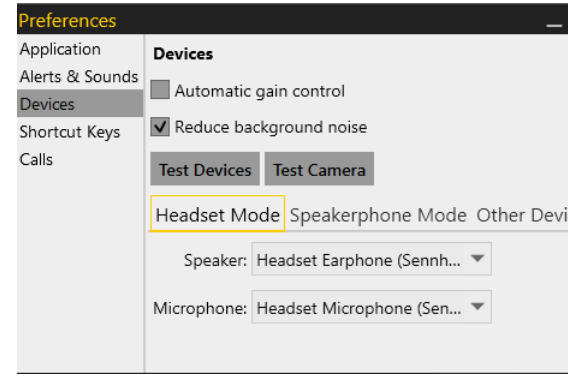
Step 2: Log into Bria Stretto



Make sure to enable both settings:
 - Remember login information
 - Log in automatically

Step 3: Connect your Headset

Click Softphone > Preferences > Devices and select your headset to use. You can test audio and adjust volume from Test Devices.



Using Bria

Green icon indicates you are connected to the PBX.

Place a call. After entering a number, click the arrow to reveal audio or video option.

Missed calls indicator.

Import contacts from Outlook or Mac Address Book by adding an account from Softphone > Account Settings.

Dialpad

Contacts

Favorites

Call History

Screenshare (add-on)

Open the Messages window (if your organization supports XMPP)

Voicemail indicator. Click to listen to messages.

During a Call

Select speakerphone or headset

Mute speaker or adjust speaker volume

Mute your voice

Transfer

Hang up

Hold and resume

Start sending video

More options such as call recording and conference call

Transferring a Call

You have two options for transfer:

- Call First: you talk to the target (the person you are transferring the call to) before transferring a call.
- Transfer now: you transfer the call without speaking to the target. If the target does not answer the call, the call will come back to you.

Click Transfer. The call is put on hold.

Type a name or number, or drag a contact into the field.
Click Transfer Now
or
Click the arrow to reveal transfer options, and choose Call First to talk to the target before transferring.
Bria dials the new person.

When you are ready, click Transfer Now.
Or if the other person does not want to take the call, click X to hang up and return to the first call.

Making a Conference Call (3-way Calling)

When you are in a call, and want to bring a third person into the call, follow the steps below.

Click the More icon **⋮** > Invite to Conference Call.
The call continues.

Type a name or number, or drag a contact into the field.
Click Add.
Bria dials the new person.

When the new person answers the call, you have a 3-way call.
You can add more people in the same way.

To learn more about how to use Bria Stretto clients, see the Bria Stretto User Guide: [Windows](#) and [Mac](#).