

Bria 4 softphone only supports G.711 by default unless paying for the added G.729 support. Ensure that you have the correct settings in HostPilot:

1. Login to HostPilot.
2. Navigate to Services>Voice Services.
3. Choose Numbers&Extensions Tab.
4. Click on the phone number for Bria 4.
5. Under SIP configuration Preferred Codec should be G.711, while Secondary Codec should be set to None.

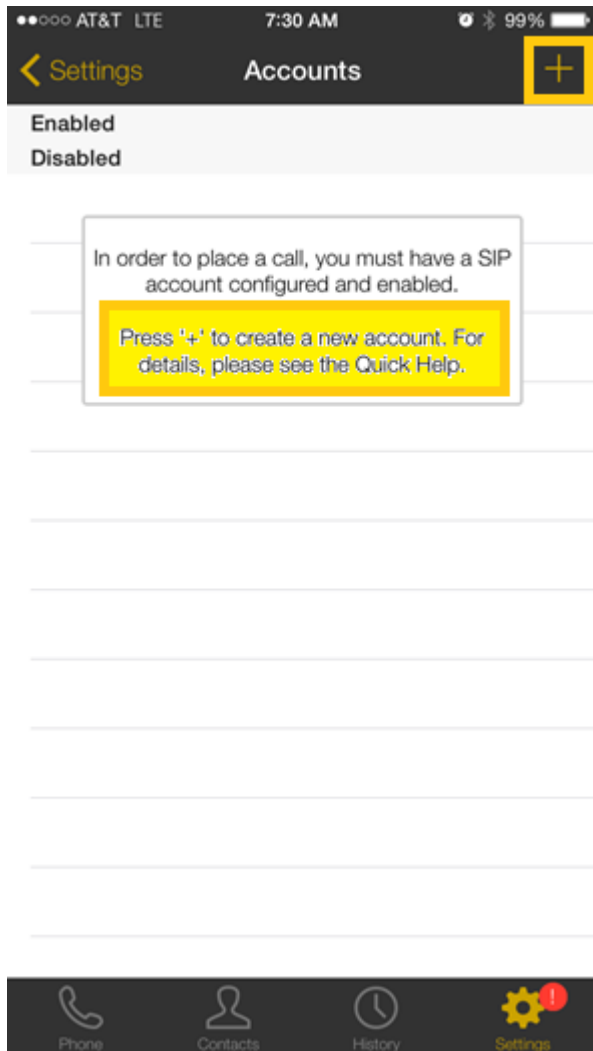
The screenshot shows the HostPilot interface for configuring a Bria 4 softphone. The top navigation bar includes the Intermedia logo, 'HOME', 'SERVICES', 'ACCOUNT', and a search bar. The main content area is titled 'Hosted PBX' and shows a sidebar with navigation options like 'Activation', 'Resources', 'Numbers & extensions', 'Auto attendants', 'Lines', 'Devices', 'Hold music', 'Groups', 'Order history', and 'Additional settings'. The 'Numbers & extensions' section is active, displaying a breadcrumb 'To numbers & extensions' and the phone number '425-318-3022, Bria 4 Softphone'. The 'SIP Configuration' tab is selected, showing a table of settings:

Setting	Value
SIP User Name	900123456
SIP Authorization ID	900123456
SIP Password	*****
SIP Domain	uc70.telecomsvc.com
Outbound Proxy	uc70.telecomsvc.com
Type	Generic
Preferred Codec	<input type="radio"/> G.729 <input checked="" type="radio"/> G.711
Secondary Codec	<input type="radio"/> G.729 <input type="radio"/> G.711 <input checked="" type="radio"/> None
Paging	<input type="checkbox"/> Enabled

A 'Save changes' button is located at the bottom of the configuration panel.

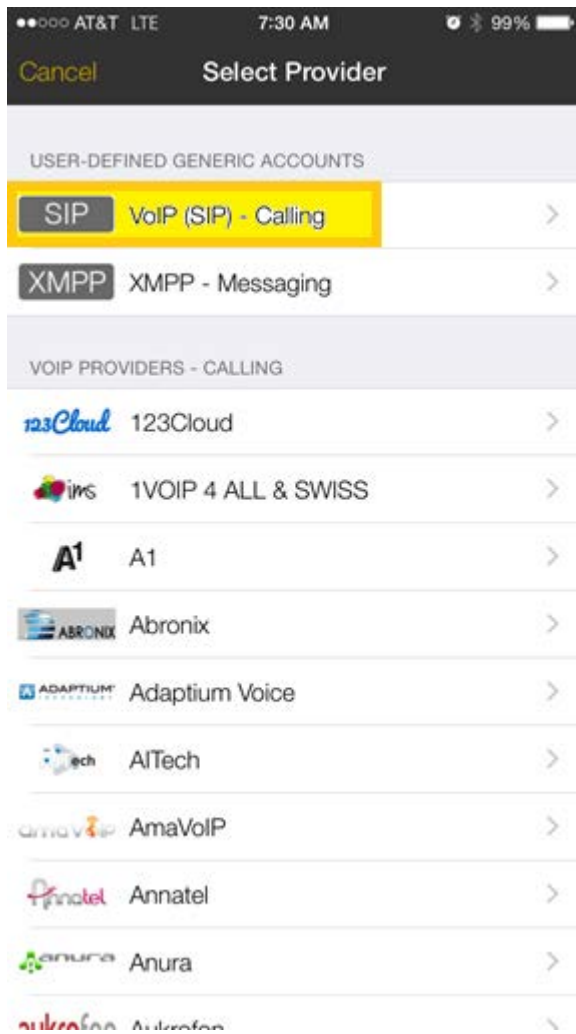
To setup a Bria 4 softphone for iPhone:

1. Purchase the Bria 4 client. Install it on your iPhone device and run the app. The first screen will advise you that you do not have any active accounts. Tap "Add Account"



2. Next select the Account Type.

Tap SIP – VoIP (SIP) - Calling



3. Bria will load the initial setup screen.
Most of this information comes from the **SIP** Configuration tab for this device in the **Admin Portal**.

For this screen, the customer will need to enter the following:

1. Uncheck **IM/Presence**
2. Under '**Account Name**' enter the Extension number of the phone (i.e. 100)
3. Under '**Display As**' enter the name you wish to display when calling other HPBX phones
4. Under '**Username**' enter the Authorized ID provided in HostPilot
5. Under '**Password**' enter the Password provided in HostPilot
6. Under '**Domain**' enter the full Domain information from HostPilot (i.e. uc70.telecomsvc.com:6060)
7. Under '**VM Number**' enter the Extension Number of the phone (i.e. 100)

The screenshot shows the 'New SIP Account' configuration screen. At the top, there are 'Cancel' and 'Save' buttons. The 'Account Name' field is set to 'Intermedia Softphone'. Below this is a section titled 'USER DETAILS' which is highlighted with a yellow box. It contains the following fields: 'Display as' with the value '4253183022', 'Username' with '900123456', 'Password' with a masked input (dots), and 'Domain' with 'uc70.telecomsvc.com:6060'. Below the 'USER DETAILS' section is an 'Enabled' toggle switch, which is currently turned off. Underneath is a 'VOICE MAIL' section with a 'VM Number' field set to '4253183022'. At the bottom, there are three navigation options: 'Dial Plan (Number Prefixes) >', 'Account Specific Features >', and 'Account Advanced >'.

4. Scroll down to the '**Account Extras**' portion, and tap '**Account Advanced**'

Cancel New SIP Account Save

Account Name Intermedia Softphone

USER DETAILS

Display as 4253183022

Username 900123456

Password ●●●●●●●●

Domain uc70.telecomsvc.com:6060

Enabled

VOICE MAIL

VM Number 4253183022

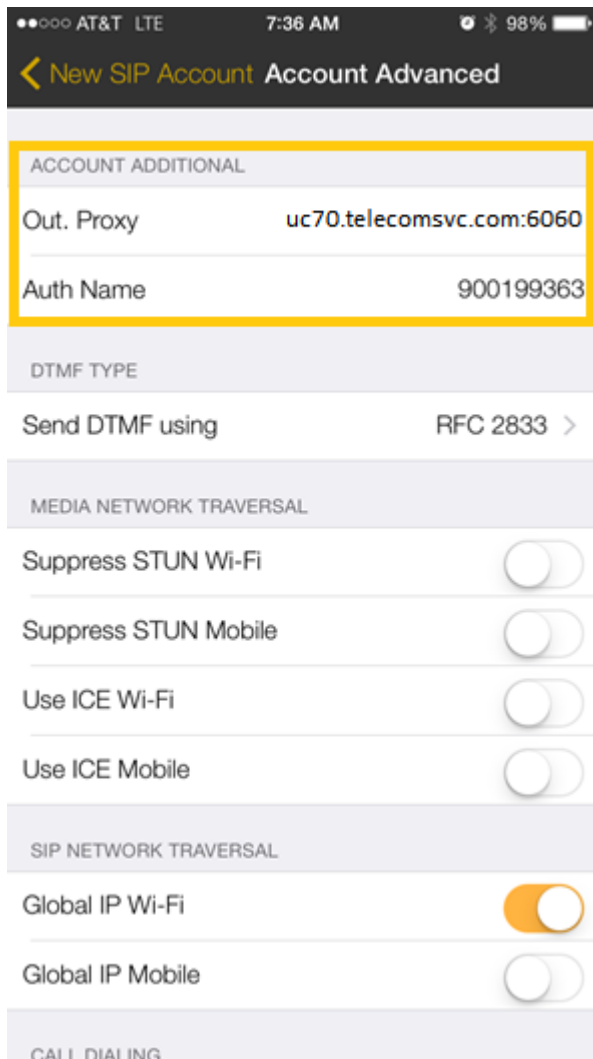
Dial Plan (Number Prefixes) >

Account Specific Features >

Account Advanced >

5. Modify or input the following under the Transport tab in Bria 4:

1. Under '**Outbound Proxy**' enter the full Domain information from HostPilot (i.e. uc70.telecomsvc.com:6060)
2. Under '**Authorization Name**' enter the Authorized ID provided in HostPilot

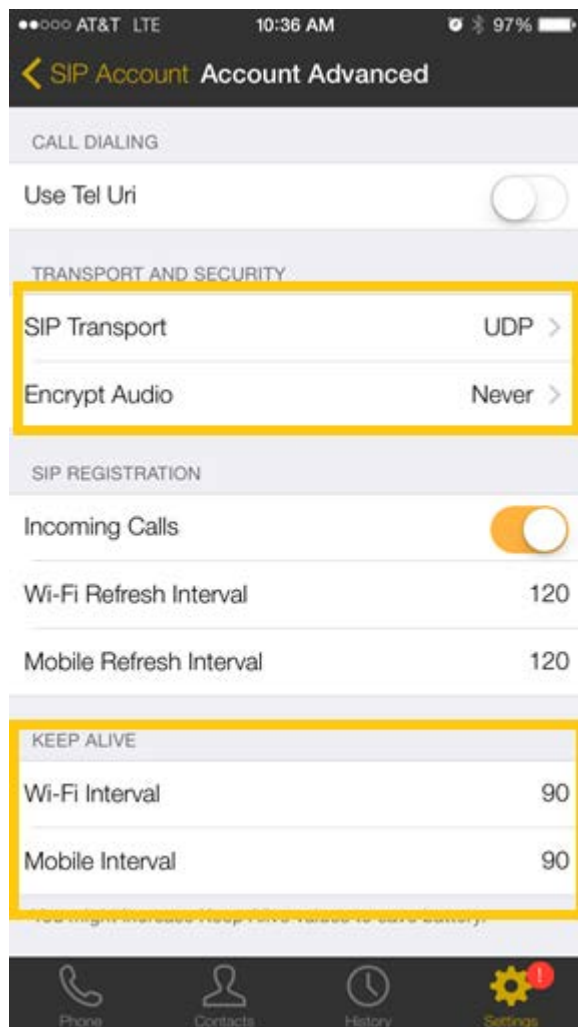


6. Scroll down to **'Transport and Security'**:

1. Ensure **'SIP Transport'** is set to **UDP** (this should be, by default, UDP)

Further down, to **'SIP Registration'**:

2. Ensure **'Incoming Calls'** is set checked.



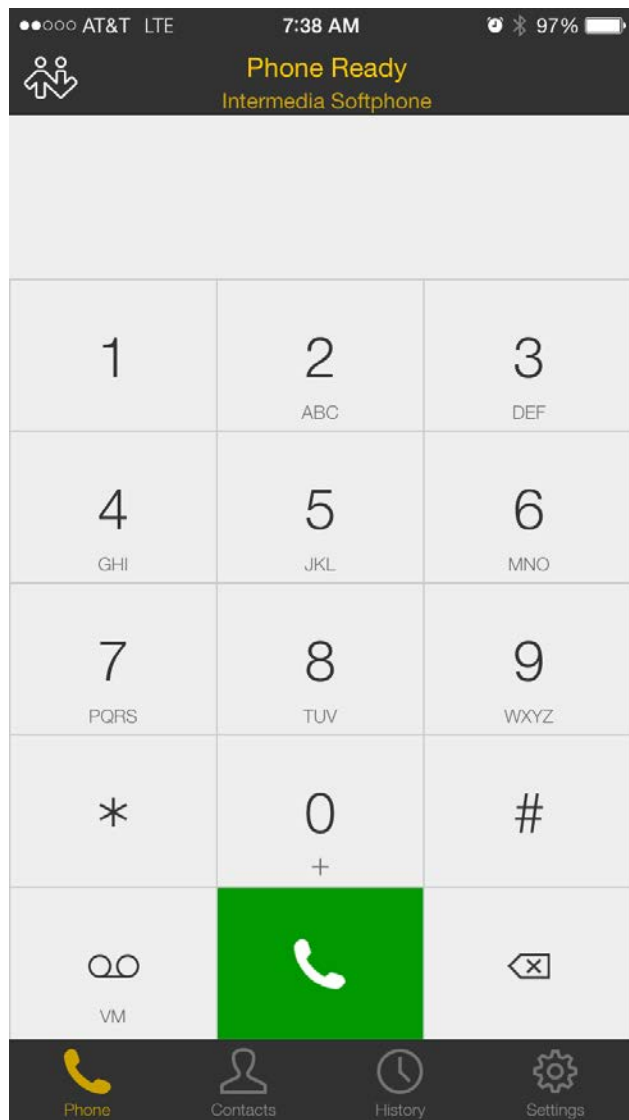
*** Note: **'KEEP ALIVE'** needs to be changed to 30-90 secs to prevent registration and call handling issues.

7. Upon completing these steps, use your devices 'Back' button, or soft-key, to return to the Accounts listing. You will now see your service line, and it should have a green checkmark to the right, indicating that the line has succeeded in registering to the Intermedia service.

(Note: You can disable the softphone, without turning off the app, at any time by tapping the Checkmark; this will disable the service line, temporarily)

The screenshot shows a mobile application interface for setting up a new SIP account. At the top, there is a status bar with 'AT&T LTE', '7:33 AM', and '98%' battery. Below the status bar is a dark header with 'Cancel' on the left, 'New SIP Account' in the center, and 'Save' on the right. The main content area is divided into sections: 'USER DETAILS' with fields for 'Display as' (4253183022), 'Username' (900123456), 'Password' (masked with dots), and 'Domain' (uc70.telecomsvc.com:6060). Below this is a section with a yellow border containing the text 'Enabled' and a toggle switch that is currently turned on. Underneath is the 'VOICE MAIL' section with a 'VM Number' field. At the bottom, there are three menu items: 'Dial Plan (Number Prefixes) >', 'Account Specific Features >', and 'Account Advanced >'. A final grey box at the very bottom contains the text: 'To modify Account Settings, please unregister first. For details see the Quick Help.'

8. Pressing the 'Back' button, once again, will take you back to the Dial Pad, and the top status bar should advise 'Phone Ready' along with the 'Display name'.



**** Incoming calls, Bria for iPhone will pop up as a new call, showing who is calling with a Bria themed call screen, but will utilize your default Ring Tone, and offering an answer or ignore button.*



Now you are good to go! Please feel free to review the following articles for Firewall Rules and Port Requirements for the service to work correctly.

- <https://kb.intermedia.net/Article/3119>
- <https://kb.intermedia.net/Article/3042>