

Limitations

- Spitfire does not recommend the use of third party softphone clients since it is not possible to assure call quality (or reliability) over 3G/4G/5G, Wi-Fi and/or third party IP Access circuits.
- We do, however, recognize customers may wish to use third party softphone clients on an occasional basis. This guide intends to provide basic setup information to those customers. Spitfire Support will be unable to provide extensive assistance with the initial setup of third party softphone clients.
- Spitfire Support will be unable to provide assistance for any ongoing problems that may be experienced while using third party softphone clients.
- Listing softphone clients herein does not imply endorsement by Spitfire. Other clients are available. Licences may be required. Spitfire accepts no responsibility for the use of any third party softphone client.
- This document is provided as-is. Spitfire's standard Terms and Conditions Apply.

Pre-requisites

- Enquire with Spitfire Support for:
 - Extension Number
 - Extension Password
 - Outbound Proxy Server
- Decide on a softphone client

Some Third Party Softphone Options

Legacy Bria: Bria for Android / Legacy Bria: Bria for iOS

- Approx. USD \$9.99 per year or USD \$0.99 month
- Paid directly to Google or Apple via the respective App Store (on recurring subscription)
- Configuration is done on the app locally once installed

Bria Solo for Android / Bria Solo for iOS / Bria Solo for Windows / Bria Solo for macOS

- Approx. USD \$2.95 per month or USD \$35.40 per year (or save by opting for a longer term)
- Paid directly to CounterPath (who offer the Bria applications) on recurring subscription
- Configuration is done on CounterPath/Bria user account on their website

IMPORTANT NOTE

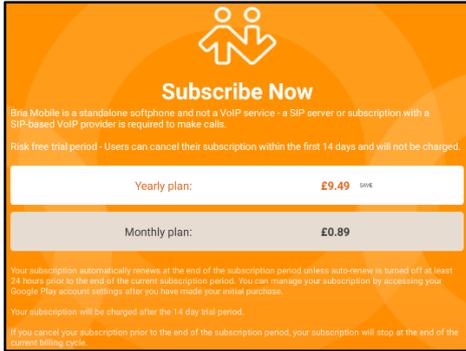
- The above information is believed to be correct at the time of writing but subject to change / E&OE
- Spitfire makes no recommendation whatsoever on the use of any particular softphone application or subscription

Legacy Bria: Bria for Android

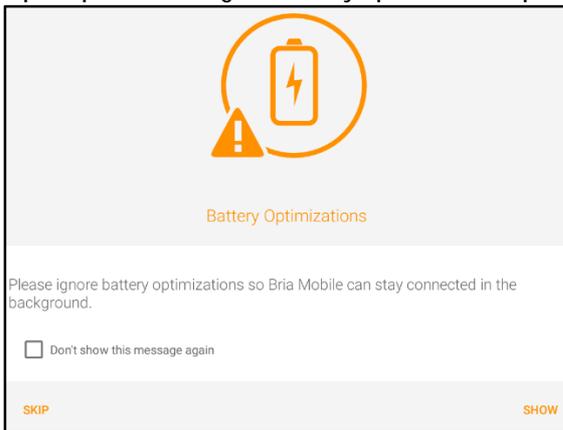
1. Download for Android: <https://play.google.com/store/apps/details?id=com.counterpath.bria>
2. Once installed, open the Bria Mobile app:



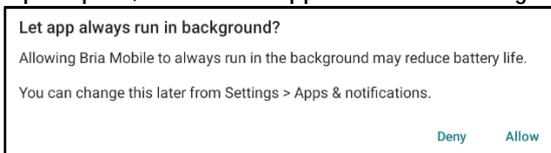
3. Choose your preferred subscription option:



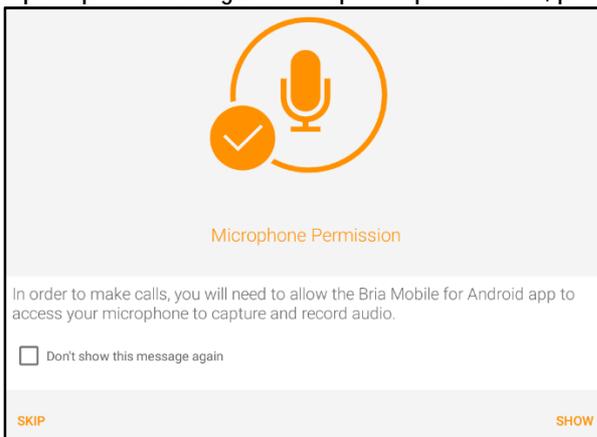
4. If prompted to configure battery optimizations, press "SHOW":



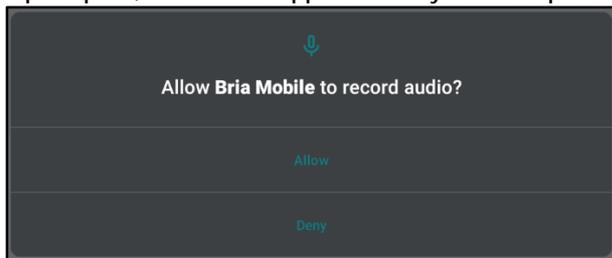
5. If prompted, "Allow" the app to run in the background:



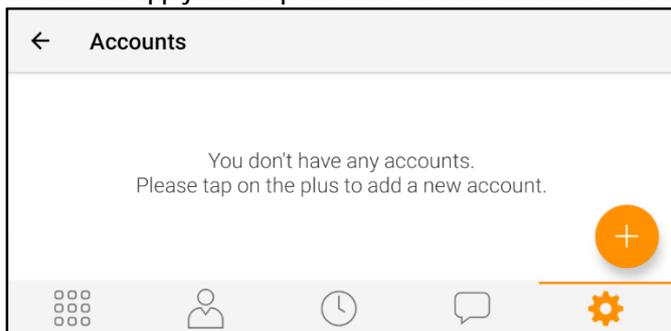
6. If prompted to configure microphone permissions, press "SHOW":



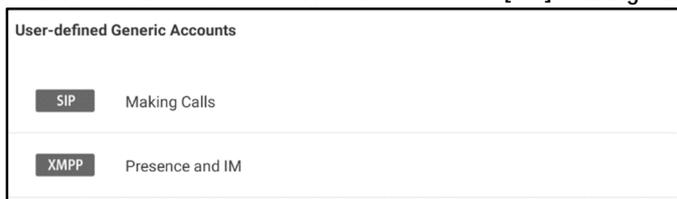
7. If prompted, "Allow" the app to access your microphone:



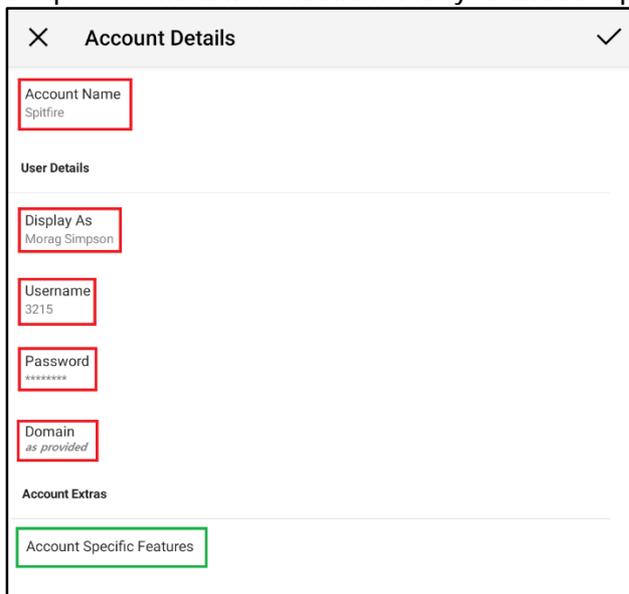
8. Once in the app you'll be presented with the Accounts screen. Click on the (+) to set up an account:



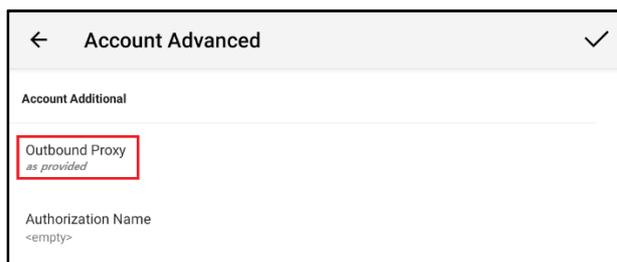
9. Under User-define Generic Accounts choose "[SIP] Making Calls":



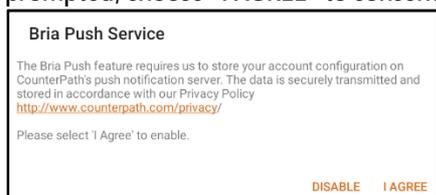
10. Complete the fields with the information you have been provided, and then tap "Account Specific Features" e.g.:



11. Enter the Outbound Proxy value you have been provided. This is NOT the same as the Domain value as entered on the previous screen. Leave all other settings as default:



12. Tap the in the top right of your screen to go back to the previous menu, then again to complete setup. If prompted, choose "I AGREE" to consent to the terms of the Bria Push Service:



13. That's it! With any luck, your phone will register successfully as shown at the top of the screen i.e. "Phone Ready". You can then access the dialer via the keypad icon at the bottom left of the screen to initiate your first outbound phone call!

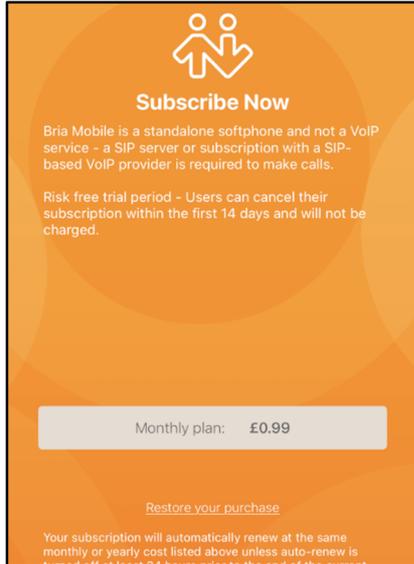


Legacy Bria: Bria for iOS

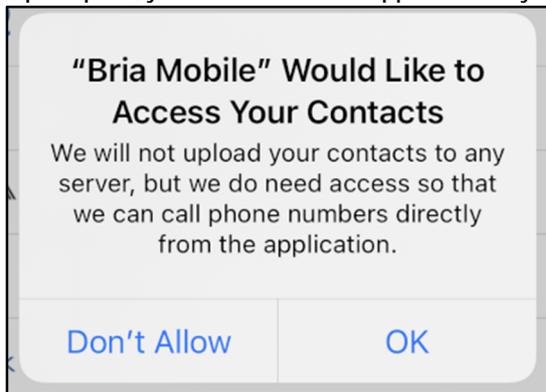
1. Download for iOS: <https://apps.apple.com/app/id1236194368>
2. Once installed, open the Bria Mobile app:



3. Choose the subscription option:

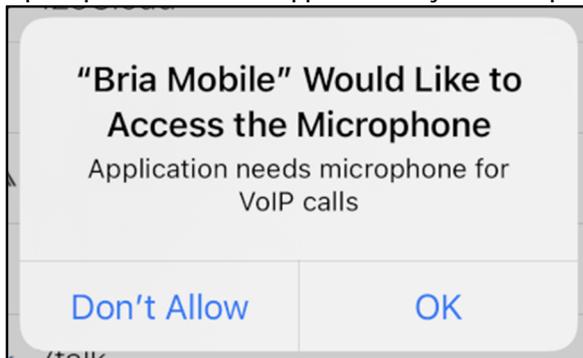


4. If prompted, you can “Allow” the app access to your iPhone contacts:

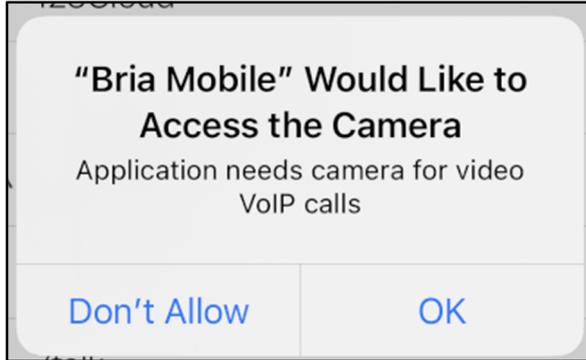


Press 'OK' if you would like this option.

5. If prompted, “Allow” the app access to your Microphone, press 'OK':

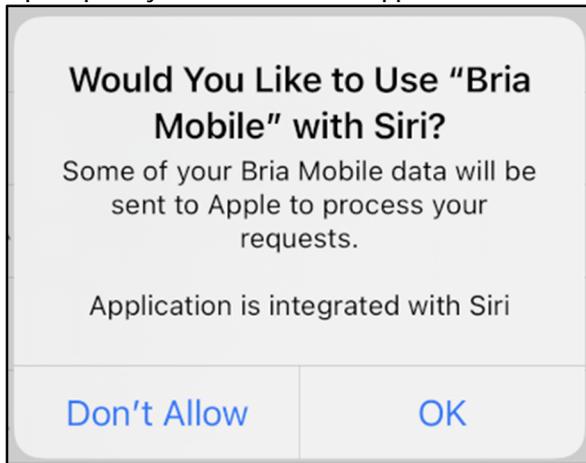


6. If prompted, you can "Allow" the app access to your Camera:



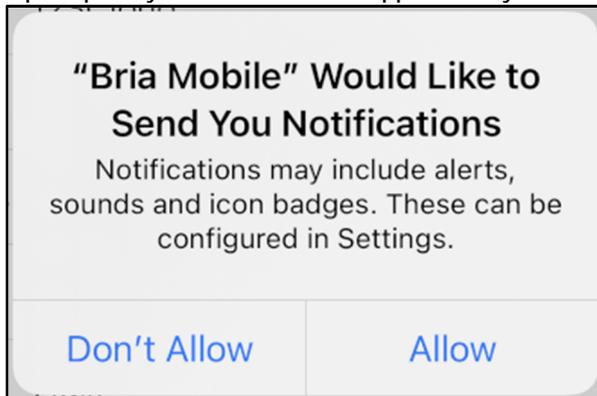
Press 'OK' if you would like this option.

7. If prompted, you can "Allow" the app access use "Bria Mobile" with Siri:



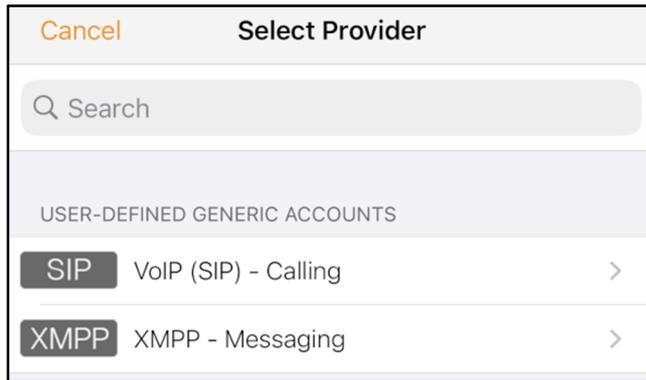
Press 'OK' if you would like this option.

8. If prompted, you can "Allow" the app to send you notifications:



Press 'Allow' if you would like this option.

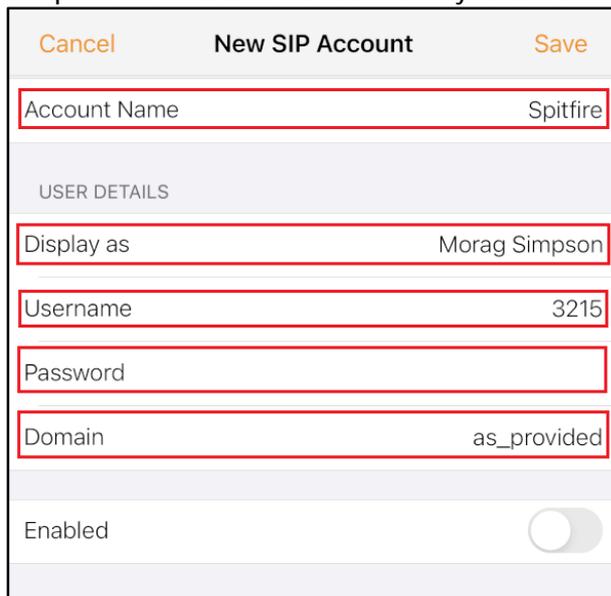
9. Once in the app you'll be presented 'Select Provider' screen, please select 'VoIP (SIP) – Calling' under 'USER-DEFINED GENERIC ACCOUNTS':



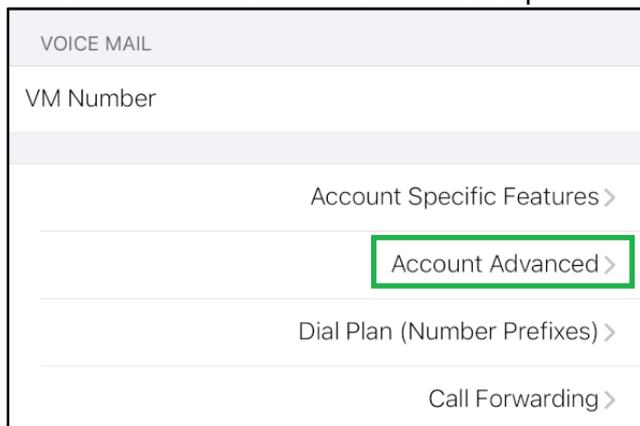
10. Under User-define Generic Accounts choose "[SIP] Making Calls":



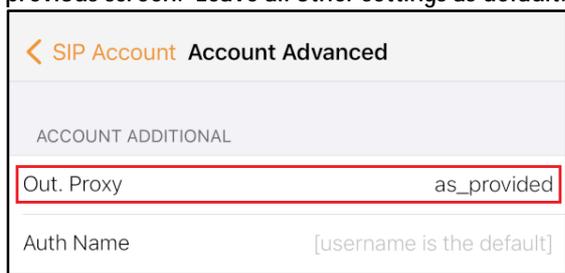
11. Complete the fields with the information you have been provided:



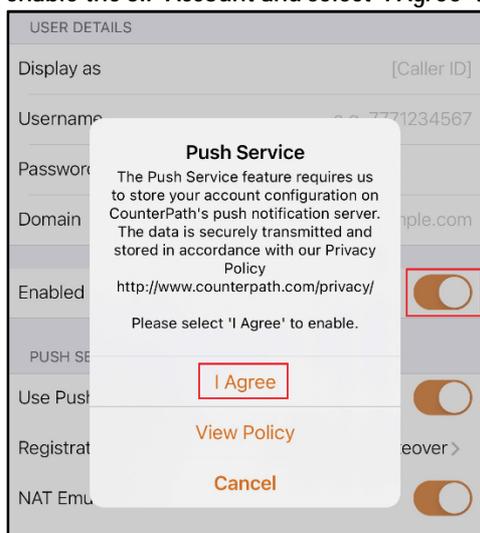
12. Scroll down and select 'Account Advanced' to input further settings:



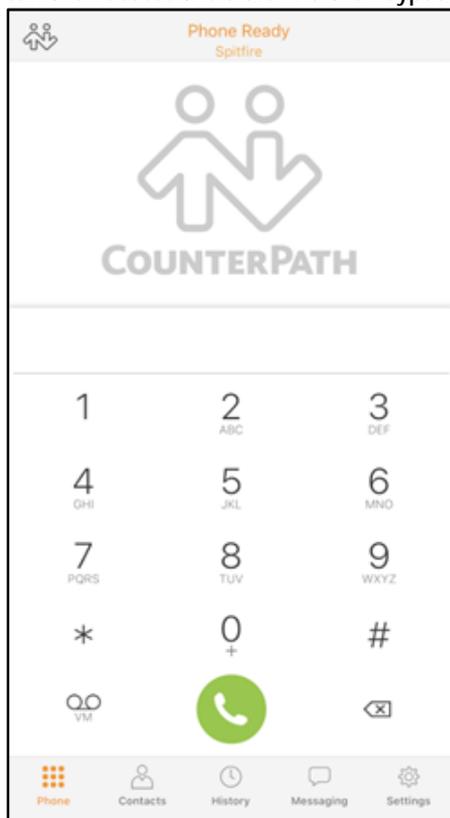
13. Enter the Outbound Proxy value you have been provided. This is NOT the same as the Domain value as entered on the previous screen. Leave all other settings as default:



14. Tap the '< SIP Account' button at the top of the screen to return to the previous page, toggle to 'Enabled' option to enable the SIP Account and select 'I Agree' to the Push Service option:

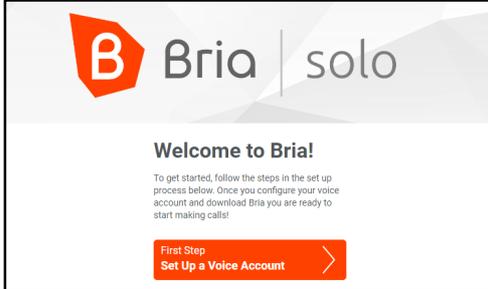


15. That's it! With any luck, your phone will register successfully as shown at the top of the screen i.e. "Phone Ready". You can then access the dialer via the keypad icon at the bottom left of the screen to initiate your first outbound phone call!

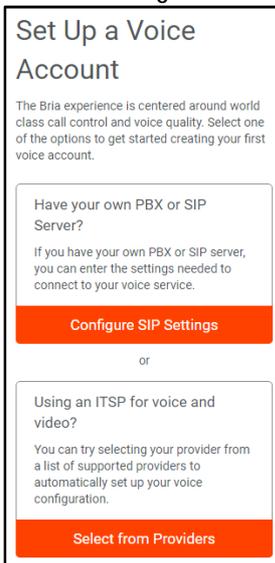


Bria Solo for Android / iOS / Windows / macOS

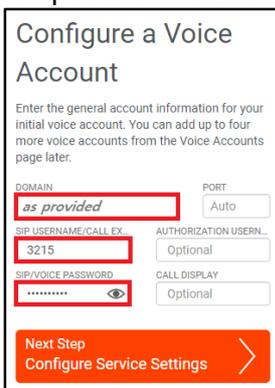
1. Sign up for a user account on the CounterPath website at <https://www.counterpath.com/plan-select-solo/> by specifying your Email address for your username, and a password of your choice.
2. At the prompt, press the button "Set Up a Voice Account":



3. Choose "Configure SIP Settings":



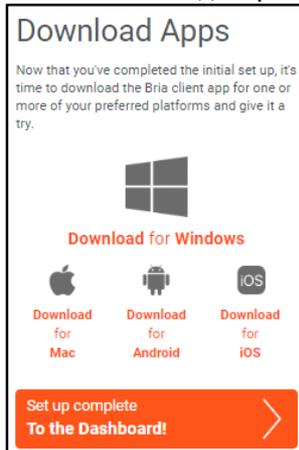
4. Complete the fields with the information you have been provided, and then choose "Configure Service Settings"



5. Input the SIP Proxy as provided (this NOT the same as the Domain value). Leave all other settings as default. Then advance by pressing "Download a Client App":

The screenshot shows the 'Service Settings' page. At the top, there is a note: 'If you need to, you can enter specific settings for your SIP server now. You can also access these and other configuration options from the Voice Accounts page after completing set up.' Below this, the 'SIP SETTINGS' section is visible. The 'SIP PROXY' field is highlighted with a red box and contains the text 'as provided'. Other settings include: 'Register with domain and receive calls' (checked), 'TRANSPORT' set to 'Automatic', 'SRTP' set to 'Disabled', 'Self-signed certificate support' (unchecked), 'REGISTRATION TIME' set to '3600', 'REPORT' set to 'Enabled', 'KEEP ALIVE' set to 'Enabled', 'FIREWALL METHOD' set to 'None', and several optional fields for 'FIREWALL SERVER URL', 'FIREWALL USER', 'FIREWALL PASSWORD', and 'VOICEMAIL NUMBER'. At the bottom, there is an orange button labeled 'Next Step Download a Client App' with a right-pointing arrow.

6. Choose the client(s) required:

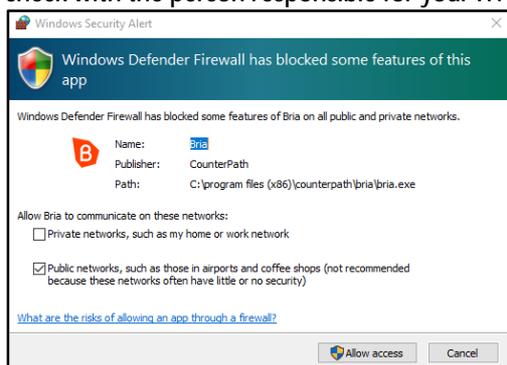


- Windows: <https://www.counterpath.com/downloads/Bria6ForWindows.php>
- macOS: <https://www.counterpath.com/downloads/Bria6ForMac.php>
- Android: <https://play.google.com/store/apps/details?id=com.cpc.briax>
- iOS: <https://itunes.apple.com/app/id1074064248>

IMPORTANT: For Android/iOS you must not install the "Bria Mobile" app which is the client associated with *Legacy Bria* (detailed elsewhere within this guide). Please ensure you are instead installing "Bria - VoIP SIP Softphone" via the links on the CounterPath/Bria website as per the image above, or via the links provided above for your convenience.

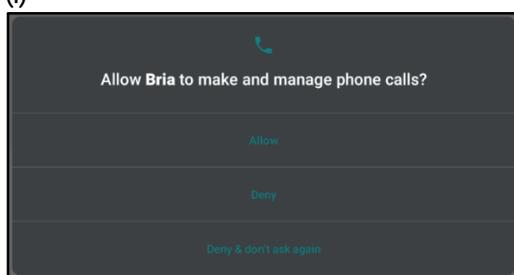
7. Having installed the relevant application, please sign in with your CounterPath/Bria credentials (the user account you created on the CounterPath website). This is the Email address/password that you set up on the CounterPath/Bria website at the start of this section.

In Windows you may be presented with a firewall warning. In most cases please “Allow access”. If in doubt, please check with the person responsible for your IT:

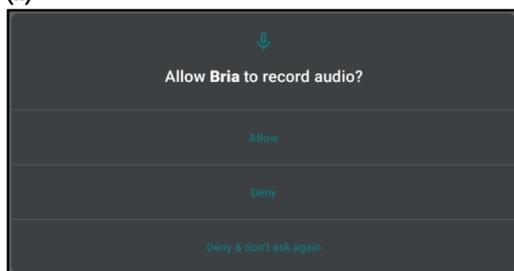


On Android phones you may be prompted to “Allow” access to your dialer/microphone. Please grant access:

(i)



(ii)



8. With any luck, your phone will register successfully as shown at the top of the screen i.e. “Phone Ready”. You can then access the dialer via the keypad icon at the bottom left of the screen to initiate your first outbound phone call! However, there is one more very important step to ensure continuity of service...
9. Log in to your CounterPath/Bria dashboard at <https://solo.softphone.com/login> - you will see that you have commenced a 21 day trial of Bria Solo. At the end of the trial period, you will revert to Bria Solo Free, however Bria Solo Free is not suitable for use with Spitfire Hosted PBX 2.1 for two key reasons (i) at the time of writing it is not permitted for commercial use and (ii) Bria Solo Free does not support UDP transport. Please therefore ensure that a subscription to Bria Solo (not Bria Solo Free) is maintained.