

Audian Softphone

Description:



Audian offers a Softphone application that can be used from a PC/MAC or via an application on Android or Apple iOS smartphones. This allows your agents to assist callers from any location that has an internet connection.

This article will show you how to do the following.

- **Request to have Softphone / Apps added to your account.**
- **Install and login to the Softphone on your device.**
- **Enable Alert in the background for mobile phones.**
- **Access to official Audian Softphone and Bria Enterprise Manual**

Setup:

Description: This process outlines how to go about requesting a Softphone added to your account.

1. **Email 611@audian.com requesting to have a Softphone added to the account** for a user and include the following.
 - a. **Existing User:** The name or extension of the user you would like to add the device to.
 - b. **New User:** Include the first/last name and email address.

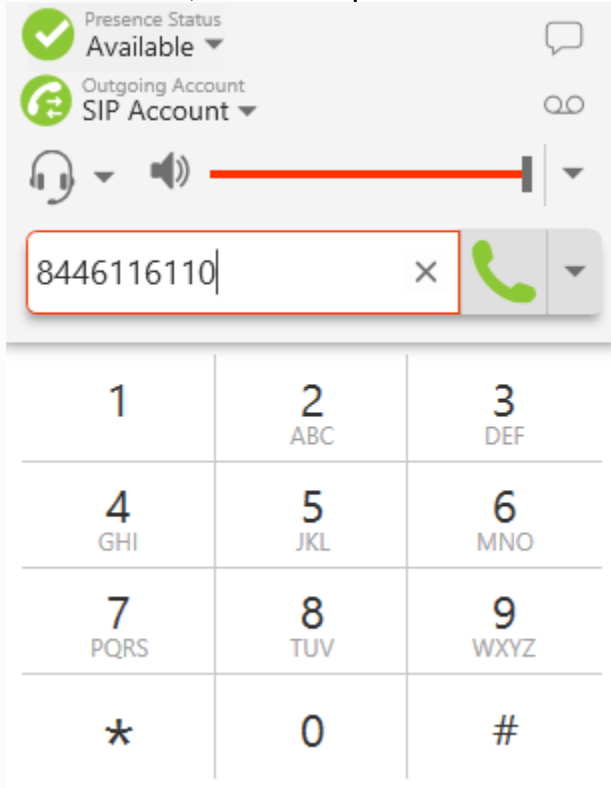
Description: This section outlines where you can install the Audian Softphone on Windows, Macs, iPhones, Android devices, and how to log into the app.

Device	Download Link
Mac / OSX	https://counterpath.com/EnterpriseForMac
Windows	https://counterpath.com/EnterpriseForWindows
iPhone	<ol style="list-style-type: none">1. Open App Store on your iPhone.2. Search for Audian Softphone OR Bria Enterprise (Must be the Enterprise version)3. Select the app and press Get
Android	<ol style="list-style-type: none">1. Open the Play Store app on your phone.2. Search for Audian Softphone OR Bria Enterprise (Must be the Enterprise version)3. Select the app and press Install

How To Login:

1. **Open the app** on your phone or computer.
2. **Enter the username and password** provided by Audian.
3. Check **Keep Password**.
4. Click **LOGIN**.

1. From the Idle screen, dial the desired phone number.

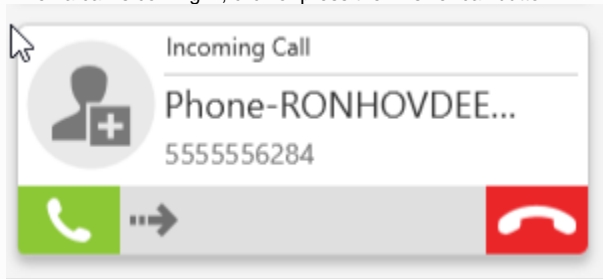


2. Click the **Dial Button**.

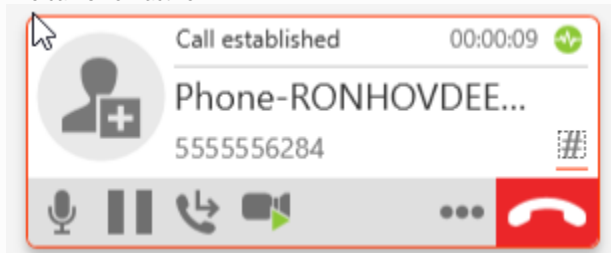


3. The call will be connected.

1. When a call is coming in, click or press the Answer call button.

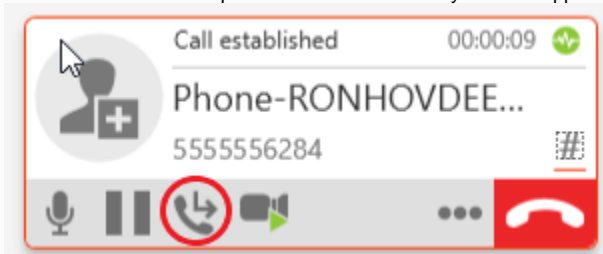


2. The call is now active.

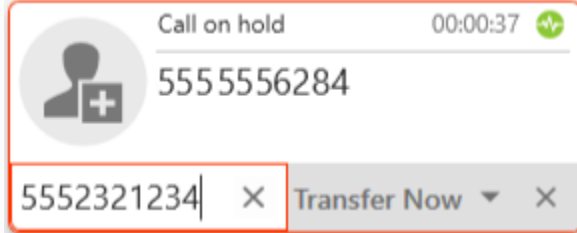


Cold Transfer: A cold transfer is when you transfer a call without talking to the person you are transferring to.

1. While on a call, press the **Transfer** button.
 - a. The call will be put on hold and a call entry field will appear.



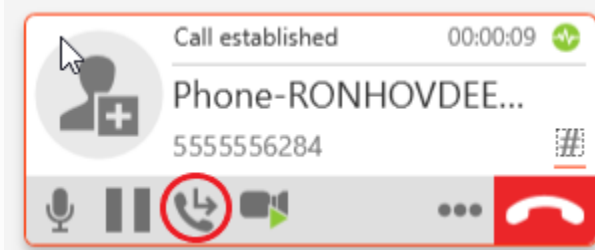
2. Enter in the extension or phone number you would like to transfer to.



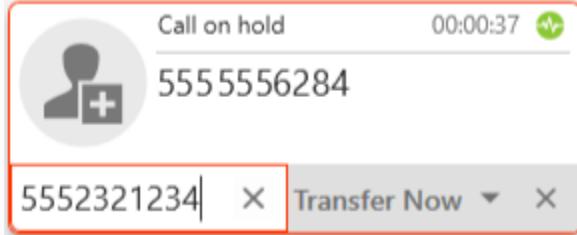
3. Clicking **Transfer Now**, will transfer and end the call.

Warm Transfer: A warm transfer is when you talk to the person you are about to transfer the call to before completing the transfer.

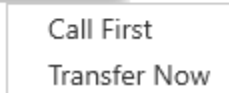
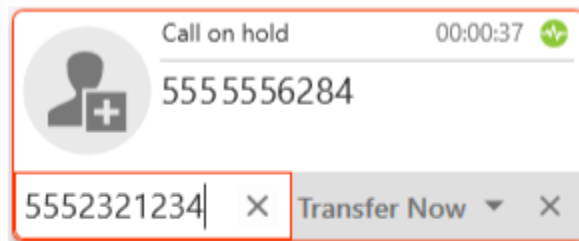
1. While on a call **press the Transfer button**.
 - a. The call will be put on hold and a call entry field will appear.



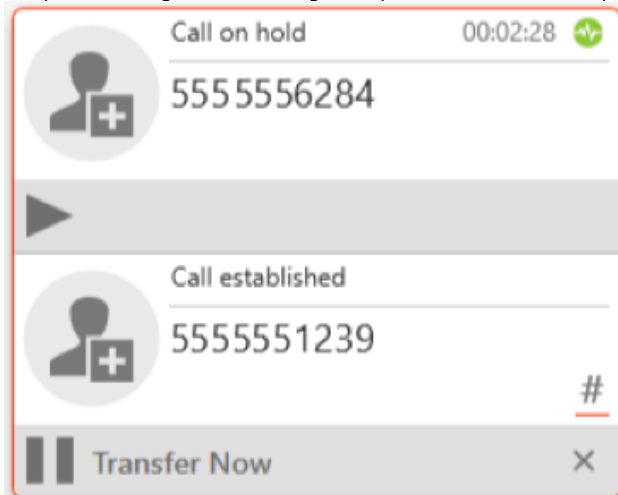
2. Enter in the extension or phone number you would like to transfer to.



3. Click the **dropdown arrow** next to the Transfer Now button.
4. Select **Call First**

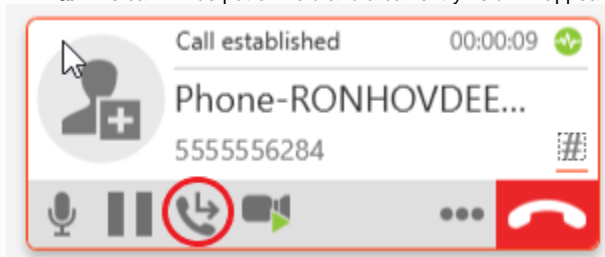


5. The phone will ring and after talking to the person on the other line, press the **Transfer Now** button.

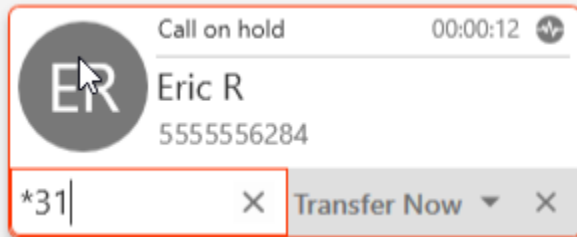


Park a call: Placing a call on Park will allow you to transfer the caller to a special "parking spot" where another user would be able to retrieve the call when they are available.

1. While on a call, press the **Transfer** button.
 - a. The call will be put on hold and a call entry field will appear.

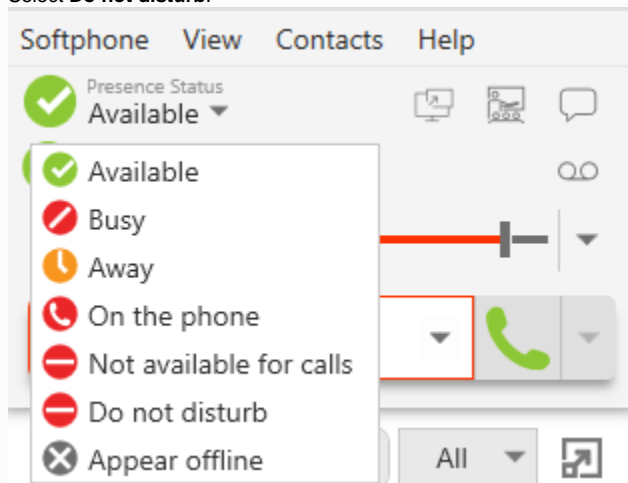


2. Enter *3x (X= the Park Line, so for park 1, *31, for Park 2, *32, etc.)

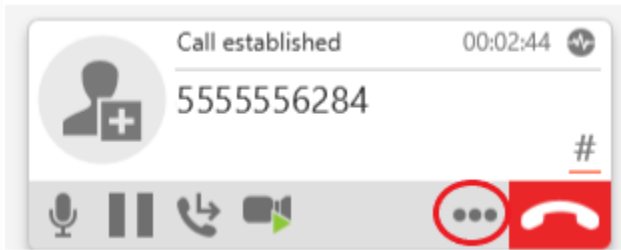


3. Clicking **Transfer now**, will transfer and end the call.

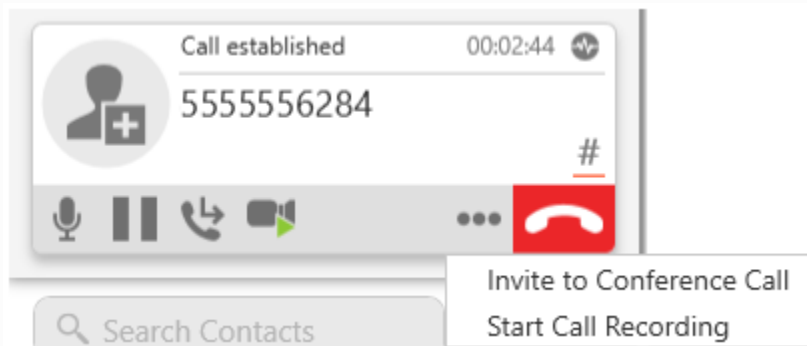
1. Click on the **Presence Status** option at the top of the window.
2. Select **Do not disturb**.



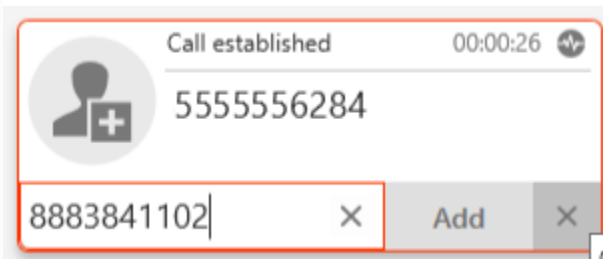
1. While on an active call, click the **Menu** icon.



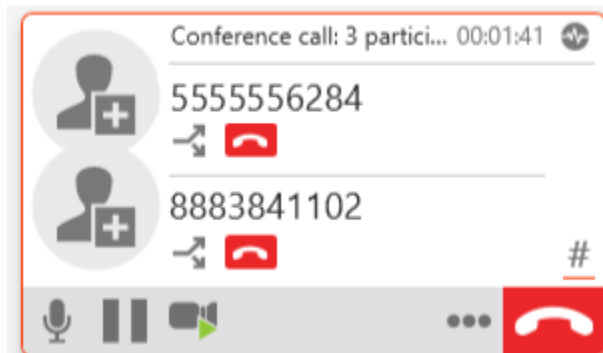
2. Click **Invite to Conference Call**.



3. Enter the phone number to be added to the Conference Call, and then click **Add**.



4. **The Conference Call** has been created, more callers can be added by repeating steps 1-3.



Note: The maximum number of participants for a conference call initiated via the Bria Stretto application is 6 participants, the User and 5 others.

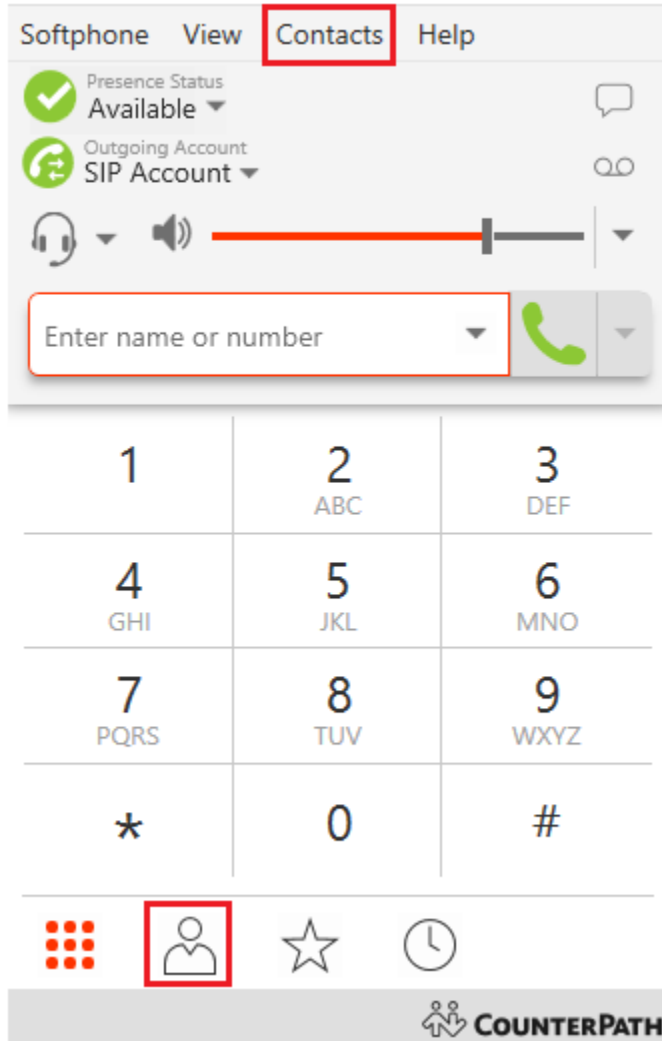
Setting up a conference call from the Bria Smartphone app is a little different:

1. While on an active call, place the first call on **Hold**.
2. Tap the **Add Call** button, and dial the extension or number that you want to conference in.
3. Once the second call is connected, tap **Merge calls**.

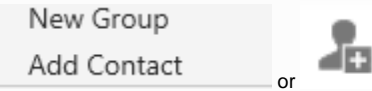
There are multiple ways to create new contacts in Bria. Right clicking on a call in the call history will allow you to create a new contact with that number.

Note: When creating contacts, **DO NOT** set the phone type to **Softphone**, unless you are adding an extension for someone that works in your office or a parking spot. If you are adding contacts for clients office numbers or cellphones, ensure that the **Type** is set to **Work, Home, or Cell**.

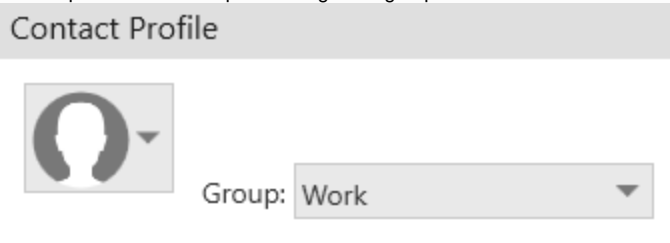
1. From the Idle screen, click **Contacts**.



2. Click **Add Contact**.



3. Set the preferred contact profile image and group.



4. Set the **Display name** for the contact.

*Display name:

First name:

Last name:

5. Set the **Type** of contact and enter their contact number.

Softphone

6. If multiple numbers are added, make sure to set the **Primary phone number** to the preferred option.

Primary presence:

Primary phone number:

7. Click **OK** to save the contact.

Contact Profile — ×

Primary presence:

Group: Primary phone number:

*Display name:

First name:

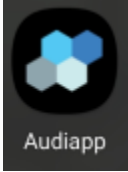
Last name:

Presence:

8. The contact has been added and is now dialable from the contacts screen.



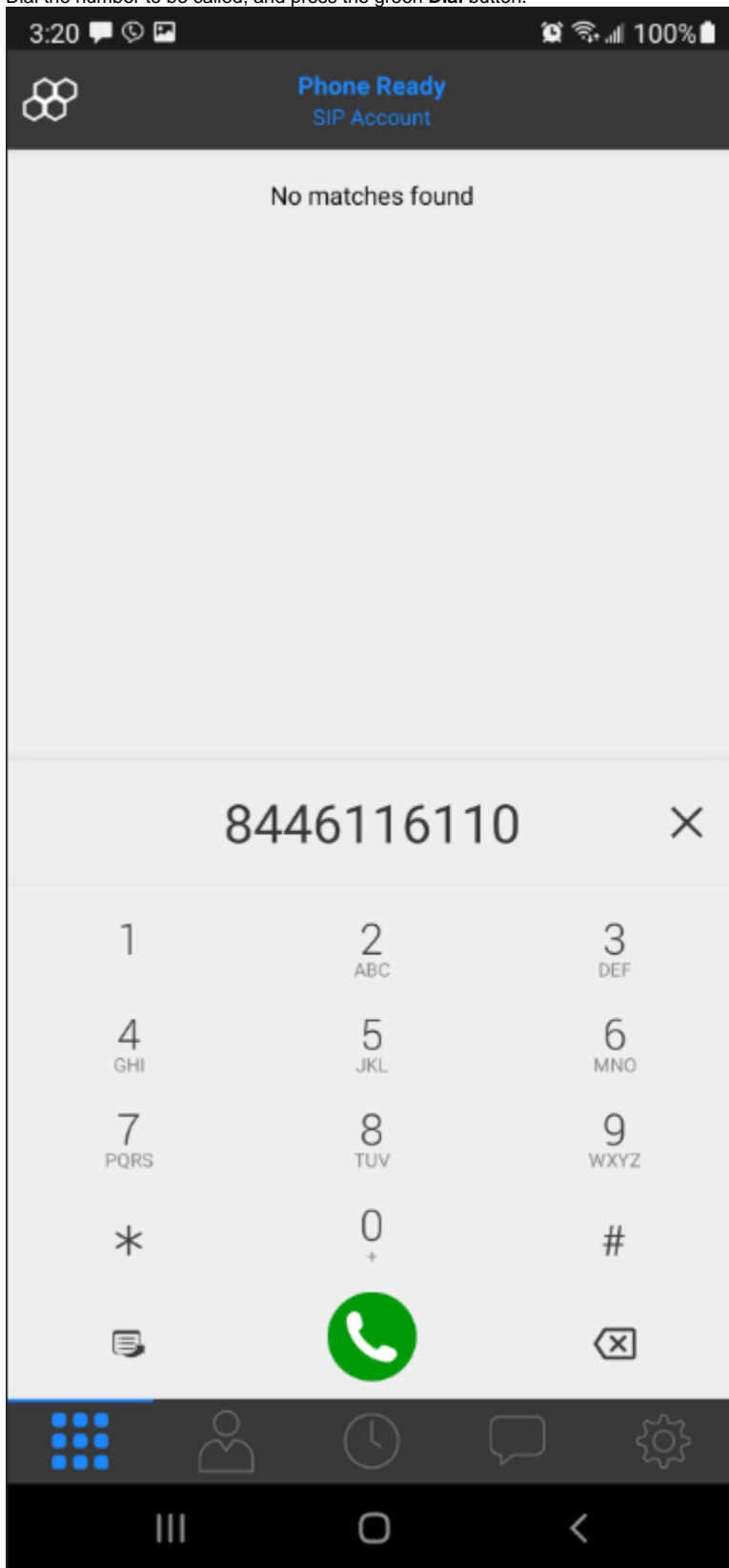
1. Select the **Audiapp** from your application list.



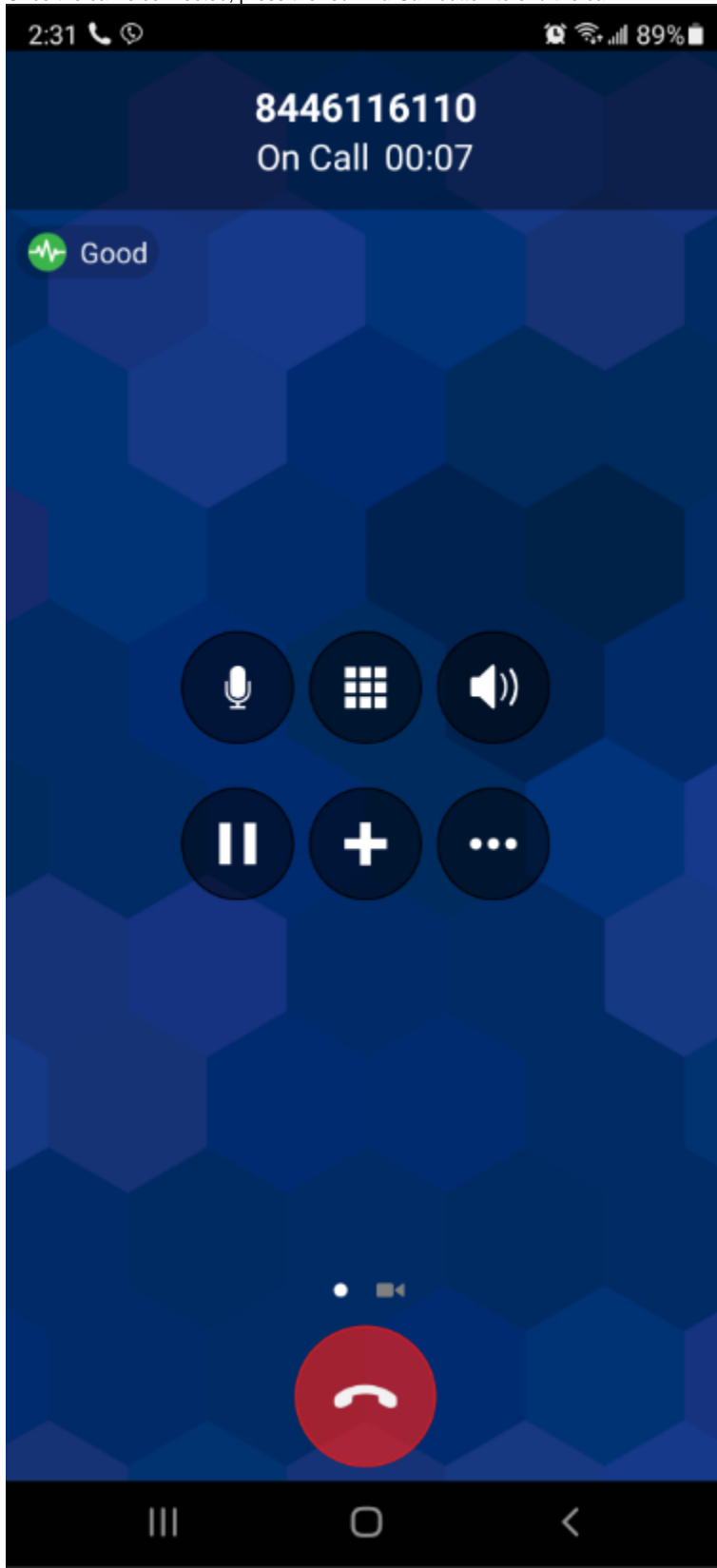
2. The application should launch into the dialer screen, if it does not, tap the **Dialer** icon at the bottom.



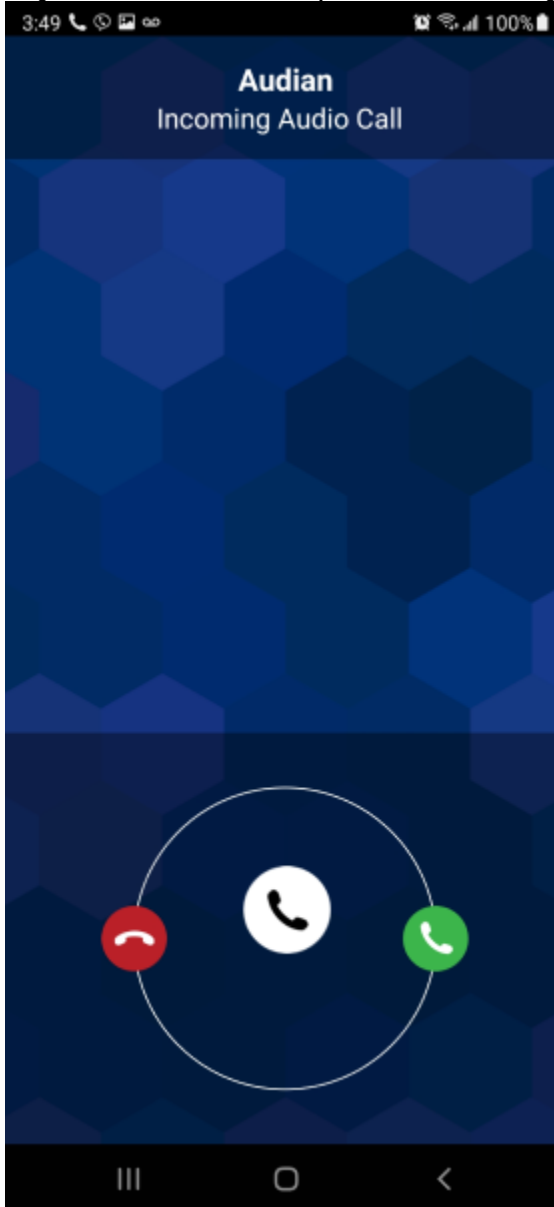
3. Dial the number to be called, and press the green **Dial** button.



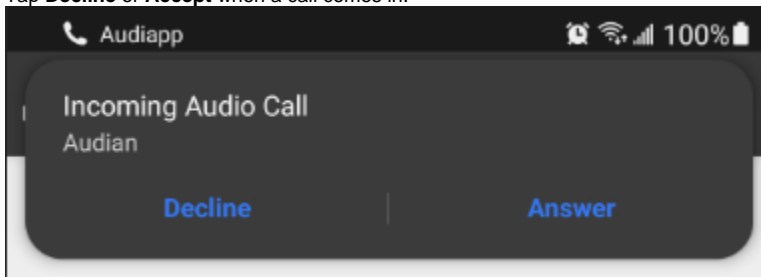
4. Once the call is connected, press the red **End Call** button to end the call.



1. Drag the Phone icon to either **Accept** or **Decline** the incoming call.

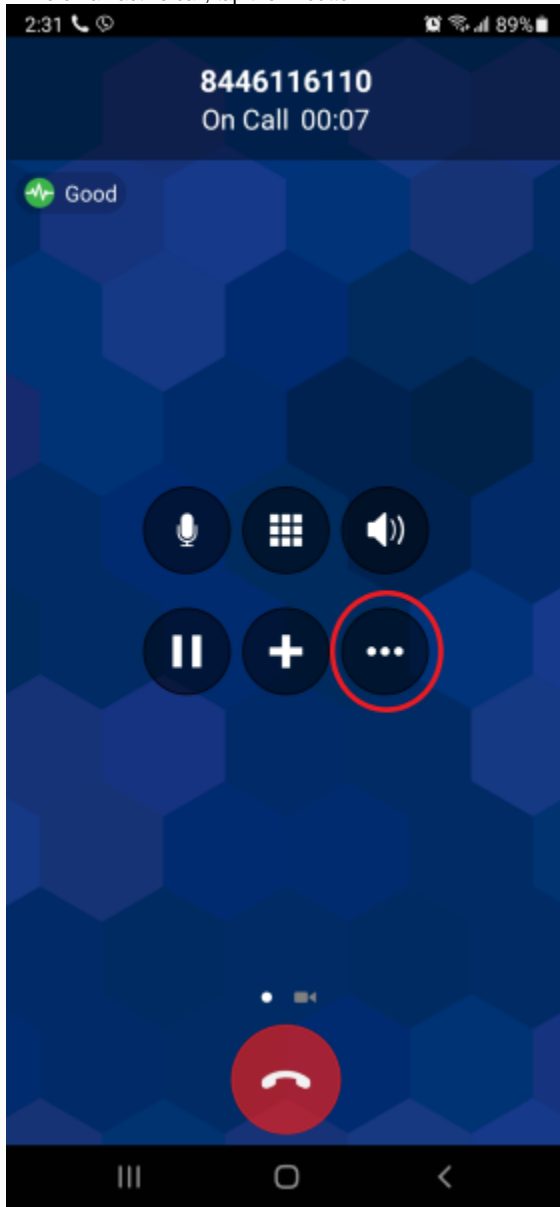


2. Tap **Decline** or **Accept** when a call comes in.

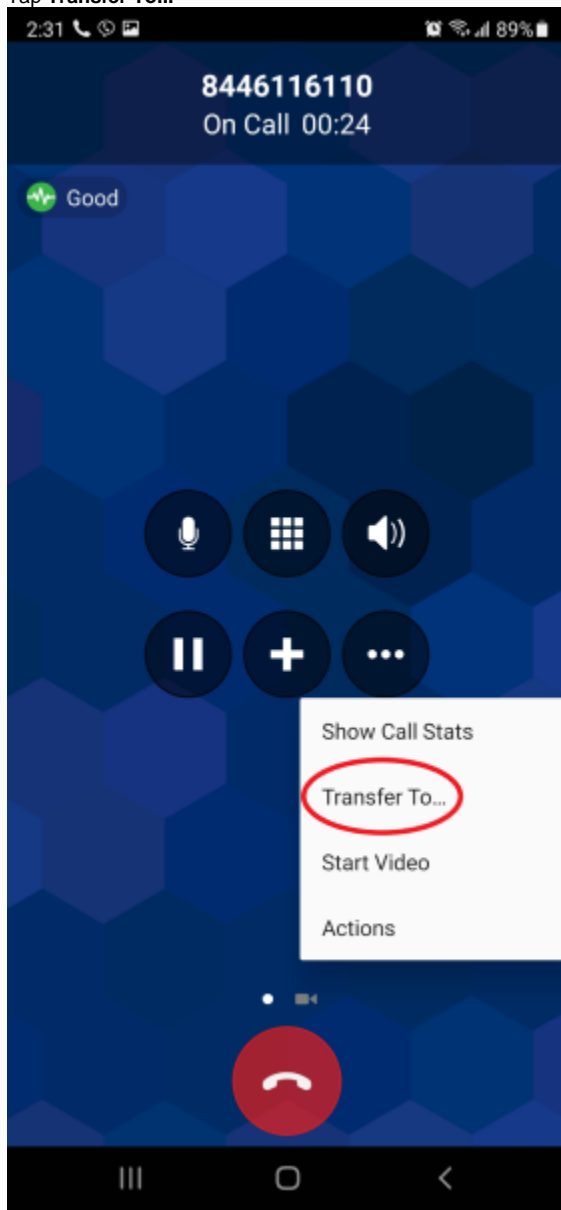


- **Note:** Notifications can look different on different brands of Android devices.

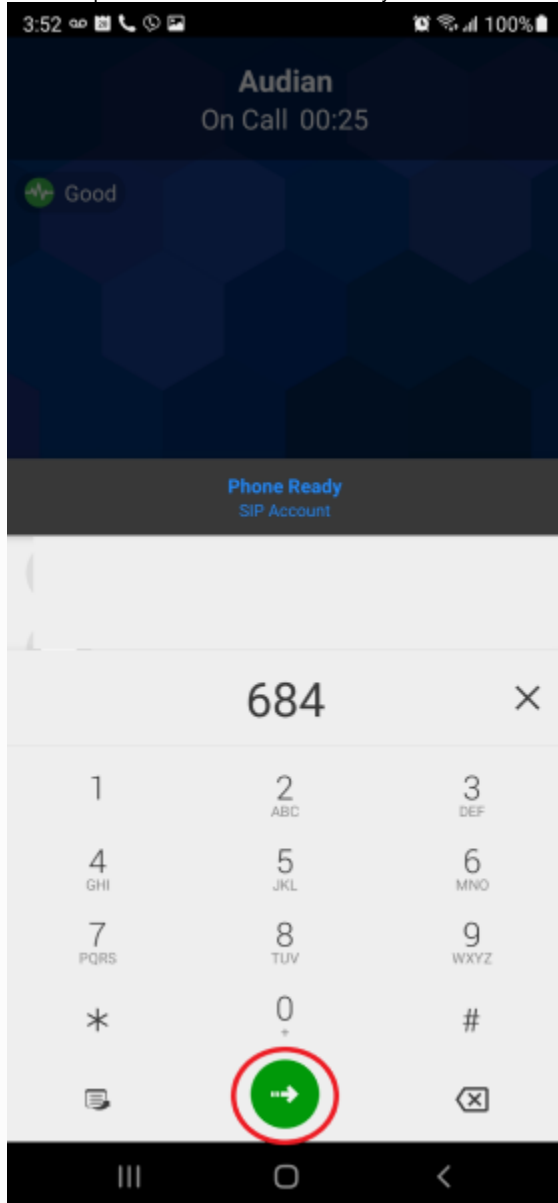
1. While on an active call, tap the ... button.



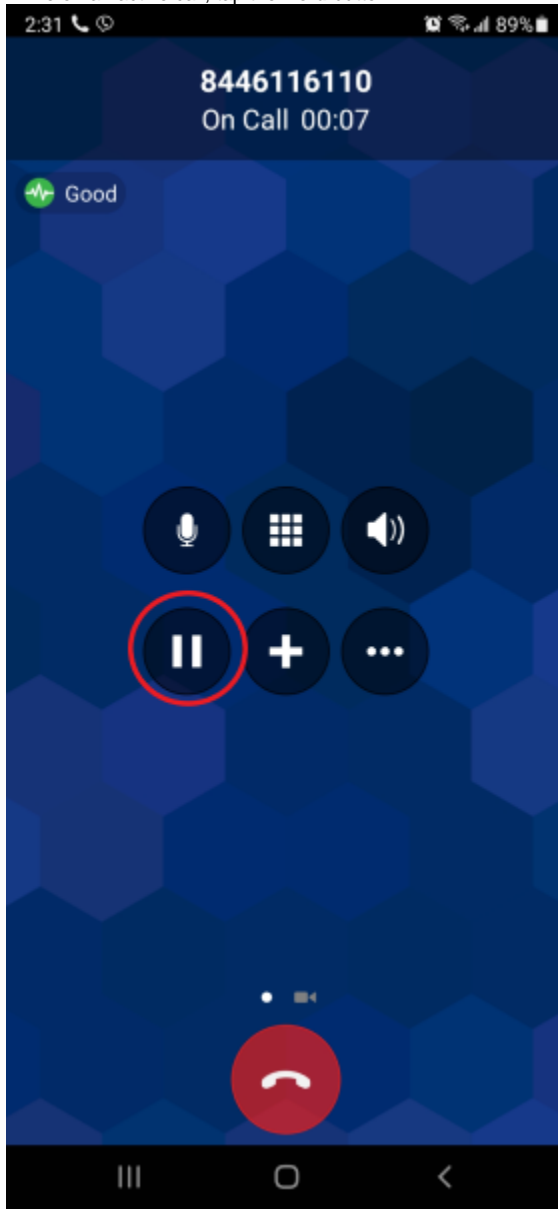
2. Tap Transfer To...



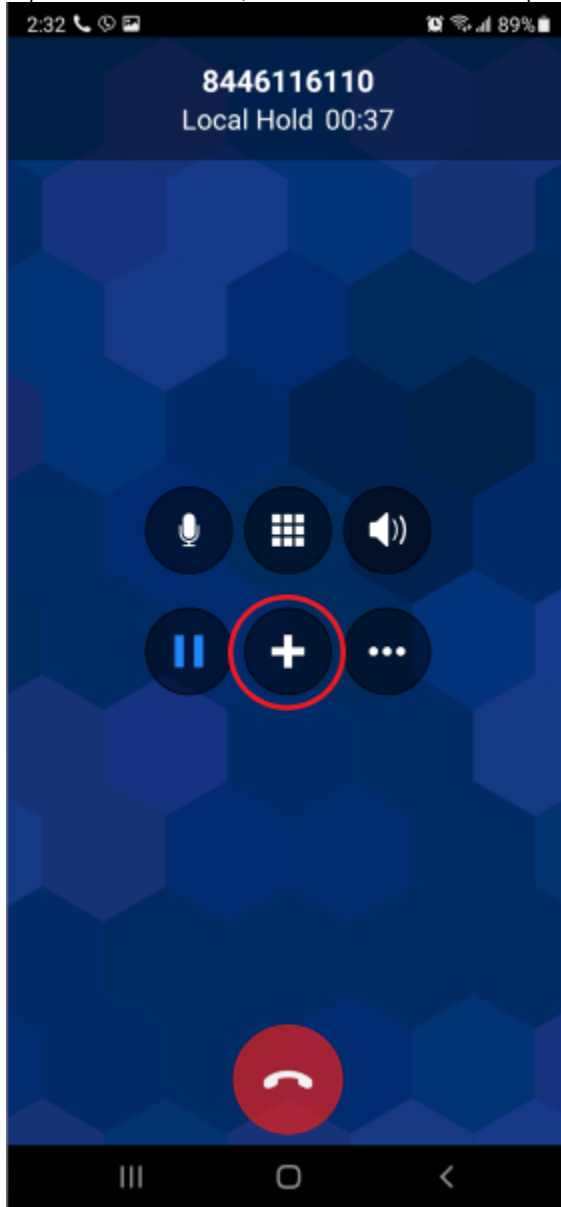
3. Enter the phone number or extension that you would like to transfer the call to and tap the **Transfer** button.



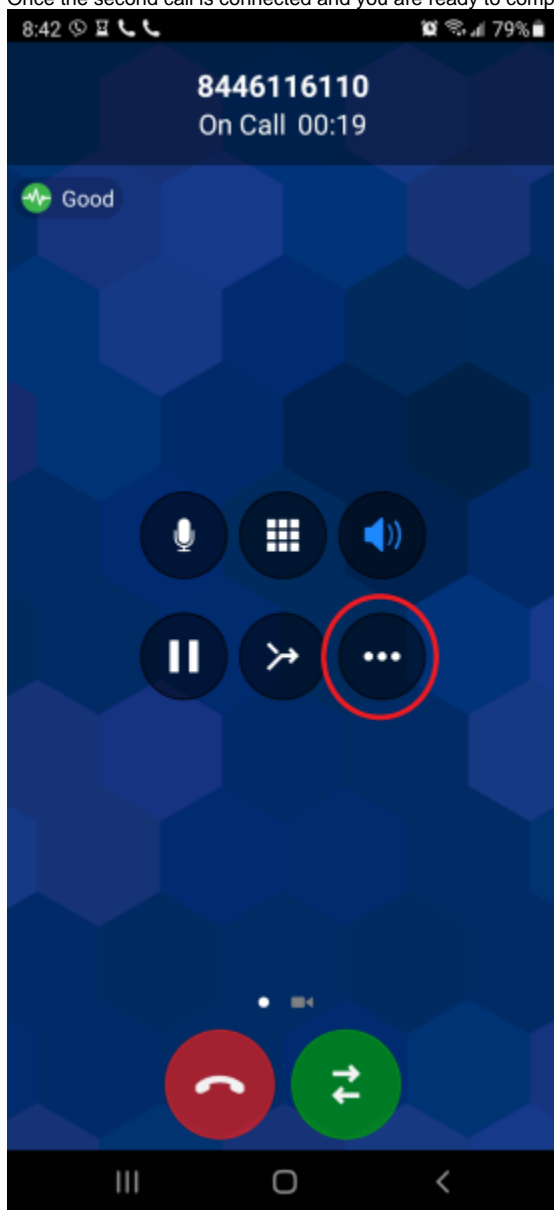
1. While on an active call, tap the **Hold** button.



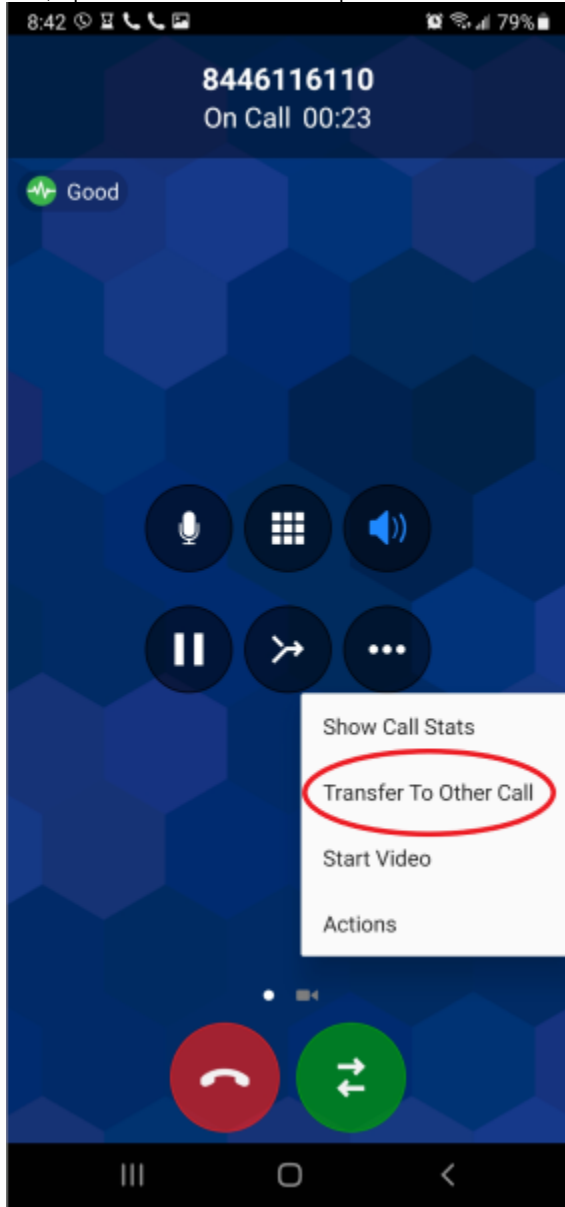
2. Tap the **+ New Call** button, and dial the #/Extension of the party you are going to transfer the call to.



3. Once the second call is connected and you are ready to complete the transfer, tap the ... icon.



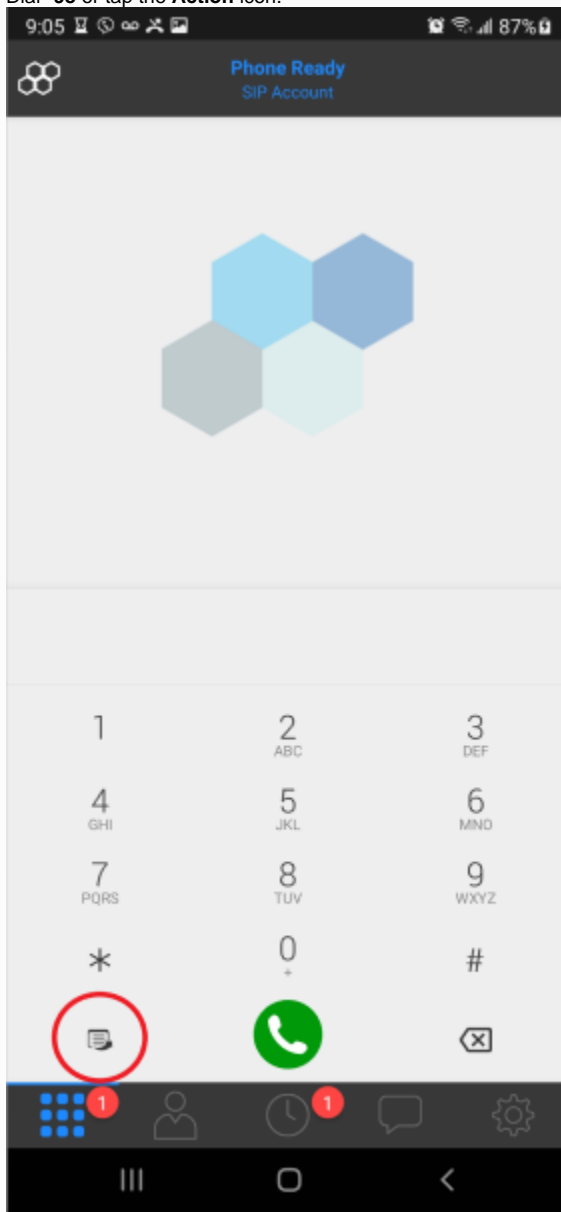
4. Now, tap the **Transfer to other call** option. The calls will be transferred and you will drop off of both calls.



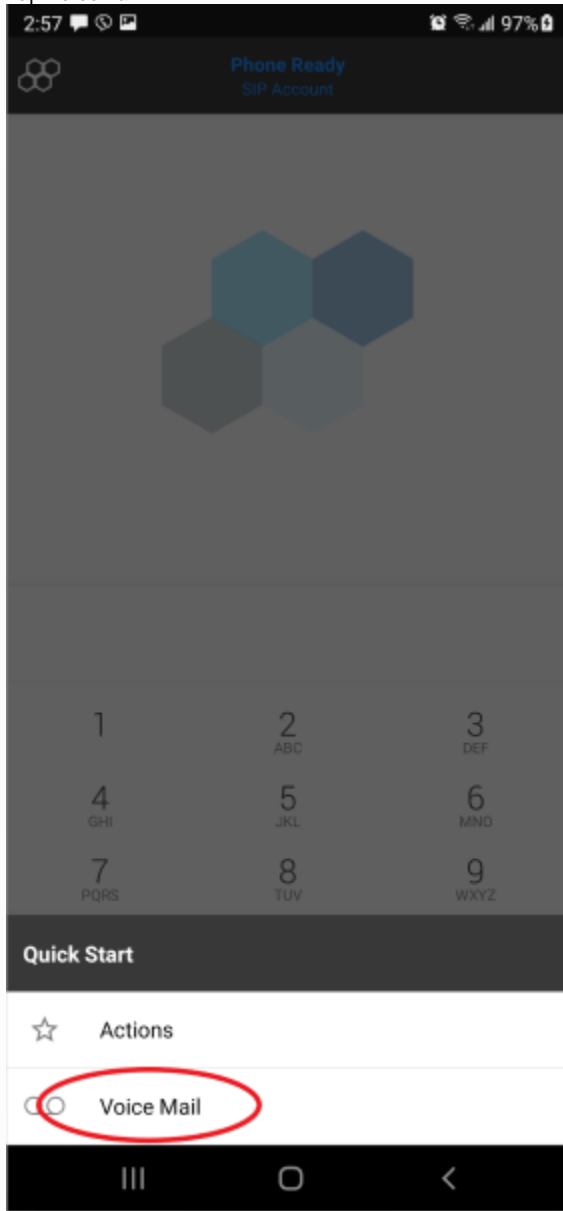
1. When a call is missed and a voicemail left, you will see icons on the dial pad to indicate a new VM.



2. Dial *98 or tap the **Action** icon.



3. Tap Voicemail.

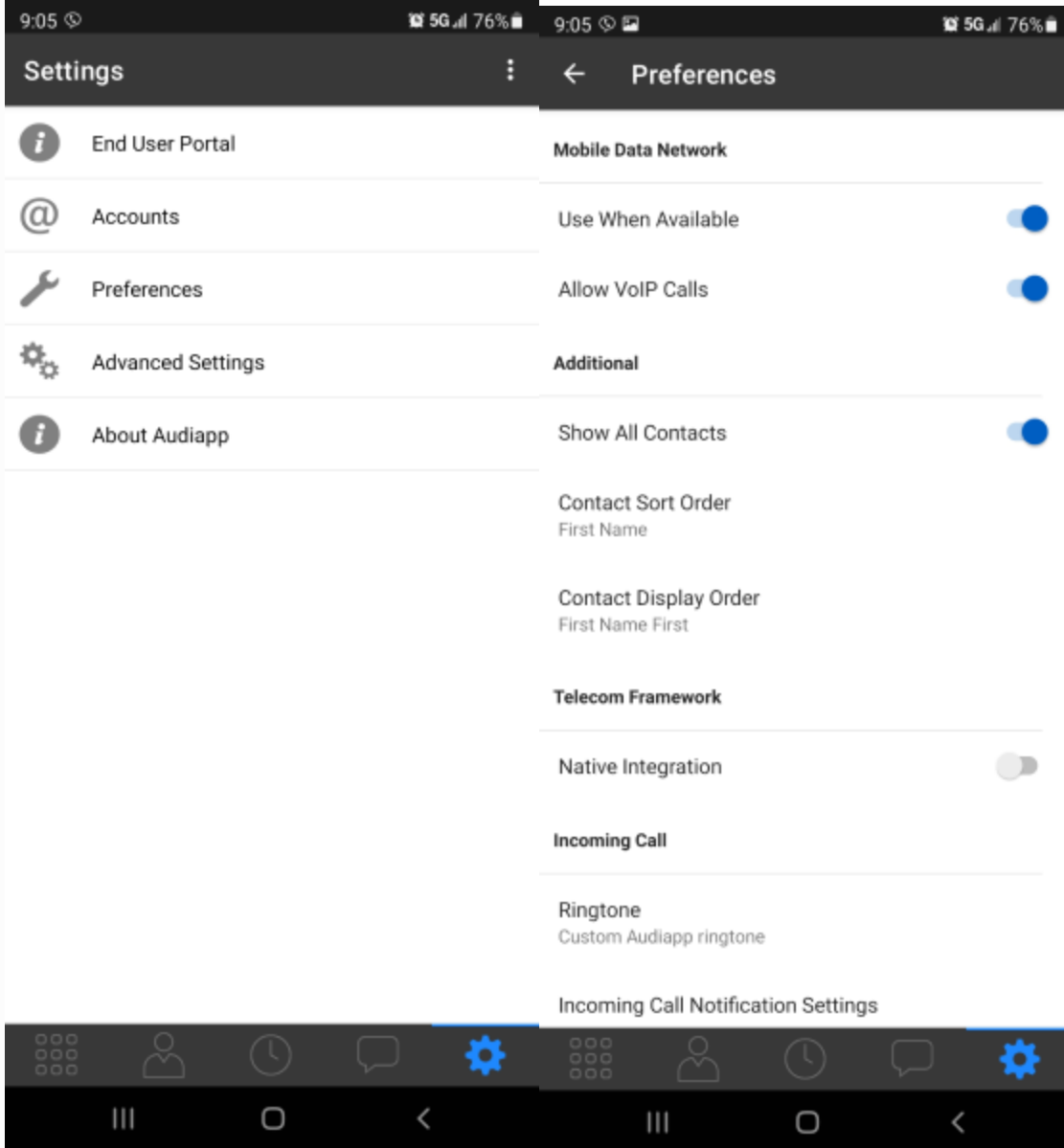


More Content coming soon for Apple iOS devices.



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Settings:



Audian VoIP Support - Internal:

[How To - Create A Bria User](#)

[How To - Change Bria Stretto Password](#)