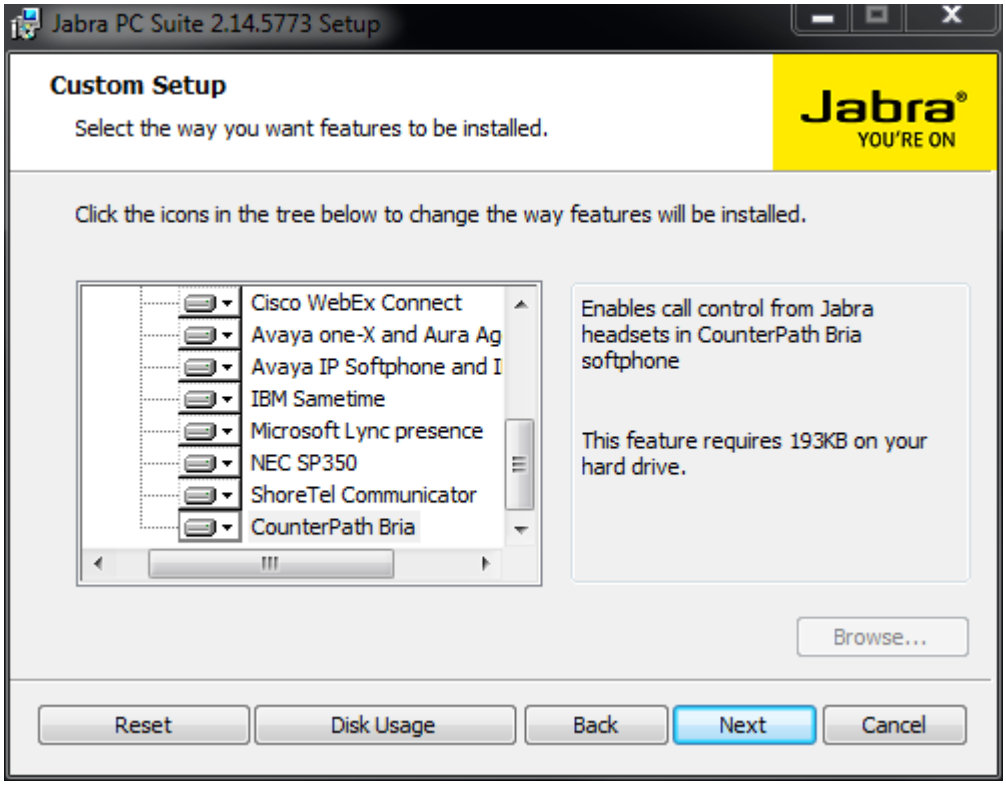
CounterPath Bria softphone integration FAQ

COUNTERPATH BRIA SOFTPHONE INTEGRATION IN JABRA PC SUITE

Q What is CounterPath Bria softphone integration?

- Jabra has built a CounterPath Bria softphone integration module in the Jabra PC Suite software to enable call control from Jabra headsets with the CounterPath Bria softphone. This integration module is installed as part of the Jabra PC Suite setup installer.



Q Which version of Jabra PC Suite has supports CounterPath Bria integration?

- Jabra PC Suite version 2.14.0 or later

Q I have installed Jabra PC Suite. I have connected a Jabra headset, but I can't find the CounterPath Bria name in the softphone vendor/name selection list in Jabra Control Center. Can I still get the CounterPath Bria softphone integration working with this headset?

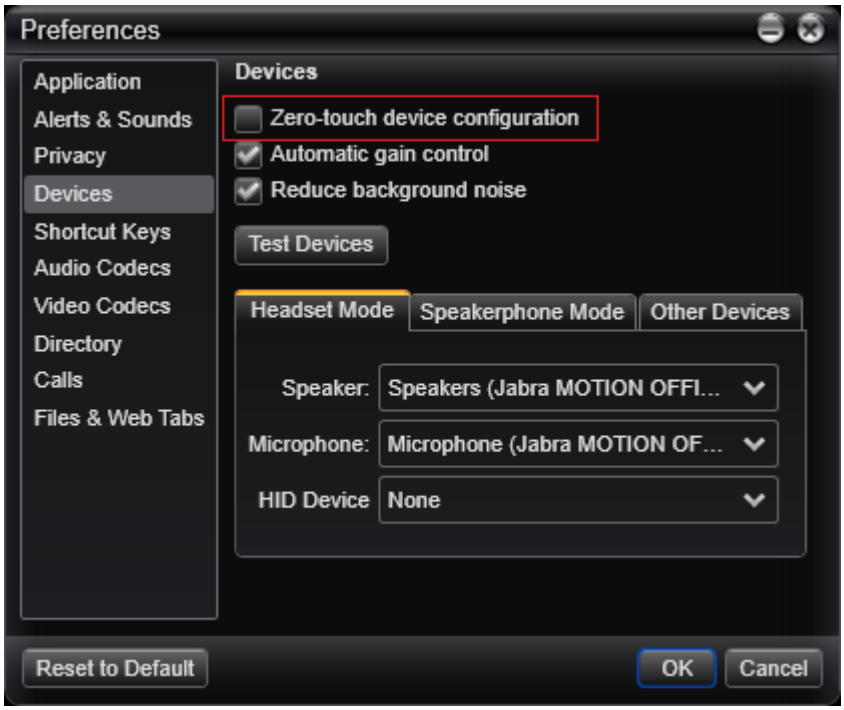
- Irrespective of whether it appears in the softphone list or not, the call control will work with CounterPath Bria softphone if the CounterPath Bria softphone integration module is running.
  CounterPath Bria does not appear in the list if the headset does not have the necessary firmware support for CounterPath Bria softphone integration.

  The selection in the Jabra Control Center will only be needed for the headset to notify the CounterPath Bria softphone when an outgoing call is initiated from the headset.
  However this can be enabled with this work around:
  a. Select **Skype** or **Softphone supported by Jabra PC Suite** from the Softphone vendor/name selection list under the Softphone settings tab.
  b. In the Device service window -> Softphones tab, select **CounterPath Bria** from the Softphone in focus list.

Q I have installed Jabra PC Suite and connected Jabra PRO 9460/9470 to PC. I can see that CounterPath Bria is connected in Device Service of Jabra PC Suite. Why is headset remote call control with the Bria softphone not working properly?

Some of the Jabra devices work with CounterPath Bria softphone by selecting Jabra device as HID Device in softphone preference tab and without the need for Jabra PC Suite to be installed. But this solution has limited features with regards to remote call control functionalities.

To get extended remote call control functionalities, it is advisable that the user installs the Jabra PC Suite and follows the below step.
Disable/uncheck **Zero-touch device configuration** setting from Softphone-> Preferences->Devices tab of CounterPath Bria softphone and set HID Device as **None.**



Alternative:

If above solution does not solve the problem, please delete the .cps files (name starts with 0B0E) from Bria install folder C:\Program Files (x86)\CounterPath\Bria 3\HID and restart the CounterPath Bria client.
E.g. 0B0E-0410-2.cps