

COMMON FAULTS & WHAT TO DO

Unregistered 403 or 403 Forbidden:

This is the most common issue with Bria. It means that there is a PIN mismatch in the system. You will need to contact VTSL. Please note once reset, it may take up to 30mins for the phone to re-register.

Device limit reached

This means that the number of licenses allocated to you has been exceeded. You will need to contact VTSL.

Internal Treatment 500

This error is a registration on the SIP server. You will need to contact VTSL.

Bria Mobile Username and Password Incorrect

Check the correct version of Bria app installed from the app store. Bria - VoIP SIP Softphone is the wrong version. Please install Bria Enterprise. If correct version installed and your username and password are entered correctly, and you are still getting an error message, please contact support to validate your login details.

Bria iPhone Push Server Error

The problem is related to the push server. You will need to contact VTSL.

503 Service Unavailable Error

This means the server cannot process your request. If your mobile phone software has been recently updated resulting in Bria 503 error after the upgrade, it is like an issue caused by the latest phone patch update. Please contact VTSL support.

One-Way or No Audio During Calls

1. Check your microphone and speakers are working by testing it within the app. Click on Headset Icon > Devices Settings > Test Devices. You can test the microphone by speaking; the app will confirm if microphone is working. You can test the speakers by playing sounds using the play button; the app will confirm if speakers are working and you should hear a song playing. 2. Check the firewall as per error 408 error description.

Failed to Establish Call

Check if number dialled is valid by dialling it from another device. If the number is valid please contact support.

Account failed to enable

Try uninstalling the app and re-installing and follow the setup procedure. If this does not resolve the issue, then contact VTSL.

Unknown error on Bria Desktop

This problem is caused by an Issue with SIP ALG, ensure SIP ALG services are disabled on your router.

Error 408 server unreachable

The app is failing to connect to the server. Please check your internet connectivity.

Registration Failed

There has been an error registering to the network. This is usually resolved by logging out (preferably closing the app completely) and then re-opening and logging on again.

Bria Keeps Logging Out

This will be due to the internet connection interrupting the app. Reboot your home router and tick "Sign-in Automatically" in Bria.

Error 408 Server Unreachable

The app is failing to connect to the server. This is usually due to a firewall blocking the connection. If a firewall is present, please ensure this port is open to allow traffic between Bria and the VTSL gateway servers.

- UDP 5060 (SIP signalling)
- All UDP ports above 1024 -65535 (RTP audio)
- Bria Enterprise only connects over 80.249.222.59 IP address. Firewall must allow traffic to this IP address.

If firewall is not present please contact VTSL Support to confirm your SIP account information, and that the server is receiving and processing it.

Bria Not Ringing on Incoming Calls

Update your Bria to the latest Enterprise version. Ask your administrator to check your extension is a member of the call group for inbound calls for specific number. If that does not help, contact VTSL.

USING THE SOFT CLIENT AT HOME / OUT OF THE OFFICE

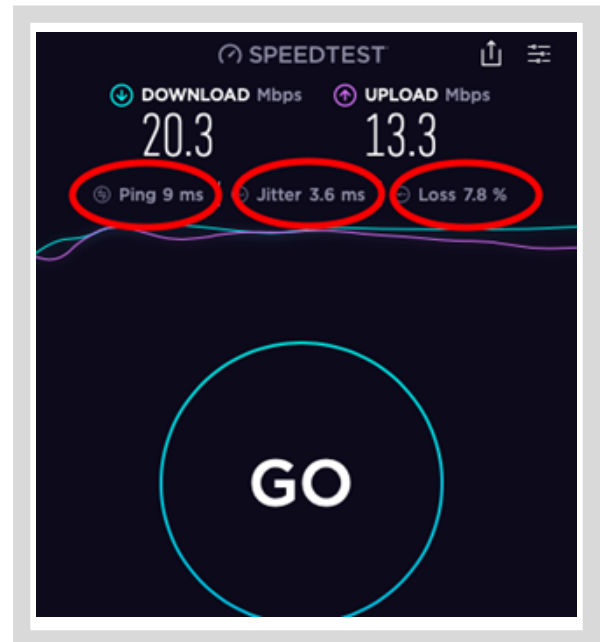
If you are using your softphone away from a managed office environment, **the connection and call quality will only be as good as the internet connectivity you have.**

A good way to determine if your connectivity is strong and stable enough to support your softphone is by doing a **speed test**. A quick internet search will yield lots of free speed tests.

Have a look at the following, not just upload and download speeds.

- Latency - Should be less than 100ms
- Jitter - Should be less than 10Ms
- Packet Loss - Should be less than 1%

Note that **public WiFi connections** are often heavily shared and some block certain traffic on their firewalls so you may not be able to use this at all.



THINGS TO CHECK & SIMPLE SOLUTIONS

- Check what other usage there is on your internet connection. If other people are using the same connection (i.e. streaming HD movies) this will impact your performance.
- Be aware that your domestic Broadband is shared with other households. So at busy times (i.e. when schools finish) and internet activity in your area increases, this will affect your performance.
- If you have a call that is very poor quality, try ending the call and re-initiating.
- If your home broadband tests are permanently coming back with poor result, try rebooting your router. Simply turn off the power to it, leave it for 10-15 mins and re-connect. Your provider will then have cleared down the circuit which generally improves the performance.
- It is likely that you will experience lower quality calls from time to time if you are using a non-managed Internet connection. This is NOT a fault with the softphone and there is often little that can be done beyond the steps advised to rectify it.