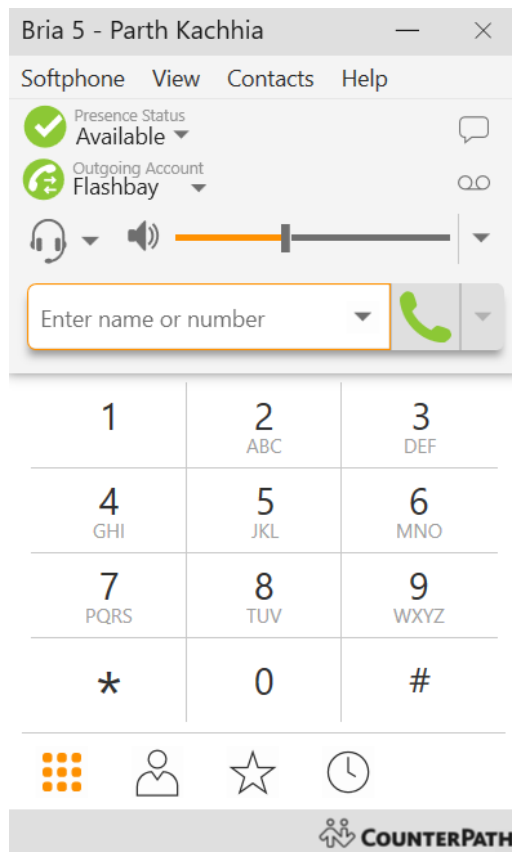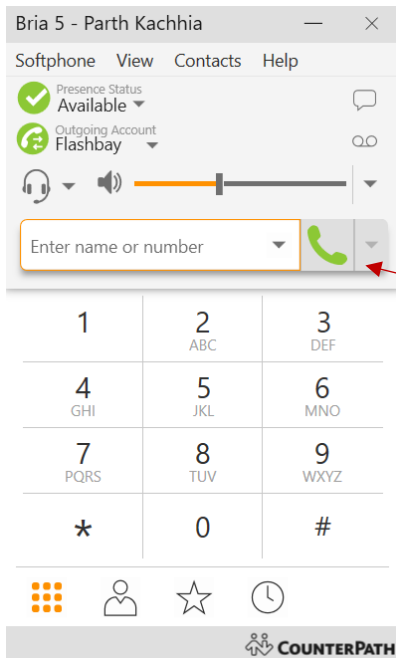# Bria 5 (Softphone)

Introduction

Bria-5 is a softphone solution that will allow you to contact customers and transfer calls to colleagues. Bria-5 will also allow you to call your colleagues via there internal extensions. If you do not know the extension of your colleague you can find it by going to:
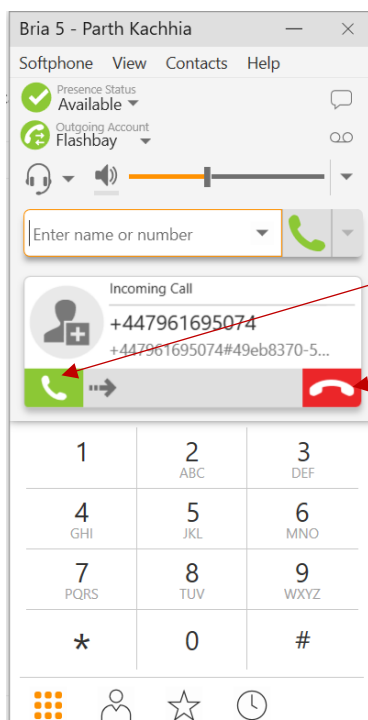Zimbra → Employee Portal→ Phone Book.

Outgoing Calls

To make an outgoing call, you can either use your keyboard to dial the numbers or alternatively use your mouse to select the individual numbers on the keypad.

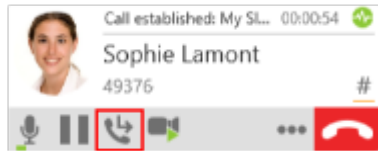Then press here to start the call.

Incoming Calls

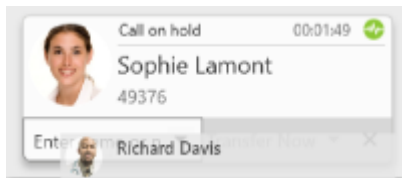To accept incoming calls, click on the green Icon.
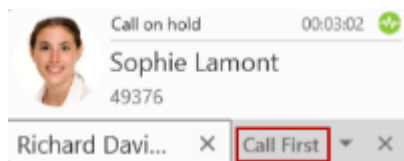
To end the call, press this icon.

Transferring a call

1.Click Transfer this call at the bottom of the call panel. The call is put on hold.

2. Type the extension of the person you would like to transfer the call to.

3. Click **Call First.**

Bria 5 phones the extension. When your colleague answers, **Transfer Now** is now enabled.

4. Ask your colleague if they are free to take the call, click **Transfer Now** If they wish to take the call, if not click the **X** button explain to the customer that you colleague is unavailable and end the call.
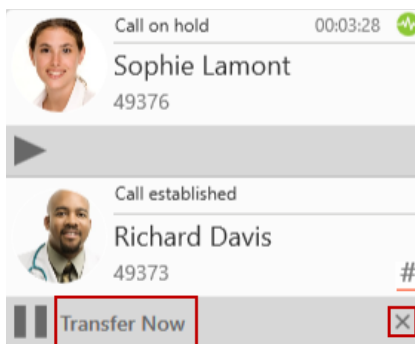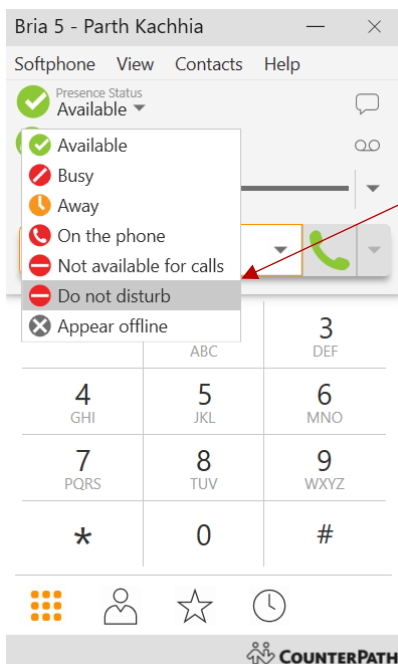
Do Not Disturb

Do not disturb function allows you to temporarily stop calls coming to your Bria phone. It should only be used during meetings, video calls or lunch breaks. It will pause incoming calls and notifications.
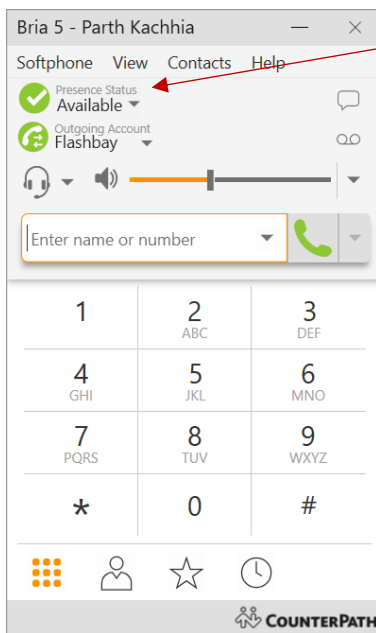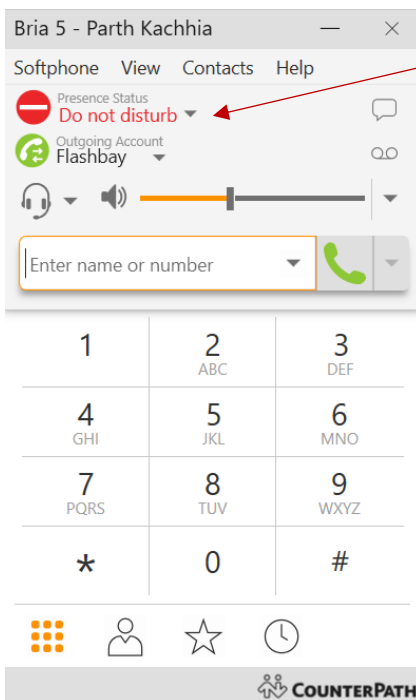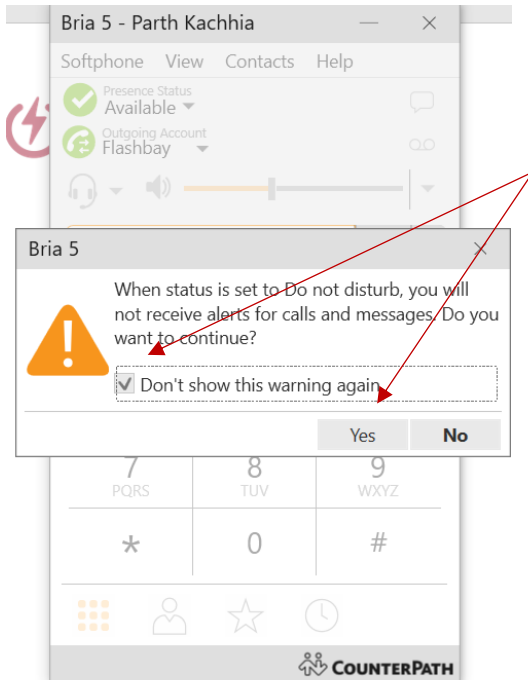

To put Bria into DND, click the down arrow on presence status.

A drop-down menu will appear, select 'Do not disturb' option.

The first time you use the 'Do not disturb' option, it will bring up this message, please tick the box then click on 'Yes'


Bria will now show that is in DND like so.

Basic Troubleshooting

If you are experiencing issues with Bria this is usually down to connection issues with things like your WiFi or our VPN service.

If you lose connection to Bria and cannot make calls the first thing you should check is that you can browse the web and that you have a strong WiFi connection. If your Internet connection is OK then you should check your connection to our VPN service.

Checking VPN connection
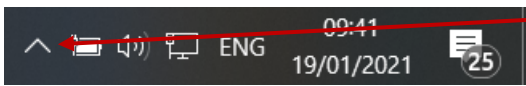
On the bottom right of your screen you will see this upwards arrow, please click on this.
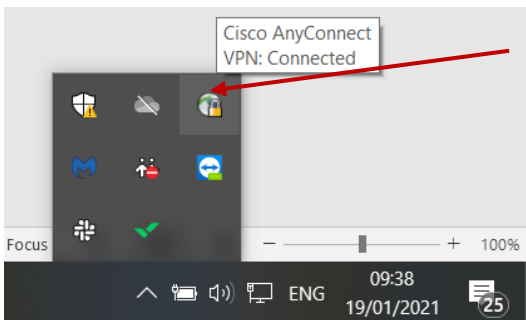
This will open the system tray, from here you can check if you are connected to the VPN. There will be a little padlock over a small globe icon, if you hover your mouse on it a small message will appear as shown confirming you are connected to the VPN.

If your VPN service is working properly and you are able to access Zimbra and Netsuite then you should contact IT support via Slack or at itsupport@flashbay.com.