

BRIA - Quick Troubleshooting User Guide for Desktop & Smartphones

The following steps below are to be taken when a user is experiencing issues with the BRIA Enterprise App, Mobile and Desktop:

- **1.** Confirm what issues the user is having.
- 2. Check if the user is using their Wi-Fi or Mobile Data.

- Try to toggle between these settings to see if the issue clears up, or if the user experiences the same issue on Wi-Fi or Mobile Data.

- 3. If the user ONLY experiences issues when using Wi-Fi.
 - Change the DNS for the specific user.

4. If the user experiences the same issues while using both Wi-Fi and Mobile Data, please enable **Verbose Logging** as described on the next page.



Desktop Troubleshooting

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1. On the main menu click on Help, then click on Troubleshooting.

2. On the Support tab, change the log level to Verbose by moving the slider next to View Log (Windows) or View Current Log (Mac).

Log Level		
Standard	Verbose	Debug

- 3. Close the Troubleshooting window.
- **4.** Reproduce the problem you are having.
- **5.** Return to the Support tab in the Help menu > Troubleshooting.
- 6. Click Send Log and the Send Log Report window opens.

7. Type a brief description of the problem you are having and click Send Log (Windows) or Send Log Report (Mac).

8. Please write down the LOG number giving by the system as we will need this to follow up on.





Smartphone Troubleshooting

- 1. Tap on the Settings button on the lower right side of the screen.
- 2. Within the Settings Menu, click on Advanced Settings.

iOS

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Bria Enterprise

Android

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3. Under Application Logging, enable "Verbose Logging."

Android Voice Activity Detection **Playback Stream** Noise Reduction Voice Call **Quality Of Service Application Logging** ACCOUNT REGISTRATION ISSUES Verbose Logging Alert Push Notification Issues **APPLICATION LOGGING •** Send Log Verbose Logging **Delete Log** Call Statistics > Reset to Defaults Apply Changes **Call Statistics**

4. Switch the Verbose Logging to **ON** and apply changes.

iOS



Submitting A Log Report on Your Smartphone:

- 1. On the Settings Menu, tap on Advanced Settings.
- 2. Tap on the Send Log option.





Android

3. Tap on "**Yes**" to send the log report.



4. Type a brief description of the application's issue.



5. Once you have written the description that you are experiencing, tap on **Continue**.



6. Please write down the REF number giving by the system as we will need this to follow up on.

Note: If all the steps above do not correct the reported issues, we will remove the user from the BRIA backend and rebuild their credentials.