

MaX UC Client

Unified Communications & Collaboration Client for Desktop and Mobiles

With the advent of the ‘always-on’ workforce and the proliferation of cost-effective smartphones and tablets, mobile devices are increasingly becoming portable extensions of the business communications infrastructure. Now you can deliver business grade UC features to all user types across multiple devices. MaX UC client portfolio includes softphones for Windows and Macs, OTT VoIP client for iOS and Android devices with the new native-dialer overlay app option for true fixed-mobile convergence.

Features

- » UC features on the native smartphone dialer with Business Identity and cellular quality voice
- » Mobile & PC Clients twinned with desk phones
- » One identity across all user devices
- » Call Control & Centralized Contacts – seamless access to business and personal contacts
- » Instant Messaging and Presence, and SMS capability
- » Headset compatible clients, including support for bluetooth devices on mobile
- » Integrated collaboration capabilities on desktop and smartphones with support for desktop and application sharing
- » HD Voice and Video Conferencing
- » Meetings and Webinars
- » Easy to Use, Deploy, and Manage

MaX UC – a Superior UC Softphone & OTT Client for Mobiles

MaX UC is a powerful and intuitive UC application supported on iOS, Android, Windows and Mac devices.

The MaX UC clients deliver rich calling, conferencing and messaging features with a simple to use UI to make user adoption frictionless. Whether working from home or on the road, on Wi-Fi, 4G/5G, or wired Ethernet, employees will always have access to the same telephony offerings that they were previously only able to receive on their desk phones or extensions. MaX UC’s innovative design delivers business UC features on the smartphone’s native dialer extending the user experience for the mobile-native.



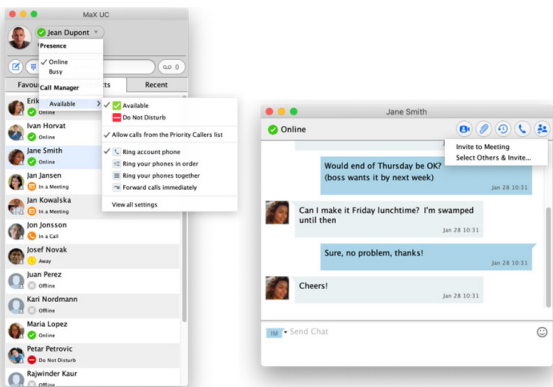
MaX UC Mobile Clients (iOS and Android)

The adoption, use and success of a unified communications application depends on how easy, simple and flexible it is to the end user. From the initial download to its powerful call control and collaboration capabilities, the MaX UC interface provides a superior user experience that is both logical and efficient for even mainstream users.

Quick to Deploy, Easy to Maintain, Simple to Brand

MaX UC clients benefit from Metaswitch's Zero Touch provisioning and distribution capabilities and the CommPortal Deployment Acceleration Program (CDAP) to simplify the process of distributing and branding your application and reduce your time-to-market.

Eliminating the need for client-side configuration, Metaswitch's exclusive SIP Provisioning Server simplifies wide-scale business deployments of MaX UC clients for both the service provider and end user. For the mobile client, Metaswitch maintains an up-to-date version on both the Apple App Store and the Android Google Play Store. Providers simply point their customers to one of these locations. For resellers of the service, the MaX UC client simplifies provider identification using QR Codes. End subscribers receive a QR Code as part of activation which takes them to the app store and has embedded in it their service provider information.



Full featured MaX UC Desktop client

For Service Providers keen on a custom branded client, Metaswitch optionally offers Tailor Branding services that can customize the client with Service Provider color, logo and brand.

In addition, the Metaswitch Service Assurance Server and MetaView Analytics for MaX UC extends unique proactive and reactive analysis capabilities to network managers, affording an unprecedented quality of experience while significantly reducing mean time to repair metrics. MaX clients are designed to be easy to deploy as part of GDPR-compliant services.

Specifications

Client Platform Requirements

- Windows 8 (desktop edition) and Windows 10
- Mac OS X 10.12+ (Sierra or later, including macOS 10.15 (Catalina))
- iPhone - 5s (64-bit processor) or newer running iOS 11 or above. Fully compatible with iOS13. Integration with CallKit and Bluetooth headsets supported.
- iPad Pro, iPad Air, iPad Mini
- Android OS - 6.0 and above (Contact Metaswitch for specifics)

Server Requirements

- MetaSphere MTAS version 9.5.30 and above for complete features
- Metaview Director required for call / device jump
- Metaview SIP Provisioning Server for bulk auto-configuration and key management
- Metaview Service Assurance Server for analytics and events
- Advanced Messaging Server (V9.5.30 for iOS 13 and APNs requirements) for Instant Messaging, Presence and SMS capabilities
- SMS support also requires third party SMPP provider engagement

Deployment Features

- CDAP-ready clients continuously updated on Google Play and Apple App Store
- In-app user activation and password reminder function
- Twinning option support for SIP, MGCP, GR.303 or SIP BLC line
- Individual features are provisioned dynamically through MTAS CoS and Provisioning Server. UI will not display unsubscribed features
- Integrated analytics with MetaView Service Assurance Server (SAS) and Voice Quality Monitor (VQM)
- Regional / demographic support for English US, English UK, French Canadian, Latin American Spanish
- Simplified welcome tutorial extended to users upon initial activation

Softphone Features

- Usability: Mobile (smartphone and tablets) and desktop clients. New, refreshed UI on iOS and Android devices. Native-dialer UC options via overlay MaX UC App. Multitasking support for background operation. Incoming call waiting and voicemail notifications. Speakerphone, mute and hold. Single-button to push (switch) and pull active calls from twinned devices, Integrated Meeting for collaboration on desktop and mobile devices
- Media: Codecs: RTP or SRTP; G.711a/u or SILK 8/16 (NB/WB) HD Audio (SILK transcoding supported by Metaswitch Perimeta SBC); H.264 video (baseline profile, level 1.1. Royalty-free below 100K devices); DTMF: RFC 2833
- SIP Signaling: TCP or TLS; Dynamic tunneling within alternative IP sockets (ports) such as HTTP/80 if 5060 is blocked
- QoS: Noise reduction; voice activity detection; ToS/DSCP; WebRTC echo cancellation, quality monitoring, switch-to-cell feature
- QoE: MetaQR dynamic low-delay error correction reduces the impact of network packet loss. TCP restart attenuation techniques reduce battery consumption (Requires Metaswitch Perimeta SBC).
- Branding: Tiered service provider customization options. Contact Metaswitch for more information.
- Support for the iPhone X extended display

Unified Messaging Features

- Contacts: Centralized address book integrated with the handset's native contacts
- Instant messaging: Synchronized with presence, with customizable status and contacts
- Visual voicemail: Includes summary screen. Player supports voice and video mail. Optional speech-to-text transcription with subscription to cloud-based service.
- Call manager: Exposes call manager options (eg. Available, Do Not Disturb, Forward Calls)
- UC trigger integration: Single-click through to customer relationship management (CRM), conferencing, file sharing and collaboration

Web,Video Conferencing and Integrated Collaboration Features (Meeting)

- Screen and Application Sharing
- Desktop Remote Control
- Scheduled Meetings in App, Outlook or One Click invite from Directory and Chat Log
- One Click uplift from Phone and Chat Session
- Voice and Video Conferencing – Share up to 200 video streams
- Integrated Moderator Controls & Call Recording
- Webinar feature with support for panelists
- Meeting Features are Powered By Zoom

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)