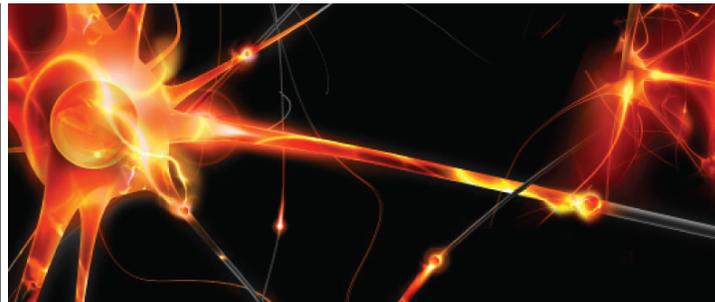


ACCESSION COMMUNICATOR

FOR DESKTOP

WINDOWS AND MAC SOFT CLIENT FOR VOICE, VIDEO,
INSTANT MESSAGING & COLLABORATION



WITH THE ADVENT OF THE 'ALWAYS-ON' WORKFORCE AND THE UBIQUITY OF HIGHLY CONNECTED, MULTIMEDIA CAPABLE COMPUTERS, THE PC IS INCREASINGLY BECOMING AN INFORMAL EXTENSION OF BUSINESS COMMUNICATIONS INFRASTRUCTURE. NOW YOU CAN SOLIDIFY THIS RELATIONSHIP WITH ACCESSION COMMUNICATOR FOR DESKTOP.



SEIZE THE POWER IN THE BUSINESS TELEPHONY REVOLUTION

With the continued popularity of laptops, the rapid rise of the media tablet and the prolific adoption of smartphones, network operators must now satisfy an increasingly demanding, tech-savvy and always-on mobile enterprise workforce. They insist on ubiquitous connectivity and universal reachability over multiple communication channels such as voice, video or Instant Messaging - whether they are at their desk, at home or on the go.

These valued customers are now using laptops, personal computers (PC) and mobile devices to access walled-garden, over-the-top, rich communications services to meet their business and personal telephony needs, threatening the core revenue streams of incumbent carriers. Now there's a carrier grade alternative to these services.

RISE TO NEW ENTERPRISE COMMUNICATIONS CHALLENGES

Accession Communicator for Desktop, from Metaswitch, enables service providers to meet these challenges head on. Accession Communicator not only delivers a richer communications experience but allows subscribers to gracefully move calls between Accession Communicator, other unified communications clients, mobile phones on 3G, 4G or WiFi, and fixed line phones - all while the call is in progress.

- High definition voice and video even on Wi-Fi
- Interoperability with fixed-line endpoints
- Twinning with mobile and desk phones
- Integrated Instant Messaging
- Advanced Messaging
- Centralized contacts
- Outlook integration

This fluid call control enables users to uplift their telephony session to include high definition voice and video on an interface or device of their choice - regardless of where and how the call was made or received.

TWINNING WITH RESIDENTIAL AND OFFICE NUMBERS

Telephony is no longer associated with a particular access medium or physical device: Voice is now an application. Accession Communicator can deliver a superior primary line service from a laptop or PC running Windows or Mac. More than Sim-Ring or Find Me Follow Me, these endpoints present the actual calling features, dial plans and outgoing caller ID of the twinned office phone. Accession is ideal for increasingly popular enterprise employee BYOD (bring your own device) initiatives.

Featuring wideband HD voice quality, Accession Communicator allows users to interact with their basic calling services while also extending advanced multimedia offerings like real-time high quality video calls and video mail. As a fully-featured unified messaging client, Accession Communicator also enables visual voicemail with speech-to-text transcription, centralized contacts, a ubiquitous call history for all endpoints associated with the Accession Communicator phone number and pre-ringdown call control options, such as Do Not Disturb.

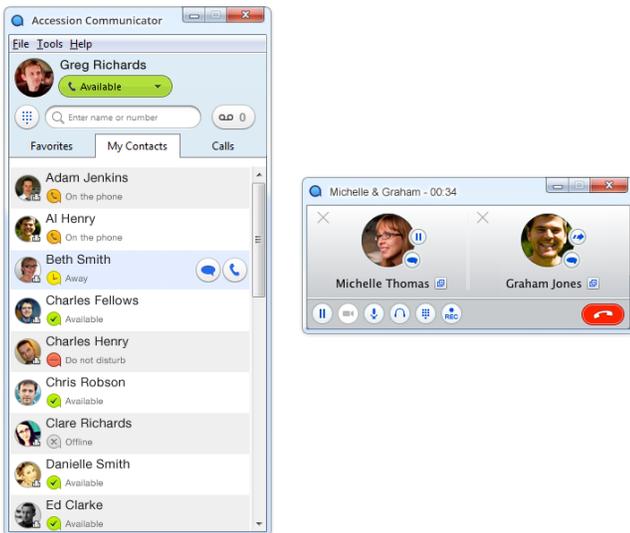
ACCESSION COMMUNICATOR FOR DESKTOP

Accession Communicator for Desktop is a powerful PC and Mac application that enables carriers to extend their residential and business telephony services directly to an end user's laptop or desktop. Together with unified presence and unified messaging, Accession Communicator delivers a primary or second-line VoIP service with a dedicated dialer over the data channel. Consumers can utilize the same business class services they currently use within the office, anywhere in the world.

A SUPERIOR SOFTPHONE CLIENT

Whether working from home or on the road, on Wi-Fi or wired ethernet, employees will always have access to the same telephony offerings they have only previously been able to receive on their desk extension. Features such as dialing plans, Call Park and ACD hunt groups are delivered by Accession Communicator on the desktop or laptop.

Our unified messaging and call control interfaces further enhance the capabilities of Accession Communicator, providing visual voicemail, video messaging, multi-party incoming call management and more. Accession Communicator supports extremely tight integration with the XMPP server making IM easy to deploy and easy to use.



Accession Communicator for Desktop with 3-way call in progress

USER-CENTERED DESIGN

The adoption, use and success of a softphone application depends on how easy, simple and flexible it appears to the end user. From the initial application download to exploiting its powerful underlying call control capabilities, the Accession Communicator softphone and unified messaging interface provides a superior user experience that is both logical and efficient for even mainstream customers.

QUICK TO DEPLOY. EASY TO MAINTAIN

Accession Communicator leverages Metaswitch's Zero Touch provisioning and distribution capabilities to dramatically simplify the process of distributing and branding your application. This significantly reduces your time-to-market.

Effectively eradicating the need for client-side configuration, Metaswitch's exclusive SIP Provisioning Server dramatically simplifies wide-scale business and consumer deployments of Accession Communicator for both the service provider and end user.

Accession Communicator is tightly integrated with the IM server providing automatic provisioning of user accounts, saving service provider effort and making it easier for users to be productive.

In addition, the Metaswitch Service Assurance Server extends unique proactive and reactive analysis capabilities to network managers. This capability extends all the way from the core of the network, MetaSphere to the edge, Accession Communicator soft clients, affording an unprecedented quality of experience while significantly reducing mean time to repair metrics.

FLUID CALL CONTROL: THE PUSH / PULL

Accession Communicator is a seamless participant in the multi-device visual call control experience that is unique to the Accession family. Using Accession Communicator for Mobile, users can push/pull active calls to/from Accession Communicator for Desktop, without interrupting the call.

UNMATCHED QUALITY AND RELIABILITY

Enabling VoIP over WiFi on endpoints, and multimedia services such as live streaming conversational video, can present many challenges. Voice-unfriendly network conditions such as high jitter/latency and a poor quality of experience can immediately render an advanced consumer telephony offering at best unappealing or at worst simply unusable.

Traditionally, soft clients that use WiFi exhibit poor voice quality because of errors introduced in wireless connections. Metaswitch's Accession Communicator uses advanced SiLK codec with enhanced forward error correction to deliver high definition voice under lossy conditions that other soft clients struggle with.

MetaQR delivers improved quality for video calls in lossy networks, while continuing to use standard H.264 that allows broad interoperability with video endpoints.

MetaQR dramatically improves video call quality. Minimizing total packet loss while mitigating transmission delay, MetaQR automatically reduces the effective signal to noise ratio on broadband access networks without adversely increasing traffic loads. Application-aware adaptive FEC adds extra redundancy to the media stream providing the best quality video and most efficient use of bandwidth at all times.

CENTRALIZED CONTACTS

Accession Communicator integrates contacts from various sources so users only need to go to one place to access all of their contacts. Accession Communicator automatically populates Business Group contacts as IM contacts, helping new users to be productive from the get-go, and works with contacts stored in CommPortal, contacts pulled from social media like LinkedIn, and local contacts in Outlook or other local address books. Users can create, edit and search contacts in Accession Communicator.

INSTANT MESSAGING

Accession Communicator is designed to be a single 'portal' for communications that is branded by the service provider. Accession Communicator supports IM over the XMPP standard, including working with the open source Jabber server. IM contacts integrate fully with Accession contacts allowing for a seamless messaging and telephony experience. If users also use Accession Communicator for Mobile, IM conversations are synced between devices.

UNIFIED MESSAGING

MetaSphere delivers a comprehensive and compelling range of unified messaging features. Accession Communicator presents a single interface for fixed and wireline messaging, and subscribers can be alerted to new messages received on any line. With integrated media players and an optional cloud-based speech-to-text transcription service, users can watch videomail and can choose to listen to voicemail or read it. Users can delete messages or forward messages by email.

COLLABORATION

Accession Communicator allows for simple native collaboration with capabilities such as file sharing, integrated presence and Outlook Click-to-dial. It also offers an single unified interface from which users can launch third-party services. With intuitive triggers in the UI, users can access Customer Relationship Management services (eg. Salesforce, SugarCRM), conferencing services (eg. Webex), and filesharing and collaboration services (eg. Google Drive, Dropbox).

CALL CONTROL AND BUSINESS FEATURES

Granular call management is critical in business and extremely beneficial within an individual's personal life. Metaswitch's MetaSphere call management services provide simple but powerful rules determining how a subscriber can be - or wants to be - reached at anytime. Now Accession Communicator enables them to set their home or office call preferences regardless of where they are. With a single setting, users can guarantee their boss can reach them while dialing only a single number. In a meeting? Simply forward all calls to an office extension directly to voicemail.

Accession offers all the features you would expect of a fully integrated business solution including Call Hold, Call Transfer, Call Park / Pickup, 3 way calling, Click-to-dial and tightly integrated audio conferencing.

ACCESSION COMMUNICATOR FOR DESKTOP SPECIFICATIONS

CLIENT PLATFORM REQUIREMENTS

- Windows 7+
- Mac OS X 10.7+

SERVER REQUIREMENTS

- MetaSphere MTAS 8.3.10+ for complete features.
- Metaview Director 8.1+ required for call / device jump.
- Metaview SIP Provisioning Server for bulk auto-configuration
- Metaswitch Perimeta SBC for HD voice and MetaQR for video.
- Metaview Service Assurance Server for analytics & events
- Instant messaging: Ejabberd XMPP (recommended), Google Talk.

SOFTPHONE FEATURES

- Usability: Integrated Phone, IM and collaboration. Twinning with desk phones, smartphones linked to the same enterprise phone number. Single-button to push (switch) and pull active calls from twinned devices including Accession Communicator for Mobile. Twinned device line state presence indication.
- 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; 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.
- QoE: MetaQR dynamic low-delay error correction reduces the impact of network packet loss.
- Branding: Tiered service provider customization options.
- Local Call Recording: accessed in Accession's in-call UI.
- Business features: Call Hold, Call Transfer, Call Park / Pickup, 3 way calling, Click-to-dial and tightly integrated audio conferencing.

UNIFIED MESSAGING AND COLLABORATION FEATURES

- Contacts: Centralized address book integrated with local contacts.
- Instant messaging: Synchronized with presence and contacts, including filesharing.
- UC trigger integration: Single-click through to customer relationship management (CRM), conferencing, filesharing and collaboration.
- Call logs: Network-based universal call history, including received, missed and dialed numbers.
- Visual voicemail: 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).

DEPLOYMENT FEATURES

- Twinning option support for SIP endpoint or MGCP, GR.303 or SIP BLC line for residential customers or PBX DID via SIP trunk, with unified presence between devices.
- "Softphone-less mode" for users with deskphone as primary device.
- 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. Contact Metaswitch for support status of other languages.