



# Microsoft Lync Logo Program Overview

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OPTIMIZED FOR

Microsoft® Lync™

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## 1.0 Revision History

Revision	Date	Description	Author/Revised by
C	April, 2010	Document outlining the Office Communicator Logo program	Jyoti Black / Doug Anderson
D, Release Candidate	September, 2010	Draft released to partners. Changes include rebranding to Lync; additional items in submission checklist	Jyoti Black / Doug Anderson
D	October, 2010	Official Release	Jyoti Black / Doug Anderson
E	April 2011	Clarified specification enforcement date section, updated test submission checklist	Doug Anderson

## 2.0 Introduction to Optimized for Microsoft Lync Logo program

The *Optimized for Microsoft Lync Logo* is designed to help partners bring premium communication experiences to the market. The *Optimized for Microsoft Lync Logo* shall also be referred to as the Lync logo program in this document. Microsoft Lync users trust the logo as an assurance that the devices have been tested to provide the quality, compatibility, and reliability that ensures the best Microsoft Lync experience.

Only products that pass the stringent requirements for the Lync logo program can license the logo and take advantage of the many benefits, such as enhanced interoperability with the Lync client software, be featured on the Microsoft Lync Qualified Products page (“TechNet”), license to use the logo word mark in accordance with the license that you must obtain from Microsoft, which could include product and packaging, and recommendation for use in Microsoft Lync deployments.



This *Lync Logo Program Overview* document details the guidelines and processes that are required of partners participating in the Lync Logo program. This document does the following:

- Outlines the suite of specifications that must be met by devices to provide consistent and stable functionality with Microsoft Lync;
- Describes the process for preparing and submitting the device for qualification; and
- Provides guidance on applying future requirements.

The program strives to continuously improve its processes, responsiveness, and partner satisfaction.

At a high-level, the partner must follow these steps to submit a device for qualification to the Lync logo program:

- Meet the criteria to be in the partner program;
- Complete contract and product addendums;
- Download test specifications and self-test\* requirements;
- Self-test, or use 3<sup>rd</sup> party labs to generate test results;
- Formal submission of product for qualification with self-test results and submission checklist; and
- Obtain approval from Lync logo team.

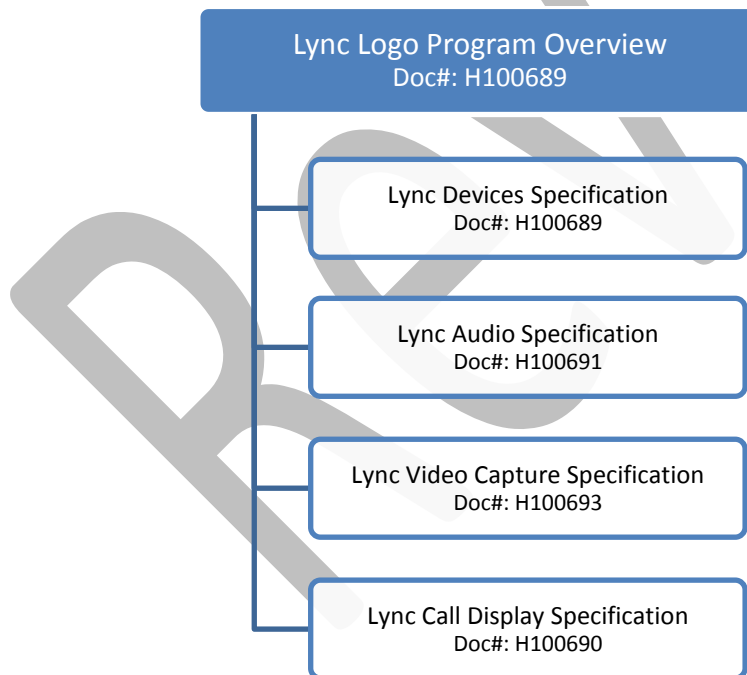
*\* Self-test: a set of tests performed by the partner and sent with the device as part of the formal submission packet. Self-tests are required only if Microsoft is performing the qualification tests and are optional if an independent test lab is performing the qualification testing.*

### 3.0 Prerequisites to becoming a Partner:

- A long-term interest in developing product lines for the Microsoft Lync platform.
- A proven record of developing and marketing enterprise grade systems.
- Established global enterprise sales channels.
- Microsoft Partner Program membership at the Certified or Gold Certified membership level, as such terms are defined in the applicable Microsoft Partner Program documentation. Join at a level that aligns with your business strategies.
- TSANet membership for product support.

### 4.0 Test Specifications

The family of documents supporting the Lync logo program is shown below and contains detailed requirements that candidate devices, being submitted to the Lync logo program, must meet. The technical requirements listed herein have been derived solely for the purpose of maximizing interoperability and optimizing the functional and quality experience of devices used with the Microsoft Lync platform. The test specifications are split into the four categories shown below:



The *Lync Devices Specification* details the Lync functional interoperability and USB HID command usage for devices submitted for qualification to the Lync logo program.

The *Lync Audio Specification* details the specific acoustic and audio functional requirements for devices and Personal Computers ("PCs") submitted for qualification to the Lync logo program.

The *Lync Video Capture Specification* details the specific video capture and functional requirements for devices and PCs submitted for qualification to the Lync logo program.

The *Lync Call Display Specification* details the call display attributes, display control and vendor extensions for devices, with a call control display, submitted for qualification to the Lync logo program. Display refers to the display on USB devices which presents information such as caller ID, presence, etc.

Based on the device capabilities, all or some of the specifications are applicable for testing. All products submitted for qualification must meet the relevant requirements for the device category (refer to *Lync Devices Specification* for mandatory requirements for each category).

The partner shall review these documents, leverage best practices based on the guidelines set forth by these documents, and comply with the requirements specified in these documents as applicable in the development and testing of devices for the Lync logo program.

*Note: Other documents may be provided outside this set to encourage design practices that lead to better products and may facilitate the addition of future requirements for the Lync logo program.*

### 4.1 Revision Guidelines

Microsoft works with multiple device makers and component vendors to advance the specifications and take advantage of industry advances to improve the Lync experience for end-users. Therefore, the Lync logo program for devices plans to update its specifications approximately every 6 months – the preferred release cycles would be April and October.

Microsoft may make efforts to work with partners to solicit potential feedback before any major changes are made to the specifications.

### 4.2 Requirement Enforcement Dates

The following table provides a guideline for when the new requirements will be enforced in testing. The effective date will be the last day of the month in which enforcement is due. The specification in enforcement will be determined based on the date that the device is submitted for qualification testing. Most devices will receive qualification within a few weeks of qualification testing being completed. In the rare event that a new specification becomes enforceable after the device is submitted, but before the device is qualified, reasonable extensions to the enforcement period will be provided for that specific device. Any such extension will be handled on a case by case basis, but if the device was a legitimate qualification candidate at the time of submission, then extensions of 2-4 months may be considered.

Category	Enforcement period from date of publications
PCs with integrated audio, video, and monitor	12 months
Webcams	12 months
USB Phones	9 months
Headsets, Speakerphones, Handsets	6 months

*Note: If changes to the specification affect long-lead silicon changes then longer enforcement periods may be offered for just that particular feature and that device category.*

For example, Rev C was released in April, 2010. Any PC submitted after the last day of April 2011 will be fully subject to Rev C requirements. The intent of this schedule is that any device or system must use the latest specification as a design reference.

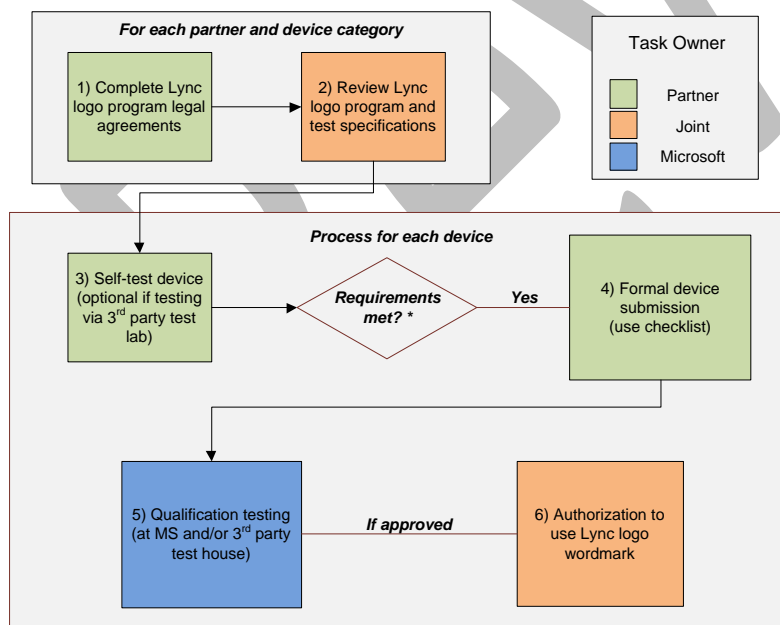
### 4.3 Partner Engagements

Regular calls (frequency to be determined) will be held between the Lync logo program team and the partner to ensure full understanding of the upcoming specification updates, portfolio, and devices planned for submission. An extranet will be maintained for tracking information related to the partnership, such as, test reports, self-test logs, meeting notes, and open items to be resolved.

## 5.0 Overview of the Qualification Process

### 5.1 Device Submission Process

The Lync logo program is an opportunity for your company to help customers identify devices that are designed and tested to provide the best Lync experience.



**Figure 1: Device submission process**

*\* Requirements not met: Partner will decide either (a) if device can be re-engineered by partner to meet requirements or (b) whether device should be removed from consideration.*

Details of each of the steps to submit a device for qualification to the Lync logo program are:

### **Step 1: Complete required legal and contractual documents**

This step is visited only once for each partner and device category (new categories for existing partners require addendums to be completed, but other contracts remain in force).

- NDA
- Lync Logo Business Development Contract
  - Master Contract;
  - Lync logo license; and
  - Any addendums.

Lync Business Development team will support contract discussions as required.

### **Step 2: Review Lync logo program and specifications**

Review specifications to ensure that products to be submitted can meet the applicable device, audio, video, and call display specifications.

### **Step 3: Self-test of device**

The Lync logo specifications indicate the required self-test reports that must be submitted with the device to be tested. Devices shall not be submitted to Microsoft for testing (step 4) unless the self-test shows that they meet the relevant specifications. Self-test is optional when the device is submitted to independent test labs for qualification testing. See section 5.2.1 for additional details.

*Note: The device maker may contract a test lab to create the self-test logs.*

### **Step 4: Formal device submission**

The partner shall submit the final product with completed self-test logs and associated materials indicated by the checklist in Appendix B. Check with the Lync logo team at time of submission to determine if submission should be made to Microsoft or to an independent test lab.

### **Step 5: Qualification testing**

Qualification testing is performed according to the criteria described in the Lync logo specifications. For detailed information see section 5.2. The Lync logo team will review the test results with partner. If a device meets the requirements for the category, then the Lync logo team shall send a formal email indicating that the device passed testing.

### **Step 6: Authorization to use Lync logo word mark**

On receiving approval, partner must provide marketing information, (consisting of at least a high-resolution image, and any other information required to properly describe the device) to post to TechNet along with a schedule for when the product should be made visible on TechNet.



## 5.2 Qualification Testing

### 5.2.1 Testing Overview

Tests required for qualification consist of the following major components:

- Video Tests (defined by the Lync Video Capture Specification)
- Audio Tests (defined by Lync Audio Specification)
- USB HID and Lync interoperability tests (defined by the Lync Devices Specification)
- Call Display (defined by the Lync Call Display Specification)

To determine which tests are required for your system or device, refer to the *Device Categories and Requirements Matrix* in the Lync Devices Specification.

As of October 2010, all audio qualification testing is conducted by one of 2 independent test labs. Video testing is still conducted by Microsoft. Microsoft is actively working to train the independent test labs on video testing and expects to formally hand-off video testing in first half of calendar year 2011.

Independent test labs will provide a scalable test solution with clearly defined test completion Service Level Agreements (SLAs).

*Note: Please check with the Lync logo team for the current status at time of submission to determine where to send devices.*

If submitting a device to Microsoft for final qualification test, the device must undergo self-testing. Self-testing is the full set of tests conducted by the partner either in-house or through a test lab contracted by the partner. This helps the device maker understand the certification requirements and minimizes chance of failures. It also provides the device maker and Microsoft with a high-degree of confidence that devices submitted for final testing meet the bar and don't use up limited resources.

Formal testing shall use the latest available tools and measurement methods regardless of the specification that is being enforced for a particular device. These tools and measurement methods will be shared with partners as they are available. However, the requirement for qualification will be determined by the specification enforcement schedule described in section 4.2.

The qualification is valid for all Lync (and Office Communicator) versions. The functionality of future versions of Lync may, among other things, require version-specific qualification.

Only devices for use by end-users will be tested for qualification in this Lync logo program. Components used in products (such as, microphones, speakers, or camera modules) will not be eligible for Lync logo or tested by Microsoft.

### 5.2.2 Test Duration, Cost, and Scheduling

The amount of time needed to conduct tests varies according to device type and may change as additional automation is provided by Microsoft.

Currently for tests conducted at Microsoft by an average tester, approximate test times are as follows:

Test Category	Estimated Test Duration
Webcam and Lync PC Video Tests (all 3 P1 resolutions tested)	2-3 working days
Audio tests	Less than 1 working day per device type
USB HID and Device Interoperability	<i>Included in audio test estimate</i>
Call Display	Less than 1 working day per device

For example, a laptop computer submitted for testing would take approximately 3-4 days for both audio and video testing. A headset would take up to 1 day and a USB phone with both speakerphone and handset functionality would take approximately 2 days. Estimates do not include time to set up test lab.

The actual time to receive results for any devices or systems submitted for qualification depends on the number of devices in the qualification queue from all partners. Please work with the Lync logo team or the independent test lab to determine estimates for completion qualification tests for your device.

Each independent test lab will set their own SLA for test turnaround time and will be required to meet their published SLAs in order to remain listed as approved test labs.

Actual cost for qualification testing will be defined by the independent test lab, so check with your Lync logo team for test lab contact information. These costs will be borne by the device maker.

### 5.2.3 Test Tools

To facilitate self-tests and final qualification testing, Microsoft has identified the following test tools (which may be updated periodically):

1. Lync Device Conformance test standard for Head Acoustics: this test standard works with Head Acoustics Acqua system and includes acoustic quality tests based on TIA 920, as defined in the *Lync Audio Specification*.
2. Lync Device Conformance tool: this executable is designed by Microsoft and tests additional audio metrics (for example, timestamp error, directionality, glitch, etc.) as defined in the *Lync Audio Specification*.
3. Video test tools rely on 3<sup>rd</sup> party software as defined in the *Lync Video Capture Specification*.

### 5.2.4 Re-testing

Any changes to the device that have a material impact on the functional performance of the device must be re-tested to maintain qualification.

## 6.0 TechNet

On receiving formal approval from Lync logo team, the partner must work with Lync marketing to provide device images, company logo and marketing content for posting to TechNet.

Link to TechNet <http://technet.microsoft.com/en-us/bb970310.aspx>.

Partner and Microsoft will periodically review the list of qualified products to be removed from the active TechNet listing because of end of life, field issues, or replacement by newer models.

## 7.0 TSANet

Partners are required to join TSANet, <http://www.tsanet.org/>, and to maintain such membership in order to channel second-tier service requests to Microsoft Customer Service and Support for Lync issues. All partners are required to provide first-tier product support for their devices.

## 8.0 Contacting Microsoft

For any questions regarding requirements detailed in any of the specifications, please contact the Lync logo team by sending an email to [lynclogo@microsoft.com](mailto:lynclogo@microsoft.com).

## 9.0 Other Support

Technical support and related information can be obtained from the following Microsoft websites (which may be amended periodically):

Microsoft Developer Network (MSDN®), including newsgroups and library of technical information	<a href="http://msdn.microsoft.com/">http://msdn.microsoft.com/</a>
Office Communications Server Community	<a href="http://technet.microsoft.com/en-us/office/ocs/dd219579.aspx">http://technet.microsoft.com/en-us/office/ocs/dd219579.aspx</a>
Microsoft Knowledge Base	<a href="http://support.microsoft.com/">http://support.microsoft.com/</a>

REVEAL

## **Appendix A.**

### **A.1 Recommended Minimum System Requirements for Office Communicator 2007 R2**

See <http://office.microsoft.com/en-us/communicator-help/office-communications-server-2007-r2-client-system-requirements-HA010355759.aspx#BM1>

### **A.2 Recommended Minimum System Requirements for Microsoft Lync 2010**

See <http://technet.microsoft.com/en-us/library/gg412781.aspx>

## Appendix B. Test Submission Checklist

**Note:** your test lab may have an updated submission checklist. Please use this list unless your lab provides an updated version.

Complete all sections appropriate for the device being submitted. Sections include:

- General Device Information (for all devices)
- Audio Device Information
- Cordless Audio Device information
- Lync PC Information
- Webcam Information
- Additional Notes

### ***General Device Information***

☐ OEM Contact Information

Engineering: \_\_\_\_\_

Marketing: \_\_\_\_\_

☐ Device name and model number: \_\_\_\_\_

☐ Device qualification submission date: \_\_\_\_\_

☐ Firmware and Driver information

Video Driver # \_\_\_\_\_

Video FW # \_\_\_\_\_

Audio FW # \_\_\_\_\_

☐ Device firmware/hardware final? (Yes/No) \_\_\_\_\_

If NO, please provide details: \_\_\_\_\_

☐ Date of planned launch event: \_\_\_\_\_

☐ Self-test summary and logs: ☐ Audio ☐ Video

☐ Product samples (number of samples based on category)

Category	Number of Samples	
	To test lab / to Microsoft*	
Corded Headset, Handsets	3 / 5	
Wireless Headset, Speakerphones	3 / 5	
Webcams	3 / 5	
PCs	1 / 1	

\* Units to Microsoft shall stay at Microsoft until product is EOL, for use in testing service issues, future versions of Lync, and for demos. Units to test lab will be returned upon completion of testing.

☐ Device Category: \_\_\_\_\_

☐ Product guide, chargers, cables, and any other accessories

☐ Return address if excess units need to be returned: \_\_\_\_\_

\_\_\_\_\_

**Audio Device Information**

☐ Device Capabilities:

Capabilities	YES	NO
AGC		
AEC		
Noise Suppression		
EQ		
Loudness Enhancement		

Other: Please specify		
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☐ Instructions for enabling/disabling AEC (where applicable)

☐ Recommended device position \_\_\_\_\_

***Cordless Audio Device Information***

☐ Wireless protocol: \_\_\_\_\_

☐ Operating Range (cordless devices) \_\_\_\_\_

☐ Pairing instructions provided \_\_\_\_\_

***Lync PC Information***

☐ Must be user-ready with proper audio, video, graphics, Bluetooth, and WIFI drivers installed

☐ Video output functions properly (VGA, DVI, HDMI, DisplayPort, etc.). If video output requires a special cable, that cable must be included.

(portions of video testing require connecting an external monitor)

***Webcam Information***

Does the webcam ship with custom video drivers (if yes, drivers must be included with submission)

☐ Yes

☐ No



## Additional Notes

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REVIEW