

# Planning Your Microsoft Lync Experience

## Microsoft Lync

Microsoft Lync connects users in new ways, regardless of their physical location and delivers an intuitive user experience that is directly accessible from Microsoft Office applications such as Microsoft Outlook, Microsoft Word, and Microsoft SharePoint. Lync brings together the different ways people communicate in a single interface, is deployed as a unified platform, and is administered through a single management infrastructure. The unified nature of the system helps reduce costs and facilitates rapid user adoption. Because Lync is broadly interoperable, it fits into existing IT infrastructure for easier deployment and migration.

### Design, Build and Deliver

Using the following building blocks, build your Microsoft Lync solution

#### 1 Select your Microsoft Lync Platform based on number of users (Active Communications)

An Active Communications Microsoft Lync solution enables users with instant messaging, presence, enterprise voice, federation, application and document sharing and more... scaling to 2,500 users on a single hardware appliance running Lync Server Standard Edition. High Availability and scalability to 000's of users can be achieved through deployment of Lync Server Enterprise Edition as well as additional server hardware where required.

#### 2 Select your voice gateway

- SIP trunk access and IP PBX integration (E-SBC) – Acme Packet, AudioCodes and Sonus
- TDM voice access and integration (Gateway) – AudioCodes and Sonus
- Survivable Branch Appliance (SBA) for remote office survivability - AudioCodes and Sonus

#### 3 Select the handset type and number of handsets required

- Polycom
- AudioCodes
- Snom

#### 4 Select headset model, type and number

- Jabra
- Plantronics



## Voice Enabling Microsoft Lync

Microsoft Lync can be deployed in multiple methods that can include:

- On-Premises
- Hybrid
- Cloud

In each of the above, Microsoft Lync may be configured in various ways also. For example, Lync can be deployed in an on-premises solution as a standalone Lync only configuration OR integrated with the existing voice solution.

For organisations to add Microsoft Lync Enterprise Voice to a new or existing telephony infrastructure, an SBC (Session Border Controller) or voice gateway is required. The appliance type depends on the voice connectivity needed, as well as the type of PBX that may already be in-situ (IP or TDM). For example, if the requirement is to deploy a new telephony infrastructure, enabling users to make and receive calls, and connect directly to a SIP provider, then an SBC is required.

### Below are some examples of questions that should be asked when selecting an SBC or voice gateway:

- Connectivity to a SIP provider, PSTN provider or both?
- Is analogue connectivity required?
- Green field site – new telephony infrastructure?
- Integration with existing PBX – TDM or IP?
- If a multi-site solution, is survivability a key issue at remote branch offices?
- How many SIP sessions or PSTN trunks are required?
- Is High Availability required?

#### Session Border Controller Vendors

Acme Packet	Net-Net 3820 and Net-Net 4500
AudioCodes	Mediant 800, Mediant 1000, 2000, 3000 & 4000E-SBC range
Sonus	SBC 1000, SBC 2000, SBC 5100 and SBC 5200

#### TDM Gateway Vendors - PSTN Trunks

AudioCodes	MediaPack and Mediant product range
Sonus	Tenor and SBC 1000 and SBC 2000 product range

#### TDM Gateway Vendors - Analogue Device Connectivity

AudioCodes	MediaPack and Mediant product range
Sonus	Tenor and SBC 1000 and SBC 2000 product range

#### Survivable Branch Appliance Vendors

AudioCodes	Mediant 800, Mediant 1000 & Mediant 2000 product range
Sonus	SBC 1000 and SBC 2000

If traditional voice connectivity is required such as Analogue, ISDN2 (BRI) or ISDN30 (PRI) then a voice gateway would be deployed. In addition to this, a voice gateway allows for a migration path from the legacy TDM PBX to a Microsoft Lync solution.

In addition to SIP trunk or PSTN trunk configurations, there may also be a requirement to provide analogue device connectivity such as a FAX machine or analogue handset.

For organisations that require Microsoft Lync survivability at remote branch office locations, Survivable Branch Appliances (SBA) are used.



## Desk Phones

With Lync, the UC functionality is driven by the soft client. However, this does not necessarily mean the demise of the desk phone. There are many advantages of using a desk phone in conjunction with Lync and certain scenarios for a phone is the only viable option; for example room based audio conference solutions.

### Why Use Microsoft Optimised Lync Phones?

- Microsoft tested for Lync compatibility (ease of deployment)
- High quality user experience with rich audio and video
- Different models for specific needs – IP desk phones, conference phones, USB speakerphones

### Key Considerations; Lync soft client v desk phone:

- Not all PCs are sound ready so cannot support VoIP
- Voice & presence only available when PC is on and soft client running (PC reboot or hardware failure means no UC)
- People like to use a desk phone (soft client can 'interfere' with desk top applications)

### Desk phone benefits:

- UC ensured even when PC or soft client 'not on' – business continuity
- MS Lync UC benefits achieved via the desk phone; no need to be connected to a PC

### Connection Options:

- USB for connection to PC; voice via phone
- SIP for connection to network; no PC required as phone run Lync Edition software

### MS Optimised Desk Phones:

- Polycom CX range (Soundpoint IP & VVX support with UC 4.0 software)



## Headsets

Headsets are an essential requirement for a Lync deployment, where a desk phone is not used. Even when a desk phone is used, a headset can still provide many benefits to enhance the Lync deployment.

Not every headset is the same, therefore it is imperative to understand the individual user requirements – the successful deployment of the UC device can have an impact on the adoption of UC within an organisation. Key to positioning the correct UC device is to understand the job function and working behaviour of the individual; are they deskbound, do they take a high volume of calls, do they need to roam the office, can they work remotely?

### Key Considerations:

1. How is the headset connecting to Lync; via PC or desk phone?
2. Mono or duo; often depends on the volume of calls taken and nature of job role
3. Corded or wireless? Depends whether the user is deskbound or needs to roam
4. Wireless DECT or Bluetooth; DECT has better range but may lack sound quality depending on environment
5. Is connection required to more than one device? Bluetooth provides flexibility

You'll also need to know whether a desk phone is being used or if the headset will direct connect to the PC for Lync.




- Deskbound: SupraPlus / Blackwire
- Wireless: Voyager PRO UC
- Multi-use: Savi W700

- Deskbound: UC Voice / GN2000
- Wireless: Supreme UC / Jabra PRO
- Multi-use: Jabra GO / Pro

Plantronics Savi® 700

Plantronics Voyager PRO® UC



Plantronics SupraPlus®



Jabra PRO™ 9400 Series

Jabra GN2000™ Duo



Jabra SUPREME UC™

