Standard Testing/Email Platforms

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| **Standard testing platforms** | |
| **Web-based clients** | Gmail, Windows Live/Hotmail, Yahoo, AOL Mail |
| **Browsers** | Firefox (latest), IE7, IE8, IE9, Chrome (latest) |
| **Other clients** | Outlook 2007/2010 and 2013. Using Tool: Lotus Notes 8/8.5, Outlook 2003, Outlook XP, Apple Mail 4/5, Thunderbird |
| **Mobile devices** | Apple iPhone 4 (Cloud), Apple iPad (Cloud), Samsung Galaxy SII (Gmail) |
| **Other clients** | *Other email clients relevant to your brand or market included on request* |

*Table 1*

*Live mobile devices (below) are used for specific clients only. Can be used for one off campaigns upon request*

*Please note: iphone & ipad tested for cloud only and android/SII for gmail only.*

FAQ – email clients/browsers

* Lotus Notes 6.5 and 7 have been removed as HTML support for both has expired. Market share for both has also dwindled to next-to-nothing.
* Outlook 2000 removed due to minimal market share.
* Added Apple Mail 5 and Thunderbird (latest) in Litmus as Litmus now includes them as standard on their testing clients list.
* Outlook 2013 added in March 2013 although market share still very low. Every email will now be tested in Outlook 2013, however if the only rendering issue we find is on Outlook 2013 and it will be time consuming to fix then a decision will be made if it will be amended. We need to start testing on Outlook 2013 so that we get used to its bugs and know how to start coding for it.

FAQ – mobile devices

* Mobile devices now tested on as standard for all clients.
* Mobile phones approached from perspective of operating system. iOS, Android and BlackBerry.
* Market share of operating system deciding factor in which devices we use.
* Android and iOS have equal market share. BlackBerry share in rapid decline.
* Tablet approach from market share of devices.
  + iPad only tablet due to its dominance of tablet market.
* iPhone 4 (same screen size and resolution as 4S) most popular single device.
* Samsung Galaxy S II (same screen size and resolution as Galaxy S, HTC Desire & Desire HD)
* Galaxy S II uses Android 2.3.3 OS. 2.3.3 currently has 63.9% market share.
* BlackBerry not included due to initially small market share that is now in decline.
* Tailoring email to BlackBerry would adversely affect design and rendering in all other email clients and mobile devices.
* BlackBerry has too many devices with variations in screen size and resolution meaning we cannot guarantee the quality of email rendering in BlackBerry across the board.
* Many BlackBerry devices only offer TEXT version of email.

FAQ- General (internal use only)

* **How to brief for campaigns**
  + Brief a task as’ Full Test”
* **How to brief for projects e.g. forms**
  1. Full briefing process and QA documentation can be found here:

[Z:\development\briefing\_docs\QA\_and\_DEV\_process](file:///Z:\development\briefing_docs\QA_and_DEV_process)

* Kick off meeting required first with Development team and CM team
* Before testing starts, meeting to be held between QA, Dev and CM teams
* **How to brief project amends e.g. new phone or requirement for testing**
  + Follow the same process as saved here:

[Z:\development\briefing\_docs\QA\_and\_DEV\_process](file:///Z:\development\briefing_docs\QA_and_DEV_process)

* **How do we test in UK & US**
  + Please note that the US do not currently have devices to do mobile testing and mobile testing can only take place UK hours.