

Desktop Client

If your desktop Lync 2011 client does not connect after the migration to Skype for Business and you are presented with a prompt for “Sign-in Address” and “User name:” (See below)

Make sure that the entries in BOTH fields equal to firstname.lastname@agnet.tamu.edu



The screenshot shows the Microsoft Lync 2010 application window. The title bar reads "Microsoft Lync" with standard window controls. The menu bar includes "File", "Meet Now", "Tools", and "Help". The main content area displays the "Microsoft Lync 2010" logo and a settings gear icon. Below the logo, there are two text input fields: "Sign-in address:" and "User name:". Both fields contain the text "valtest@agnet.tamu.edu". A "Change" link is positioned to the right of the "Sign-in address:" field. Below these fields, there are examples of user formats: "Lync Online users: someone@example.com" and "All other users: domain\username". A "Password:" label is followed by an empty password field. At the bottom, there is a checked checkbox for "Save my password", a "Sign in as:" label, and a dropdown menu showing "Available". A "Sign In" button is located below these options. At the very bottom, there is a link for "Need help signing in?" and the Microsoft Office logo with the text "Copyright © Microsoft. All rights reserved."

Microsoft Lync 2010

Sign-in address: [Change](#)
valtest@agnet.tamu.edu

User name:
valtest@agnet.tamu.edu

Examples:
Lync Online users: someone@example.com
All other users: domain\username

Password:
|

☒ Save my password
Sign in as: ☒ Available ▾

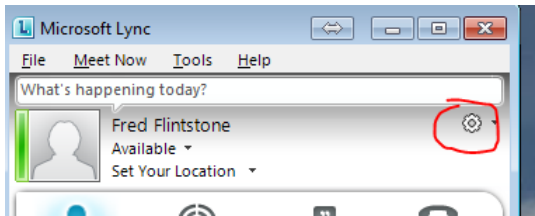
Sign In

[Need help signing in?](#)

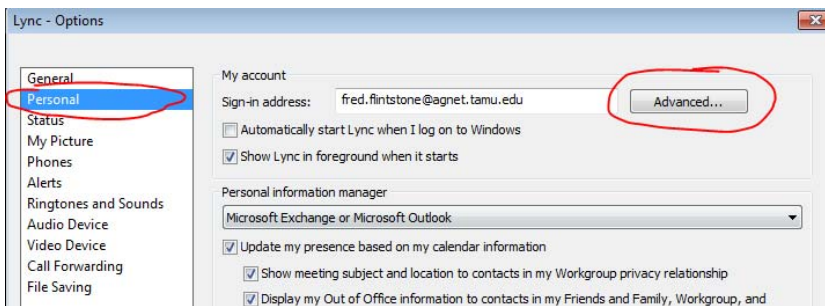
Office
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If your desktop Lync 2010 client is still unable to connect to the Skype for Business cloud service, please try the following configuration changes.

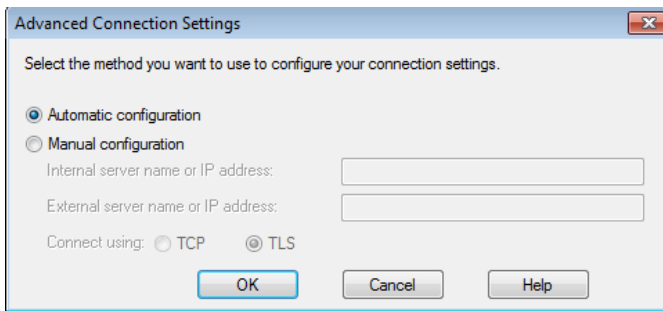
1. Select the Options Icon in the upper right corner of your Lync 2010 client.



2. Click on the Advanced Button on the PERSONAL Tab settings panel:



3. On the advanced select the Automatic Configuration Button if your setting is currently set to Manual:



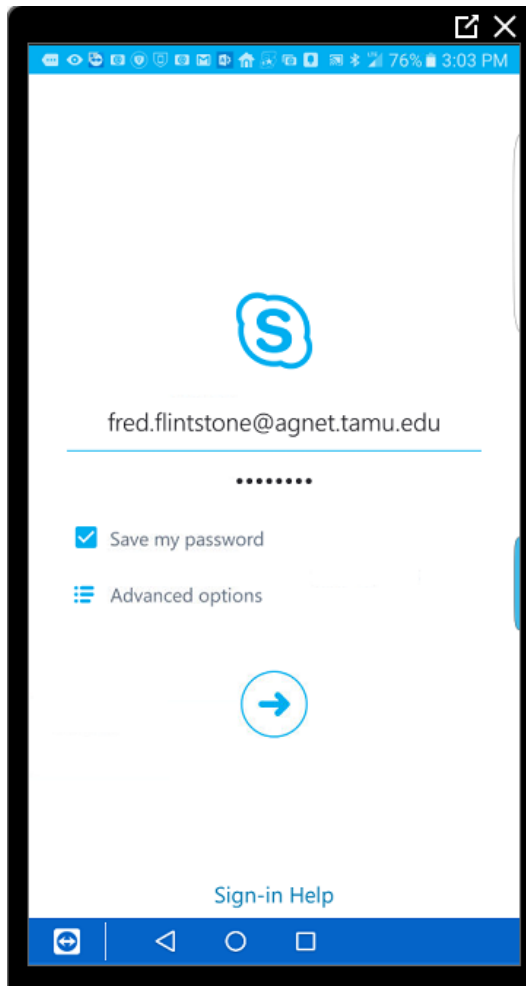
4. Click "OK" to save the setting and close all the windows and then close the LYNC client by selecting File > Exit.
5. Re-open the Lync Client and login with your AgNet username (Firstname.lastname@agnet.tamu.edu) and your AgNet password.
6. If your Lync Client does not connect repeat steps 1-4 again and instead of selecting automatic configuration select MANUAL CONFIGURATION and enter the following for both Internal and External Configuration as shown on Step 3 above.

sipdir.online.lync.com:443

Mobile Clients

In order to use Skype for Business on your mobile phone you must download the SKYPE FOR BUSINESS application from your APP store. Simply search for "SKYPE FOR BUSINESS" in your mobile app store. This is different than the SKYPE application.

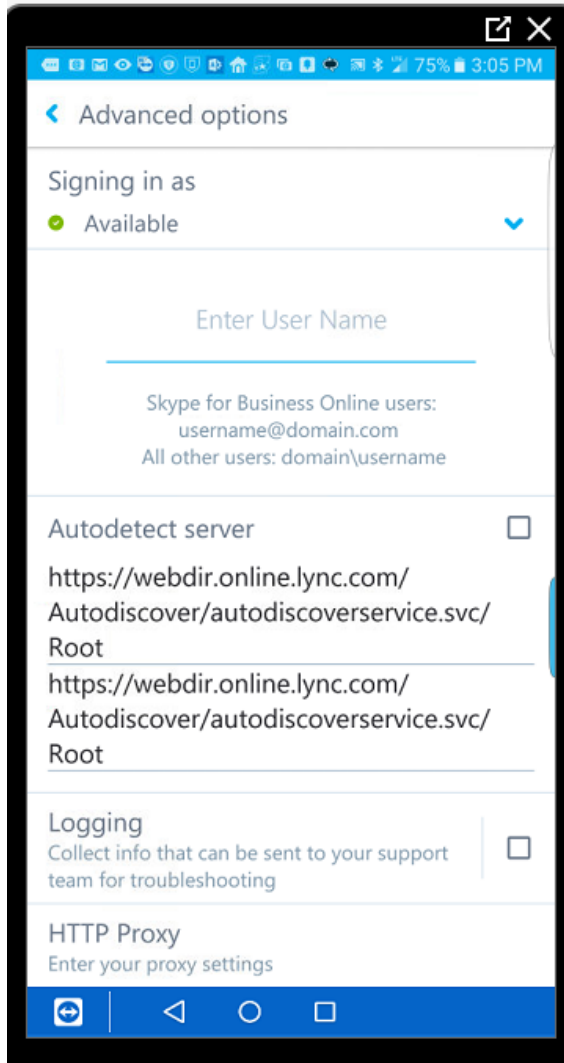
1. Once you have downloaded the Skype for Business application on your phone open the application and enter your AgNet Login in the form of Firstname.Lastname@agnet.tamu.edu
2. Enter your AgNet password in the password field.



3. Click on the Left Arrow Connection Icon at the bottom of the screen. Your client should connect to the Skype for Business service within about 30 seconds.
4. If you receive an error, verify you have entered your AgNet ID and Password in correctly and try again.
5. If you are sure you have entered your AgNetID and password in correctly and are still receiving connection errors, click on the ADVANCED OPTIONS menu item.

6. Uncheck the AUTODETECT SERVER check box and enter the following string exactly as shown, including capital letters, in the External and Internal server boxes:

<https://webdir.online.lync.com/Autodiscover/autodiscover.service.svc/Root>



7. Click the Left Arrow "< Advanced Options" at the top of the screen to return to the login menu and then click the Login Arrow Button.
8. If you continue to have issues, please contact the FirstCall Help desk:

FirstCall Help Desk

Phone: 979-985-5737 Toll Free: 866-996-2056

Email: first-call@tamu.edu