Instructions - Skype for Business workaround

1. Shut down Lync completely. Check in Task Manager to ensure that the Lync process is not running

2. Open Skype for Business (your Sign-in address is your actual email address)

3. Go to Settings symbol -> tools -> Options and click on Personal in the menu on the left

4. Click on advanced and select Manual configuration mode. Enter the servers listed below and click ok.
   - Internal Server name: lyncpool.ad.unsw.edu.au
   - External Server name: lyncfweb.unsw.edu.au

5. Close the app and shut down from systray

6. Relaunch the app. It should auto sign in.