1. Manual Configuration for Lync 2013 Client for Windows

Step 1. The most common mistake before attempting to manually configure Lync is to use the correct login information.

- Sign-In Address/Email Address: first_name.last_name@ucdenver.edu
- User ID: first_name.last_name@ucdenver.edu
- Password: University password

Step 2. In some cases when Lync won’t connect automatically it requires manual configuration setup. In the upper-right area of Lync click the Gear icon to open the Options page.

Step 3. From the left-hand Lync-Options click Personal. Then next to the sign-in address, click Advanced.
Step 4. Select **Manual configuration** and change the configuration values to the following.

- **Internal server name or IP address**: sipdir.online.lync.com:443
- **External server name or IP address**: sipdir.online.lync.com:443

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: [http://4help.oit.ucdenver.edu](http://4help.oit.ucdenver.edu)

Step 1. At the login screen click on the Gear icon for the Advanced options
Manual Configuration for Lync Online

Step 2. Change the **Connection Settings** to manual configuration and enter the following values.

- **Internal server name or IP address**: sipdir.online.lync.com:443
- **External server name or IP address**: sipdir.online.lync.com:443

**Related Documents or URL's**

[Lync Online Service SSL certificate manual download](#)

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