

Troubleshooting Lync-Skype Connectivity

Microsoft recently announced the availability of [Lync-Skype connectivity](#). If you haven't been able to get up and running yet, then you've come to the right place.

Before you begin though, check out our **three most popular answers**:

1. **The Skype user must be signed in with a Microsoft account (formerly Windows Live ID).**
2. If the Skype user is using their own email address as a Microsoft ID (for example, [bob@contoso.com](#) instead of [bob@outlook.com](#) or something similar) then you have to format their name like this when you add them as a contact: [bob\(contoso.com\)@msn.com](#). [Learn more](#).
3. To receive contact requests from Skype, the Lync user has to set their alert level as follows: go to Options > Alerts > Contacts not using Lync and choose Allow invites but block all other communications or Allow anyone to contact me.

Did any of these suggestions get you connected? If not, read on

Lync Server and Lync Online

A Lync user does not receive a contact request from a Skype user

This can happen when the Lync user has Lync options set so they are not notified when someone else adds them as a contact.

Solution The Lync user must go to **Options > Alerts > General alerts**, and then select **Tell me when someone adds me to their contact list**.

A Lync user removes a Skype user, but the Skype user can still see Lync user's presence and send IMs

This happens when the Lync user chooses Remove from Group instead of Remove from Contact List.

Solution In the Lync main window, click Relationships, and then remove the Skype user from the list.

When a Lync user calls a Skype user, the call sometimes fails

This currently happens in less than one percent of the cases, and is scheduled to be fixed in the next service update.

Workaround Try the call again. **NOTE:** A fix for this will be available by June 30 as part of the Lync 2013 cumulative update.

Lync users can't communicate with Skype users who have a Microsoft account with a custom (EASI) domain

A Lync user adds a Skype user with a custom Microsoft account such as [bob@contoso.com](#), and can't see their presence or send them IMs.

Workaround Add the contact using the following format: [bob\(contoso.com\)@msn.com](#), where [bob@contoso.com](#) is the custom Microsoft account name of the person you're trying to contact. For details, see [Lync users can't communicate with external contacts who have Microsoft accounts that have a custom \(EASI\) domain](#).

Skype users

Skype users signed in with a new Microsoft account notice a delay of several minutes in seeing the presence status of a newly-added Lync contact

This situation occurs when the Skype user signs in with a newly created Microsoft account, and the Lync user has the following alert setting: **Options > Alerts > Contacts not using Lync > Allow anyone to contact me**.

Workaround You can either wait for five minutes, or sign out of Skype and then sign back in. You can then see the Lync user's presence.

A Skype and a Lync user remove each other as contacts, and then attempt to add each other as a contact again, but are not successful

This happens when a Skype and a Lync user both remove each other as contacts. When one person tries to add the other contact again, the other person does not receive a contact request.

Workaround The Lync and the Skype user must both add each other as contacts again.