Lync for Mac Downgrade – 14.05 to 14.04

Lync for Mac version 14.05 is very unstable causing incoming/outgoing calls to drop and sending incoming calls straight to voice mail without ringing. If you upgraded to version 14.05 or if Microsoft's auto-update did it for you, UIT recommends you downgrade to version 14.04. Use the following steps to downgrade Lync.

Note: After downgrading, auto-update will attempt to upgrade Lync to 14.05. Decline this offer.

To verify the version you are currently running:

1. Click the **Lync** icon on your dock to open Lync.
2. Select **About Lync** from the **Lync** menu.

In the About Lync splash screen that appears, if you see version **14.05** you should uninstall it. To uninstall Lync:

1. Select **Quit Lync** from the **Lync** menu.
2. Click **Finder** in the dock.
3. Open the **Applications** folder.
4. Click and drag **Lync** from the Applications folder to the **Trash**.
5. Empty **Trash**.

To install version 14.04:

1. In a web browser, go to **software.uh.edu**.
2. Click **UIT Software Downloads**.
3. Enter your CougarNet **username** and **password** in the fields provided.
4. Click **Login**.
5. Scroll down to **Lync for Mac**.

There is no need to install version 14.02 (listed as step 1 on the Software site) because Lync was previously installed on your computer. A completely fresh install of Lync requires the two-step installation.

6. **Download** and **install** version 14.04.

We are working with Microsoft to resolve the issues present in version 14.05. As soon as a new, stable version of Lync is released, we post it on software.uh.edu.