



Switch to Teams from Skype for Business

You'll find a lot of familiar features as you make the switch from Skype for Business to Microsoft Teams.

...Plus a few new things we hope you'll like!

Differences

Here's a short breakdown of the similarities and differences between Skype for Business and Teams.

Task	Skype for Business	Microsoft Teams
Chat (IM)		
▪ Start a chat with individuals or groups	✓	✓
▪ Turn a chat into a call	✓	✓
▪ Share a file with people in a chat	✓	✓
▪ Share a file with offline participants		✓
▪ Add emoji	✓	✓
▪ Add GIFs and memes		✓
▪ Threaded and persistent conversations		✓
▪ Search for files, content, and people		✓
Meetings		
▪ Schedule a meeting from Outlook	✓	✓
▪ Share desktop or app	✓	✓
▪ In-meeting access to chat and files	✓	✓
▪ Persistent chat before, during, and after the meeting		✓
▪ @mention people and like conversations		✓
Calls		
▪ Make, forward, and transfer calls	✓	✓
Mobile		
▪ Chat, call, and meet from your mobile device	✓	✓



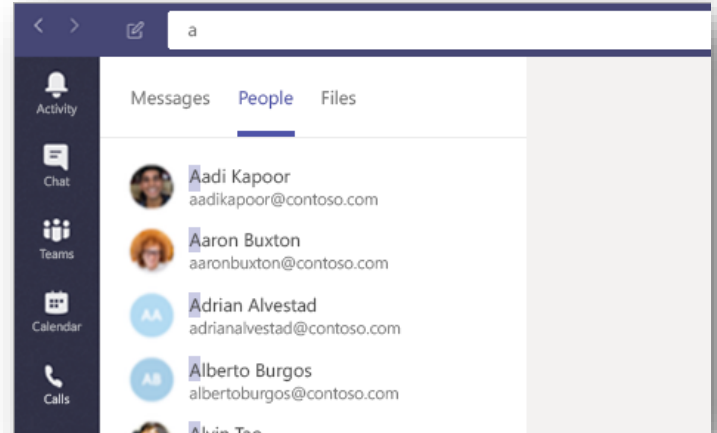
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Chat (IM)

An IM in Skype for Business is called a chat in Teams. In Teams, you can add flavor with emoji, GIFs, and memes and even convert a chat into an audio or video call! In addition, Teams offers persistent chat, so you can find and resume any conversation.

Find a contact and start a chat

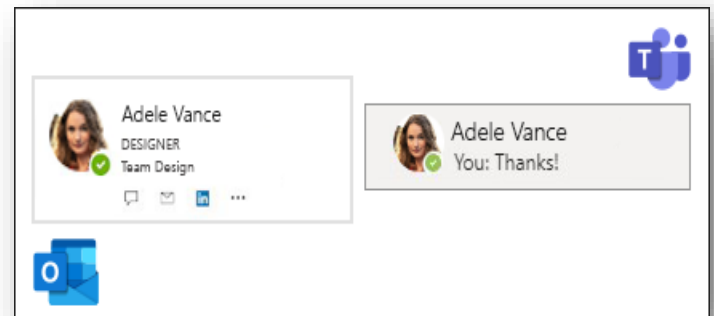
1. Go to the command box at the top of the app.
2. Type the name of the person you want to find.
3. Select the name from the list.
4. At the bottom of the screen, compose your chat message and press Enter.




Make Teams the default chat app for Office

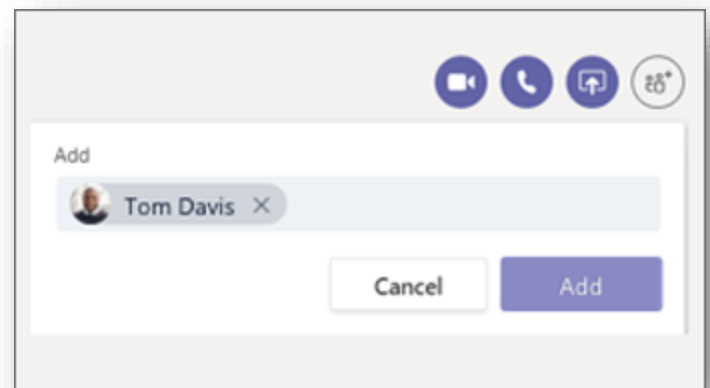
Do this to make sure that your presence info (Available, Busy, In a meeting) shows up in Outlook and Office apps.

1. Select your profile picture at the top of Teams, then **Settings**.
2. Select **General > Register Teams as the chat app for Office (requires restarting Office applications)**.



Add someone to a chat

1. From the chat, click **Add people**  .
2. Type the names of the people you want to add, and then click **Add**.

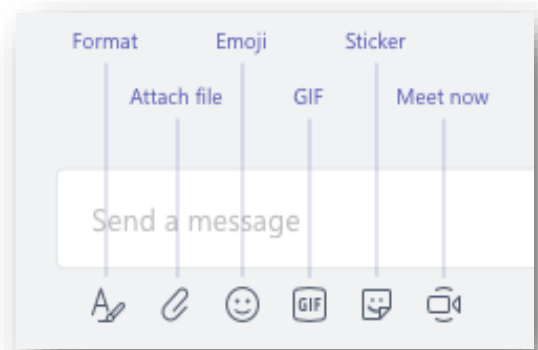




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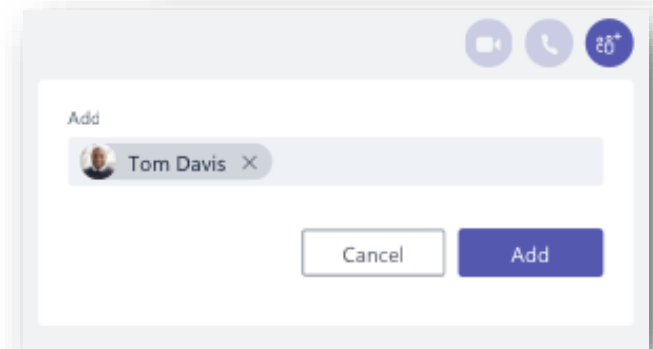
Have fun with emoji, GIFs, and memes

1. Go to the compose box at the bottom of your chat or channel conversation.
2. Beneath the compose box, do one of the following:
 - Click **Emoji** 😊 to select the perfect face from the gallery.
 - Click **GIF** 📺 to search for an animated GIF.
 - Click **Sticker** 📄 to go to our galleries of customizable memes and stickers.



Turn a chat into an audio or video call

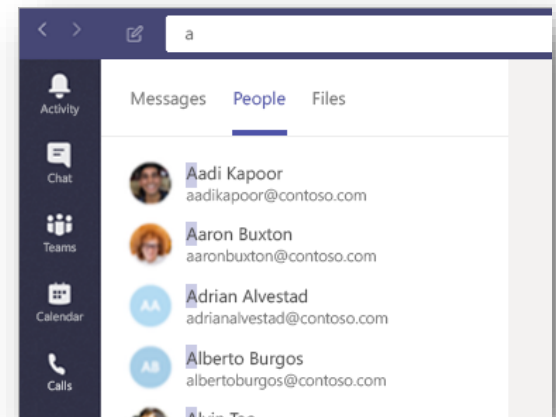
Just like in Skype for Business, you can turn a chat into a call in Teams: From your existing chat, click **Video call** 📺 or **Audio call** 📞 at the top of the screen.



Resume an old conversation

In Teams, you can find and resume a previous conversation. No matter how many times you've spoken to that person, it's all in one place.

1. To search for old messages (or people, chats, and files), use the command box at the top of your screen.
2. Click the conversation you want to continue.

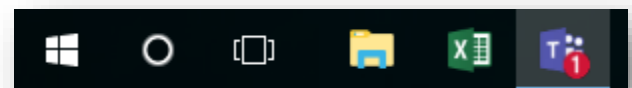


Respond to a chat

When someone sends you a chat, the Teams icon in your taskbar lights up with a number in a red circle.

To review and respond:

1. Open Teams.
2. Click **Chat** 📄 on the left side of the app.
3. Your active chats are highlighted in bold





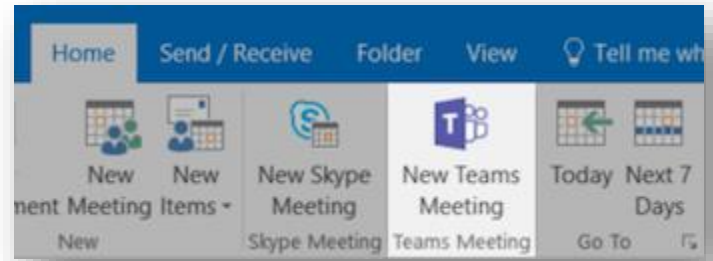
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Meetings

Like Skype for Business, you can schedule and host online meetings in Teams, as well as manage chat and people from your meeting window. Even better, meetings are part of your Teams interface, keeping all contacts, conversations, calls, and meetings in one place.

Schedule a meeting from Outlook


1. Open Outlook and go to the calendar view.
2. Click **New Teams Meeting** at the top of your view.
3. Invite people, add meeting details, and click **Send**.

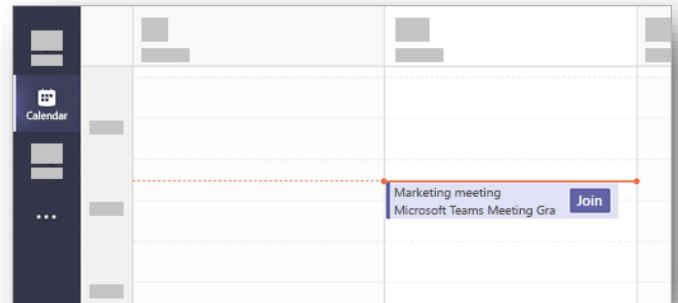


People outside your organization can use a guest account or join the meeting anonymously.

Join a meeting

There are many ways to join meetings in Teams:


- From your Outlook calendar or from an Outlook reminder that pops up.
- In Teams, click **Calendar**  on the left side of the app. Find the meeting and click **Join**.



Join meeting audio

After you click **Join** in Teams, you can choose how you get audio. Teams automatically tries to connect to your computer headset or speakers. Alternatively, you can dial in using the phone number (if provided in the meeting invite).

Share your desktop in a meeting

1. To share your screen, a specific app, or a file in a meeting, click **Share desktop**  in your meeting controls.
2. While sharing, click **Give Control** at the top of the screen to hand the reins over to someone else. Click **Cancel Control** to take them back.








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Manage your meeting




In a meeting, go to meeting controls and do one of the following:

- Click **Show conversation**  to chat with people during a meeting.
- Click **Show participants**  to see the roster, where you can add, remove, or mute people.
- Click **More actions**  to locate additional functions including device settings and recording.


Calls

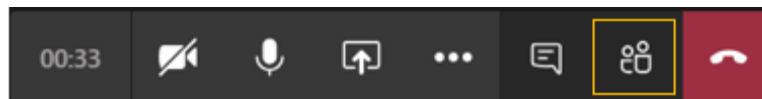
Just like Skype for Business, Teams can also serve as your office phone. From one-click speed dialing to a standard dial pad to accessing voicemail, Teams offers all of your calling needs at your fingertips.

Call one of your contacts

1. Click **Calls**  on the left side of the app.
2. Click **Contacts**.
3. From the person's profile card, click **Video call**  or **Call** .


Direct dial someone

1. Click **Calls**  on the left side of the app.
2. Click **Make a call**.
3. Enter the person's number on the dial pad.



Add someone to a group call

For right now, this feature only works for calls that start as group calls.

1. Click **Show participants**  in the top right corner of your screen.
2. Type the person's name or phone number to add them to the call.





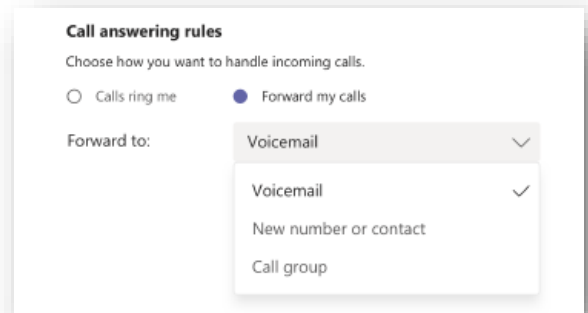
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Use audio controls

1. In a call, click **More actions** **...** in the calls control menu and select **Show device settings**.
2. Use the menus to select the speaker, microphone, and camera options you want.

Forward calls

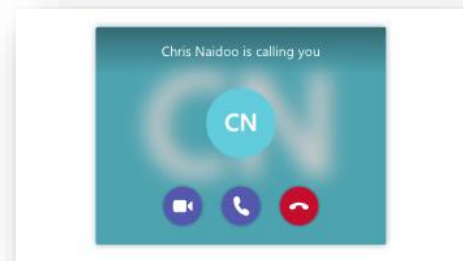
1. Click your profile picture at the top of the app.
2. Select **Settings > Calls**.
3. Under **Call answering rules**, choose **Forward my calls**.
4. Select where you want your forwarded calls to go.



Answer a call

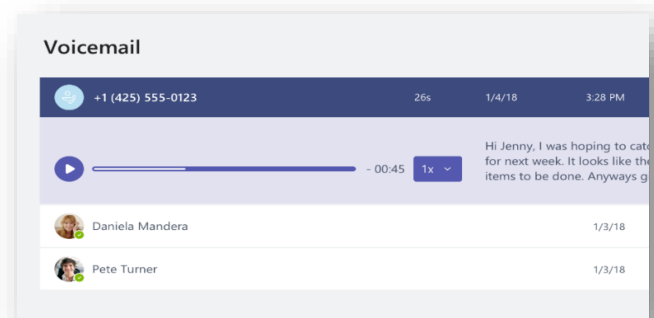
Whenever you get a call in Teams, you'll receive a notification.

- Click **Accept video call** to enable video.
- Click **Accept audio call** to answer with audio only.
- Click **Decline call** to go on with your day.



Check voicemail

1. Click **Calls** > **Voicemail**.
2. Select a voicemail from the list.
3. Use the playback controls to listen or read the transcript.






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Mobile

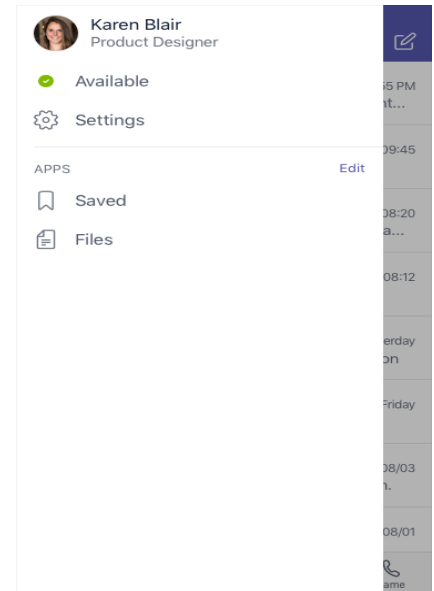
Try Teams on the go! Sign in to Teams on your mobile device to chat, call, join meetings, and more, wherever you are. Download the mobile app.

Manage profile options






1. Tap **More**  at the top of the screen.
2. Tap your status to change it.

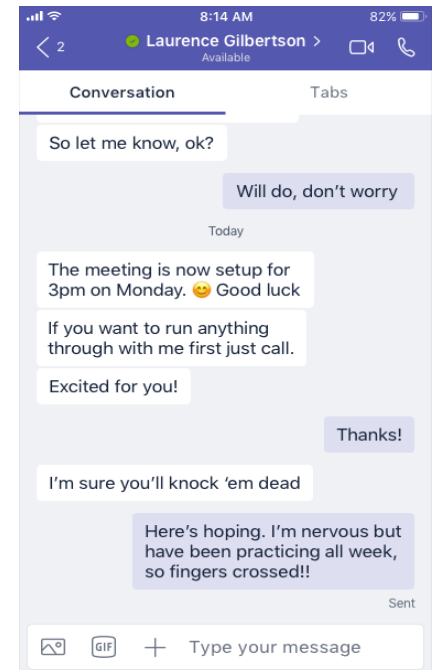
This updates your status on all your devices that run Teams, including your computer.

3. Tap **Settings** to change your profile options.



Send a message and make a call

1. Tap **Chat** .
2. Tap **New chat**  at the top of the screen.
3. Type a name or names in the **To** field.
4. Type your message and tap **Send** .
5. To turn your chat into a call, tap **Video call**  or **Audio call**  at the top of the screen.

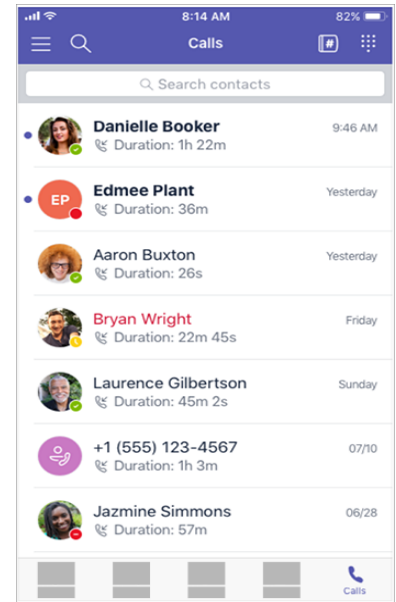




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Make a direct call

- To call someone directly, tap **Calls** > **Dial pad** and enter a phone number in the dial pad.
- To call a contact, tap **Calls** > **Contacts** and select a contact.

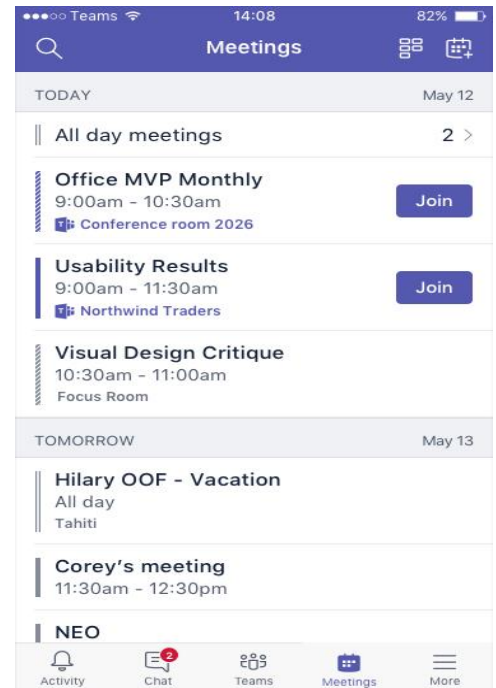


Answer a call

When a call comes in to Teams, a notification pops up, letting you know. Tap **Answer** (the blue one!) to start talking.

Join a meeting

- Tap **Calendar** to go to your calendar. Find the meeting and tap **Join**.
- Tap **Join** from a meeting notice in a channel or chat.



FAQ



Switch to Teams from Skype for Business

When I try to sign in to Skype for Business, I see a message saying that Skype for Business has been upgraded to Microsoft Teams. What does this mean?

Your organization has upgraded to Microsoft Teams. While you'll still be able to edit, cancel, or join existing Skype for Business meetings, you won't be able to use Skype for Business to chat, make calls, or create new meetings. Teams has many of the same meetings, calling, and chat capabilities that you're used to. Look on the **Chat (IM)**, **Meetings**, and **Calls** tabs in this article to get familiar with how to do these things in Teams. For questions around the upgrade itself, contact your help desk or refer any to resources that your organization provided.

What happens to my existing Skype for Business meetings?

Skype for Business meetings that were scheduled before the upgrade are still in your Outlook calendar and will be hosted in Skype for Business. Online meetings that you create once your organization has upgraded will be hosted in Teams. In both cases, join the meeting by clicking the link in the Outlook meeting invite and following the prompts.

For more information, please refer to the Microsoft training resource page [HERE](#)