

From: The Messenger Team <[REDACTED]>

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Subject: Upgrade from Messenger to Skype

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Keep chatting with all your Messenger contacts.
Upgrade to Skype today.

Hello,

Starting April 8th, we will begin upgrading customers from Messenger to Skype. The process will take a few weeks to complete. April 8th is the first day you may be required to upgrade. This is a bit later than the March 15th date we previously mentioned to some of you as we wanted to give you more time to make the transition.

To keep chatting with your Messenger contacts, simply upgrade to the latest version of Skype using the instructions below and sign in using a [Microsoft account](#) (this is the same ID you use to sign into Messenger). Once signed in, your contacts will already be there. You'll be able to instant message and make video calls with them just like before, and start discovering new ways of staying in touch, including Skype on your mobile or tablet.

[Upgrade now](#)

Yours sincerely,
The Messenger and Skype Teams

New to Skype?

1. [Get the latest version of Skype.](#)
2. Sign into Skype with your Microsoft account.
3. See your Messenger contacts in Skype.

Already have Skype?

1. [Upgrade to the latest version of Skype.](#)
2. Sign in with your Microsoft account.
3. Merge your existing Skype account with your Microsoft account.

4. See your Messenger and Skype contacts in Skype.

Is this happening everywhere?

We are retiring Messenger globally with the exception of mainland China.

What can you get in Skype?

- Instant message, share files and contacts; send funny emoticons, access your chat history from virtually anywhere and even send a message to your contacts when they're offline
- Instant message, video and audio call from more devices: PC, Mac, Windows Phone, iPhone, iPad, Android mobile, Kindle Fire and other devices
- Instant message and video call with your Facebook friends
- Group video call with up to ten friends at once*
- And that's just the start - there's so much to explore on Skype

[Upgrade now](#)

So, what's happening between now and the upgrade?

Messenger will continue to work as you know it today. If you are signed in with Messenger on your Windows and Mac desktops** you will see a banner notification to upgrade. When you click on the banner, an installer window will open with the request to upgrade, this will take you through our installer flow, to install Skype and automatically uninstall Messenger.

So, what's happening after the upgrade?

Messenger users on Windows and Mac desktops** will not be able to sign in and will only be able to upgrade to Skype. If you attempt to sign in, a notification will appear, and if you continue, you will be taken through our installer flow, to install Skype and automatically uninstall Messenger at the same time.

Can I upgrade to Skype on my mobile or tablet?

Yes. Skype is available on iPhone, iPad, Android and Windows Phone 8. While you can still use Messenger on your mobile until a future date, we encourage you to download the latest version of Skype on your mobile or tablet. You will be able to sign into Skype on your iPhone, iPad, Android, Windows Phone 8 mobile apps with your Microsoft account over the next few weeks.

Where can I ask questions or provide feedback?

For more help on upgrading to Skype, please visit the [Skype Support site](#). We would love to hear from you - select the "Give Feedback" link in the Skype Help menu to tell us what you think.

* To get group video, you'll need a Skype Premium subscription. For best quality, we recommend calls with up to five people.

** Newer versions of Messenger will be able to receive the optional upgrade notifications. Older versions will not see the notifications and have to [download Skype manually](#).

Microsoft respects your privacy. To learn more, please read our [Privacy Statement](#).

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