

Threads layout in Teams channels are not yet available to you

You don't have the new threads layout in channels yet because they are not available in your version of Teams.

Microsoft Teams now offers a new threads layout in channels, allowing you to have conversations in channels with an interface that looks and feels similar to group chats. The new layout encourages immediate back-and-forth communication and easier collaboration, while maintaining all the benefits of durable collaboration that channels offer. For more information, please see [Threaded channels in Teams](#).

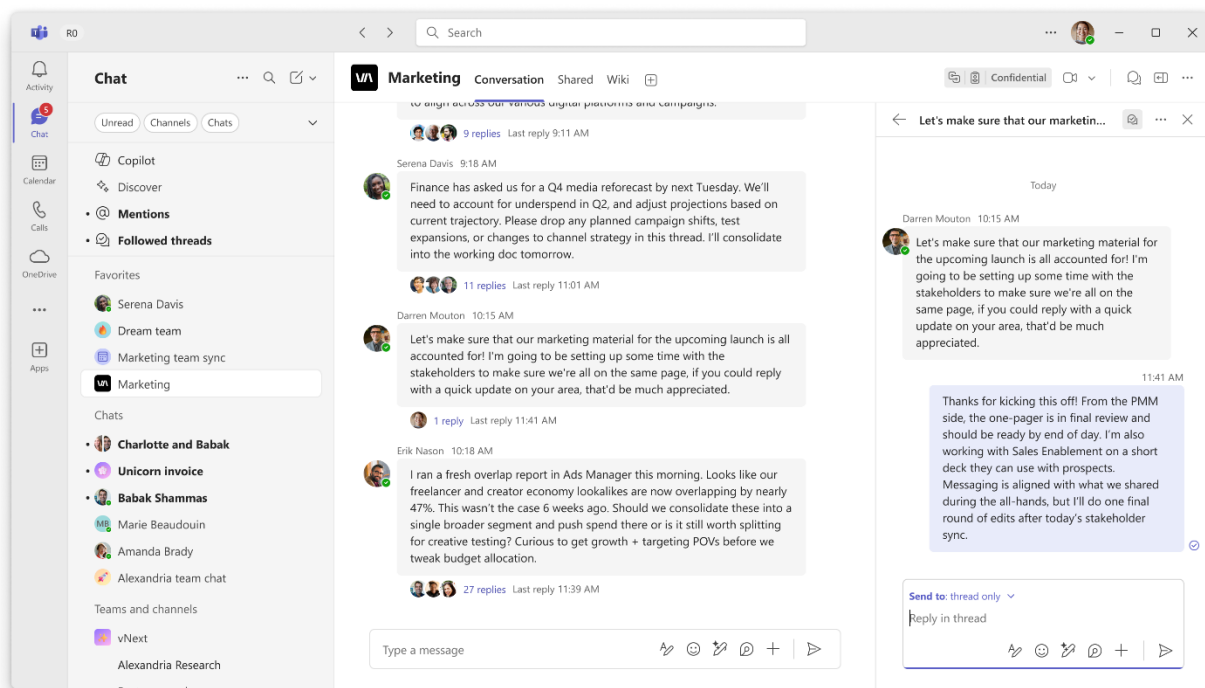


Figure 1: A chat-layout channel

What does the experience look like?

Instead of seeing the channel displayed as a threaded channel, you will see conversations in the traditional post-reply layout. This means that some messages may appear out of order compared to what other people are seeing.

How can I ensure all users have the same channel experience?

You can ask anyone who has permission to edit this channel to change the channel back to a post-reply channel. If they do, everyone will have the same channel experience.

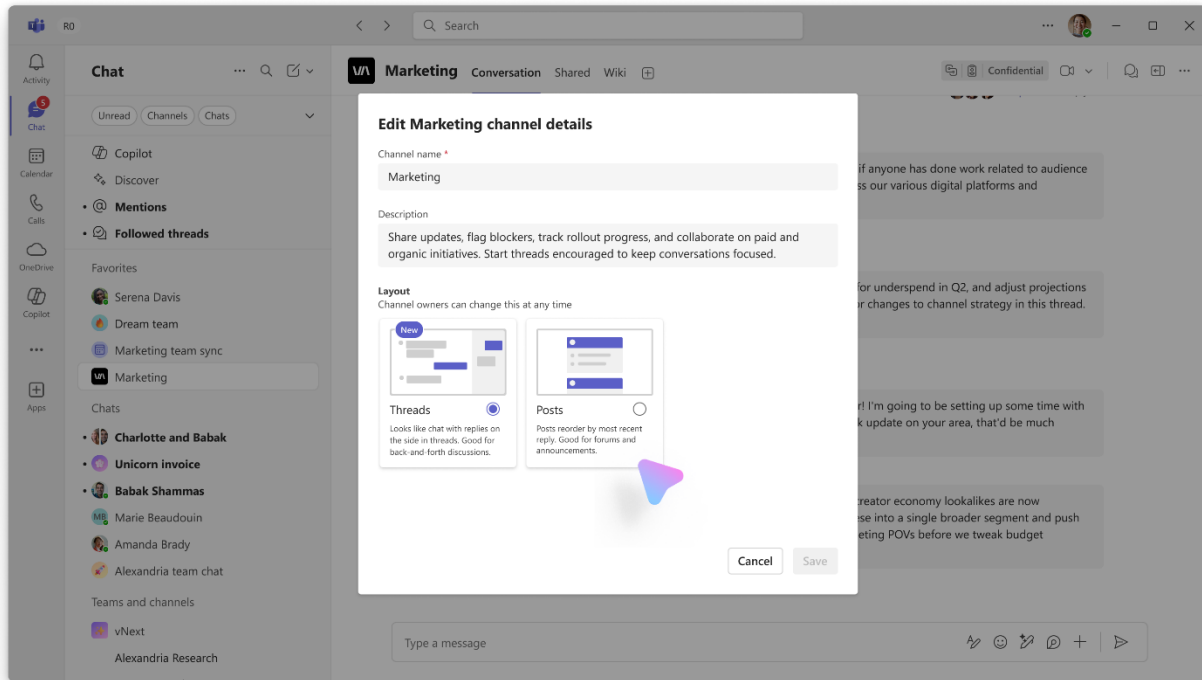


Figure 2: Edit channel to change layout

Why can't I see threaded channels?

You will not see threaded channels when you are added to a threaded channel and

1. You are on an older version of Teams that does not yet have the new channel type
2. You have a student or a teacher license

What is the expected bolding and notification behavior?

In most cases, you can expect these channels to behave like post-reply channels, with a few exceptions.

Bolding exceptions

In backward compatibility, there are two scenarios where bolding of messages will not be consistent with post-reply channels.

1. You send a scheduled message to a backward compatibility channel where there are only unread channel replies. In this case, you would expect the channel anchor to be bold, but it will be unbolded instead.

2. You forward a message to a backward compatibility channel where there are only unread channel replies. In this case, you would expect the channel bold, but it will be unbolded instead.

Notification exceptions

In some situations, you will not receive notifications for new posts in this channel for threaded channels displayed as post-reply channels. For example, if you have “Posts in all shown channels” set to “Show in Activity and banner”, you will not be notified if there is a new post in the threaded channel.

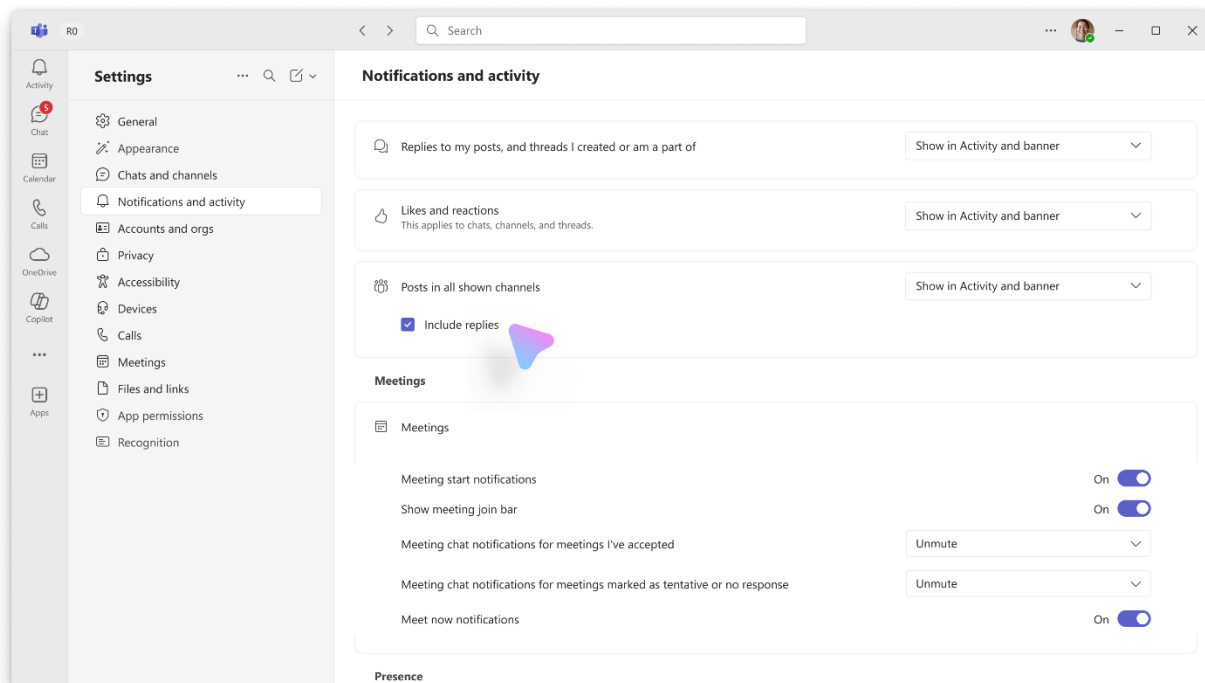


Figure 3: Notification and activity

If your channel notification settings for a chat-layout channel shown as a post-reply channel are set to notify you for all new posts, you will not receive notifications for new posts to the main conversation in the threaded channel.

Updating the channel notification settings and clicking “Save” will correct both issues above.

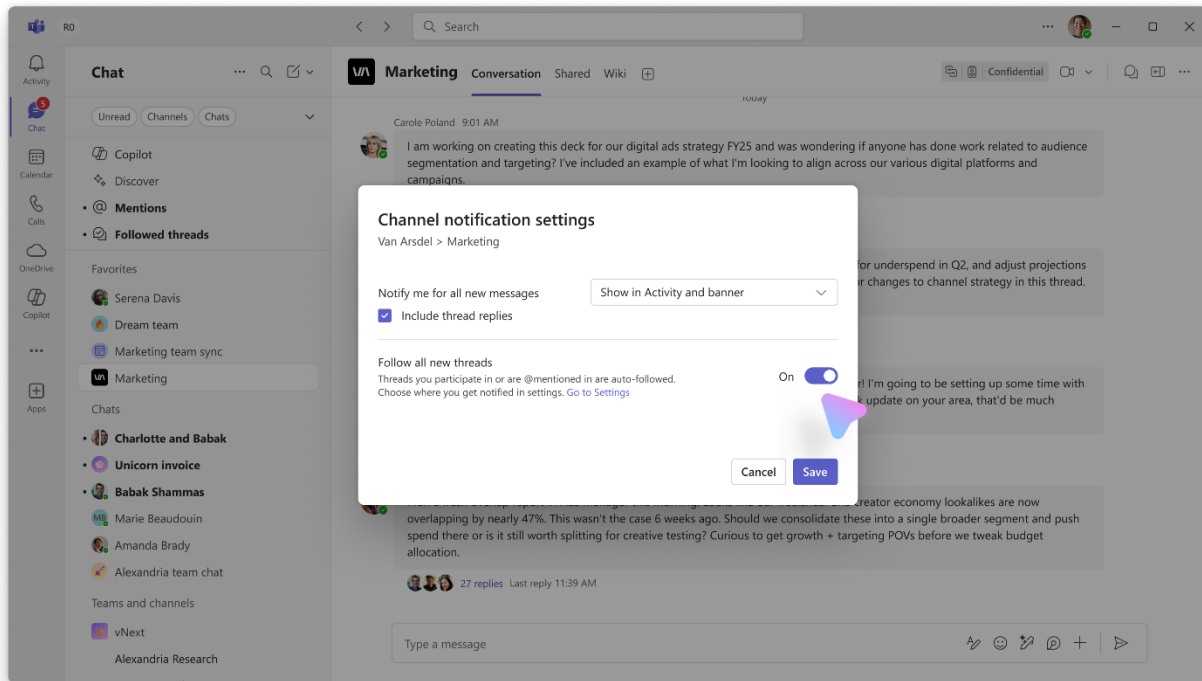


Figure 4: Change channel notification settings

When can I expect this new channel type?

Once you have threaded channels, you will see what other members in the team are seeing. This update will begin rolling out to R3.6 in June and is expected to rollout to Production in mid-August.

Note: Education customers will continue to have post-reply layout and not the threaded channel layout.