

Microsoft Outlook 2000

Product Overview

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Introduction

Computer users today have no shortage of information, but finding a specific piece of information can be difficult. Information resides in paper calendars or planners, in e-mail folders, personal information managers, group schedulers, collaboration applications, custom browsers, file servers, and on the Internet and intranets — anywhere and everywhere, but not often enough where it can be found when users need it. To compound the problem, with multiple tools, users must learn to use different applications and commands for finding, entering, displaying and organizing information. They must remember not only where they last saw a piece of information but also what application they were running. With the Microsoft® Outlook™ 97 messaging and collaboration client, Microsoft delivered a breakthrough product, uniquely addressing these requirements and combining the following industry-leading capabilities:

- Electronic mail
- Personal calendar and group scheduling
- Personal information such as contacts and tasks
- Custom collaboration and information-sharing applications

Outlook helps users organize, find and view this information — all in one place — using a consistent interface.

Outlook 2000 builds upon this product vision, particularly in the areas of Internet standards support, ease of use and simplicity, and support for collaborative solutions. Outlook 2000 offers industry leading e-mail and collaboration features when used with Internet-based messaging systems and even more advanced functionality when used on a business intranet with Microsoft Exchange Server.

This overview will help users understand how Microsoft Outlook 2000 upgrades and enhances Microsoft Outlook 97. (It assumes familiarity with Outlook 97.) For a more detailed listing of features and a delineation of what features were added in Outlook 98 and in Outlook 2000, please see the Outlook Product Enhancements Guide.

Design Goals

The design goals for Microsoft Outlook 2000 are the following:

Make the product easier and simpler to use and manage

Based on customer feedback from Outlook 97, the development team for Outlook 2000 focused on usability enhancements that make it easier to discover and use, and easier to set up and configure.

Provide industry-leading support of Internet standards

These include Simple Mail Transport Protocol and Post Office Protocol 3 (SMTP/POP3), Internet Message Access Protocol 4 (IMAP4), Message Disposition Notifications (Read Receipts), Lightweight Directory Access Protocol (LDAP), Dynamic HTML, Secure/Multipurpose Internet Mail Extensions (S/MIME), Network News Transfer Protocol (NNTP), vCard, vCalendar and iCalendar.

Further advance e-mail and information management

E-mail communication and information management have become primary, everyday activities. Outlook 2000 introduces innovative features to further advance the functionality in e-mail, calendar and contact management, as well as improving usability and integration.

Enable collaboration across the Internet or with Microsoft Exchange Server

Outlook 2000 allows users to take advantage of the Internet for more than just Web pages and electronic mail, enabling new ways to collaborate and share information. For workgroups and enterprises, Outlook, combined with Microsoft Exchange Server, is a comprehensive solution for developing and deploying a wide variety of collaborative applications, from contact management solutions for workgroups to enterprise-wide workflow and tracking applications.

Improve remote usage functionality

In today's environment, where users are often working outside of the office, remote access capabilities are becoming increasingly important. Outlook 2000 provides Exchange Server users with enhanced functionality that will help them remain productive while on the road. Outlook 2000 also provides enhanced performance when connecting to an Internet Service Provider or Internet-based mail server.

Benefits and Features

Easier and Simpler to Use and Manage

Outlook Today

When starting Outlook, users can see scheduled meetings and required tasks for the day, and how many e-mail messages have arrived overnight--all in one view.

Simplified menus, toolbars and options

Easier navigation through the Outlook user interface will speed users through their e-mail, calendar and contact management activities.

Office 2000 personal productivity features

Outlook 2000 includes standard Office 2000 productivity features such as Personalized Menus, Personalized Toolbars and Quick Customize Toolbars.

Organize Tool

A new Web-style tool provides easily discoverable access to the powerful e-mail organization features of Outlook, including folders, views and rules.

Find Tool

Users can quickly find messages, appointments, tasks or other information with easy Web-style searching—a synthesis of the best Web-like metaphors with the best code-based applications.

ScreenTips

Pop-up ScreenTips are displayed when the pointer pauses on column headers or text that is truncated in a view, and when scrolling in views. This is very useful in the calendar.

Common tasks faster

Outlook 2000 can perform faster start and shutdown, faster switching between modules, faster opening of meeting requests, and faster free or busy lookup.

Outlook setup

Getting started and becoming familiar with the functionality can be the most difficult tasks users undertake with a new e-mail product. Outlook 2000 automatically detects appropriate installation options, recognizes existing accounts and imports folders and personal address books from earlier Outlook versions, from Outlook Express, and from Netscape Messenger or Eudora.

Enhanced PIM import

Enhanced PIM Importers and support for Ecco Pro 4.0, Lotus Organizer and Act! 3.0 and 4.0.

Reduce rollout and training expenditures

Outlook offers a streamlined setup and customizable, yet centrally administered Outlook user interface.

Provide Industry-Leading Support of Internet Standards

Microsoft Outlook 2000 contains the leading implementation of Internet messaging and collaboration standards and protocols. Outlook 2000 integrates tightly with the Web and becomes a great e-mail application regardless of the Internet service provider or browser. With Outlook 2000, Microsoft leads the way in implementing new and existing standards, such as [POP](#), [SMTP](#), [IMAP](#), [LDAP](#),

[S/MIME](#), [NNTP](#), [Dynamic HTML](#), [vCard](#), and [iCalendar/vCalendar](#), and innovates in putting those standards to work to empower communication on the Internet.

The best part is that Outlook 2000 will work just as well as a ubiquitous Internet messaging client as it will as an advanced Microsoft Exchange client/server client. The power of Outlook, including customizable views and forms, as well as drag-and-drop integration with scheduling and information management, makes it easy for users to manage all their Internet e-mail as a seamless part of their daily communication and collaboration.

Finally, Outlook 2000 delivers seamless integration with Microsoft Internet Explorer 4.0. and with the Office suite. This integration means consistency-- including common user interface elements—across all the applications (Microsoft Office 2000 applications and Microsoft Internet Explorer 4.0) and an easy way to switch between the tools.

Support for all Internet standard e-mail protocols

Full support for SMTP/POP3 Internet messaging standard is built into Outlook. Users can store their Internet mail in folders on an IMAP4 server. The industry leading implementation of Internet standards in Outlook 2000 provides large organizations with more flexibility in messaging and collaboration server architecture while providing a standardized messaging and collaboration suite of tools to end users.

Access to Internet directories

Users can access, search and address messages using Internet directories such as BigFoot, InfoSpace and 411 using the Internet standard LDAP protocol. Secure, signed Internet e-mail. Users can encrypt and digitally sign messages using the S/MIME Internet standard and verify messages sent with digital signatures.

Microsoft Internet Explorer 4.0 security integration

The Internet Explorer 4.0 Security Zones allow users to set warning levels for received mail containing controls or applets.

Easy migration from other Internet e-mail products

Users can automatically import their Outlook Express e-mail addresses. Messages stored in Outlook Express, Eudora, Netscape and other e-mail products can be easily imported. Outlook helps users and organizations to standardize on a single product for secure electronic mail, Internet-ready group scheduling, World Wide Web access and information management.

Send and receive e-mail messages directly in HTML

Many users want to bring the compelling communication of the Web to their e-mail. Users can create HTML e-mail messages that include graphics, text formatting, animation and even video clips. Outlook 2000 allows users to receive HTML pages directly in their inbox. Users can make better use of Internet information found on Web sites by integrating it effortlessly into their workday and personal life.

Internet group scheduling using iCalendar

With the iCalendar standard, group scheduling is now possible over the Internet. Users can publish and download free/busy information for scheduling meetings, as well as send and receive meeting requests and responses over the Internet. Outlook 2000 helps users increase their return on investments in the Internet through new ways to collaborate with other employees, customers, vendors and suppliers.

Enhance E-mail and Information Management Productivity

Outlook 2000 provides industry leading, high performance support for Internet mail, directory and calendar standards, making Outlook 2000 the best choice for Internet mail, news and calendar users. Users can exchange rich information and Web pages using HTML formatted e-mail, send special, customized HTML Stationery e-mail, share contact information with Internet business cards, or "vCards", schedule meetings using shared calendars and send meeting requests—all via the Internet.

The best part is that Outlook 2000 will work just as well as a ubiquitous Internet-messaging client as it will as an advanced Microsoft Exchange client/server client. Outlook 2000 builds upon Outlook 97 as the client fully optimized for the fast growing number of companies which rely on Microsoft Exchange Server scalable and advanced e-mail, calendar and collaboration features for their business critical intranets. Outlook for Windows® 3.x and the Macintosh editions are available for Microsoft Exchange Server users and provide baseline messaging and calendar interoperability. Outlook 2000 interoperates with previous versions of Outlook, Microsoft Mail, Microsoft Exchange client or Schedule+ without requiring an Exchange Server upgrade.

In addition to the features already described, Outlook 2000 introduces even more innovative features to further advance the state of the art in e-mail, calendar and information management features and integration.

E-mail

Per-Message Office E-mail from Outlook

Users can compose a particular message easily using any Office application and send the message as HTML so the application is not required to read the message.

Editor and format choice

The built-in Outlook editor, or Microsoft Word, helps edit messages. Users can choose to send mail independently in RTF, HTML or plain-text format. Users can also switch between HTML, RTF or plaintext editing in Outlook at any time.

E-mail Stationery

E-mail can be personalized by using background stationery when sending messages. Users also can design their own background stationery.

Rules Wizard

The Rules Wizard has been enhanced and is now built into Outlook. To help users organize their e-mail, they can now "Run Rules Now", create a rule and run it on the current contents of their folders.

Automatic Formatting

Users can highlight important information in Outlook views by using rules to link formatting options such as text color, fonts and bold type to the salient properties of e-mail messages.

Junk E-mail Management

Users can automatically recognize, flag and dispose of unsolicited junk e-mail. This is like Caller ID for e-mail.

Drafts Folder with AutoSave

Outlook automatically creates checkpoints for users' work as they compose e-mail messages and allows them to store messages that are not finished in a handy Drafts Folder.

Preview Pane

This feature allows users to quickly view messages without opening them. It includes support for attachments, hyperlinks and HTML mail.

Calendar

ScreenTips in calendar views

When the pointer pauses, Outlook displays pop-up ScreenTips containing complete subjects and details of appointments.

Save as Web Page

Users can easily publish their Outlook calendar as a Web page using a single command. Once published, the Web page can be viewed with any Web browser, displayed on a Web site, or sent in e-mail.

AutoPreview and Preview Pane in calendar

The first three lines of appointment details are displayed wordwrapped in daily and weekly calendar views. There is also an option to use Preview Pane.

Enhanced calendar printing options

Users can print wordwrapped details of appointments in daily, weekly and monthly printouts, with the option to omit private appointments. Prints exactly one month per page.

Meeting planner enhancements

Enhanced features for working with distribution lists offer smarter autopick of next free time and more.

Contrasting color in the calendar

Background calendar colors to choose from to easily see when you are free and when you are busy.

Contacts**Contact activity tracking**

Users can keep track of all e-mail, tasks, appointments and documents related (linked) to each contact.

Flag contact for follow-up

Easily add a follow-up flag (reminder) to a contact.

Enhanced mail merge with Microsoft Word

Users can filter the contacts lists in Outlook as desired and then pass the contacts to the Microsoft Word mail merge and merge on any Outlook fields.

Automatic map

Users can automatically download a map to a contact's address from the Microsoft Expedia™ travel service Web site.

Personal distribution lists

Users can create distribution lists consisting of contacts from one or more contacts folders and the Microsoft Exchange Server global address list.

Send and receive Internet business cards using vCard

Save Outlook contacts in the Internet format. Share business card information across the Internet. Users can add their business cards to their newsgroup or e-mail signatures, making it simple for people to add them to their Outlook (or other) address book.

AutoMerge contact information

To minimize duplicate contacts in your Outlook address book, Outlook detects when you add a contact for which you already have data, and if you choose, will automatically merge the new data with the old information.

Build and Deploy Collaborative Solutions Using the Internet or Microsoft Exchange Server

Outlook 2000 allows users to take advantage of the Internet for more than just Web pages and electronic mail, enabling new ways to collaborate and share information. Outlook collaborative features can be used by individuals or workgroups, or across an enterprise. For individual users, Outlook 2000 makes it easy to create discussion groups and share information with colleagues across the Internet or even to schedule meetings across the Web.

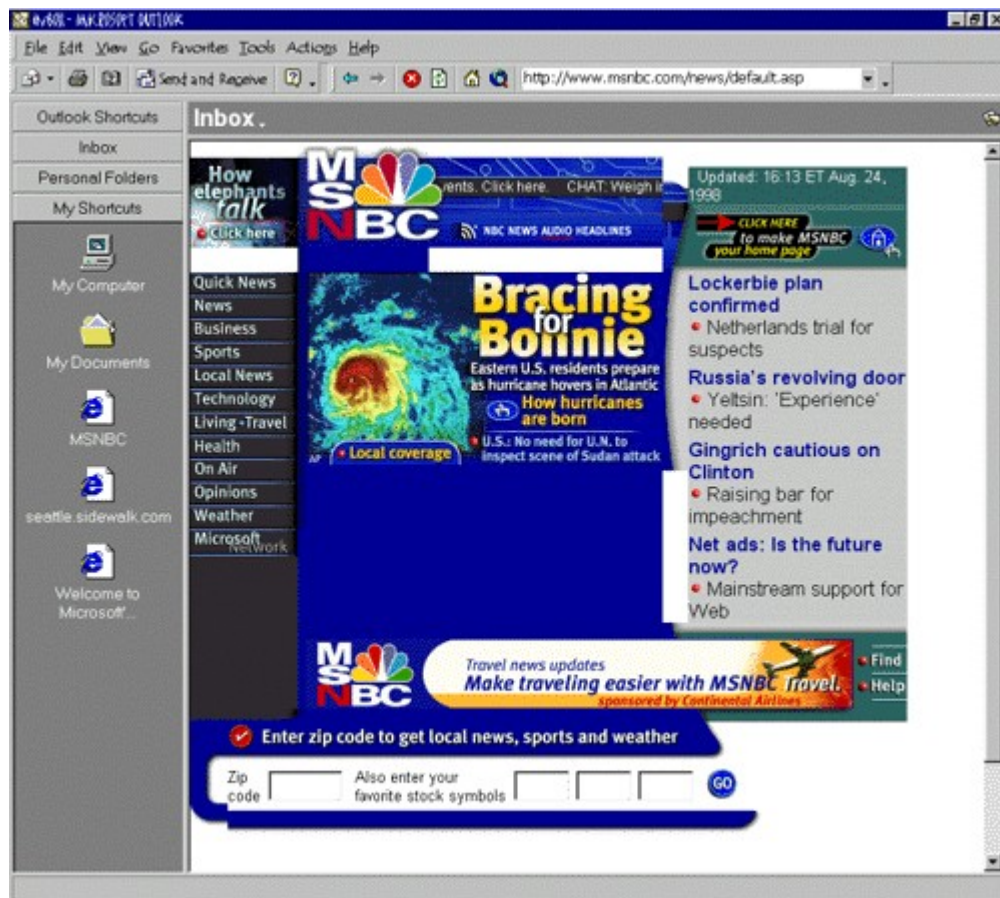
For workgroups and enterprises, Outlook combined with Microsoft Exchange Server is a complete solution for developing and deploying a wide variety of

collaborative applications, from contact management solutions for workgroups to enterprise-wide workflow and tracking applications. The Outlook object model, which has been enhanced in this release, adds messaging and collaboration features to the Visual Basic® development system and Microsoft Office 2000 solutions, providing an integrated set of tools for solving everyday business problems. Outlook 2000 also allows developers to combine the power and flexibility of Web pages with Outlook views and the offline usage support of Exchange Server public folder applications.

Outlook applications can be extended to work in a browser over the corporate intranet or public Internet with Outlook Web Access when using Microsoft Exchange Server and Microsoft Internet Information Services.

Outlook bar shortcuts

In the Outlook bar, users can easily create shortcuts to any file, folder, or Web page and, as shown in the following figure, view Web pages in the right Outlook pane. This provides quick access to important information while working in Outlook, whether that information is in e-mail, calendar, contacts, the Web or collaboration applications.



Integration with Microsoft NetMeeting™ and NetShow™

Users can easily schedule real-time meetings and automatically start the NetMeeting conferencing software with an Office document to share during the NetMeeting-based conference. Users can also schedule times to watch broadcasts via NetShow server and automatically start NetShow at the designated time.

Find Folder

Outlook can now search on Microsoft Exchange Server public folder properties.

Send a link to a public folder

Users can easily send a link to an Exchange Server public folder.

Improve Remote Usage Functionality

In today's environment, where users are often working outside of the office, remote access capabilities are becoming increasingly important. Outlook 2000 provides Exchange Server users with enhanced functionality that will help them to remain productive while on the road. Outlook 2000 also provides enhanced performance when connecting to an Internet Service Provider or Internet-based mail server.

Background synchronization of offline folders

A big enhancement for mobile users is the ability to synchronize offline folders periodically, in the background. Users can now continue to work productively in Outlook and when they are ready to disconnect from their Exchange Server, they do not have to wait until their offline folders are synchronized. In addition, a new user interface makes it easy to specify which Microsoft Exchange Server folders should be available offline.

Filtered synchronization of offline folders

A public folder of shared contacts, or a public discussion folder for tracking product questions, might contain thousands of contacts or items, respectively. With Outlook 97, users had to synchronize all 4,000 items into their offline folder. With Outlook 2000, users can easily specify a filter and synchronize only items of interest based on any property that Outlook can filter.

Limiting the size of messages that are downloaded from Exchange Server

Users can now selectively download messages that meet size and exception criteria so that, when synchronizing messages remotely, the connection time is minimized. The user will receive a notification that larger messages were not synchronized and have been moved to a separate folder.

Quick Synchronization Groups

Many users work with offline folders differently, depending upon how they are connected to their Exchange Server. For example, a user who is accessing Exchange Server over a slow link at home may want to synchronize fewer folders than when they are connected via a LAN and syncing up their folders before they leave on a business trip. Users can now specify collections of

Microsoft Exchange Server folders to be synchronized and they can choose which "collection" to synchronize.

Improved offline address book synchronization

The address book sync and the folder sync can now be combined and the address book sync takes place in the background.

Improved e-mail downloading

Outlook users can now continue to work in Outlook while mail is downloading and they will also find that downloading mail is faster. In addition, Outlook can be set up to periodically dial up and retrieve new e-mail.

Microsoft Windows CE Pocket Outlook integration

Users can easily synchronize mail, contacts and tasks with Pocket Outlook on Windows CE 2.0-based palmtop devices.

Conclusion

Today's e-mail and collaboration clients must provide users with a wide range of capabilities that offer the flexibility and power to help people stay in touch. Outlook is the key to effectively connecting, communicating and collaborating over the intranet, Internet and Microsoft Exchange Server.

Microsoft Outlook 2000 distinguishes itself by delivering powerful and easy to use e-mail that is tightly integrated with calendar, contacts, tasks, and Internet information. Outlook 2000 is also tightly integrated with Microsoft Office, Microsoft Exchange and Microsoft Internet Explorer. In addition, Outlook 2000 has been carefully crafted to address many of the requests and concerns of current users of Outlook 97.

We believe that Outlook 2000 should be used by anyone who works with Microsoft Office, Microsoft Internet Explorer, Microsoft Exchange or the Internet on a daily basis. Outlook 2000 provides the perfect, integrated e-mail application that lets users manage and share all their information without having to perform burdensome e-mail, contact or calendar upkeep. Outlook 2000 is a continued and significant investment in meeting the diverse e-mail and collaboration needs for all users.

For more information: <http://www.microsoft.com/office/>



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