## Add a comment to an item

1. Open any item except a note.
2. Click in the text box, and then type your information.

**Tip** If the information you want to add is in a file, you can insert the file in the text box by using the **Insert** menu.

## Open a Calendar item

1 Click **Calendar** .

2 Click the item you want to open.

3 On the **File** menu, click **Open** .

4 If the item is a recurring item, click **Open this occurrence** or **Open the series**

**Tip** You can also double-click the item before it is selected to open it.

## Copy an appointment

1 Click **Calendar** .

2 Position the pointer to the left of the appointment you want to copy.

3 When the pointer becomes a , click the appointment.

4 On the **Edit** menu, click **Copy.**

5 Click the new date or time you want.

6 On the **Edit** menu, click **Paste.**

**Tips**

- If you want the appointment to repeat, you can designate it as recurring. For information about making an appointment recur, click .
- To quickly copy an appointment, press and hold down CTRL and drag the item to a new date or time in Calendar or in the Date Navigator.

### Delete a Calendar item

**1** Click the item you want to delete.

To delete more than one Calendar item, press and hold down CTRL and click the items you want.

**2** Click **Delete** .

## Edit an appointment

**1** Open the appointment you want to change.

How?

**2** On the **Appointment** tab, select the options you want to change.

**Tip** In Calendar, you can drag the appointment to a different date. You can also edit the subject by clicking the description text and typing your changes.

## Edit a recurring appointment

**1** Open the recurring appointment you want to change.

How?

**2** To change the appointment time, recurrence pattern, or range of recurrence for all instances of an appointment, click the **Actions** menu, click **Recurrence,** and then select the options you want.

**3** To change all other options, such as location or subject, for all instances of an appointment, click the **Actions** menu, click **Edit Series,** and then select the options you want.

**Tip** If you only want to change one instance of a recurring appointment, open the appointment, and then make your changes on the **Appointment** tab.

## Move an appointment

1 Click **Calendar** .

2 Position the pointer to the left of the appointment you want to move.

3 When the pointer becomes a , click the appointment.

4 On the **Edit** menu, click **Cut.**

5 Click the new date or time you want.

6 On the **Edit** menu, click **Paste.**

**Notes**

- If the appointment is recurring, only the selected instance of the appointment is moved. To move all instances of an appointment, open the appointment, click the **Actions** menu, click **Recurrence,** and then change the recurrence pattern.
- To quickly move an appointment, drag it to a new date or time in Calendar or in the Date Navigator.

## Schedule a recurring appointment

1 Click **Calendar** .

2 On the **Actions** menu, click **New Recurring Appointment.**

3 Enter start and end times.

4 Click the frequency **(Daily, Weekly, Monthly, Yearly)** at which the appointment recurs, and then select options for the frequency.

5 Click **OK.**

6 In the **Subject** box, type a description.

7 In the **Location** box, enter the location.

8 Select other options you want.

9 Click **Save and Close** .

## Schedule an appointment

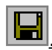
**1** On the **File** menu, point to **New,** and then click **Appointment.**

**2** In the **Subject** box, type a description.

**3** In the **Location** box, enter the location.

**4** Enter start and end times.

**5** Select other options you want.

**6** Click **Save and Close** .

**Tip** In Calendar, you can also create an appointment by selecting a block of time, right-clicking, and then clicking **New Appointment** on the shortcut menu.

## Change the free/busy time of a Calendar item

**1** Open the Calendar item you want to change the free/busy time for.

How?

**2** In the **Show time as** box, click the option you want.

**Note** The status of an appointment affects how it appears to others when they view your Calendar. By default, appointments appear as busy and are blocked out. Appointments marked as events appear in a banner and are not blocked out.

## Make an appointment recurring

**1** Open the appointment you want to make recurring.

How?

**2** On the **Actions** menu, click **Recurrence.**

**3** Click the frequency **(Daily, Weekly, Monthly, Yearly)** at which you want the appointment to recur, and then select options for the frequency.

**4** Click **OK,** and then click **Save and Close** .

## About task assignments

Task assignments help you track the progress of work assigned to other people on a project. For example, a manager might assign a task to an assistant, or an employee might assign a task to a co-worker in a group effort. A task assignment requires at least two people: one to send a task request and another to respond to it.

When you send a task request, you give up ownership of the task. You can keep an updated copy of the task in your task list and receive status reports, but you cannot change information such as the due date for the task.

When you receive a task request, you are the temporary owner of the task. You can accept the task, decline the task, or assign the task to someone else. If you accept the task, you become the permanent owner and are the only person who can make changes to the task. If you decline the task, it is returned to the person who sent you the task request. If you assign the task to someone else, you can keep an updated copy in your task list and receive status reports, but ownership is transferred to the person you assigned it to.

Only the owner or temporary owner of the task can update the task. If you own a task that was assigned to other people before you accepted it, every time you make a change it is automatically copied to the task in their task lists. And when you complete the task, status reports are automatically sent to the other people who were assigned the task and to those who requested reports.

If you assign a task to more than one person at a time, you cannot keep an updated copy of the task in your task list. To assign work to more than one person and have Outlook keep you up-to-date on work progress, divide the work into separate tasks, and then assign each one individually. For example, to assign a report to three writers, create three tasks named Write Report: Writer 1, Write Report: Writer 2, and Write Report: Writer 3.

## Assign a task to someone else

You assign a task by sending a task request to someone. The person who receives the task request can accept the task, decline the task, or assign the task to someone else. You can keep an updated copy of the assigned task in your task list and receive status reports, but you cannot make changes to a task you have assigned to someone else. For more information about assigning tasks, click .

You can assign tasks only if you use Outlook to send e-mail.

**What do you want to do?**

- Create a new task request
- Reassign a task request
- Reassign a declined task
- Reclaim ownership of a task you assigned that was declined
- Create an unassigned copy of a task and assign the copy

## About assigning tasks

You can assign a task in the following ways:

- Create a new task request. Outlook automatically adds a copy of the task to your task list.
- Create a request from a task that already exists in your task list. A copy of the task remains in your list.
- If you receive a task request, reassign it to someone else instead of accepting or declining the task.
- If you assigned a task and it was declined, reassign it to someone else or reclaim ownership of the task by returning it to your task list.
- If you assigned a task and it was accepted, but you change your mind about who should complete the assignment, create an unassigned copy of the task and assign the copy to someone else. To create an unassigned copy of a task, you must have selected the **Keep an updated copy of this task on my task list** check box in the original task request that you sent. The names of people in the **Update list** box on the **Details** tab (in the Task dialog box) will be erased when you create the unassigned copy, so everyone who formerly received updates or status reports will not receive them for the reassigned task.

  The original task you assigned will stay in the task list of the person you first assigned it to. You will no longer be able to keep an updated copy of the original task in your task list. But if you request a status report for that task, you will receive the report when the original owner marks the task complete.

Once a task is assigned, Outlook keeps track of who owns the task and when it gets updated. When the owner updates the task, Outlook updates all copies of that task. When the task is complete, Outlook sends a status report to those who were assigned the task and those who requested a report.

You can cancel a task request before you send it by clicking the **Actions** menu and then clicking **Cancel Assignment.**

Return to Assign a task to someone else

## Create a new task request

**1** On the **File** menu, point to **New,** and then click **Task Request.**

**2** In the **To** box, enter the name of the person you want to assign the task to.

To select the name from a list, click the **To** button.

**3** In the **Subject** box, type a task name.

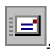
**4** Select the due date and status options you want.

**5** Select or clear the **Keep an updated copy of this task on my task list** check box and the **Send me a status report when this task is complete** check box.

**6** If you want the task to repeat, click the **Actions** menu, click **Recurrence,** select the options you want, and then click **OK.**

For Help on an option, click the question mark , and then click the option.

**7** In the text box, type instructions or information about the task.

**8** Click **Send** .

## Reassign a task request

**1** Open the message that contains the task request.

How?

**2** On the **Actions** menu, click **Assign Task.**

**3** In the **To** box, enter the name of the person you want to assign the task to.

**4** Select or clear the **Keep an updated copy of this task on my task list** check box and the **Send me a status report when this task is complete** check box.

**5** Click **Send** .

## Reassign a declined task

1 In your task list, open the declined task.

How?

2 On the **Actions** menu, click **Assign Task.**

3 In the **To** box, enter the name of the person you want to assign the task to.

4 Click **Send** .

## Reclaim ownership of a task you assigned that was declined

1 Open the message that contains the task request. that was declined.

How?

2 On the **Actions** menu, click **Return to Task List.**

## Create an unassigned copy of a task and assign the copy

To do this procedure, you must have selected the **Keep an updated copy of this task on my task list** check box in the original task request you sent.

1 In your task list, open the task you want to create an unassigned copy of.

How?

2 On the **Details** tab, click **Create Unassigned Copy,** and then click **OK.**

3 In the new copy of the task, click the **Actions** menu, click **Assign Task.**

4 In the **To** box, enter the name of the person you want to assign the task to.

5 Click **Send** .

Respond to a task request

When you receive a task request, you are the temporary owner of the task. You can accept the task, decline the task, or assign the task to someone else. If you accept the task, you become the permanent owner and are the only person who can make changes to it. If you decline the task, you have the opportunity to give a reason why you decline, and the task is returned to the person who sent you the task request. If you assign the task to someone else, you can choose to keep an updated copy in your task list and receive status reports, but ownership is transferred to the person you assign the task to.

**What do you want to do?**

- Accept a task request
- Decline a task request
- Reassign a task request

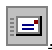
## Accept a task request

1 Open the message that contains the task request.

How?

2 Click **Accept** .

3 To accept without comment, click **Send the response now.**
To accept and return a comment, click **Edit the response before sending,** and then type your comment in the text box.

4 Click **Send** .

## Decline a task request

1 Open the message that contains the task request.

How?

2 Click **Decline** .

3 To decline without comment, click **Send the response now.**

To decline and return a comment, click **Edit the response before sending,** and then type your comment in the text box.

4 Click **Send** .

## View the list of people who keep updated copies of an assigned task

**1** Open the assigned task you want to view the update list for.

How?

**2** On the **Details** tab, read the names in the **Update list** box.

## Send task information to others

You can send information about a task to other people in the following ways:

- Send a status report that Outlook creates from the task. The status report is sent in a mail message and contains details such as the hours spent working on the task and the task owner's name. Outlook automatically addresses a status report for an assigned task to everyone on the update list.
- Type a comment about an assigned task in a mail message that Outlook automatically addresses. You can have Outlook address the reply to all the people who chose to keep an updated copy of the task or to those who chose to receive a status report when the task is completed. Or you can have Outlook address the reply to a logical recipient. For example, if you own the task, Outlook addresses your reply to the person who assigned the task. If you assigned the task, Outlook addresses your reply to the owner.
- Send a copy of a task as an attachment in a mail message. Recipients can double-click the attachment to open the task and then copy the task to their task lists.

**What do you want to do?**

Send a status report for a task
Send a comment about an assigned task
Send a copy of a task to others
View the list of people who keep updated copies of an assigned task

## Send a status report for a task

1. Open the task you want to send a status report for.

   How?
2. On the **Actions** menu, click **Send Status Report.**
3. Enter recipient names in the **To, Cc,** and **Bcc** boxes.

   If the task was assigned to you, the names of people on the update list are automatically added.
4. Click **Send** .

## Send a comment about an assigned task

**1** Open the assigned task you want to send a comment about.

How?

**2** On the **Actions** menu, click **Reply** or **Reply to All.**

**3** In the text box, type your comment.

**4** Click **Send** .

## Send a copy of a task to others

**1** Open the task you want to send.

How?

**2** On the **Actions** menu, click **Forward.**

**3** Enter recipient names in the **To** and **Cc** boxes.

**4** As appropriate, type a message in the text box.

**5** Click **Send** .

**Note** To send copies of more than one task, drag the additional tasks from the task list to the text box of the message you are forwarding.

### View tasks you have assigned to others

1 Click **Tasks** .

2 On the **View** menu, point to **Current View,** and then click **Assignment.**

## Mark a task complete

**1** Open the task you want to mark complete.

How?

**2** In the **% Complete** box, enter **100%.**

**Note** If the **Complete** field (which appears as a check mark in the column heading) appears in the task list, you can select the check box in the **Complete** field to mark the task complete. Or, if the **Status** field appears in the task list, you can enter **Completed** in the **Status** field.

## Decline a task after you accept it

**1** Open the task you accepted.

How?

**2** On the **Actions** menu, click **Decline.**To decline without comment, click **Send the response now.**

To decline and return a comment, click **Edit the response before sending,** and then type your comment in the text box.

**3** Click **Send** .

## Record an activity in Journal

You can use Journal to record interactions with important contacts, to record items or documents that are significant to you, and to record activities of all types. For more information about recording information in Journal, click .

**What do you want to do?**

- Automatically record items for contacts in Journal
- Automatically record documents in Journal
- Manually record an item or document in Journal
- Manually record any activity in Journal

## About recording information in Journal

You can set up Journal to automatically record information from certain contacts or documents from any Microsoft Office program.

You can set options to automatically record items that you send, receive, or create for selected contacts. For example, you can have all e-mail messages automatically recorded in Journal for the contacts you specify.

You can also set options to automatically record Office documents you create from any Office program. For example, you can have all Microsoft Word documents or Microsoft Access databases you create automatically recorded in Journal.

You can record individual items and documents that already exist, in addition to items and documents that can't be recorded automatically, by manually adding them to Journal. For example, tasks and appointments cannot be recorded automatically (although meeting requests and responses and task requests and responses can be). If you want to record a task or appointment, add it manually. If a document or item already exists, add it manually. Any item or document that can be automatically recorded in Journal can be recorded manually in this way.

You can also record any activity, even if it isn't an Outlook item, by manually adding it to Journal. For example, you can manually record a conversation you had in the hallway or a letter you sent to a business associate that you want a record of.

You can have Outlook automatically dial the phone for you and then have the phone call automatically recorded in Journal. For information about making phone calls from Outlook, click .

Return to Record an activity in Journal

### Automatically record items for contacts in Journal

1 On the **Tools** menu, click **Options.**

2 On the **Preferences** tab, click **Journal Options.**

3 In the **Automatically record these items** box, select the check boxes for the items you want automatically recorded in Journal.

4 In the **For these contacts** box, select the check boxes for the contacts you want the items automatically recorded for.

**Note** When creating a new contact, you can quickly set items to be automatically recorded for that contact by selecting the **Automatically record journal entries for this contact** check box on the **Journal** tab of the Contacts item.

## Automatically record documents in Journal

1. On the **Tools** menu, click **Options.**
2. On the **Preferences** tab, click **Journal Options.**
3. In the **Also record files from** box, select the check boxes next to the programs whose files you want to automatically record in Journal.

## Manually record an item or document in Journal

**1** Locate the item or document you want to record. You can use Outlook, Windows Explorer, or the desktop.

**2** Drag the item to **Journal** .

**3** Select the options you want for the journal entry.

## Manually record any activity in Journal

**1** On the **File** menu, point to **New,** and then click **Journal Entry.**

**2** In the **Subject** box, type a description.

**3** In the **Entry type** box, click the type of journal entry you are recording.

**4** Select other options you want.

**5** Click **Save and Close** .

**Note** To manually record an activity for a contact, open the contact, and then click **New Journal Entry** on the **Journal** tab.

## Delete a journal entry

**1** In Journal, select the journal entry.

How?

**2** On the **Edit** menu, click **Delete.**

**Notes** Deleting a journal entry does not delete the item, document, or contacts that the journal entry refers to. Similarly, when you delete an item or document that has been recorded in Journal, the journal entry for that item or document is not deleted.

## Modify a journal entry

1 Open the journal entry.

How?

2 Select the options you want to change.

## Activities that can be automatically recorded in Journal

| These items can be automatically recorded in Journal |
|---|
| E-mail message |
| Meeting request |
| Meeting response |
| Meeting cancellation |
| Task request |
| Task response |

| Documents created in these programs can be automatically recorded in Journal* |
|---|
| Microsoft Access |
| Microsoft Excel |
| Microsoft Office Binder |
| Microsoft PowerPoint |
| Microsoft Word |
| Other programs that are part of the Microsoft Office Compatible program |

* The program must be installed on your computer to automatically record documents.

## Move a journal entry in Journal

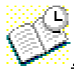
**1** Open the journal entry.

How?

**2** Enter a new start date and time.

**Note** Moving a journal entry does not change the start time of the item, document, or contact it refers to.

## Open a journal entry

1 Click **Journal** .

2 Right-click the journal entry, and then click **Open Journal Entry** or **Open Item Referred To** on the shortcut menu.

**Note** To specify whether the journal entry or the item is opened when you double-click journal entries, click the **Tools** menu, click **Options,** and then click the **Preferences** tab. Click **Journal Options,** and then click **Opens the journal entry** or **Opens the item referred to by the journal entry.**

## Turn off automatic recording of journal entries for a contact

1. On the **Tools** menu, click **Options.**
2. On the **Preferences** tab, click **Journal Options.**
3. In the **For these contacts** box, clear the check box next to the contact you want to stop automatic recording for.

## Troubleshoot Journal

### What do you need help with?

The contact I want to automatically record items for does not appear on the Journal tab in the Options dialog box.

## The contact I want to automatically record items for does not appear on the Journal tab in the Options dialog box.

The contact may be located in a contact folder other than Contacts , or it may be in a subfolder under the main Contacts folder. You can only automatically record items in Journal for contacts that are located in the main Contacts folder. Move or copy the contact to the main Contacts folder to have the contact appear. Or, to manually record the contact in Journal, open the contact, click the **Journal** tab, and then click **New Journal Entry.**

## Change the length of the item label on a timeline

1 From the timeline, click the **View** menu, point to **Current View,** and then click **Customize Current View.**

2 Click **Other Settings.**

3 In the **Maximum label width** box, enter the number of label characters you want to display.

### Show or hide the item label when viewing by month on a timeline

1 From the timeline, click the **View** menu, point to **Current View,** and then click **Customize Current View.**
2 Click **Other Settings.**
3 Select or clear the **Show label when viewing by month** check box.

## Open the contact that a journal entry refers to

1 Click **Journal** .

2 Open the journal entry that refers to the contact you want.

3 To resolve any contact names that are not underlined, click the **Tools** menu, and then click **Check Names.**

4 In the **Contact** box, double-click any underlined names.

**Note** If a name is not underlined after you click **Check Names,** the name is not in your Contacts folder. For information about creating a contact, click .

## Change the fields used to display items on a timeline

When you view items and documents on a timeline, each item and document is shown at the specific time it was created, saved, sent, received, opened, or modified, according to which of these fields are used to display each item. You can change the fields used to display items on a timeline. As a result, both the location and the duration of the items may change on the timeline.

1. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
2. Click **Fields.**
3. In the **Select available fields from** box, click the field set you want.
4. In the **Available date/time fields** box, click the field that contains the time you want to use for the item start date, and then click **Start.**
5. In the **Available date/time fields** box, click the field that contains the time you want to use for the item end date, and then click **End.**

## View journal entries for a contact

1 Open the contact you want to view journal entries for.

How?

2 Click the **Journal** tab.

3 In the **Show** box, click the type of journal entries you want to see.

## Change the amount of time displayed in a timeline

| To view items | Click |
|---|---|
| In hour increments on the time scale | **Day**  |
| In day increments on the time scale | **Week**  |
| In week increments on the time scale | **Month**  |

### Show or hide week numbers on a timeline

1. From the timeline, click the **View** menu, point to **Current View,** and then click **Customize Current View.**
2. Click **Other Settings.**
3. To show or hide week numbers, select or clear the **Show week numbers** check box.

## Create a task

A task is a personal or work-related errand you want to track through completion. A task can occur once or repeat (a recurring task). A recurring task can repeat at regular intervals or repeat based on the date you mark the task complete. For example, you might want to send a status report to your manager on the last Friday of every month, and get a haircut when one month has passed since your last haircut.

Recurring tasks are added one at a time to the task list. When you mark one occurrence of the task complete, the next occurrence appears in the list.

**What do you want to do?**

- Create a task that occurs once
- Create a task that recurs at regular intervals
- Create a task that recurs based on completion date

## Create a task that occurs once

**1** On the **File** menu, point to **New,** and then click **Task.**

**2** In the **Subject** box, type a task name.

**3** Select the options you want.

**4** Click **Save and Close** .

**Note** To quickly add a task in the task list, click **Click here to add a new task,** type a task name, and then press ENTER.

## Create a task that recurs at regular intervals

1. On the **File** menu, point to **New,** and then click **Task.**
2. In the **Subject** box, type a task name.
3. Select the options you want.
4. On the **Actions** menu, click **Recurrence.**
5. Click the frequency **(Daily, Weekly, Monthly, Yearly)** at which the task recurs, and then select options for the frequency.

   Do not click **Regenerate new task,** or the task will not recur at regular intervals.
6. If you want the task to start and end on specific dates, set start and end dates.
7. Click **OK,** and then click **Save and Close** .

## Create a task that recurs based on completion date

1. On the **File** menu, point to **New,** and then click **Task.**
2. In the **Subject** box, type a task name.
3. Select the options you want.
4. On the **Actions** menu, click **Recurrence.**
5. Click the frequency **(Daily, Weekly, Monthly, Yearly)** at which the task recurs.
6. Click **Regenerate new task,** and then type a time frequency in the box.
7. If you want the task to start and end on specific dates, set start and end dates.
8. Click **OK,** and then click **Save and Close** .

## Copy a task

1 In the task list, select the tasks you want to copy.

How?

2 On the **Edit** menu, click **Copy.**

3 On the **Edit** menu, click **Paste.**

4 As appropriate, open the task and change its options.

**Note** To quickly copy a task, click the task, and then press and hold down CTRL and drag the task to another place in the task list.

## Delete a task

**1** In the task list, select the tasks you want to delete.

How?

**2** Click **Delete** .

**Note** Deleting a task you assigned to someone else removes it only from your task list. The task remains in the list of the person who accepted the task. You will no longer receive status reports for the task.

## Retrieve a deleted item

1 On the Outlook Bar, click **Outlook.**

2 Click **Deleted Items** .

3 Select the items you want to retrieve.
How?

4 Right-click the selection, and then click **Move to Folder** on the shortcut menu.

5 In the **Move the selected items to the folder** box, click the folder you want to move the items to.

**Notes**

- To quickly retrieve a deleted item, drag the item from the Deleted Items folder to another folder.
- If you retrieve a deleted task you had assigned to another person, and you were receiving status reports for that task, you will no longer receive status reports for the task.

### Set or remove reminder options for new appointments

1. On the **Tools** menu, click **Options,** and then click the **Preferences** tab.
2. To have a reminder automatically turned on or off for new appointments, select or clear the **Default reminder** check box.
3. If you selected the check box, enter the amount of time before the appointment when you want the reminder to occur.

### Where are my meetings and appointments stored?

The primary Calendar is located in the same folder as the Inbox to which e-mail messages are delivered. Outlook automatically modifies the Calendar where the default Inbox is located. For example, to have the Calendar on the Exchange server accept the meeting and appointments, modify the default delivery location to be the Mailbox on the Exchange Server.

## When I created a new Calendar, the old free/busy times are not removed

If you remove Calendar (for example, by deleting the Calendar folder in Microsoft Exchange Client), a new Calendar is created in Outlook and the free/busy time from the previous Calendar is not cleared. The new Calendar does not contain the appointments from the previous Calendar; however, the free/busy time that was bold in your previous Calendar is also bold in the new Calendar.

To clear the free/busy time in Calendar, carry out the following steps:

1. Quit Outlook.
2. If you have not already done so, create a shortcut for Microsoft Outlook by right-clicking the Microsoft Outlook icon on your desktop, and then clicking **Create Shortcut** on the shortcut menu.
3. Right-click the shortcut for Microsoft Outlook, click **Properties** on the shortcut menu, and then click the **Shortcut** tab.
4. In the **Target** box or the **Command Line** box, type a space after the path, and then type /**cleanfreebusy.**

   The next time you start Outlook, the free/busy time is cleared from your Calendar.

## Troubleshoot using Microsoft Schedule+ with Outlook

### What do you need help with?

- I converted from Schedule+ and no longer need the files. How do I remove the old Schedule+ files?
- When I created a new Calendar, the old free/busy times are not removed.

## I converted from Schedule+ and no longer need the files. How do I remove the old Schedule+ files?

If you already have Schedule+ set up on your computer when you set up Outlook 98 or Office 97, the Setup program keeps Schedule+ so you can import Schedule+ information into Outlook or share information with others who use Schedule+ in the following ways: view free/busy details of Schedule+ users, open a Schedule+ appointment book in Outlook, and use Schedule+ as your primary calendar in Outlook.

After you import Schedule+ information into Outlook and you no longer need to use Schedule+ to share information, you may want to delete Schedule+ for more hard disk space on your computer.

If you delete Schedule+ and later need to use it with Outlook, you will need to set up Schedule+ again. Before setting up the Schedule+ files, you must uninstall and then reinstall the Schedule+ Support Files option in Outlook 98. Follow these steps:

1. Run the Setup program for Outlook 98 to uninstall the Schedule+ support files.

   If you set up Outlook with Office 97, click **Microsoft Office 97** on the **Install/Uninstall** tab, and then click **Add/Remove.** In the Setup program, click **Add/Remove,** click **Microsoft Outlook,** click **Change Option,** and then clear the **Schedule+ Support** check box.

   If you set up Outlook by itself, click **Add/Remove,** and then click **Add New Components.** Clear the **Schedule+ Support** check box.

2. Run the Setup program again, reinstalling the Schedule+ support files by selecting the **Schedule+ Support** check box.

## Why do I receive reminders for a past appointment?

You may have set up the appointment as a recurring appointment by mistake. To remove the recurrence, open the appointment, click **Open the series,** and then click **OK.** On the **Actions** menu, click **Recurrence,** and then click **Remove Recurrence.**

## Troubleshoot appointments

### What do you need help with?

- Why do I receive reminders for a past appointment?
- Why do my appointments show at different times now?
- I can't see all of my appointments.
- Where did the little calendar go?
- Why are my Calendar and other time settings incorrect by one hour?
- Why can't I use Schedule+ 95 as my primary calendar?

## Troubleshoot meetings

### What do you need help with?

- I haven't received any meeting responses.
- I deleted the meeting request. What do I do with meeting responses?
- Why are my Calendar and other time settings incorrect by one hour?
- I can't see all my meetings.
- Why do my meetings show at different times now?
- Why don't people who use Schedule+ see inserted items in my meeting requests?
- How can I schedule travel time before and after a meeting and preserve the meeting start time?
- I don't want to receive meeting responses.
- I want to delete meeting responses without comments automatically.

## Troubleshoot online meetings

### What do you need help with?

- Why is the **Call using NetMeeting** command unavailable?
- Why are my online NetMeeting settings grayed out?
- When I try to join the NetMeeting I get an error message.

## I haven't received any meeting responses.

- If you select the **Delete receipts and blank responses after processing** check box in the Tracking Options dialog box (on the **Tools** menu, click **Options**, click the **Preferences** tab, click **E-mail options,** and then click **Tracking Options**), meeting responses sent to you without comments are tabulated in your original meeting request, and then deleted without appearing in your Inbox. To see meeting responses without comments in your Inbox, clear this check box. Meeting responses that include comments always appear in your Inbox.
- You may have set up a delegate and selected the **Send meeting requests and responses only to my delegates, not to me** check box on the **Delegates** tab (on the **Tools** menu, click **Options**). To receive meeting responses, clear this check box.

### I want to delete meeting responses without comments automatically.

- If you select the **Delete receipts and blank responses after processing** check box in the Tracking Options dialog box (on the **Tools** menu, click **Options**, click the **Preferences** tab, click **E-mail options,** and then click **Tracking Options**), meeting responses sent to you without comments are tabulated in your original meeting request, and then deleted without appearing in your Inbox. To see meeting responses without comments in your Inbox, clear this check box. Meeting responses that include comments always appear in your Inbox.

## About appointments, meetings, and events

**Appointments are activities that you schedule in your Calendar that do not involve inviting other people or reserving resources.**

You can set reminders for your appointments. You can also specify how others view your Calendar by designating the time an appointment takes as busy, free, tentative, or out of office. You can schedule recurring appointments. Clicking an appointment selects it, and double-clicking the left move handle opens it. You can view your appointments by day, week, or month.

When you select start and end times for an appointment, you can take advantage of Autodate functionality and type text such as "next Tuesday" or "noon" instead of typing an exact date or time.

You can schedule an appointment in your own Calendar, and other users can give you permission to schedule or make changes to appointments in their Calendars. Appointments can also be made private.

**A meeting is an appointment you invite people to or reserve resources for.**

You can create and send meeting requests and reserve resources for face-to-face meetings or for online meetings. To create an online meeting, such as a NetMeeting, select the **This is an Online Meeting** check box on the **Appointment** tab of your meeting request. When you create a meeting, you identify the people to invite and the resources to reserve, and you pick a meeting time. Responses to your meeting request appear in your Inbox. You can track responses by clicking **Show attendee status** on the **Attendee Availability** tab in the Appointment dialog box. You can also add people to an existing meeting or reschedule a meeting.

**An event is an activity that lasts 24 hours or longer.**

Examples of an event include a trade show, the Olympics, a vacation, or a seminar. An annual event, such as a birthday or anniversary, occurs yearly on a specific date, while a standard event occurs once and can last for one day or several days. Events and annual events do not occupy blocks of time in Calendar; instead, they appear in banners. An all-day appointment displays time as busy when viewed by others, while an event or annual event displays time as free.

## Schedule an appointment, meeting, or event

An appointment is an activity that you schedule in your Calendar that does not involve other people or resources. A recurring appointment repeats on a regular basis.

A meeting is an appointment you invite people to or reserve resources for. A recurring meeting repeats on a regular basis. Meetings can be face-to-face or online. You can only send meeting requests if you use Outlook to send e-mail.

An event is an activity that lasts 24 hours or more. An annual event, such as a birthday or anniversary, occurs yearly on a specific date. Events and annual events do not occupy blocks of time in Calendar; instead, they appear in banners.

**What do you want to do?**

- Schedule an appointment
- Schedule a recurring appointment
- Schedule a meeting
- Schedule a recurring meeting
- Schedule an online meeting
- Create an event
- Create an annual event

### Save an appointment in Vcalendar format

1. Click the appointment you want to save in Vcalendar format.
2. On the **File** menu, click **Save As.**
3. In the **Save in** box, click the location where you want to save the file.
4. In the **File name** box, type a name for the file.
5. In the **Save as type** box, click **vCalendar Format.**

## Set an appointment reminder

1 Open the appointment or appointment series if the appointment is recurring.

How?

2 Select the **Reminder** check box, and then enter the amount of time before the appointment when you want the reminder to occur.

3 To customize the reminder sound for this appointment only, click reminder , and then select the sound you want played.

## Automatically delete meeting requests from Inbox after responding

1. On the **Tools** menu, click **Options,** click the **Preferences** tab, click **E-mail Options,** and then click **Advanced E-mail Options.**
2. Select the **Delete meeting request from Inbox when responding** check box.

## Display details of Calendar items in a view

1 Click **Calendar** .

2 On the **View** menu, point to **Current View,** and then click **Day/Week/Month View with AutoPreview.**

## Use the mouse to move around Date Navigator

Date Navigator is the small calendar next to the appointment area in Calendar. It provides a quick and easy way to change and view dates.

| To | Do this |
|---|---|
| Move to a certain week. | Click to the left of the week, or click on the week number. |
| Move to the previous month. | Click the left arrow on Date Navigator. |
| Move to the next month. | Click the right arrow on Date Navigator. |
| Display the current month, choose from the past three months, or the next three months. | Click the month name or the year. Drag up or down to select another month. |

## Use shortcut keys for moving around Date Navigator

Date Navigator is the small calendar next to the appointment area in Calendar. It provides a quick and easy way to change and view dates.

| To | Press |
|---|---|
| Go to the first day of the current week. | ALT+HOME |
| Go to the last day of the current week. | ALT+END |
| Go to the same day in the previous week. | ALT+UP ARROW |
| Go to the same day in the next week. | ALT+DOWN ARROW |
| Go to the first day of the month. | ALT+PAGE UP |
| Go to the last day of the month. | ALT+PAGE DOWN |

## Use the mouse to move around in day/week/month view

| To | Do this |
|---|---|
| Open the appointment. | Double-click the appointment move handle. |
| Change an appointment start or end time. | Select the appointment, and then drag the top or bottom borders of the appointment (when viewing days). |
| Reschedule an appointment. | Click the left border of the appointment and drag (when viewing days). |
| Copy an appointment to another day at the same time. | Press CTRL and drag the appointment to Date Navigator. |
| Move an appointment to another day at the same time. | Drag the appointment to Date Navigator. |
| Create an event. | Double-click the top of a day. |

## Use shortcut keys for moving around in day/week/month view

### General

| To | Press |
|---|---|
| View 1 day. | ALT+1 |
| View 2 days through 9 days. | ALT+*key for number of days* |
| View 10 days. | ALT+0 (ZERO) |
| Switch to weeks. | ALT+HYPHEN SIGN |
| Switch to months. | ALT+EQUAL SIGN |
| Move between Calendar, TaskPad, and the Folder List. | CTRL+TAB or F6 |
| Select the previous appointment. | SHIFT+TAB |
| Select the next appointment. | TAB |
| Go to the previous day. | LEFT ARROW |
| Go to the next day. | RIGHT ARROW |
| Move selected item to the previous day when multiple days appear. | ALT+LEFT ARROW |
| Move selected item to the next day when multiple days appear. | ALT+RIGHT ARROW |
| Go to the same day in the previous week. | ALT+UP ARROW |
| Go to the same day in the next week. | ALT+DOWN ARROW |
| Move selected item to the same day in the previous week. | ALT+UP ARROW |
| Move selected item to the same day in the next week. | ALT+DOWN ARROW |
| Move from item to item. | TAB |

### Day

| To | Press |
|---|---|
| Select the time that begins your work day. | HOME |
| Select the time that ends your work day. | END |
| Select the previous block of time. | UP ARROW |

| | |
|---|---|
| Select the next block of time. | DOWN ARROW |
| Select the block of time at the top of the screen. | PAGE UP |
| Select the block of time at the bottom of the screen. | PAGE DOWN |
| Extend or reduce the selected time. | SHIFT+UP ARROW or DOWN ARROW |
| Move an appointment. | With the cursor in the appointment, ALT+UP ARROW or DOWN ARROW |
| Change an appointment start or end time. | With the cursor in the appointment, ALT+SHIFT+UP ARROW or DOWN ARROW |

**Week or Month**

| To | Press |
|---|---|
| Go to the first day of the week. | HOME |
| Go to the last day of the week. | END |
| Go to the same day of the week in the previous week (or 5 weeks previous if viewing by month). | PAGE UP or UP ARROW |
| Go to the same day of the week in the next week (or 5 weeks ahead if viewing by month). | PAGE DOWN or DOWN ARROW |
| Change the duration of the selected block of time. | SHIFT+LEFT, RIGHT, UP, or DOWN ARROW; or SHIFT+HOME or END |
| Move the appointment up, down, left, or right. | ALT+UP, DOWN, LEFT, or RIGHT ARROW |

## Move around in Outlook

You can move around in Outlook by using your mouse or keyboard shortcuts. Some views in Outlook have specific key combinations or mouse functions that work only in that view, while other key combinations or mouse functions work in all views.

**What do you want to do?**


- Use the mouse to move around
- Use shortcut keys to move around

## Use the mouse to move around

You can move around in Outlook by using either your mouse or the new Microsoft IntelliMouse® pointing device.

The IntelliMouse gives you more mouse features. It has a wheel/wheel button that you can rotate or hold down to make navigation easier. With the IntelliMouse, you can scroll around the Outlook Bar and print preview area, quickly change the size and number of cards in a card view, expand and collapse groups in a table or on a timeline, expand subfolders in the Folder List, and easily change to a different view.

**What do you want to do?**

- Use the mouse to move around in day/week/month view
- Use the mouse to move around on a timeline
- Use the mouse to move around Date Navigator
- Use the IntelliMouse pointing device

## Use shortcut keys to move around

To print all of the Help topics about shortcut keys, click the **Reference Information** book on the Help **Contents** tab, click the **Shortcut Keys** book, and then click **Print.**

Shortcut keys that appear in Help or in menus and dialog boxes in Outlook are based on the United States keyboard. For example, on a U.S. keyboard, you must hold down the SHIFT key to type the < symbol. For this reason, you press CTRL+SHIFT+< to select a previous item in U.S. Help. On a non-U.S. keyboard, characters may appear somewhere else on the keyboard. For example, on some keyboards, certain characters are accessible without holding down the SHIFT key, in which case, for the example above, you simply press CTRL+<. On other keyboards, characters are accessible by holding down ALTGR, in which case, for the example above, you press CTRL+ALTGR+<.

**What do you want to do?**

- Use shortcut keys for moving around, formatting, creating, and revising items
- Use shortcut keys for moving around in a card
- Use shortcut keys for moving around in day/week/month view
- Use shortcut keys for moving around in a table
- Use shortcut keys for moving around on a timeline
- Use shortcut keys for moving around the Office Assistant
- Use shortcut keys for moving around Date Navigator
- Use shortcut keys for moving around toolbars

## Accessibility for people with disabilities

Microsoft Outlook contains features that make it easier for people who are visually impaired to read and for those with limited dexterity to move around in Outlook. For information about some of the features available in Microsoft Outlook, click .

**What do you want to do?**

- Change fonts and formats for a view
- Change the size of text
- View and print lists of shortcut keys
- Use the Microsoft IntelliMouse pointing device to scroll, zoom, and change view types

## About accessibility for people with disabilities

People with disabilities can do the following things to make Microsoft Outlook 98 more accessible:

- Increase the font size in a table.
- Increase the size of text in the text box of an item.
- View and print lists of all the shortcut keys available.
- Scroll, zoom, and change view types directly from the mouse (if you have the Microsoft IntelliMouse® pointing device).

More information about Microsoft services for people with disabilities is available in an appendix in the Getting Results book provided with all Office 97 programs. For example, you'll find information about how people who are hearing impaired can contact the Microsoft Sales and Information Center or the Microsoft Support Network. You'll also find information about how to obtain Microsoft documentation from Recording for the Blind, Inc., for people who have difficulty reading or handling printed documentation. This appendix also describes third-party hardware and software products that make personal computers easier to use for people with disabilities and lists organizations to contact for additional information.

If you are running Windows 95, you can set or change system accessibility options. For example, the Windows MouseKeys feature makes it possible for you to use the numeric keypad to move the mouse pointer and to click, double-click, and drag the mouse. For more information about accessibility options with Windows 95, click **Help** on the **Start** menu, and then type **accessibility.**

If you have access to the World Wide Web, you can find out more about how to use the accessibility features included in the Microsoft Windows 95, Windows 3.1, Windows NT Workstation, and MS-DOS operating systems, as well as in Microsoft Internet Explorer, from the Microsoft.com Web page.

Return to Accessibility for people with disabilities.

## Use the mouse to move around on a timeline

| To scroll | Do this |
|---|---|
| Forward by the units of time visible on the time scale. | Click the right scroll arrow on the horizontal scroll bar. |
| Back by the units of time visible on the time scale. | Click the left scroll arrow on the horizontal scroll bar. |
| Forward in time by approximately one screen. | Click to the right of the scroll box on the horizontal scroll bar. |
| Back in time by approximately one screen. | Click to the left of the scroll box on the horizontal scroll bar. |
| Quickly to view items on a timeline. | Drag the scroll box left or right on the horizontal scroll bar. |
| To any day on a timeline. | Click the down arrow next to the month and year on the upper time scale, and then click the day you want in the small calendar. |

## Select multiple items

- To select adjacent items, click the first item, and then hold down SHIFT and click the last item.
- To select nonadjacent items, click the first item, and then hold down CTRL and click additional items.
- To select all items, click the **Edit** menu, and then click **Select All.**

**Notes**

- The **Select All** command is available only in a table, card, or icon view.
- To select items in a card, click the card heading for each item you want. If the item isn't visible, click a letter or number on the right side of the window. For example, to view a contact filed under the last name Myers, click the **m** button.

## Use shortcut keys for moving around in a table

| To | Press |
|---|---|
| Go to the item below. | DOWN ARROW |
| Go to the item above. | UP ARROW |
| Go to the first item. | HOME |
| Go to the last item. | END |
| Go to the item at the bottom of the screen, and then display another page of items. | PAGE DOWN |
| Go to the item at the top of the screen. | PAGE UP |
| Extend or reduce the selected items by one item. | SHIFT+UP ARROW or SHIFT+DOWN ARROW |
| Open an item. | ENTER |
| Go to the next or previous item without extending the selection. | CTRL+UP ARROW or CTRL+DOWN ARROW |
| Select or unselect the active item. | CTRL+SPACEBAR |
| Select all items in a folder. | CTRL+A |
| Move every item in the selection to the top or bottom in the list order. | CTRL+HOME or CTRL+END |

### When a group in a table is selected

| To | Press |
|---|---|
| Expand the group. | ENTER or RIGHT ARROW |
| Collapse the group. | ENTER or LEFT ARROW |
| Select the previous group. | UP ARROW |
| Select the next group. | DOWN ARROW |
| Select the first group. | HOME |
| Select the last group. | END |
| Select the first item on screen in an expanded group or the first item off screen to the right. | RIGHT ARROW |

## Use shortcut keys for moving around in a card

### Keys to select cards

To use the following keys, make sure a card is selected. To select a card, click the card heading.

| To | Press |
|---|---|
| Select the previous card. | UP ARROW |

| | |
|---|---|
| Select the next card. | DOWN ARROW |
| Select the first card in the list. | HOME |
| Select the last card in the list. | END |
| Select the first card on the current page. | PAGE UP |
| Select the first card on the next page. | PAGE DOWN |
| Select the closest card in the next column. | RIGHT ARROW |
| Select the closest card in the previous column. | LEFT ARROW |
| Select or unselect the active card. | CTRL+SPACEBAR |
| Select a specific card in the list. | Type one or more letters of the name the card is filed under or the field you are sorting by |
| Extend the selection to the previous card and unselect cards after the starting point. | SHIFT+UP ARROW |
| Extend the selection to the next card and unselect cards before the starting point. | SHIFT+DOWN ARROW |
| Extend the selection to the previous card, regardless of the starting point. | CTRL+SHIFT+UP ARROW |
| Extend the selection to the next card, regardless of the starting point. | CTRL+SHIFT+DOWN ARROW |
| Extend the selection to the first card in the list. | SHIFT+HOME |
| Extend the selection to the last card in the list. | SHIFT+END |
| Extend the selection to the first card on the previous page. | SHIFT+PAGE UP |
| Extend the selection to the last card on the last page. | SHIFT+PAGE DOWN |

**Use shortcut keys to move between cards**

To use the following keys, make sure a card is selected. To select a card, click the card heading.

| To move without changing the selection | Press |
|---|---|
| To the next card. | CTRL+DOWN ARROW |
| To the previous card. | CTRL+UP ARROW |
| To the first card in the list. | CTRL+HOME |
| To the last card in the list. | CTRL+END |
| To the first card on the previous page. | CTRL+PAGE UP |
| To the first card on the next page. | CTRL+PAGE DOWN |
| To the closest card in the previous column. | CTRL+LEFT ARROW |
| To the closest card in the next column. | CTRL+RIGHT ARROW |
| To a specific card in the list. | Type one or more letters of the name the card is filed under or |

| | |
|---|---|
| | the field you are sorting by |
| To a field in the active card. | F2 |

### Use shortcut keys to move between fields in a card

| To use the following keys, make sure a field in a card is selected. To select a field when a card is selected, click the field or press F2.**To** | **Press** |
|---|---|
| Select a field. | TAB |
| Move to the next field and, from the last field of a card, move to the first field in the next card. | TAB |
| Move to the previous field and, from the first field of a card, move to the last field in the previous card. | SHIFT+TAB |
| Move to the next field, or add a line to a multiline field. | ENTER |
| Move to the previous field without leaving the active card. | SHIFT+ENTER |
| Display the insertion point in the active field to edit text. | F2 or click the field |

### Use shortcut keys to move between characters in a field

To use the following keys, make sure a field in a card is selected. To select a field when a card is selected, click the field or press F2.

| **To** | **Press** |
|---|---|
| Add a line in a multiline field. | ENTER |
| Move to the beginning of a line. | HOME |
| Move to the end of a line. | END |
| Move to the beginning of a multiline field. | PAGE UP |
| Move to the end of a multiline field. | PAGE DOWN |
| Move to the previous line in a multiline field. | UP ARROW |
| Move to the next line in a multiline field. | DOWN ARROW |
| Move to the previous character in a field. | LEFT ARROW |
| Move to the next character in a field. | RIGHT ARROW |

## Use shortcut keys for moving around, formatting, creating, and revising items

### General use

| **To** | **Press** |
|---|---|
| Cancel current operation. | ESC |
| Display ScreenTip for the active item. | SHIFT+F1 |
| Expand/collapse a group (with a group selected). | PLUS or MINUS SIGN on the numeric keypad |
| Select. | ENTER |
| Turn on editing in a field (except icon | F2 |

| | |
|---|---|
| view). | |
| Move from item to item. | UP, DOWN, LEFT, OR RIGHT ARROW |
| Switch to the next tab in an item. | CTRL+TAB or CTRL+PAGE DOWN |
| Switch to the previous tab in an item. | CTRL+SHIFT+TAB or CTRL+PAGE UP |
| Display the Address Book. | CTRL+SHIFT+B |
| Dial. | CTRL+SHIFT+D |
| Find. | CTRL+SHIFT+F |
| Next item (with item open). | CTRL+SHIFT+> |
| Previous item (with item open). | CTRL+SHIFT+< |
| Mark as read. | CTRL+Q |
| Reply to a mail message. | CTRL+R |
| Reply all to a mail message. | CTRL+SHIFT+R |
| Switch case (with text selected). | SHIFT+F3 |
| Switch between the Folder List and the information viewer to the right. | F6 or CTRL+SHIFT+TAB |

### Add World Wide Web information to items

| To | Press |
|---|---|
| Edit a URL in the body of a note. | CTRL+left mouse button |
| Specify a Web browser. | SHIFT+left mouse button |
| Insert a hyperlink. | CTRL+K (WordMail only) |

### Apply formatting

| To | Press |
|---|---|
| Add bold | CTRL+B |
| Add bullets | CTRL+SHIFT+L |
| Center | CTRL+E |
| Add italics | CTRL+I |
| Increase indent | CTRL+T |
| Decrease indent | CTRL+SHIFT+T |
| Left align | CTRL+L |
| Underline | CRTL+U |
| Increase font size | CTRL+] |
| Decrease font size | CTRL+[ |
| Clear formatting | CTRL+SHIFT+Z or CTRL+SPACEBAR |

### Create an item or file

| To create or open this item | Press |
|---|---|
| Appointment | CTRL+SHIFT+A |
| Contact | CTRL+SHIFT+C |
| Folder | CTRL+SHIFT+E |
| Journal entry | CTRL+SHIFT+J |
| Message | CTRL+SHIFT+M |
| Meeting request | CTRL+SHIFT+Q |
| Note | CTRL+SHIFT+N |
| Find People | CTRL+SHIFT+P |
| Task | CTRL+SHIFT+K |
| Task request | CTRL+SHIFT+U |

### Menu commands

You can select any menu command with the keyboard. Press ALT+*the letter underlined in the menu name,* and then press the letter underlined in the command name you want.

| To | Press |
|---|---|
| Go to a menu. | ALT+*the letter underlined in the menu name* |
| Save. | CTRL+S or SHIFT+F12 |
| Save and close, Send. | ALT+S |
| Save As. | F12 |
| Go to Folder. | CTRL+Y |
| Post to a folder | CTRL+ SHIFT+S |
| Print. | CTRL+P |
| Open a new message. | CTRL+N |
| Cut. | CTRL+X or SHIFT+DELETE |
| Copy. | CTRL+C or CTRL+INSERT |
| Copy item. | CTRL+SHIFT+Y |
| Paste. | CTRL+V or SHIFT+INSERT |
| Move item. | CTRL+SHIFT+V |
| Check names. | CTRL+K (except in WordMail)<br>ALT+K (WordMail only) |
| Undo. | CTRL+Z or ALT+BACKSPACE |
| Delete. | CTRL+D |
| Select all. | CTRL+A |
| Display the shortcut menu. | SHIFT+F10 |
| Display the program Control menu. | SPACEBAR (when the menu bar is active) |
| Display the program icon menu (on the program title bar). | ALT+SPACEBAR |
| Select the next or previous command on the menu or submenu. | DOWN ARROW or UP ARROW (with the menu or submenu visible) |

| | |
|---|---|
| Select the menu to the left or right; or, with a submenu visible, switch between the main menu and the submenu. | LEFT ARROW or RIGHT ARROW |
| Select the first or last command on the menu or submenu. | HOME or END |
| Make the menu bar active. | F10 |
| Move between toolbars. | SHIFT+CTRL+TAB |
| Find, Find items. | F3, CTRL+SHIFT+F |
| Find text. | F4 |
| Find next. | SHIFT+F4 |
| Refresh. | F5 |
| Check spelling. | F7 |
| Display the **Format** menu. | ALT+O |
| Close print preview. | ALT+C |
| Accept (in item). | |
| Decline. | ALT+D |
| Display the **Task** menu. | ALT+K (in Tasks) |
| Forward. | CTRL+F |
| Check for new mail. | CTRL+M, F5 |
| Send/post/invite all. | CTRL+ENTER (except WordMail) |
| Close the visible menu and submenu at the same time. | ALT |
| Close the visible menu; or, with a submenu visible, close the submenu only. | ESC |

**Move around in a dialog box**

| To | Press |
|---|---|
| Switch to the next tab in a dialog box. | CTRL+TAB |
| Switch to the previous tab in a dialog box. | CTRL+SHIFT+TAB |
| Move to the next option or option group. | TAB |
| Move to the previous option or option group. | SHIFT+TAB |
| Move between options in the | Arrow keys |

| | |
|---|---|
| selected drop-down list box or between some options in a group of options. | |
| Perform the action assigned to the selected button; select or clear the check box. | SPACEBAR |
| Move to the option by the first letter in the option name in a drop-down list box. | Letter key for the first letter in the option name you want (when a drop-down list box is selected) |
| Select the option, or select or clear the check box by the letter underlined in the option name. | ALT+letter key |
| Open a drop-down list box. | ALT+DOWN ARROW (when a drop-down list box is selected) |
| Close a drop-down list box. | ALT+UP ARROW or ESC (when a drop-down list box is selected) |
| Perform the action assigned to a button. | ENTER |
| Cancel the command and close the dialog box. | ESC |

**Move around in a text box**

| To | Press |
|---|---|
| Move to the beginning of the entry. | HOME |
| Move to the end of the entry. | END |
| Move one character to the left or right. | LEFT ARROW or RIGHT ARROW |
| Move one word to the left or right. | CTRL+LEFT ARROW or CTRL+RIGHT ARROW |
| Select from the insertion point to the beginning of the entry. | SHIFT+HOME |
| Select from the insertion point to the end of the entry. | SHIFT+END |
| Select or unselect one character to the left. | SHIFT+LEFT ARROW |
| Select or unselect one character to the right. | SHIFT+RIGHT ARROW |
| Select or unselect one word to the left. | CTRL+SHIFT+LEFT ARROW |
| Select or unselect | CTRL+SHIFT+RIGHT ARROW |

one word to the right.

### Move around in print preview

| To | Press |
|---|---|
| Open print preview. | CTRL+F2 |
| Print a print preview. | ALT+P |
| Print preview page setup. | ALT+S, ALT+U |
| Zoom. | ALT+Z |
| Scroll through pages. | UP ARROW, DOWN ARROW, PAGE UP, or PAGE DOWN |
| Move to the beginning of an item. | CTRL+UP or HOME |
| Move to the end of an item. | CTRL+DOWN or END |

### Move around windows

| To | Press |
|---|---|
| Switch to the next program. | ALT+TAB |
| Switch to the previous program. | ALT+SHIFT+TAB |
| Move to the next window. | SHIFT+ALT+ESC |
| Display the **Start** menu. | CTRL+ESC |
| End the active program, or shut down the system. | CTRL+ALT+DELETE |
| Move to the next/previous pane. | F6/SHIFT+F6 |
| Move to the next/previous Outlook window. | SHIFT+CTRL+F6 |
| Close the selected Outlook window; if this is the only open window, close Outlook. | ALT+F4 |
| Copy the image of the active window to the Clipboard. | ALT+PRTSCR |
| Copy the image of the screen to the Clipboard. | PRTSCR |
| Display the active window title bar menu. | ALT+SPACE |
| Cycle through all the panes in the active window. | F6 |

| | |
|---|---|
| Select a folder in the Save As dialog box (on the **File** menu, click **Save As**). | ALT+I to select the Folder List; arrow keys to select a folder |
| Select a toolbar button in the Save As dialog box (on the **File** menu, click **Save As**). | ALT+*number* (1 is the leftmost button, 2 is the next, and so on) |
| Update the files visible in the Save As dialog box (on the **File** menu, click **Save As**). | F5 |

### Switch to Inbox or Outbox

| To | Press |
|---|---|
| Switch to Inbox. | CTRL+SHIFT+I |
| Switch to Outbox. | CTRL+SHIFT+O |

## Use shortcut keys for moving around on a timeline

### When an item on a timeline is selected

| To | Press |
|---|---|
| Select the previous item. | LEFT ARROW |
| Select the next item. | RIGHT ARROW |
| Select several adjacent items. | SHIFT+LEFT ARROW or SHIFT+RIGHT ARROW |
| Select several nonadjacent items. | CTRL+LEFT ARROW+SPACEBAR or CTRL+RIGHT ARROW+SPACEBAR |
| Open the selected items. | ENTER |
| Display the items one screen above the items on screen. | PAGE UP |
| Display the items one screen below the items on screen. | PAGE DOWN |
| Select the first item on the timeline (if items are not grouped) or the first item in the group. | HOME |
| Select the last item on the timeline (if items are not grouped) or the last item in the group. | END |
| Display (without selecting) the first item on the timeline (if items are not grouped) or the first item in the group. | CTRL+HOME |
| Display (without selecting) the last item on the timeline (if items are not grouped) or the last item in the group. | CTRL+END |

### When a group on a timeline is selected

| To | Press |
|---|---|

| | |
|---|---|
| Expand the group. | ENTER or RIGHT ARROW |
| Collapse the group. | ENTER or LEFT ARROW |
| Select the previous group. | UP ARROW |
| Select the next group. | DOWN ARROW |
| Select the first group on the timeline. | HOME |
| Select the last group on the timeline. | END |
| Select the first item on screen in an expanded group or the first item off screen to the right. | RIGHT ARROW |

**When a unit of time on the time scale for days is selected**

| To | Press |
|---|---|
| Move back in increments of time that are the same as those shown on the time scale. | LEFT ARROW |
| Move forward in increments of time that are the same as those shown on the time scale. | RIGHT ARROW |
| Select the upper time scale (when the lower time scale is selected). | SHIFT+TAB |
| Select the lower time scale (when the upper time scale is selected). | TAB |
| Select the first item on screen or the first group on screen if items are grouped (when the lower time scale is selected). | TAB |

## Use shortcut keys for moving around the Office Assistant

To perform most of the following, the Office Assistant must be active.

| To | Press |
|---|---|
| Make the Office Assistant balloon active. | ALT+F6, repeat until the balloon is active |
| Select a Help topic from the topics the Office Assistant displays. | ALT+*number* (1 is the first topic, 2 is the second, and so on) |
| See more Help topics. | ALT+DOWN ARROW |
| See previous Help topics. | ALT+UP ARROW |
| Close an Office Assistant message. | ESC |
| Get Help from the Office Assistant. | F1 |
| Display the next tip. | ALT+N |
| Display the previous tip. | ALT+B |
| Close tips. | ESC |

## Use the IntelliMouse pointing device

**General use**

| To | Do this |
|---|---|
| Quickly pan horizontally or vertically. | Hold down the wheel button and move the mouse pointer left and right or up and down. |

| | |
|---|---|
| Scroll up or down three lines at a time. | Rotate the wheel forward or back. |
| Expand or collapse folders or items in a group. | Hold down SHIFT and rotate the wheel forward or back over the folder to display subfolders. |
| Switch between days, weeks, and months in day/week/month view or between large icons, small icons, and a list of icons in icon view. | Hold down SHIFT and rotate the wheel forward or back. |

**In a card**

| To | Do this |
|---|---|
| Scroll right or left one column of cards at a time. | Rotate the wheel forward or back. |
| Change the width and number of cards that appear. | Hold down SHIFT and rotate the wheel back to make cards larger and display fewer cards. Hold down SHIFT and rotate the wheel forward to make cards smaller and display more cards. |

**In icon view**

| To | Do this |
|---|---|
| Scroll up or down through icons one screen at a time. | Rotate the wheel forward or back. |

**In a table**

| To | Do this |
|---|---|
| Move up or down through a table three items at a time. | Rotate the wheel forward or back. |
| Quickly scroll up or down through the items. | Hold down the wheel button and move the mouse pointer up or down over the items. |
| Quickly scroll left or right through the fields in a table. | Hold down the wheel button and move the mouse pointer left or right over the fields.<br>**Note** You must have automatic column sizing turned off. |

**On a timeline**

| To | Do this |
|---|---|
| Scroll right or left one line at a time. | Rotate the wheel forward or back. |
| Change the amount of time that appears. | Hold down SHIFT and rotate the wheel forward to display less time or back to |

display more time.

**In print preview**

| To | Do this |
|---|---|
| Move up or down through a page or view. | Rotate the wheel forward or back. |
| Quickly scroll up or down through the page or view. | Hold down the wheel button and move the mouse pointer up or down over the items. |
| Switch between actual size, one page, and multiple page view. | Hold down SHIFT and rotate the wheel forward or back to change the view. |

## Use shortcut keys for moving around toolbars

| On a toolbar, to | Press |
|---|---|
| Make the menu bar active. | F10. |
| Select the next or previous toolbar. | CTRL+TAB or CTRL+SHIFT+TAB. |
| Select the next or previous button or menu on the toolbar. | TAB or SHIFT+TAB (when a toolbar is active). |
| Open the menu. | ENTER (when a menu on a toolbar is selected). |
| Perform the action assigned to a button. | ENTER (when a button is selected). |
| Enter text in a text box. | ENTER (when the text box is selected). |
| Select an option from a drop-down list box or from a drop-down menu on a button. | Arrow keys to move through options in the list or menu; ENTER to select the option you want (when a drop-down list box is selected). |

## Display appointment times as miniature clocks

1 Click **Calendar** .

2 On the **View** menu, point to **Current View,** and then click **Customize Current View.**

3 Click **Other Settings.**

4 Under **Week** or **Month,** select the **Show time as clocks** check box.

## Display appointment end times

1 Click **Calendar** .

2 On the **View** menu, point to **Current View,** and then click **Customize Current View.**

3 Click **Other Settings.**

4 Under **Week** or **Month,** select the **Show end time** check box.

## Display Saturday and Sunday together in a monthly calendar

1 Click **Calendar** .

2 On the **View** menu, point to **Current View,** and then click **Customize Current View.**

3 Click **Other Settings.**

4 Select the **Compress weekend days** check box.

## Create an annual event

1 Click **Calendar** .

2 On the **Actions** menu, click **New All Day Event.**

3 In the **Subject** box, type a description.

4 In the **Location** box, enter the location.

5 Select other options you want.

6 On the **Actions** menu, click **Recurrence.**

7 If the event lasts longer than 1 day, change the value in the **Duration** box.

8 Click **Yearly,** and then select the date or day of the year.

9 Click **OK,** and then click **Save and Close** .

## Create an event

1 Click **Calendar**.

2 On the **Actions** menu, click **New All Day Event.**

3 In the **Subject** box, type a description.

4 In the **Location** box, enter the location.

5 Select other options you want.

To indicate to people viewing your Calendar that you are out of office instead of free, click **Out of Office.**

6 Click **Save and Close**.

**Tips**

- Events are defined as lasting from midnight to midnight.
- In Day/Week/Month view, you can quickly create an event by double-clicking the date heading of the day of the event.

## Edit events

**1** Open the event you want to change.

How?

**2** On the **Appointment** tab, select the options you want to change.

**Tip** You can change an event into an appointment, causing the time to be blocked out in your Calendar, by clearing the **All day event** check box and then entering start and end times. Events are defined as lasting from midnight to midnight; clearing this check box allows you to enter specific times.

## About holidays

Holidays are all-day events or appointments. The **Subject** box, on the **Appointment** tab in the Appointment or Event dialog box, contains the name of the holiday. And the **Show time as** box displays **Free.** The **Location** box indicates the country of origin. And the **Categories** box displays **Holiday,** so you can filter out holidays.

You can import holiday folders by clicking **Add Holidays** in the Calendar Options dialog box (on the **Tools** menu, click **Options**, click the **Preferences** tab, and then click **Calendar Options**).

**Tip** Individual holidays can be copied to the Calendar by opening a holiday folder and then dragging each appointment to the Calendar.

## Automatically accept meeting requests and process cancellations

1. On the **Tools** menu, click **Options.**
2. On the **Preferences** tab, click **Calendar Options.**
3. Click **Resource Scheduling.**
4. Select the **Automatically accept meeting requests and process cancellations** check box.

**Note** This Group Scheduling option is only for meeting requests sent to you. If you have been given delegate access permissions and receive the meeting responses of another person, this option does not take effect.

### Automatically decline conflicting meeting requests

1. On the **Tools** menu, click **Options.**
2. On the **Preferences** tab, click **Calendar Options.**
3. Click **Resource Scheduling.**
4. Select the **Automatically decline conflicting meeting requests** check box.

**Note** This Group Scheduling option is only for meeting requests sent to you. If you have been given delegate access permissions and receive the meeting responses of another person, this option does not take effect.

## Automatically decline recurring meeting requests

**1** On the **Tools** menu, click **Options.**

**2** On the **Preferences** tab, click **Calendar Options.**

**3** Click **Resource Scheduling.**

**4** Select the **Automatically decline recurring meeting requests** check box.

**Note** This Group Scheduling option is only for meeting requests sent to you. If you have been given delegate access permissions and receive the meeting responses of another person, this option does not take effect.

### Select the days of your work week

1. On the **Tools** menu, click **Options.**
2. On the **Preferences** tab, click **Calendar Options.**
3. Select the check boxes next to the days of the work week you want.

### Set the first and last hours of your workday

1. On the **Tools** menu, click **Options.**
2. On the **Preferences** tab, click **Calendar Options.**
3. In the **Start time** box, enter a time.
4. In the **End time** box, enter a time.

### Set the first day of the week

1 On the **Tools** menu, click **Options.**
2 On the **Preferences** tab, click **Calendar Options.**
3 In the **First day of week** box, click the day you want.

### Set the first week of the year

1. On the **Tools** menu, click **Options.**
2. On the **Preferences** tab, click **Calendar Options.**
3. In the **First week of year** box, click the option you want.

### Show week numbers in Date Navigator

1. On the **Tools** menu, click **Options.**
2. On the **Preferences** tab, click **Calendar Options.**
3. To display week numbers, select the **Show week numbers in the Date Navigator** check box.

## Respond to a meeting request or notification

**1** Open the meeting request.

How?

**2** Click **Accept**, **Tentative**, or **Decline**.

**Tips**

- To see the meeting in your Calendar before you respond **View in Calendar**.
- To delete a meeting cancellation notification and remove the meeting from your Calendar, click **Remove from Calendar**.
- After you have responded to a meeting request, you can delete it from your Inbox. For more information about deleting meeting requests, click .

## Turn on or off bold dates in Date Navigator

1 Click **Calendar** .

2 On the **View** menu, point to **Current View,** and then click **Customize Current View.**

3 Click **Other Settings.**

4 To turn on or off bold dates, select or clear the check box under General settings.

## Cancel a meeting

**1** In Calendar, open the meeting you organized.

How?

**2** On the **Actions** menu, click **Cancel Meeting.**

**Tip** You can delete the meeting by clicking the meeting and then clicking **Delete** .

## About Categories

A category is a keyword or phrase that helps you keep track of items so you can easily find, sort, filter, or group them. Use categories to keep track of different types of items that are related but stored in different folders. For example, you can keep track of all the meetings, contacts, and messages for the Northwinds project when you create a category named Northwinds Project and assign items to it.

Categories also give you a way to keep track of items without putting them in separate folders. For example, you can keep business and personal tasks in the same task list and use the Business and Personal categories to view the tasks separately.

Outlook supplies a list of categories you can assign items to, called the Master Category List. You can use this list as it is or add your own categories to it.

Based on how you work, you can:

- Assign items to a category already available in the Master Category List.
- Add a new category to the Master Category List and assign items to it.
- Create new categories in the Master Category List in advance and then assign items to them later.
- Assign items one at a time to categories as you create each item.

If you import tasks from Microsoft Schedule+, you can use Outlook to assign tasks to categories in the same way as you would put tasks in projects with Schedule+.

You can select a category from a list or type it in the item dialog box. To make sure items are assigned to the correct category and to avoid spelling errors, it's best to select categories from the list. Items can be assigned to more than one category. For example, a task can be assigned to the categories Business, Key Customer, and Strategies.

You can quickly view items (except e-mail messages) grouped by category: On the **View** menu, point to **Current View,** and then click **By Category.**

## Assign items to a category

Outlook supplies a list of general categories you can assign items to, called the Master Category List. For more information about assigning items to categories, click .

**What do you want to do?**

- See what categories are supplied in Outlook
- Assign an item to a category
- Create new categories for later use
- Assign an item to a category when you create the item

## Categories supplied in Outlook

The following categories are available in the Master Category List. If you reset the Master Category List, these are the categories you will see in the **Available categories** box, in the Categories dialog box (click **Categories** on the **Edit** menu).

| | |
|---|---|
| Business | Key Customer |
| Competition | Miscellaneous |
| Favorites | Personal |
| Gifts | Phone Calls |
| Goals/Objectives | Status |
| Holiday | Strategies |
| Holiday Cards | Suppliers |
| Hot Contacts | Time & Expenses |
| Ideas | VIP |
| International | Waiting |

## Assign an item to a category

**1** Select the items you want to assign to a category.

How?

**2** On the **Edit** menu, click **Categories.**

**3** In the **Available categories** box, select the check boxes next to the categories you want.

If the category you want isn't available, you can quickly add a new category to the Master Category List. Type the category name in the **Item(s) belong to these categories** box, and then click **Add to List.**

**Note** If a check box is shaded, only some of the selected items are assigned to that category. To add all selected items to the category, click the shaded check box until a check mark without shading appears. To remove all selected items from the category, click the shaded check box until it is clear.

### Create new categories for later use

1. On the **Edit** menu, click **Categories.**
   If **Categories** isn't available, click any item, and then try again.
2. Click **Master Category List.**
3. In the **New category** box, type a name for the category.
4. Click **Add.**
5. To create more categories, repeat steps 3 and 4.
6. Click **OK,** and then click **OK** again.

## Delete a category

1. On the **Edit** menu, click **Categories.**

   If **Categories** isn't available, click any item, and then try again.
2. Click **Master Category List.**
3. Click the category you want to delete.

   To select several categories, press and hold down CTRL and click the categories.
4. Click **Delete.**
5. Click **OK,** and then click **OK** again.

**Notes**

- If you delete a category from the Master Category List, the category is not deleted from items you've already assigned to that category. For example, if you assign items to the Business category and later delete the Business category from the Master Category List, you may still have items assigned to the Business category. Items assigned to deleted categories keep their category assignments so you can find, sort, filter, or group them by those deleted categories. For information about how to remove an item from a category, click .

- To delete a category that's marked with **(not in Master Category List)** in the **Available categories** box in the Categories dialog box, you must first remove items from that category. For information about how to remove an item from a category, click .

## Remove items from a category

1 Find the items you want to remove from a category.

How?

2 Select the items.

How?

3 On the **Edit** menu, click **Categories.**

4 In the **Available categories** box, clear the check boxes next to the categories you want the items removed from.

## Reset the Master Category List

1 On the **Edit** menu, click **Categories.**

   If **Categories** isn't available, click any item, and then try again.

2 Click **Master Category List.**

3 Click **Reset.**

**Note** When you reset the Master Category List, only the categories originally supplied with Outlook remain. All categories you added are deleted. For information about categories originally supplied with Outlook, click . These changes only affect the Master Category List. Items assigned to deleted categories keep their category assignments so you can find, sort, filter, or group them by those deleted categories.

## Troubleshoot categories

### What do you need help with?

- The category I created isn't in the list of available categories.
- Items I assigned to a category don't appear when I search for them.
- I deleted a category, but items are still assigned to it.
- My list of available categories contains categories I didn't add.

## The category I created isn't in the list of available categories.

You may have created the category by typing it in the **Categories** box of an item. If you want a category to be available to all items, the category must appear in the Master Category List. For information about how to add a category to the Master Category List, click .

**Tip** If you are on the **More Choices** tab in the Find Items dialog box (on the **Tools** menu, click **Advanced Find**), and you remember the name of the category you want to find items assigned to, you can type the category name in the **Categories** box, instead of clicking the **Categories** button to select from a list.

## Items I assigned to a category don't appear when I search for them.

If you assigned items to the category by opening the items and typing a category name instead of selecting the category from the **Available categories** box in the Categories dialog box (on the **Edit** menu, click **Categories**), you may have spelled the category a different way. Category names must be spelled consistently for every item assigned to the same category.

## I deleted a category, but items are still assigned to it.

When you delete a category from the Master Category List, the category is not deleted from items you have assigned to it. To completely delete a category, you must also remove the category from all the items in that category. For information about how to remove items from a category, click .

## My list of available categories contains categories I didn't add.

You may have received an e-mail message that was assigned to a category by the sender. When you select the message, the category it is assigned to appears in the **Available categories** box in the Categories dialog box (on the **Edit** menu, click **Categories**) and is marked with **(not in Master Category List).**

## Highlight items

When an unread message appears in the Inbox, Outlook highlights it by making the text bold. You can highlight items in any table view by applying the color and text formatting you want to use.

Outlook checks for unread items, overdue items, expired items, and completed and unread tasks.

**What do you want to do?**

- Highlight specific items in a table
- Change the highlighting of conditions Outlook checks for

### Change how items are highlighted

1. On the **View** menu, point to **Current View,** and then click a view based on the table view type.
2. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3. Click **Automatic Formatting.**
4. In the **Rules for this view** box, click the condition whose format you want to change.
5. Click **Font.**
6. Select the options you want.

## Highlight specific items in a table

1 On the **View** menu, point to **Current View,** and then click a view based on the table view type.
2 On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3 Click **Automatic Formatting.**
4 Click **Add.**
5 In the **Name** box, type a name for the condition.
6 Click **Condition,** and then select the options you want.
7 Click **OK.**
8 Click **Font,** and then select the options you want.

## Stop highlighting items

1. On the **View** menu, point to **Current View,** and then click a view based on the table view type.
2. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3. Click **Automatic Formatting.**
4. In the **Rules for this view** box, click the condition you want to delete.
   You cannot delete a built-in condition.
5. Click **Delete.**

## Create new items from different types of items

With AutoCreate, you can easily create a new item from a different type of item by dragging the item into another folder. For example, to quickly create an appointment from an e-mail message, drag the message onto the Calendar folder. Relevant information from the message is added to fields in the new appointment, and the entire message appears in text format in the appointment text box. Or, you can drag selected text and create a new item. For more information about AutoCreate, click .

**What do you want to do?**

Create a new item from a different type of item
Create an item from selected text

## About creating new items from existing items (AutoCreate)

With AutoCreate, you can drag an item of one type into a folder for items of another type to quickly create a new item.

Only a single new item is created, even if you drag multiple items. AutoCreate does not alter the original item unless you specify that the original item be moved. If you drag a meeting request or task request from your Inbox to Calendar or Tasks, the request is automatically accepted and an acceptance reply is sent to the sender.

You also use AutoCreate when you click **Copy to Folder** or **Move to Folder** on the **Edit** menu, and then select a folder that contains a different type of item.

AutoCreate works only when you drag, copy, or move an item into a folder that contains items of a different type, such as when you drag a message into the Tasks folder. If you drag, copy or move an item into a folder that contains items of the same type, the item is just copied or moved.

In Outlook, you can drag items onto shortcuts on the Outlook Bar, onto folders in the Folder List, onto any view, or onto any folder. Items dragged to the Deleted Items folder are treated the same as deleted items.

Return to Create new items from different types of items

## Create a new item from a different type of item

1. Use the right mouse button to drag the item onto a shortcut on the Outlook Bar. Make sure the shortcut points to a folder that contains the type of item you want to create.
2. On the shortcut menu, click the command you want.

   A shortcut is a pointer to the original item. An attachment is a copy of the data from the original item that is dropped into the new item, which increases the file size of the new item.
3. In the new item dialog box, select the options you want.
4. Click **Save and Close** .

**Notes**

- Only a single new item is created, even if you drag multiple items.
- If you want to drag the item to a group that isn't open on the Outlook Bar, point to the group name you want to open. If you want to scroll through the items in a group that is open, point near the top or bottom of the group.

## Create a meeting request from a contact

1. Select the contact, click the **Actions** menu, and then click **New Meeting with Contact.**
2. In the **Subject** box, type a description.
3. In the **Location** box, enter the location.
4. Enter start and end times.
5. Select other options you want.
6. Click **Send** .

### Create a message from a contact

1 Select the contact, click the **Actions** menu, and then click **New Message to Contact.**

2 In the **Subject** box, type the subject of the message.

3 In the text box, type the message.

4 Click **Send** .

### Schedule time in Calendar to complete a task

1 Drag the task you want to schedule time for from **Tasks** onto **Calendar** .

2 On the **Appointment** tab, select the options you want.

3 Click **Save and Close** .

## Troubleshoot creating items from different types of items

### What do you need help with?

- I dragged multiple items, but now I only see one new item.
- I deleted the shortcut to the original item in my new item. How can I open the original item?
- The attachment is missing from my new item.

### I dragged multiple items, but now I only see one new item.

When you drag multiple items simultaneously onto an Outlook folder or shortcut, all the information is placed in one new item. For example, if you drag three e-mail messages simultaneously to the Calendar folder, you will see the text of all three original messages in the text box of the new appointment. If you want to create new appointments for each of the three messages, drag each message separately.

### I deleted the shortcut to the original item in my new item. How can I open the original item?

When you delete a shortcut, the original item the shortcut points to is not deleted. Go to the folder that contains the original item and open the item. Unless you have previously deleted the original item, it is still there.

## The attachment is missing from my new item.

When you copy an item that contains an attachment, the attachment is not copied. A shortcut to the original item appears in the text box of the new item (with the exception of notes, which contain text only). To open the attachment in the original item, double-click the shortcut in the new item to display the original item, and then double-click the attachment icon.

## Create contacts

A contact is a person or organization you correspond with. You can store information about contacts such as job titles, phone numbers, addresses, e-mail addresses, Internet e-mail addresses, and notes.

When you create a contact, you can start by entering all new information, or you can start with information from an existing contact from the same company.

**What do you want to do?**

- Create a contact with new information
- Create a contact from an e-mail message you receive
- Create a contact from the same company as another contact

### Create a contact from an e-mail message you receive

1. Open the e-mail message that contains the name you want to add to your contact list.
2. In the **From** field, right-click the name you want to make into a contact, and then click **Add to Contacts** on the shortcut menu.

### Create a contact with new information

1 On the **File** menu, point to **New,** and then click **Contact.**
2 In the **Full Name** box, type a name for the contact.
3 Enter the information you want to include for the contact.
4 Click **Save and Close** .

## Create a contact from the same company as another contact

1 Click **Contacts** .
2 Click a contact from the same company as the contact you want to create.
3 Click **Actions,** and then click **New Contact from Same Company.**
4 In the **Full Name** box, type a name for the contact.
5 Enter the information you want to include for the contact.
6 Click **Save and Close** .

## Delete a contact

**1** Click **Contacts** .

**2** Select the contact(s) you want to delete.
How?

**3** Click **Delete** .

**Note** Deleting a contact does not delete journal entries that refer to the contact.

## Enter the full name for a contact

**1** Create or open a contact.

How?

**2** In the **Full Name** box, type the full name of the contact.

**Notes**

- To make sure the parts of a name are identified correctly for sorting, filtering, or mail merge, click **Full Name.** Review each entry, and make changes as appropriate.
- You can enter two names in the **First** name field by including the word "and" or the ampersand (&) between the names, for example, Tony & Jean.
- You can change the name a contact is filed under in the contact list. For information, click .

## Enter an address for a contact

**1** Create or open a contact.

How?

**2** Under **Address,** click the arrow button and click **Business, Home,** or **Other.**

**3** In the **Address** box, type the address.

Press RETURN after each line of the address.

**4** To enter additional addresses for the contact, repeat steps 2 and 3 and use a different selection for step 2.

**5** To set the mailing address, click **Business, Home,** or **Other,** and then select the **This is the mailing address** check box.

If you enter only one address, that address is used as the mailing address.

**Notes**

- To make sure the parts of an address are identified correctly for sorting, filtering, or mail merge, click **Business, Home,** or **Other** to display the address you want to check, and then click **Address.** Review each entry, and make changes as appropriate.
- If you don't enter a country name, the country you set in the Regional Settings dialog box in Windows Control Panel is used.

## Enter an e-mail address for a contact

1 Create or open a contact.

How?

2 To enter a standard Internet e-mail address, type the e-mail address in the **E-mail** box. Or click **Address Book** to select from a list of e-mail addresses if one is set up for your company.

3 To enter additional e-mail addresses for the contact, repeat step 2 and use the **E-mail 2** or **E-mail 3** option.

## Enter personal information about a contact

1 Create or open a contact.

How?

2 On the **Details** tab, enter the information you want to include for the contact.

## Enter phone numbers for a contact

**1** Create or open a contact.

How?

**2** In the Phone area, click the down arrow to select an option that describes the phone number.

**3** In the box next to the down arrow, type the phone number.

Use the following format for international phone numbers and for automatic phone dialing: +country code (area code) local number.

**4** To enter additional phone numbers, repeat steps 2 and 3 with another description and phone number.

**Notes**

- If you omit the country code and area code from the phone number, the automatic phone dialer uses settings from **Dialing Properties** in the New Call dialog box (on the **Actions** menu, point to **Call,** and then click **New Call**).
- If you include letters in the phone number, they are not recognized by the automatic phone dialer.
- You can include dialing notes (for example, "ext. 1234" or "before 10:00") after the phone number. The automatic phone dialer will dial the number and ignore your notes.

## Change the way a contact is filed in the contact list

**1** Open a contact.

How?

**2** In the **File as** box, type or select the name or company name you want to display the contact under.

**Note** Company names that start with articles (for example, "The" or "A") automatically appear under the next word in the name. For example, "The Company" appears as "Company, The."

## Go to the World Wide Web page for a contact

**1** Open the contact.

How?

**2** In the **Web page address** box, click the hyperlink.

## Open a contact

1 Click **Contacts** .

2 Select the contact(s) you want to open.
How?

3 On the **File** menu, click **Open.**

**Tips**

- To quickly open one or more selected contacts, press ENTER.
- To quickly open a contact in a card view type, double-click the card heading.

## Add a field to a card

1 Click **Contacts** .

2 On the **View** menu, point to **Current View,** and then click **Customize Current View.**

3 Click **Fields.**

4 In the **Available fields** box, click the field you want to add.

If the field you want is not in the **Available fields** box, click a different field set in the **Select available fields from** box.

5 Click **Add.**

**Notes**

- If the field you added is empty, you might not see the field in your items. For more information about showing empty fields, click .
- You can change the display order of fields. In the **Show these fields in this order** box, in the Show Fields dialog box, click a field, and then click **Move Up** or **Move Down.**

## Remove a field from a card

1 Click **Contacts** .

2 On the **View** menu, point to **Current View** and then click **Customize Current View.**

3 Click **Fields.**

4 In the **Show these fields in this order** box, click the field you want to remove.

5 Click **Remove.**

### Change the card width and field height for a card view type

1. On the **View** menu, point to **Current View,** and then click a view based on the card view type.
2. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3. Click **Other Settings.**
4. In the **Card width** box, type the number of characters for the width.
5. In the **Multi-line field height** box, type the minimum number of text lines to display if the field contains more text than will fit or if the card is narrow.

**Tip** You can also change the width of cards by dragging the vertical dividers between cards. To view cards at the best possible width, double-click a vertical divider.

## Show or hide empty fields in a card view type

1. On the **View** menu, point to **Current View,** and then click a view based on the card view type.
2. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3. Click **Other Settings.**
4. Select or clear the **Show empty fields** check box.

## Update information about a contact

**1** Open the contact.

How?

**2** On the **General** and **Details** tabs, update the information you want.

**Tip** You can also edit contacts directly in the contact list.

## Export a partial list of contacts

**1** Create a new folder for the contacts you want to export.

How?

**2** If the Folder List is not visible, click the **View** menu, and then click **Folder List.**

**3** On the **Tools** menu, click **Find** to group the contacts you want to export.

How?

**4** Press and hold down CTRL and drag the contacts to the new contacts folder to copy them.

**5** On the **File** menu, click **Import and Export** to export the new contacts folder.

**6** Click **Export to a file.**

**7** Follow the instructions in the Import and Export Wizard.

**Note** If you export to a file for use in Microsoft Word, choose either the **Tab Separated Values** or the **Comma Separated Values** file type.

## Look up contact information from an item

You can look up information about a contact from an e-mail message, a meeting request, and a task request. You can also look up information about a contact from a journal entry if the contact name is underlined in the **Contact** box. The contact must be in your original contact list. If you keep several contact lists in different folders, the original contact list is the list you see when you click **Contacts** in the **Outlook** group on the Outlook Bar.

- In the **To, Cc,** and **Bcc** boxes of an e-mail message, meeting request, or task request you received, right-click the contact name, and then click **Look up Contact** on the shortcut menu.

  In the **Contact** box of a journal entry, right-click the underlined contact name, and then click **Properties** on the shortcut menu.

**Note** If you create an e-mail message by clicking the **File** menu in Address Book, and then clicking **New Message,** the **Look up Contact** command is not available.

## Why can't I see my contacts?

- Some contacts might be temporarily hidden if the view you use filters out certain details. To view all contacts in the Contacts folder, click the **View** menu, point to **Current View,** and then click **Customize Current View.** Click **Filter,** and then click **Clear All.**
- If you are viewing contacts in a table view type, the contacts might be grouped, and the groups might be collapsed so that you can't see the contacts within them. To expand groups to show details, click the **Expand** button . To collapse groups to hide details, click the **Collapse** button

.Contacts might not be filed or sorted as you expect. In most views, contacts are sorted by the contents of the **File as** field. The **File as** field can contain a contact name, a company name, or a custom name for the contact. To change the way a contact is filed, open the contact, and enter what you want in the **File as** box. Or you can sort contacts by another field. Close the contact. On the **View** menu, point to **Current View,** and then click **Customize Current View.** Click **Sort,** and then select the field you want to sort by.

- If you look for contacts in a contacts folder you select under Outlook Address Book in the **Show names from the** box, in the Address Book, only contacts that have an entry in the **E-mail** field or in a **fax phone number** field appear in the list.

## Why is information missing from my contacts?

- The view you use might not include the fields you want to see. For example, some views are set to show only the mailing address, so you might see only one address even if you entered another. For information about how to add fields, click .
- If you create custom fields, they are only available in the folder you create them in.
- If you add a field to a card view type, and the field you add is empty for a particular contact, you will not see the field in the card for that contact. For information about how to show empty fields all the time, click .If you show empty fields in a card view type, cards may be too long to fit in the window. Enlarge the window, or scroll through the card you want. Click in any field in the card to select the card. From any field in the card, drag the pointer down to scroll hidden fields into view.
- If you can't see all the information in fields in a card view type, you can make the card wider. You can also increase the number of lines that show in fields that can display more than one line–for example, the **Address** field. For more information, click .
- When you enter a name or address, Outlook tries to separate the name or address into logical parts and then copies each part into a separate field such as First Name, Middle Name, Last Name, or Business Address Street, Business Address City, and so on. If Outlook can't separate the name or address into logical parts, the fields that would contain parts of the name or address remain empty. To fill in empty name fields or address fields, open the contact, and click **Full Name** or **Address.**

## My contacts don't sort in the order I expect.

- In most views, contacts are sorted by the contents of the **File as** field. The **File as** field can contain a contact name, a company name, or a custom name for the contact. To change the way a contact is filed, open the contact, and enter what you want in the **File as** box. Or you can sort contacts by another field: Close the contact, click the **View** menu, point to **Current View,** and then click **Customize Current View.** Click **Sort,** and then select the field you want to sort by.
- You might have sorted contacts by an entire address instead of by part of the address. For example, if you sort contacts by the **Business Address** field, Outlook uses the first line of text in the **Business Address** field to sort the contacts. To see contacts sorted by the city or country of the business address, sort them by the **Business Address City** or **Business Address Country** field. On the **View** menu, point to **Current View,** and then click **Customize Current View.** Click **Sort,** and then click **Address fields** in the **Select available fields from** box. In the **Sort items by** box, click the field you want to sort by.
- You might have sorted contacts by a mixture of business and home addresses. If you sorted by the **State** or **Country** field, Outlook uses the mailing address to sort contacts. You might have made the mailing address a business address for some contacts and a home address for others. To change the mailing address, open the contact. In the box next to the address, click **Business, Home,** or **Other,** and then select the **This is the mailing address** check box.

## When I look up a contact, I get an error message.

- You might have tried to look up a contact that isn't in your contact list. You can only look up information about contacts that exist in the contact list. For information about how to add a contact to the contact list, click .
- If more than one contact name in the contact list matches the name you want to look up, Outlook opens the first contact in the list that matches the name.

## I can't find a contact in the Address Book.

- The Address Book can contain several address books. The name you want may be in a different address book. In the Address Book window, click another address book in the **Show names from the** box. To see contacts from the Outlook contact list, click the name of the contacts folder you want under Outlook Address Book, in the **Show names from the** box.
- A contact must have an entry in the **E-mail** field or a **fax phone number** field to appear in the Outlook Address Book. For information about how to enter an e-mail address for a contact, click . For information about how to enter a fax number, click

.

## When I type a name in all lowercase letters, it doesn't stay that way.

When you type a contact name, company name, or common job title in all lowercase letters, the first letter of each word is capitalized for you. If you want the name to remain in all lowercase letters, start the name with a single quotation mark ('). The quotation mark is automatically removed when you move to another field. If you later make changes to the name, the name will remain as you type it.

When you type a name in all uppercase letters or a combination of uppercase and lowercase letters, the name remains as you type it.

## How do I enter an address from another country?

Outlook can separate addresses into logical parts—for example, street, country, ZIP/Postal Code—for most countries, including: Argentina, Australia, Austria, Belgium, Brazil, Canada, China, Czech Republic, Denmark, Egypt, France, Germany, Greece, Hong Kong, Ireland, Israel, Italy, South Korea, Luxembourg, Netherlands, New Zealand, Norway, Poland, Saudi Arabia, Slovakian Republic, and the United Kingdom.

To enter an address for a country that isn't in the list, type the address in the **Address** box. Click **Address** to see if the address is separated correctly. If it isn't, separate the address into the correct boxes.

## Why can't I go to a contact's World Wide Web page?

To go to a contact's Web page, you must have an Internet account through an Internet service provider, and your computer must be set up to connect to the Internet. For information about how to connect to the Internet, refer to the **Connecting to the Internet** topic in Windows Help.

## Why don't I see letter buttons next to my cards?

If you sort contacts by a non-text field, such as **Birthday,** the letter buttons will not show in a card view type. To see the letter buttons, sort contacts by a text field such as **File as.** For more information about how to sort, click .

## I want to change the default country for contact addresses.

To change the default country, double-click the **Regional Settings** icon in Windows Control Panel (click **Start,** point to **Settings,** and then click **Control Panel**). On the **Regional Settings** tab, select the country you want to use as a default for contact addresses, click **OK,** and then restart Outlook.

**Note** When you change the country in the Regional Settings dialog box, settings such as currency and date format may also change. Check all the tabs in the Regional Settings dialog box to make sure the settings are correct.

### View a map for an address in the United States

**1** Open the contact.

How?

**2** In the Address area, click the down arrow to select the type of address you want to find on a map—**Business, Home,** or **Other.**

**3** On the **Actions** menu, click **Display Map of Address.**

The Web browser starts and then opens the Address Finder page.

## Set a reminder for a contact

1 Create or open a contact.

How?

2 On the **Actions** menu, click **Flag for Follow Up.**

3 In the **Flag to** box**,** click the setting you want.

4 In the **Reminder** box, click the down arrow to display a calendar. Click a date on the calendar.

**Notes**

- To change the time for the reminder, select the time in the **Reminder** box and then type in a new time.
- After you complete your follow-up action, you can return to the Flag for Follow Up dialog box and then select the **Completed** check box.

## Troubleshoot contacts

### What do you need help with?

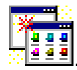
- Why can't I see my contacts?
- Why is information missing from my contacts?
- My contacts don't sort in the order I expect.
- When I look up a contact, I get an error message.
- I can't find a contact in the Address Book.
- When I type a name in all lowercase letters, it doesn't stay that way.
- How do I enter an address from another country?
- I want to change the default country for contact addresses.
- Why can't I go to a contact's World Wide Web page?
- Why don't I see letter buttons next to my cards?
- The contact I want to automatically record items for does not appear in the Journal Options dialog box.
- The automatic phone dialer didn't dial my number correctly.

## Set up or remove individual components

If you originally set up Outlook from a network file server or from a shared folder, run that copy of the Setup program and follow the instructions on the screen.

If you originally set up Outlook from a compact disc, carry out the following steps:

1 Click **Start,** point to **Settings,** and then click **Control Panel.**

2 Double-click the **Add/Remove Programs** icon .

3 If you set up Outlook by using the Office Setup program, click **Microsoft Office** on the **Install/Uninstall** tab, and then click **Add/Remove.**
If you set up Outlook individually, click **Microsoft Outlook 98** on the **Install/Uninstall** tab, and then click **Add/Remove.**

4 Click **Add New Components.**

**Note** If you set up Outlook from a compact disc, and you have mapped your compact disc drive to a new drive letter since then, run Setup again from the compact disc. If you are running any Outlook files from the compact disc, you must uninstall Outlook, and then set up Outlook again from the compact disc.

## Automatically start Outlook when you turn on your computer

1. Click **Start,** point to **Settings,** and then click **Taskbar.**
2. Click the **Start Menu Programs** tab, and then click **Add.**
3. Click **Browse.**
4. In the **Look in** box, click the drive that Outlook is installed on.
5. In the folder list, double-click the folder that contains Outlook.
6. Double-click **Outlook,** and then click **Next.**
7. In the folder list, click **StartUp,** and then click **Next.**
8. In the **Select a name for the shortcut** box, type a name for the shortcut, such as **Microsoft Outlook,** and then click **Finish.**

## Install, set up, or remove an add-in

**1** On the **Tools** menu, click **Options**

**2** Click the **Other** tab.

**3** Click **Advanced Options,** and then click **Add-In Manager.**

**4** To install or uninstall an add-in, select or clear the check box next to the add-in you want.

If the add-in you want is not listed, you need to install it. To install an add-in, click **Install.** In the box, click the add-in (.ecf file) you want, and then click **Open.**

If the add-in (.ecf file) you want does not appear, you must install it by using the Outlook Setup program. For information about how to install a component by using Setup, click .

To remove an add-in, clear the check box next to the add-in you want to remove in the Add-In Manager dialog box, and then click **Remove.**

## Save space on your computer while you use Outlook

There are a few things you can do periodically to save space on your computer while you use Outlook. The easiest method is to empty the Deleted Items folder. Try some or all of the procedures below. Keep in mind that some of the procedures work only if your computer is set up in a specific way.

**What do you want to do?**

- Start or stop automatically emptying the Deleted Items folder.
- Stop recording journal entries set up for a contact.
- Automatically archive or delete old items.

## About views

Views give you different ways to look at information in a folder by putting it in different arrangements and formats. Each folder in Microsoft Outlook has a set of standard views. You can change the way you look at items or files by changing the standard views for each folder (on the **View** menu, point to **Current View,** and then click the view you want). You can also use views to control the amount of detail that appears for items and files, to help you emphasize or analyze details.

For example, by viewing Contacts in the Address Cards view, you can display names and addresses in blocks that look like paper business cards. This view is a convenient way to look up a contact's mailing address. In the Phone List view, you can view contacts in table rows with details, such as job title and department name, in columns. This view is helpful for quickly finding a contact's phone number or job title.

A view is composed of a view type, fields, a sort order, colors, fonts, and many other settings.

You can make changes to a view, for example, by changing the way items are grouped or sorted. You can also create custom views.

## Change the view

To change the view in a folder, you can either switch from the active view to another standard view, or stay in the active view and reorganize the information. For example, you can group, sort, filter, add or remove fields, and change fonts and other formatting. For more information about views, click .

**What do you want to do?**

Switch to another view
Add or remove fields in a view
Change fonts and formats for a view
Create a custom view

## Standard views

The standard views in Outlook give you a fast way to change how information is organized and formatted.

**Which views do you want to know more about?**

- Views in Inbox
- Views in Calendar
- Views in Contacts
- Views in Tasks
- Views in Journal
- Views in Notes

## Views in Calendar

To use any of the views below, click **Calendar** . On the **View** menu, point to **Current View,** and then click the view you want. Each view, except Day/Week/Month, displays the subject, start and end times, the location, and categories. Each view can also display a symbol to show whether there's an attachment, or whether the item is a recurring Calendar item.

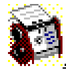
| Click this view | To see |
|---|---|
| **Day/Week/Month** | Appointments, events, and meetings for days, weeks, or a month. Also includes a list of tasks. This view looks like a paper calendar or planner. |
| **Day/Week/Month With AutoPreview** | Same as the Day/Week/Month view, except the first lines of the text appear in items. |
| **Active Appointments** | A list of all appointments and meetings beginning today and going into the future, with details about them. |
| **Events** | A list of all events, with details about them. |
| **Annual Events** | A list of events that happen once a year, with details about them. |
| **Recurring Appointments** | A list of recurring appointments, with details about them. |
| **By Category** | A list of all Calendar items grouped by category, with details about them. |

You can also display tasks in various ways by changing the view of the TaskPad in Day/Week/Month view in Calendar. The TaskPad views are a subset of the views you can use in Tasks. Click **Calendar** . On the **View** menu, point to **Current View,** and then click **Day/Week/Month.** On the **View** menu, point to **TaskPad View,** and then click the view you want.

| Click this view | To see tasks |
|---|---|
| **All Tasks** | In a complete list. |
| **Today's Tasks** | Due on or after the current day, in a list. |
| **Active Tasks for Selected Days** | Due or completed on the selected days, in a list. If several nonadjacent days are selected when you view days, only the tasks due or completed on the first selected day show. |
| **Tasks for Next Seven Days** | That have not been marked complete, in a list. |
| **Overdue Tasks** | That are incomplete, with due dates that have passed, in a list. |
| **Tasks Completed on Selected Days** | That have been marked complete on the selected days, in a list. |

For any of the TaskPad views listed above, you can choose whether to include all tasks in the task list or only tasks with due dates. Click **Calendar** . On the **View** menu, point to **TaskPad View,** and then click **Include Tasks With No Due Date.**

## Views in Contacts

To use any of the views below, click **Contacts** . On the **View** menu, point to **Current View,** and then click the view you want.

| Click this view | To see contacts |
|---|---|
| **Address Cards** | On individual cards with one mailing address and business and home phone numbers. |
| **Detailed Address Cards** | On individual cards with business and home addresses, phone numbers, and additional details. |
| **Phone List** | In a list with company name, business phone number, business fax number, and home phone number. |
| **By Category** | In a list grouped by categories and sorted by the names the contacts are filed under within each category. |
| **By Company** | In a list grouped by company with job title, company name, department, business phone number, and business fax number. |
| **By Location** | In a list grouped by country with company name, state, country, business phone number, and home phone number. |
| **By Follow Up Flag** | In a list grouped by flag. Also shows the due date for follow-up action for the flag. |

## Views in Inbox

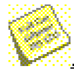
To use any of the views below, click **Inbox** . On the **View** menu, point to **Current View,** and then click the view you want. Each view, except Message Timeline, shows the importance, type of message, whether there's an attachment or a flag, and the subject.

| Click this view | To see messages |
|---|---|
| **Messages** | In a list. |
| **Messages with AutoPreview** | In a list with the first three lines of the message text displayed. |
| **By Follow Up Flag** | In a list grouped by flag. Also shows the due date for follow-up action for the flag. |
| **Last Seven Days** | That arrived during the last seven days, in a list. |
| **Flagged for Next Seven Days** | In a list that shows a flag for follow-up actions that are due within the next seven days. |
| **By Conversation Topic** | In a list grouped by subject. |
| **By Sender** | In a list grouped by sender. |
| **Unread Messages** | That are marked as unread, in a list. |
| **Sent To** | In a list that displays the names of the recipients of the message (instead of |

| | |
|---|---|
| | the sender). |
| **Message Timeline** | Represented by icons arranged in chronological order by date sent, on a timeline. |

**Note** The views for Inbox are the same as the views for Public Folders.

## Views in Notes

To use any of the views below, click **Notes** . On the **View** menu, point to **Current View,** and then click the view you want.

| Click this view | To see notes |
|---|---|
| **Icons** | Represented by icons arranged from left to right by creation date. |
| **Notes List** | In a list sorted by creation date. |
| **Last Seven Days** | Created during the last seven days, in a list. |
| **By Category** | In a list grouped by categories and sorted by creation date within each category. |
| **By Color** | In a list grouped by color and sorted by creation date for each color. |

## Views in Journal

To use any of the views below, click **Journal** . On the **View** menu, point to **Current View,** and then click the view you want. Each view shows journal entries arranged in order of start date (from earliest to latest on a timeline or from latest to earliest in a list).

| Click this view | To see journal entries |
|---|---|
| **By Type** | Represented by icons on a timeline and grouped by type of item. |
| **By Contact** | Represented by icons on a timeline and grouped by contact name. |
| **By Category** | Represented by icons on a timeline and grouped by category. |
| **Entry List** | In a list. |
| **Last Seven Days** | Created during the last seven days, in a list. |
| **Phone Calls** | That are phone calls, in a list. |

## Views in Tasks

To use any of the views below, click **Tasks** . On the **View** menu, point to **Current View,** and then click the view you want. All views show the task icon, subject, and due date. Some views show additional information about each task.

| Click this view | To see tasks |
|---|---|
| Simple List | In a list with only a few details so you can see at a glance the tasks that are complete. |
| Detailed List | In a list that shows many details about each task, including priority and percentage complete. |
| Active Tasks | That are incomplete (including ones that are overdue), in a list. |
| Next Seven Days | That are due in the next seven days, in a list. |
| Overdue Tasks | That are overdue, in a list. |
| By Category | In a list, grouped by category and sorted by due date within each category. |
| Assignment | In a list that shows only the tasks that have been assigned to others, sorted by the task owner's name and due date. |
| By Person Responsible | In a list, grouped by the task owner's name and sorted by due date for each task owner. |
| Completed Tasks | That have been marked complete, in a list. |
| Task Timeline | Represented by icons arranged in chronological order by start date on a timeline. Tasks without start dates are arranged by due date. |

## Reset a standard view

1 On the **View** menu, point to **Current View,** and then click **Define Views.**

2 In the **Views for Folder** box, click the view you want to change back to its original settings.

3 Click **Reset.**

**Note** If the **Reset** button is unavailable, you may have selected a custom view or a standard view that has its original settings.

## Change fonts and formats for a view

**1** Switch to the view you want to change.

How?

**2** On the **View** menu, point to **Current View,** and then click **Customize Current View.**

**3** Click **Other Settings.**

**4** Select the options you want, and then click **OK.**

For Help on an option, click the question mark, and then click the option.

**5** For information about how to save a new view with your changes, click .

## Save the current view

1 On the **View** menu, point to **Current View,** and then click **Define Views.**
2 In the **Views for Folder** box, click **Current view settings.**
3 Click **Copy.**
4 In the **Name of new view** box, enter a name.
5 To change where the view will be available, click an option under Can be used on.

**Note** New views are added to the **Current View** submenu (on the **View** menu).

## Create a custom view

1 On the **View** menu, point to **Current View,** and then click **Define Views.**

2 Click **New.**

3 In the **Name of new view** box, type a name.

4 In the **Type of view** box, choose the view type you want.

How?

5 To change where the view will be available, click an option under Can be used on.

6 Click **OK.**

7 Click a button, and then select the options you want to use.
For Help on an option, click the question mark , and then click the option.

8 When you finish selecting options, click **OK.**

9 To use the view immediately, click **Apply View.**

**Note** New views are added to the **Current View** submenu (on the **View** menu).

## Delete a custom view

1. On the **View** menu, point to **Current View,** and then click **Define Views.**
2. In the **Views for Folder** box, click the view.
3. Click **Delete.**

**Note** You cannot delete a standard view, even if you have changed settings for the view.

## Rename a custom view

1. On the **View** menu, point to **Current View,** and then click **Define Views.**
2. In the **Views for Folder** box, click the view.
3. Click **Rename.**
4. In the **New name of view** box, type a new name.

**Note** You cannot rename a standard view, even if you have changed settings for the view. Instead, copy the standard view, give it a new name, and then change the settings.

## Change where a view can be used

**1** On the **View** menu, point to **Current View,** and then click **Define Views.**

**2** In the **Views for Folder** box, click the view you want to be available in other locations.

**3** Click **Copy.**

**4** In the **Name of new view** box, type a name.

**5** To change where the view will be available, click an option under Can be used on.
For Help on an option, click the question mark , and then click the option.

**6** Click **OK** twice.

**7** To use the view immediately, click **Apply View.**

**Note** New views are added to the **Current View** submenu (on the **View** menu).

## Troubleshoot views

### What do you need help with?

- I can't find the view I created.
- Why can't I edit my items?
- Why did items disappear when I switched to another view?

## I can't find the view I created.

- When you create a custom view, the view is added to the **Current View** submenu (on the **View** menu). To switch to the new view, click the **View** menu, point to **Current View,** and then click the view you want.
- A view can only be used for the same type of folder it was created for. For example, if you create a view for Inbox, you can't use it for Tasks. To use the same view settings, you must create another view in Tasks. For information about creating a custom view, click .
- You can set a custom view to be available in the current folder or in all folders of the same type, for example, all Contacts folders. The view you want to use may not be available in the folder you are in. Switch to the folder you created the view in, copy the view, and then change where it can be used. For more information about changing where a view can be used, click .

## Why can't I edit my items?

In a card or table view type, you can switch editing on or off. You may have switched to a view in which editing is off. For information about editing in a table or card view type, click .

## Why did items disappear when I switched to another view?

Some items in a folder may be temporarily hidden if the view you are using includes a filter. For information about how to remove a filter, click .

## Change the settings for a task

1 Open the task you want to change the settings for.

How?

2 On the **Task** and **Details** tabs, select the options you want.

## Change a task to a recurring task

**1** Open the task you want to change to a recurring task.

How?

**2** On the **Actions** menu, click **Recurrence.**

**3** Click the frequency **(Daily, Weekly, Monthly, Yearly)** at which the task recurs.

**4** To repeat the task at regular intervals, select any of the options on the right side of the Recurrence pattern group box, except **Regenerate new task.**

To repeat the task based on the date it is marked complete, click **Regenerate new task,** and then type a time interval in the box.

**5** Select start and end dates.

**Note** Only the owner of a task can change the task into a recurring task. Recurring tasks appear one at a time in the task list. When you mark one occurrence of the task complete, the next occurrence appears in the list.

## Stop a recurring task

**1** Open the recurring task you want to stop.

How?

**2** On the **Actions** menu, click **Recurrence.**

**3** Click **Remove Recurrence.**

## Change the due date for a task

**1** Open the task you want to change the due date for.

How?

**2** In the **Due date** box, enter a new due date.

**Note** If you change the due date to a day of the week that is outside the normal recurrence pattern for the task (for example, the date you set falls on a Wednesday, and the task normally repeats every Tuesday), you see a new task in the task list for this one-time exception. The new task won't repeat, but the original task will continue to repeat as set.

## Skip one occurrence of a recurring task

**1** In the task list, open the recurring task you want to skip.

How?

**2** On the **Actions** menu, click **Skip Occurrence.**

**Note** If you set the recurring task to end after a specific number of occurrences, skipping the task counts as one occurrence.

## Open a task

1 Click **Tasks** or **Calendar**
.
2 Find the task in the task list, and then double-click the task icon.

## Rename a task

1. In the task list, click the task name you want to change.
2. Type a new name, and then press ENTER.

**Note** If the task is a recurring task, completed occurrences keep the old name.

## Set the start and end dates for a task

**1** Open the task you want to set the start and end dates for.

How?

**2** In the **Due date** box, enter the date the task needs to be complete.

**3** In the **Start date** box, enter a date to start work on the task.

To reset the start date without changing the due date, enter **None** in the **Start date** box, press ENTER, and then type the new start date.

**Note** Instead of typing a date, you can type a brief description such as "next Monday" or "one month from today."

How?

## Change the priority level for a task

**1** Open the task you want to change the priority level for.

How?

**2** In the **Priority** box, click a priority level.

## Add or remove fields in a view

In a table or card view type, you can add or remove fields of information to show or hide details in the view. In a table, a field is a column that contains information. In a card, a field is a box with a label that contains information.

**What do you want to do?**

- Add a column
- Remove a column
- Add a field to a card
- Remove a field from a card

## Add a column

1. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
2. Click **Fields.**
3. In the **Available fields** box, click the field you want to add.

   If the field you want is not in the **Available fields** box, click a different field set in the **Select available fields from** box, and then click a field.
4. Click **Add.**

## Adjust column width

**1** Point to the right border of the column heading.

**2** When the pointer becomes a double-headed arrow , drag the column border to the left or right.

**Note** To adjust the column to fit the column contents, double-click the right border of the column heading.

## Align the contents of a column

- Right-click the column heading, point to **Alignment** on the shortcut menu, and then click the alignment setting you want.

### Change the format of icons, dates, and numbers in a table

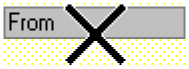
1. Right-click the column heading, and then click **Format Columns** on the shortcut menu.
2. In the **Available fields** box, click the field that contains the element you want to change.
3. In the **Format** box, click the format you want.

## Change the order of columns

- Drag the column heading until it is over the border between column headings where you want the column to appear. When a double-arrow marker  appears, release the mouse button.

### Remove a column

- Drag the column heading away from the column heading row until an X appears through the column heading, and then release the mouse button.



## Switch editing on or off in a table or card

1. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
2. Click **Other Settings.**
3. Select or clear the **Allow in-cell editing** check box.

**Notes**

- By default, you can make changes in cells that are in task lists.
- Some fields cannot be edited directly in a card view type. For example, you cannot edit the contact name in the card heading or the contents of the **Notes** field. To edit this information, you must open the contact.

## Copy the contents of fields to another item or program

1 On the **View** menu, point to **Current View,** and then click a table view type.

2 Add the columns you want to copy the contents of to the view.

How?

3 Select the items you want to copy.

How?

4 On the **Edit** menu, click **Copy.**

5 Switch to the other program or to the text box of the item you want to copy the information to.

6 On the **Edit** menu, click **Paste.**

**Note** If you click **Cut,** the items are not deleted. To delete the items, select them, click the **Edit** menu, and then click **Delete**.

## Change the label of a column heading

**1** Right-click the column heading you want to change, and then click **Format Columns** on the shortcut menu.

**2** In the **Label** box, type a new name for the label.

**Note** When you change the label, the name of the field does not change.

## Automatically size column widths to fit in a table

By default, the column widths in a table are sized to fit in the Outlook window. If your view has too many columns to fit in the window, clear the check box described below, and then resize the columns. You can then scroll to the right to see the columns.

1. On the **View** menu, point to **Current View,** and then click a table view type.
2. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3. Click **Other Settings.**
4. Select or clear the **Automatic column sizing** check box.

## About viewing files in Microsoft Outlook

To view or open any of the files on your computer as well as on any network drive you are connected to, on the Outlook Bar, click **Other** or **Other Shortcuts,** and then click **My Computer.** If the **My Computer** icon is missing, you need to add it. For information about adding the **My Computer** icon, click . You can view files as icons, in a table, or in a timeline. When you view files in a table, you can display file properties such as the author, date created, and file type, and you can sort or group files by any of these properties.

When you view files, you can quickly open, copy, move, print, or delete them, or you can create shortcuts to your files. You can also connect to a network drive or disconnect a network drive from any folder.

In Microsoft Windows 95, the My Documents folder is a good place to store the Microsoft Office documents, worksheets, presentations, and databases you're working on. In Microsoft Windows NT Workstation, use the Personal folder. Both My Documents and Personal folders are the working folders that appear by default in the Open and Save As dialog boxes in Office programs.

## Share a file folder with another person

1 On the Outlook Bar, click **Other** or **Other Shortcuts.**

2 Click **My Computer** . If the **My Computer** icon is missing, you need to add it.

How?

3 Double-click the drive that contains the folder you want to share.

4 Right-click the folder you want to share, and then click **Sharing** on the shortcut menu.

5 Click **Shared As,** and then select the options you want.

For Help on an option, click the question mark, and then click the option.

**Notes**

- If the **Sharing** command is not available, you must enable file and print sharing services. For more information, see your Windows documentation.
- To quickly locate the folder you want, use the Folder List. If the Folder List is not visible, click the **View** menu, and then click **Folder List.**

## Create a shortcut to a folder or file

This procedure creates a shortcut to a folder or file in the selected folder. To add a shortcut to the Outlook Bar, click .

1 On the Outlook Bar, click **Other** or **Other Shortcuts.**

2 Click **My Computer** .

3 Double-click the drive that contains the folder or file you want to create a shortcut to.

4 If the folder or file you want is in a folder, double-click the folder.

5 Right-click the folder or file you want, and then click **Copy** on the shortcut menu.

6 Open the folder you want the shortcut to appear in, and then click **Paste Shortcut** on the **Edit** menu.

**Tip** To quickly locate the folder or file you want, use the Folder List. If the Folder List is not visible, click the **View** menu, and then click **Folder List.**

## View the contents of a file

1 On the Outlook Bar, click **Other** or **Other Shortcuts.**

2 Click **My Computer** 

3 Double-click the drive that contains the file you want to view.

4 If the file you want is in a folder, double-click the folder.

5 Right-click the file you want to view, and then click **Quick View** on the shortcut menu.

**Notes**

- If the **Quick View** command is not available, no file viewer is available for the type of file, or Quick View is not set up. For more information, refer to Windows Help.
- To quickly locate the file you want, use the Folder List. If the Folder List is not visible, click the **View** menu, and then click **Folder List.**

## Open a file in My Computer

**1** On the Outlook Bar, click **Other** or **Other Shortcuts.**

**2** Click **My Computer** .

**3** Double-click the drive that contains the file you want.

**4** If the file you want is in a folder, double-click the folder.

**5** Double-click the file you want to open.

**Tip** To quickly locate the file you want, use the Folder List. If the Folder List is not visible, click the **View** menu, and then click **Folder List.**

## Create a new document based on an existing document

1. On the Outlook Bar, click **Other** or **Other Shortcuts.**
2. Click **My Computer** .
3. Double-click the drive that contains the document you want.
4. If the file you want is in a folder, double-click the folder.
5. Right-click the document you want to base the new document on, and then click **New** on the shortcut menu.
6. To save the new document, click **Save As** on the **File** menu in the program used to create the file, and then type a name for the file.

**Notes**

- If the **New** command is not available, the file type of the selected file does not support this command.
- To quickly locate the document you want, use the Folder List. If the Folder List is not visible, click the **View** menu, and then click **Folder List.**

## Troubleshoot files and file folders

### What do you need help with?

- I can't see my most recent file change in the folder.
- I can't find the My Computer icon or a shortcut to a file folder on the Outlook Bar.

## I can't find the My Computer icon or a shortcut to a file folder on the Outlook Bar

You may have inadvertently deleted your shortcut to a file folder from the Outlook Bar. To create a shortcut to a file folder, right-click the background of the group where you want to add the shortcut, click **Add to Outlook Bar** on the shortcut menu, and then click **File System** in the **Look in** box.

## Create a shortcut on the Outlook Bar for a file folder

**1** On the Outlook Bar, click the group you want to add the shortcut to.

**2** On the Outlook Bar, right-click the background of the group where you want to add the shortcut, and then click **Outlook Bar Shortcut** on the shortcut menu.

**3** In the **Look in** box, click **File System.**

If **File System** is missing from the **Look in** box, you need to add the Integrated File Management component.

How?

**4** In the **Folder name** box, select the folder you want.

**5** If the folder you want is a subfolder, double-click the folder.

## I can't see my most recent file change in the folder.

When you make changes to files, such as renaming, copying, deleting, or moving, the changes may not be immediately visible. To see the changes you made, click the **View** menu, and then click **Refresh.**

**Tip** To quickly see the changes you made, press F5.

## About using Briefcase to keep documents up-to-date

Briefcase is a component set up with Windows. If you want to work on files at home or on the road, you can use Briefcase to help keep the various copies of the files updated. You can use Briefcase commands in Outlook to add a file to My Briefcase or update a file in My Briefcase. For more information about using Briefcase, refer to Windows Help.

## Connect to a network drive

1 On the Outlook Bar, click **Other** or **Other Shortcuts.**

2 Click **My Computer** .

3 On the **Tools** menu, click **Map Network Drive.**

4 In the **Drive** box, click the drive letter you want to use.

5 In the **Path** box, enter the path of the folder you want to connect to.

**Tip** To automatically connect to this network drive the next time you start Windows, select the **Reconnect at logon** check box.

## Disconnect a network drive

1 On the Outlook Bar, click **Other** or **Other Shortcuts.**

2 Click **My Computer** .

3 On the **Tools** menu, click **Disconnect Network Drive.**

4 Click the drive you want to disconnect.

**Tip** To quickly disconnect a network drive, right-click the network drive, and then click **Disconnect** on the shortcut menu.

## View files or items in a different folder

1. On the **Go** menu, click **Go to Folder.**
2. To view files, click **File System** in the **Look in** box.

   If **File System** is missing from the **Look-in** box, you need to add the Integrated File Management component.

How?

To view items, click **Outlook** in the **Look in** box.

3. Click **OK.**
4. In the Folder List, click the folder you want to view.

**Tip** To view a folder you have recently viewed, click the folder name in the **Folder name** box in the Go to Folder dialog box.

## Open folders that contain files in the same window

To do this procedure, you must be in a separate window for a folder that contains files rather than items; for example, the My Documents folder. To open a folder that contains files in a separate window, right-click the folder, and then click **Open** on the shortcut menu.

1 On the **Tools** menu, click **Options.**

2 On the **Folder** tab, click **Browse folders by using a single window that changes as you open each folder.**

## Create a folder for files

1 On the Outlook Bar, click **Other** or **Other Shortcuts.**

2 Click **My Computer** .

3 Double-click the drive you want the new folder located on.

4 If you want to create the folder in another folder, double-click the folder.

5 On the **File** menu, point to **New,** and then click **Folder.**

6 Type a name for the new folder.

## Rename a folder or file on your hard disk

1 On the Outlook Bar, click **Other** or **Other Shortcuts.**

2 Click **My Computer** .

3 Double-click the drive that contains the folder or file you want to rename.

4 If the folder or file you want to rename is in a folder, double-click the folder.

5 Right-click the folder or file you want to rename, and then click **Rename** on the shortcut menu.

6 Type a new name.

**Tip** To quickly locate the folder or file you want, use the Folder List. If the Folder List does not appear, click the **View** menu, and then click **Folder List.**

## Copy a folder or file to a disk

**1** On the Outlook Bar, click **Other** or **Other Shortcuts.**

**2** Click **My Computer** .

**3** Double-click the drive that contains the folder or file you want to copy.

**4** If the folder or file you want is in a folder, double-click the folder.

**5** Right-click the folder or file you want to copy, point to **Send To** on the shortcut menu, and then click the drive you want to copy to.

**Tip** To quickly locate a folder or file, use the Folder List. If the Folder List does not appear, click the **View** menu, and then click **Folder List.**

## View file properties

1 On the Outlook Bar, click **Other** or **Other Shortcuts.**

2 Click **My Computer** .

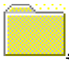
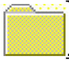
3 Double-click the drive that contains the file you want.

4 If the folder or file you want is in a folder, double-click the folder.

5 Right-click the file you want to display properties for, and then click **Properties** on the shortcut menu.

**Tip** To quickly locate the file you want, use the Folder List. If the Folder List does not appear, click the **View** menu, and then click **Folder List.**

## Views for files

To use the views below, on the Outlook Bar, click **Other** or **Other Shortcuts,** and then click **My Computer** , **My Documents** , or **Favorites** . (If you click **My Computer,** only the Icons, Details, and By Type views are available.) On the **View** menu, point to **Current View,** and then click the view you want.

| Click this view | To see files |
|---|---|
| **Icons** | Represented by icons arranged from left to right in alphabetical order by file name. |
| **Details** | In a list sorted by file name with author, type, size, modification date, keywords, and comments (AutoPreview only). |
| **By Author** | In a list grouped by author and sorted by file name with type, size, modification date, keywords, and comments. |
| **By File Type** | In a list grouped by type and sorted by file name with author, size, modification date, keywords, and comments. |
| **Document Timeline** | Represented by icons arranged in chronological order by creation date on a timeline. |
| **Programs** | That are programs or are used only by the system—for example, files with an .exe or .dll extension. |

## Print a view of a file list

1 On the Outlook Bar, click **Other** or **Other Shortcuts.**

2 Click **My Computer** .

3 Double-click the drive that contains the file list you want to print.

4 If the file list you want is in a folder, double-click the folder.

5 On the **View** menu, point to **Current View,** and then click **Details.**

6 On the **File** menu, click **Print.**

7 In the **Print style** box, click **Table Style.**

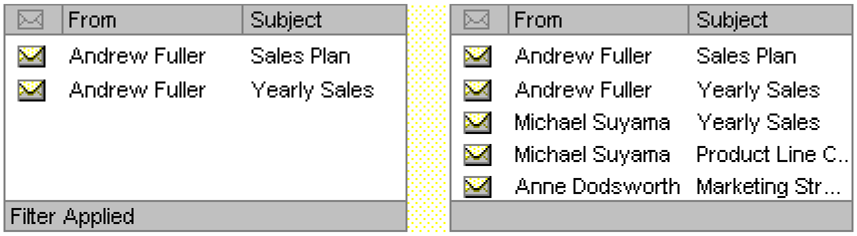
## Display the contents of My Computer

**1** On the Outlook Bar, click **Other** or **Other Shortcuts.**

**2** Click **My Computer** .

## About filters

A filter is an easy way to view only those items or files that meet conditions you specify. For example, you can filter all items with "Andrew Fuller" in the **From** box to see only items from Andrew Fuller. All of the other items are still in the folder and can be seen again by removing the filter.




When a filter is applied to a selected folder, the status bar displays the words "Filter Applied" in the lower-left corner of the screen.

## Show or hide items or files with a filter

1 Click the folder you want to apply a filter to.

2 On the **View** menu, point to **Current View,** and then click **Customize Current View.**

3 Click **Filter.**

4 Select the filter options you want.

For Help on an option, click the question mark, and then click the option.

5 To filter using additional criteria such as a category or importance level, click the **More Choices** tab, and then select the options you want.

6 To filter using additional or custom fields, click the **Advanced** tab, and then select the options you want.

How?

**Notes**

- If you select more than one option, only the items that meet all of the criteria appear. However, if you use the same field to set multiple criteria, items that meet one criterion within that field are found.
- If files are not showing in the Filter dialog box, the Integrated File Management component probably wasn't loaded during Outlook Setup. For information about how to load components, click .

## Remove a filter

1. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
2. Click **Filter.**
3. In the lower-right corner, click **Clear All.**

### Show or hide items or files based on a time or duration

1. Click the folder you want to apply a filter to.
2. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3. Click **Filter.**
4. In the first **Time** box, click a condition. For example, to see only items sent in the last week, click **Sent.**
5. In the second **Time** box, click a value for the condition you selected. For example, to see only items sent in the last week, click **In the last 7 days.**

## Search for items and files using additional or custom fields

1 Click the **Advanced** tab.

2 Click **Field.**

3 Point to the field set you want, and then click the field you want to use in the search criteria.

4 In the **Condition** box, click the condition you want to use with the selected field.

5 If the condition requires a value, enter the value you want the field and condition to meet in the **Value** box.

How?

6 Click **Add to List.**

7 To add additional criteria, repeat steps 2 through 6.

**Note** When setting search criteria, if you select more than one search option, only the items that meet all of the search criteria are found. However, if you use the same field to set multiple criteria, items that meet one criterion within that field are found.

### Find all messages sent only to me

1. On the **Tools** menu, click **Advanced Find.**
2. In the **Look for** box, click **Messages.**
3. If the folder you want to search does not appear in the **In** box, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**
4. Select the **Where I am** check box, and then click **the only person on the To line.**
5. Click **Find Now.**

### Find all messages from a specific person

1. Select a message from the person you are looking for messages from.
2. On the **Actions** menu, point to **Find All,** and then click **Messages from Sender.**

## Find messages sent to an e-mail address

1. On the **Tools** menu, click **Advanced Find.**
2. In the **Look for** box, click **Messages.**
3. If the folder you want to search does not appear in the **In** box, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**
4. In the **Sent To** box, type the full name that the e-mail address represents, or click **Sent To** to select from a list.

   The search returns items from any name that contains the text you type. For example, to find messages sent to Beth and Elizabeth, you can type **Beth.**
5. Click **Find Now.**

**Note** When you search for messages sent to an e-mail address, type the name exactly as it appears in the **To** box in the message because the name in this box may not be an e-mail address. For example, to find messages sent to the Daily News Bulletin, type **Daily News Bulletin** in the **Sent To** box, not **daily.**

## Find meetings attended by a specific person

1. On the **Tools** menu, click **Advanced Find.**
2. In the **Look for** box, click **Appointments and meetings.**
3. If the folder you want to search does not appear in the **In** box, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**
4. In the **Attendees** box, type the person's name, or click **Attendees** to select from a list.
5. Click **Find Now.**

## Find meetings organized by a specific person

1. On the **Tools** menu, click **Advanced Find.**
2. In the **Look for** box, click **Appointments and meetings.**
3. If the folder you want to search does not appear in the **In** box, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**
4. In the **Organized By** box, type the person's name, or click **Organized By** to select from a list.
5. Click **Find Now.**

### Find appointments and meetings with a specific start time

1. On the **Tools** menu, click **Advanced Find.**
2. In the **Look for** box, click **Appointments and meetings.**
3. If the folder you want to search does not appear in the **In** box, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**
4. In the first **Time** box, click **Starts.**
5. In the second **Time** box, click a time criteria, such as **next month.**

### Search for messages sent with file attachments

1. On the **Tools** menu, click **Advanced Find.**
2. In the **Look for** box, click **Messages.**
3. If the folder you want to search does not appear in the **In** box, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**
4. Select the search options you want.
5. Click the **More Choices** tab.
6. Select the **Only items with** check box, and then click **one or more attachments.**
7. Click **Find Now.**

## Find all items in a category

1. On the **Tools** menu, click **Advanced Find.**
2. In the **Look for** box, click **Any type of Outlook item.**
3. If the folder you want to search does not appear in the **In** box, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**
4. Click the **More Choices** tab.
5. Click **Categories,** and then select the check box next to the category you want.

   If the category you want isn't available in the **Available categories** box, click **Master Category List,** type a name for the category, click **Add,** and then click **OK.**
6. Click **OK,** and then click **Find Now.**

## Use conditions and values in the Find or Filter dialog box

The conditions available depend on the field selected. Some conditions require a value. When you select a field and a condition, if the **Add to List** button is not available, the condition requires a value.

**For text fields**

You can use operators such as **and** (or blank) and **or** (or a comma or semicolon) in the **Value** box to separate multiple text field values. For example, to find files with the author Michael or Linda, click **Field,** point to **Document fields,** and then click **Author.** Click **contains** in the **Condition** box, and then type **Michael or Linda** in the **Value** box.

When you click **Files** in the **Look for** box (on the Find dialog box) to search for files on your computer or a network, you can use wildcards in the **Value** box with the **contains** and **is (exactly)** conditions. Type **?** to find any single character or ***** to find any string of characters. For example, **s?t** finds "sat" and "set" and **s*d** finds "sad" and "started."

**For date fields**

For information about values you can use with the **on, on or after,** and **on or before** conditions, click .

**For number fields**

To use the **is between** condition, type the two numbers you want the value to be between in the **Value** box, separated by the word **and.** For example, type **1 and 5.**

## Use complex search criteria to find files

When you click **Files** in the **Look for** box (on the Advanced Find dialog box) to search for files on your computer or a network, you can use complex search criteria in the **Named** and **Search for the word(s)** boxes on the **Files** tab. To reuse a recent entry, click it in the **Named** box or the **Search for the word(s)** box.

To search for files by file name, in the **Named** box, you can do any of the following.

| You can type | Example |
|---|---|
| Partial file names | Type **region** to find all files with names that include "region." |
| File name extensions | Type ***.txt** to find text files. |
| Wildcard characters | To find only file names that end with "region," type ***region.** Or type **gr?y** to find instances of both "gray" and "grey" in file names. Use an asterisk (*) to match any number of characters, or use a question mark (?) to match any single character. |

To search for files that contain a specific word or have specific text properties, in the **Search for the word(s)** box, you can do any of the following to locate a file.

| To find | Use this operator | Example |
|---|---|---|
| Any single character | **?** | Typing **s?t** finds "sat" and "set." |
| Any string of characters | ***** | Typing **s*d** finds "sad" and "started." |

**Note** If files do not appear in the Advanced Find dialog box, the Integrated File Management component probably wasn't loaded during Outlook Setup. For information about how to load components, click .

## Save search criteria

**1** Create the search you want to save.

How?

**2** On the **File** menu, click **Save Search.**

**3** In the **Save in** box, click the drive or folder you want to save the search to.

**4** In the folder list, double-click the folder you want to save the search in.

**5** In the **File name** box, type a name for the search.

**Note** To save the active view with your search, click **Find Now** to use the search before you save it.

**Tip** To share your search criteria with others, save the search to a shared folder or network drive. The value in the **In** box (to the right of the **Look for** box) is saved with the search, so the search may not work on another person's computer.

### Delete a saved search

1. On the **Tools** menu, click **Advanced Find.**
2. On the **File** menu, point to **Open,** and then click **Saved Search.**
3. In the **Look in** box, click the drive or folder that contains the search you want to open.
4. In the folder list, double-click the folder that contains the search.
5. Right-click the search you want to delete, and then click **Delete** on the shortcut menu.

## Open a saved search

1. On the **Tools** menu, click **Advanced Find.**
2. On the **File** menu, point to **Open,** and then click **Saved Search.**
3. In the **Look in** box, click the drive or folder that contains the search you want to open.
4. In the folder list, double-click the folder that contains the search.
5. Double-click the search you want to open.
6. If the search was saved after use, the search begins when you open it. If the search was saved before use, you must click **Find Now** to begin the search.

**Tip** The file name extension for a saved search is .oss.

## Show more search results in the Advanced Find dialog box

1 Point to the bar above the search results until the pointer changes to , and then drag the bar up to display more search results.

2 Click the **Maximize** button.

## Troubleshoot finding items and files with Advanced Find

### What do you need help with?

- I know that an item or file is in a folder displayed, but I don't see it.
- When I use a saved search, many of the items or files I previously found are no longer found.
- I'm using a saved search that works on another person's computer, but it doesn't work on mine.
- Items I assigned to a category aren't showing up when I search for them.
- I'm searching for a document, but only message folders are available in the Select Folders dialog box.
- The field I want to use to search for or filter an item doesn't appear on the Advanced tab.
- The category I created isn't in the list of available categories.
- When I search for items by start time, some items returned don't match the criteria.
- When I make a change to an item in the search results, the change doesn't appear.
- Finding documents is slow. How can I speed it up?

## I know that an item or file is in a folder displayed, but I don't see it.

The current search criteria may include the correct location of the file, but other criteria may exclude the file you're looking for. Try the following:

- Check the criteria specified on each tab.
- If you are searching, not filtering, click **New Search** to clear all current criteria except the folder location and the type of item or file you are searching for. Specify different criteria.
- If you are searching for or filtering files, click **All Files (*.*)** in the **Of type** box on the **Files** tab.
- If you are searching, not filtering, make sure you are searching all subfolders. Click **Browse** in the Advanced Find dialog box, and then make sure the **Search subfolders** check box is selected.
- If you are searching for or filtering messages sent to or from a particular person or group, type the name of the person or group exactly as it appears in the **To** or **From** box in the message because the name in this box may not be an e-mail address. You cannot search for or filter messages sent to or from an e-mail address. Also, entries from the Address Book may not match names in the **To** or **From** box of a message. To find messages from Michael Suyama, type **Michael Suyama** in the **From** box, not **MichaelS** or **Michael Suyama (E-mail).**
- If you are searching for or filtering contacts and type a phone number in the Advanced Find or Filter dialog box, the number is not automatically broken into parts or formatted for you. For example, if you type **1234567890,** Outlook won't find the phone number (123)456-7890. If you can't recall the entire phone number, search for part of the number such as 7890, 123, or 456. To return the specific number you want, search for the phone number with parentheses around the area code and a hyphen after the prefix.
- When you create a custom date/time field, the value of this field remains **none** until you enter a value. However, when you search for or filter items where the custom date/time field exists, Outlook does not find items with a custom date/time field value of **none.**
- If you search for or filter items that include a custom currency field that does not equal a specified value, items that do not have a value for the custom currency field are not found. If the field value does not exist, it cannot be equal to any value.

### When I use a saved search, many of the items or files I previously found are no longer found.

Check to see if the search criteria include a network drive.

- If the criteria include a network drive, make sure the drive is still available.
- If the criteria do not include a network drive, the missing items or files may have been deleted or renamed since the last time you performed this search.

## I'm using a saved search that works on another person's computer, but it doesn't work on mine.

The folders on your computer may be named differently than the folders on the computer of the person who created the search. A search that works on one computer may display different results or may not display any results on another computer. If you are searching for items or files in a shared folder, items marked "private" do not appear if you don't have access privileges.

- If the folder shown in the **In** box (to the right of the **Look for** box in the Advanced Find dialog box) is not available on your computer, click **Browse** to select from a list.

### I'm searching for a document, but only message folders are available in the Select Folders dialog box.

- If files are not showing in the Advanced Find dialog, the Integrated File Management component probably wasn't installed loaded during Setup. For information about how to load components, click .
- You may have selected **Files (Outlook/Exchange)** in the **Look for** box (in the Advanced Find dialog box). This option only searches for files that are located in an Outlook folder, such as a Word document in the Inbox. To search for documents on your hard disk or on a network drive, click **Files** in the **Look for** box.

## The field I want to use to search for or filter an item doesn't appear on the Advanced tab.

- The custom fields that appear on the **Advanced** tab in the Advanced Find and Filter dialog boxes vary based on the folder that you select in the **In** box (to the right of the **Look for** box). If multiple folders appear in the **In** box, such as Tasks and Notes, then no custom fields are available when you click **Fields** on the **Advanced** tab. To search for items using custom fields, select one folder to search at a time.
- The **Advanced** tab does not display calculated fields, such as **Size.**

### When I search for items by start time, some items returned don't match the criteria.

- If you are searching for or filtering items and you use the name of a day as criteria, such as messages sent on or before Sunday, Outlook returns the items that meet the criteria for the next occurring instance of that day. To make sure Outlook returns the items for the day you want, be as specific as possible, such as last Sunday, tomorrow, or 2/27/97.
- If you search for all appointments and meetings that start on or after a particular time, you may see results that don't match the criteria. For example, if you search for all appointments and meetings that start on 4/25/96, the search results may contain a recurring appointment that starts on 3/7/96. The search returns recurring appointments and meetings that have end dates that have not been reached, even if the start time for the recurring appointment or meeting does not meet the criteria. If the end date has not been reached, the recurring appointment or meeting is returned.

## Find text in an item

1. Open the item you want to find text in.
2. On the **Edit** menu, click **Find.**
3. In the **Find what** box, type the text you want to find.
4. To find only text with the same capitalization style as the text you type, select the **Match case** check box.
5. To find only whole words instead of parts of words, select the **Find whole words only** check box.
6. Click **Find Next.**

**Tips**

- To find more occurrences of the text, click the **Edit** menu, and then click **Find Next.**
- You can also search for all of the items in a folder that contain text you specify. For information about how to find items, click .

## Search for items by fields on a form

1. On the **Tools** menu, click **Advanced Find.**
2. In the **Look for** box, click the type of item you want to find, or click **Any type of Outlook item** to include all item types in the search.
3. If the folder you want to search does not appear in the **In** box to the right, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**
4. Click the **Advanced** tab.
5. Click **Field,** and then click **Forms.**
6. In the box in the upper-left corner, click the forms library you want.
7. Click the form that contains the field you want to use in the search criteria.
8. Click **Add.**
9. Click **Close.**
10. Click **Field,** point to the form you selected, and then click the field you want to use in the search criteria.
11. In the **Condition** box, click the condition you want to use with the selected field.
12. If the condition requires a value, enter the value you want the field and condition to meet in the **Value** box.

How?

13. Click **Add to List.**
14. To use additional fields from the form as search criteria, repeat steps 10–13.

**Note** When setting search criteria, if you select more than one search option, only the items that meet all of the search criteria are found. However, if you use the same field to set multiple criteria, items that meet one criterion within that field are found.

## Search for items and files that contain a phrase

1. On the **Tools** menu, click **Advanced Find.**
2. In the **Look for** box, click the type of item or file you want to search for.
3. If the folder you want to search does not appear in the **In** box to the right, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**
4. In the **Search for the word(s)** box, type the phrase enclosed in quotation marks that you want to find–for example, **"out of office".**
5. Click **Find Now.**

## When I make a change to an item in the search results, the change doesn't appear.

If you click **Stop** during a search for items or files, and then make changes to items or files in the search results, the changes are not immediately visible. To see the changes you made, click **Find Now** to start the search again.

## Finding documents is slow. How can I speed it up?

When you use the Advanced Find dialog box to search for files that contain certain information (by contents), the search is much faster if you select the specific type of file you are looking for. For example, if you are searching for Word documents that contain the word "Sales", click **Documents (*.doc)** in the **Of Type** box, on the Advanced Find dialog box, before you perform the search.

## Where did the TaskPad go?

- You may have enlarged one or more of the elements in the Calendar window, causing the TaskPad to disappear. To make the TaskPad reappear, try any of the following steps:
  - Hide or resize the Folder List if it is visible. To hide the Folder List, click the **View** menu, and then click **Folder List.** To resize the Folder List, point to the border on the right side of the Folder List scroll bar. When the pointer changes to a double-headed arrow , drag the border to the left.
- Resize the appointment area. Point to the border on the right side of the appointment area scroll bar. When the pointer changes to a double-headed arrow , drag the border to the left.
  - Resize the Date Navigator if more than two months appear. Point to the border below the Date Navigator. When the pointer changes to a double-headed arrow , drag the border up.
- Resize the Outlook Bar. Point to the border on the right side of the Outlook Bar. When the pointer changes to a double-headed arrow , drag the border to the left.
- Maximize the window by clicking **Maximize** .
  - If you are using Microsoft Exchange Server, you may be able to view another person's Calendar, but not have permission to open the person's Tasks folder. Ask the person who granted you access to verify the permission granted to you by doing the following: on the **Tools** menu, click **Options,** and then click the **Delegates** tab. Select the delegate's name in the **Delegates** box, and then click **Permissions.**
  - You may be using the day/week/month view on a folder other than the Outlook Calendar folder. Switch to the Calendar folder.
  - The personal folder file that contains this Calendar folder may not have a Tasks folder. For example, a backup personal folder file or an archived personal folder file may not contain a Tasks folder.

## I can't see all my appointments or meetings.

Some appointments or meetings may be temporarily hidden based on the view or filter used. To change the Calendar items that appear in the view, do one of the following:

- To view only Calendar items scheduled from now into the future, click the **View** menu, point to **Current View,** and then click **Active Appointments.**
- To view all Calendar items, click the **View** menu, point to **Current View,** and then click **Customize Current View.** Click **Filter,** and then click **Clear All.**

## Where did the little calendar go?

You may have enlarged one or more of the elements in the Calendar window, causing the Date Navigator to disappear. To make the Date Navigator reappear, try any of the following steps:

- Hide or resize the Folder List if it is visible. To hide the Folder List, click the **View** menu, and then click **Folder List.** To resize the Folder List, point to the border on the right side of the Folder List scroll bar. When the pointer changes to a double-headed arrow, drag the border to the left.
- Resize the appointment area. Point to the border on the right side of the appointment area scroll bar. When the pointer changes to a double-headed arrow, drag the border to the left.
- Resize the TaskPad. Point to the border above the TaskPad. When the pointer changes to a double-headed arrow, drag the border down.
- Resize the Outlook Bar. Point to the border on the right side of the Outlook Bar. When the pointer changes to a double-headed arrow, drag the border to the left.
- Maximize the window by clicking **Maximize**.

## I don't want to receive meeting responses.

If you arrange a meeting, and you don't need to know who will attend, you can turn off or delete meeting responses so they don't fill up your Inbox.

- If you have not sent the meeting request you can prevent the recipients from sending you responses. In the meeting request, click the **Actions** menu, and then click **Request Responses** to clear the check box next to it.
- If you have already sent the meeting request, you can create a rule to automatically move the meeting responses to your Deleted Items folder as soon as they reach your Inbox.

### Why do my appointments show at different times now?

- You may have changed your time zone accidentally. To verify the time zone, click the **Tools** menu, click **Options,** and then click the **Preferences** tab. Click **Calendar Options,** and then click **Time Zone.** Select from the options that appear.
- You may have swapped time zones by mistake. To switch between the current and second time zones, click the **Tools** menu, click **Options,** and then click the **Preferences** tab. Click **Calendar Options,** click **Time Zone,** and then click **Swap Time Zones.** This change affects all time settings in all your Windows-based programs and is equivalent to changing the current time zone in Windows Control Panel.

### I deleted the meeting request. What do I do with meeting responses?

If you delete your meeting request or move it off your Calendar, meeting responses will stay in your Inbox. Review and delete the responses in your Inbox.

## Why are my Calendar and other time settings incorrect by one hour?

- You did not adjust for daylight saving time. Manually move your system clock forward or back one hour in the Date/Time Properties dialog box, in Windows Control Panel. This change affects all time settings in all your Windows-based programs. To automate this process, select the **Automatically adjust clock for daylight saving changes** check box on the **Time Zone** tab.
- If your country has recently changed the date to begin daylight saving time, you may have a version of Windows that does not reflect this recent change. Outlook gets all time zone information from the system. Manually adjust your system clock to the correct time in the Date/Time Properties dialog box, in Windows Control Panel. This change affects all time settings in all your Windows-based programs.

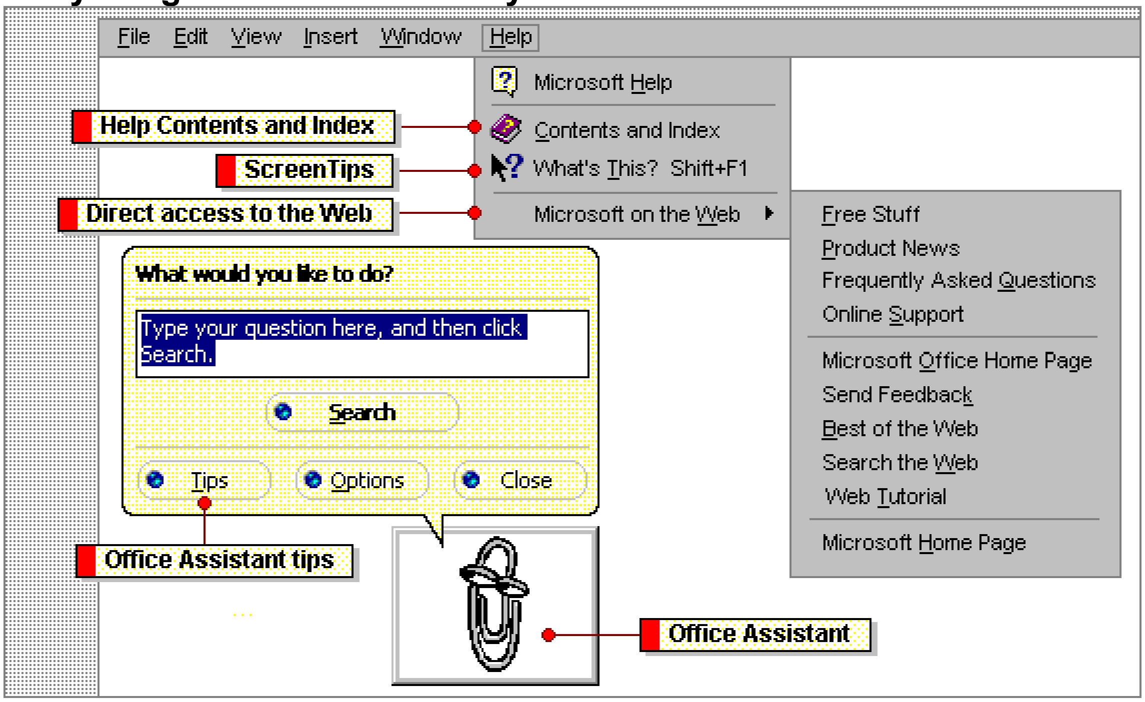
## Why don't people who use Schedule+ see inserted items in my meeting requests?

If you send a meeting request with inserted items or inserted objects from Outlook to someone who uses Microsoft Schedule+ 95, the Schedule+ 95 recipient will not see the inserted information. To ensure that your meeting attendees receive all your inserted information, place the information in a file, and attach the file to the meeting request before you send it.

### How can I schedule travel time before and after a meeting and preserve the meeting start time?

Create two separate "travel time" appointments, one before and one after your meeting, for the amount of time you need.

## Ways to get assistance while you work



When you have a question about an Office program, you can ask the Assistant a specific question. For example, to get Help on how to print more than one copy of a file or item, type **print more than one copy** in the Assistant.

You can have the Assistant automatically provide Help topics on tasks you perform as you work–before you even ask a question.

You can also choose an Assistant and options that match your personality and the way you work. The Assistant is shared by all the Office programs, so any options you change affect the Assistant in all your Office programs.

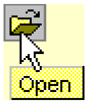
The Office Assistant shows tips about the program you are working in, such as how to use the program features or the mouse more effectively or how to use keyboard shortcuts.

 The Assistant also displays tips based on the way you work while you work. Click the light bulb in the Assistant to see the tip for you.

You can get Help the usual way. Just click **Contents and Index** on the **Help** menu in any Office program. Click the **Contents** tab to scroll through a table of contents for the Help file. Click the **Index** tab to search for topics by using an index of Help subjects. And click the **Find** tab to use full-text search and look for specific words or phrases.

 ScreenTips display information about different elements on screen for you. To see a ScreenTip for a dialog box option, click the question mark, and then click the option. (If the dialog box doesn't have a question mark button, select the option and then press SHIFT+F1.)

 To see a ScreenTip for a menu command, toolbar button, or screen region, click **What's This?** on the **Help** menu, and then click the element you want information about.



To see the name of a toolbar button, position the mouse pointer over the button until just the name appears.

You can connect to Microsoft Web sites directly from your Office programs by using the **Microsoft on the Web** command on the **Help** menu. For example, you can access technical resources and download free add-in components—all without leaving the Office program you're working in.

## Connect to Microsoft technical resources

If you have a question about an Office program, first ask the Office Assistant, or look in the Getting Results book or the Readme file that comes with the program. If you don't find what you need, you can get information from several Microsoft technical resources, including the Microsoft home page, the Microsoft Knowledge Base (KB), Microsoft Software Library (MSL), the Microsoft TechNet and Microsoft Developer Network compact discs, and Microsoft Press publications.

- If you have access to the World Wide Web and an Internet browser, you can visit a number of locations at the Microsoft Web site directly from Outlook.
- Use the Microsoft Knowledge Base (KB)−a collection of up-to-date articles that contains detailed how-to information, answers to technical-support questions, and information on known issues.
- Use the Microsoft Software Library (MSL)−a collection of free binary (nontext) files, such as device drivers, utilities, Help files, and technical articles for all Microsoft products.
- If you don't have access to the Web, you can subscribe to the Microsoft TechNet compact disc or the Microsoft Developer Network compact disc to gain access to the KB, MSL, and other sources of technical information.
- Order Microsoft Press books, resource kits, and interactive training materials to train and support yourself and others who use Microsoft Office.
- If you have a computer with a modem and a communications software program, use the Microsoft Download Service (MSDL) to obtain device drivers, patches, and software updates.
- Order Application Notes and popular articles from the KB by fax by using the toll-free FastTips service.

**Where do you want to go for technical information?**

Connect to Microsoft on the Web from Outlook
The Microsoft Knowledge Base (KB)
Microsoft Software Library (MSL)
Microsoft TechNet and Microsoft Developer Network Compact Discs
Microsoft Press
Microsoft Download Service (MSDL)
FastTips

## Connect to Microsoft on the Web from Outlook

In Outlook, click the **Help** menu, and then point to **Microsoft on the Web,** to see a list of commands that take you to helpful Microsoft Web sites. For example, click **Frequently Asked Questions** to get answers to the most common questions about Outlook. Click **Online Support** to get up-to-date tips, answers to top support issues, and access to the peer-to-peer discussion area for Outlook. Click **Free Stuff** to get free sample forms and other useful items.

## The Microsoft Knowledge Base (KB)

The Microsoft Knowledge Base is the primary source of product information for Microsoft support engineers and customers. This comprehensive collection of articles, updated daily, contains detailed how-to information, answers to technical-support questions, information about known issues, and strategies for handling those issues. Use text and keyword queries to gain access to information in the KB.

The KB is available on the Microsoft TechNet and the Microsoft Developer Network compact discs. For information about the Microsoft TechNet and the Microsoft Developer Network compact discs, click . You can also gain access to the Microsoft Knowledge Base on the World Wide Web.

## Microsoft Software Library (MSL)

The Microsoft Software Library (MSL) is a collection of free, binary (nontext) files located on the Internet for all Microsoft products. For example, the MSL contains device drivers, utilities, Help files, and technical articles.

The MSL is available on the Microsoft TechNet and the Microsoft Developer Network compact discs. For information about the Microsoft TechNet and the Microsoft Developer Network compact discs, click . You can also gain access to the Microsoft Software Library on the World Wide Web.

## Microsoft TechNet and Microsoft Developer Network Compact Discs

Microsoft TechNet is the comprehensive information resource used to evaluate, implement, and support Microsoft business products. A TechNet subscription delivers the knowledge of Microsoft's entire product support division directly to you every month on compact disc. TechNet provides fast, in-depth answers to questions about programs, network management, system implementation, database administration, drivers and patches, technology directions, and product evaluation. More than 150,000 pages of detailed, technical information helps you get more done in less time. In the United States and Canada, call (800) 344-2121 to subscribe to Microsoft TechNet.

The Microsoft Developer Network Library is the comprehensive source of programming information and toolkits for those who write applications for the Microsoft Windows, Windows 95, and Windows NT operating systems, and for those who use Microsoft products for development purposes. Members with an MSDN annual subscription are kept up-to-date through regular deliveries of information, a newsletter, and other information sources. In the United States and Canada, call (800) 759-5474 to subscribe to the Microsoft Developer Network.

Both numbers are toll-free in the United States and Canada. Outside the United States and Canada, contact your local Microsoft subsidiary for information.

### Microsoft Press

Microsoft Press has the training and support products you need to help you get more from Microsoft Office, Microsoft Windows 95, and Microsoft Windows NT Workstation.

Whether you're a beginning user, an advanced user, a support professional, or a software developer, Microsoft Press has what you're looking for—from quick-and-easy handbooks and self-paced training guides to desktop references, technical resources, and programming titles.

To locate your nearest source for Microsoft Press products worldwide, contact your local Microsoft office. In the United States, call (800) MS-PRESS. In Canada, call (800) 667-1115.

## Microsoft Download Service (MSDL)

The Microsoft Download Service contains sample programs, device drivers, patches, software updates, and programming aids. Direct modem access to MSDL is available by dialing (425) 936-6735 in the United States or (905) 507-3022 in Canada. The service is available 24 hours a day, 365 days a year. Connect information: 1200, 2400, 9600, or 14,400 baud; no parity; 8 data bits, and 1 stop bit. Outside the United States and Canada, contact your local Microsoft subsidiary for information.

## FastTips

Microsoft FastTips is an automated, toll-free service that provides quick answers to your common technical questions 24 hours a day, 7 days a week. To gain access to FastTips, call (800) 936-4100 from a touch-tone telephone in the United States. By using the buttons on your telephone, follow the prompts to hear recorded answers to your technical questions, to obtain a catalog of available information, or to order items by fax. For example, you can order Application Notes and popular articles from the KB by fax through the FastTips service. Outside the United States, contact your local Microsoft subsidiary for information.

## Send product suggestions

1. On the **Help** menu, point to **Microsoft on the Web,** and then click **Send Feedback.**
2. Click the hyperlink you want.

## Get information about your program and computer

1 On the **Help** menu, click **About Microsoft Outlook.**

2 Program information appears in the About Microsoft Outlook dialog box.
  To see information about your computer, click **System Info.**

## How to obtain the Microsoft Office 97 Resource Kit

The *Microsoft Office 97 Resource Kit* is the definitive guide used to set up, configure, and support Microsoft Office in your organization. Designed for system administrators, consultants, and power users, this guide offers complete coverage whether you're running Microsoft Office on Windows 95, Windows NT Workstation, or the Macintosh.

You can obtain the Office Resource Kit wherever computer books are sold and direct from Microsoft Press.

Microsoft Press books are available worldwide wherever quality books are sold. To order the Office Resource Kit (ISBN: 1-57231-329-3) direct, call (800) MS PRESS in the United States or (800) 667-1115 in Canada, or order through the CompuServe Electronic Mall (GO MSP).

## Get Help for Visual Basic in Microsoft Outlook

To do this procedure, you must have the Microsoft Outlook Visual Basic Help file installed. For information about how to install this Help file, click .

1. Open any item except a note.
2. On the **Tools** menu, point to **Forms,** and then click **Design This Form.**
3. On the **Form** menu, click **View Code.**
4. On the **Help** menu, click **Microsoft Outlook Object Library Help.**

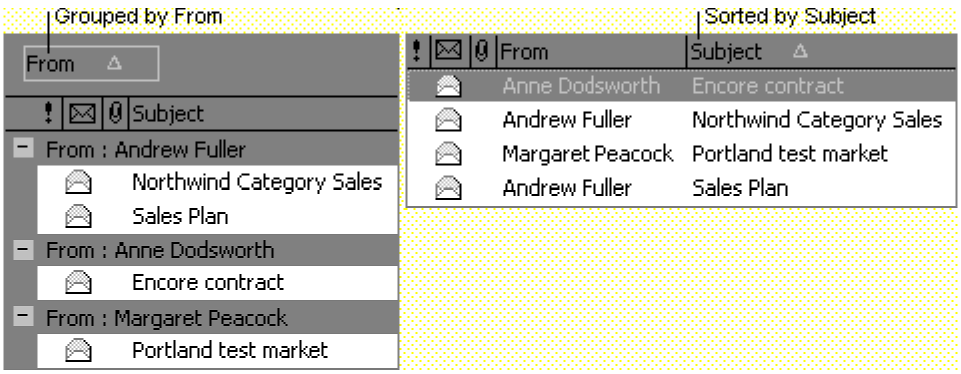
### I can't use the commands on the Microsoft on the Web submenu.

- To use the commands on the **Microsoft on the Web** submenu (on the **Help** menu), you must have access to the Internet either through your company's intranet or through a modem on your computer or network. You must also have an Internet account through an Internet service provider. For more information, see the *Microsoft Office 97 Resource Kit.* For information about how to obtain the Office Resource Kit, click .
- The settings to connect to the Internet from your computer may not be correct. Double-click the Internet icon in Windows Control Panel to make sure the Internet settings are correct.
- Make sure your modem is working correctly. For information about how to make sure your modem works, see the **Modem Troubleshooter** topic in Microsoft Windows Help.
- The Microsoft World Wide Web site may be down. If the suggestions above don't correct your problem, and you can open other sites on the Web, wait a few hours, and then try again.

## About sorting

Sorting is a way of arranging items in ascending or descending order. You can sort items in any view, based on one field or multiple fields, with the exception of the time-based views such as Day/Week/Month and timeline. For example, you can sort a list of e-mail messages alphabetically by sender and then by subject. Or, you can sort tasks by due date to see the order you need to work on them.

With sorting, you see all of the items in a list in either ascending or descending order, for example, e-mail messages arranged alphabetically by subject. With grouping, you see headings that related items are grouped under, such as all of the messages arranged by sender. Grouping is similar to an outline in that you can expand or collapse the headings to see the items grouped below.



## Sort a list of items

1. On the **View** menu, point to **Current View,** and then click a view that shows items in a table, card, or an icon view type.
2. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3. Click **Sort.**
4. In the **Sort items by** box, click a field to sort by.

   If the field you want isn't in the **Sort items by** box, click a different field set in the **Select available fields from** box.
5. Click **Ascending** or **Descending** for the sort order.
6. To sort by an additional field, click a field in the **Then by** box.

**Notes**

- Sorting by more than one field sorts all items by the first field and then, within that sort, sorts again by the second field. For example, if you choose to sort alphabetically and then by number, the sort structure is "A 1 2 3, B 1 2 3."
- A column created by using a custom field or formula field can't be sorted.
- The abbreviations RE and FW in the **Subject** box are ignored when you sort messages alphabetically by subject.

**Tip** If you are in a table view type, you can right-click a column heading to sort by the column or change the sort direction of the column. If you sort by multiple fields, you can hold down SHIFT and click the column heading to change the direction of the sort.

## Remove sorting

**1** On the **View** menu, point to **Current View,** and then click **Customize Current View.**

**2** Click **Sort.**

**3** In the **Sort items by** box, click **none.**

## Sort grouped items in a table

**1** On the **View** menu, point to **Current View,** and then click a view that shows items in a table.

**2** Group items if you haven't already done so.

How?

**3** On the **View** menu, point to **Current View,** and then click **Customize Current View.**

**4** Click **Sort.**

**5** In the **Sort items by** box, click a field to sort by.

If the field you want isn't in the **Sort items by** box, click a different field set in the **Select available fields from** box.

**6** Click **Ascending** or **Descending** for the sort order.

**7** To sort by an additional field, click a field in the **Then by** box.

**Note** If the field you sort by is the same as the field items are grouped by, Outlook sorts the group headings instead of the items within each group. To sort the individual items in a group, click a field in the **Sort items by** box that is different from the **Group by** field you have chosen.

## Turn on AutoArchive

1. On the **Tools** menu, click **Options,** and then click the **Other** tab.
2. Click **AutoArchive.**
3. To set AutoArchive to turn on when you start Outlook, select the **AutoArchive every** check box.
4. To specify how often the AutoArchive process will run, enter a number in the **days** box.
5. To be notified before the items are archived, select the **Prompt before AutoArchive** check box.
6. In the **Default archive file** box, type a file name for the archived items to be transferred to, or click **Browse** to select from a list.
7. Now that you have turned on AutoArchive, you must set AutoArchive properties for each folder to activate AutoArchive.

How?

## Set AutoArchive properties for a folder

1. Right-click the folder you want to AutoArchive, and then click **Properties** on the shortcut menu.
2. Click the **AutoArchive** tab.
3. To enable automatic archiving of this folder, select the **Clean out items older than** check box.
4. To specify when items should be automatically transferred to your archive file, enter a number in the **months** box.
5. To specify a file for the archived items to be transferred to, click **Move old items to.**
6. In the **Move old items to** box, type a file name for the archived items, or click **Browse** to select from a list.

**Note** To activate AutoArchive, you must turn on AutoArchive. On the **Tools** menu, click **Options,** click the **Other** tab, and then click **AutoArchive.**

## About archive and AutoArchive

Your Outlook mailbox grows as items are created in the same way that papers pile up on your desk. In the paper-based world, you can occasionally shuffle through your documents and store those that are important but not frequently used. Documents that are less important, such as newspapers and magazines, you can discard based on their age.

You can quickly complete the same process in Outlook. You can manually transfer old items to a storage file by clicking **Archive** on the **File** menu, or you can have old items automatically transferred by using AutoArchive. Items are considered old when they reach the age you specify. With AutoArchive, you can either delete or move old items. Outlook can archive all types of items, but it can only locate files that are stored in a e-mail folder, such as a Microsoft Excel spreadsheet or Word document attached to an e-mail message. A file that is not stored in a e-mail folder cannot be archived.

AutoArchive is a two-step process. First, you turn on AutoArchive. On the **Tools** menu, click **Options,** click the **Other** tab, and then click **AutoArchive.** Second, you set the AutoArchive properties for each folder that you want archived. At the folder level, you can determine which items are archived, and how often they are archived. You can automatically archive individual folders, groups of folders, or all Outlook folders. The process runs automatically whenever you start Outlook. The AutoArchive properties of each folder are checked by date, and old items are moved to your archive file. Items in the Deleted Items folder are deleted.

Several Outlook folders are set up with AutoArchive turned on. These folders and their default aging periods are Calendar (6 months), Tasks (6 months), Journal (6 months), Sent Items (2 months), and Deleted Items (2 months). Inbox, Notes, Contacts, and Drafts do not have AutoArchive activated automatically.

There is a difference between exporting and archiving. When you archive, the original items are copied to the archive file, and then removed from the current folder. When you export, the original items are copied to the export file, but are not removed from the current folder. In addition, you can only archive one file type, a personal folder file, but you can export many file types.

When you archive, your existing folder structure is maintained in your new archive file. If there is a parent folder above the folder you chose to archive, the parent folder is created in the archive file, but items within the parent folder are not archived. In this way, an identical folder structure exists between the archive file and your mailbox. Folders are left in place after being archived, even if they are empty.

## Archive items manually

1. On the **File** menu, click **Archive.**
2. To archive all folders, click **Archive all folders according to their AutoArchive settings.**

   To archive one folder only, click **Archive this folder and all subfolders,** and then click the folder that contains the items you want to archive.
3. In the **Archive file** box, type a file name for the archived items to be transferred to, or click **Browse** to select from a list.
4. In the **Archive items older than** box, enter a date. Items dated before this date will be archived.

## Date used to archive items

The date used to determine when an item will be archived depends on the type of item.

| Item type | Archive date |
|---|---|
| E-mail message | The sent or received date, whichever is later; or the last modification date/time. |
| Appointment | The appointment date or the last modification date/time, whichever is later. |
| Task | The completion date or the last modification date/time. Tasks that are not marked complete are not AutoArchived. Tasks assigned to others are archived only if marked complete. |
| Note | The last modification date/time. |
| Journal entry | The date the journal entry was created or the last modification date/time. |
| Contact | Not archived. |

## Why can't I select multiple folders to archive?

You can AutoArchive multiple folders. However, you must set the AutoArchive properties for each folder individually. For more information about setting AutoArchive properties for individual folders, click .

## I can't find my archive file.

Your archive file may have been moved, renamed, or deleted.

- If the file has been moved, click **Start,** point to **Find,** and then click **Files and Folders** to search for it. Move the file back to its original location.
- If the file has been renamed, right-click the file, click **Rename** on the shortcut menu, and then type the file's original name.
- If the file has been deleted, check your Recycle Bin to see if it is still there. If it is not there, click the **File** menu, and then click **Archive.** Or, click the **Tools** menu, click **Options,** click the **Other** tab, and then click **AutoArchive.** This will create another archive file.

**Notes**

- If your archive file is not found, Outlook will create a new archive file. However, you will lose any previously archived items.
- An archive file, by default, has the extension .pst. If your file is missing, try searching for it without an extension in case it has no extension or a different extension.

## Where did my items go?

You may have previously enabled AutoArchive, and the date you specified has passed. On the **Tools** menu, click **Options,** click the **Other** tab, and then click **AutoArchive.** The archive file name appears in the **Default archive file** box. Once you know the name of your archive file, you can retrieve archived items. For information about retrieving items, click .

## Why can't I archive my file?

Files have a different structure than items in Outlook and are stored differently. Files are stored in the File Allocation Table (FAT) file system, and items are stored in folders known as MAPI data stores, or containers. Outlook can archive any MAPI item, but Outlook can only archive files that are stored in an e-mail folder, such as a Microsoft Excel spreadsheet or Word document attached to a message. A file that is not stored in an e-mail folder cannot be archived.

## I turned on AutoArchive and nothing is happening.

AutoArchive is a two-step process. After you turn on AutoArchive, you have to set the AutoArchive properties for each folder to activate AutoArchive. You may still need to do this second step. For information about setting AutoArchive properties for folders, click .

## I get a file size limitation error message when I try to archive items.

One of the following conditions may apply:

- You are trying to archive to a file on a server that has run out of disk space. Contact your administrator.
- You are archiving to a file on your hard disk, and you have run out of disk space. Delete old files to free disk space.
- You have exceeded the file size limitation set by your administrator. Contact your administrator.

## Archive or delete old items

You can have Outlook automatically remove items of a specified age and transfer them to an archive file. For information about archiving files, click .

**What do you want to do?**

- Turn on AutoArchive
- Set AutoArchive properties for a folder
- Archive items manually
- Delete old items automatically
- Delete expired mail messages when archiving

## Turn off AutoArchive

1. On the **Tools** menu, click **Options,** and then click the **Other** tab.
2. Click **AutoArchive.**
3. Clear the **AutoArchive every** check box.

## Delete old items automatically

1. Right-click the folder that contains the items you want to delete automatically, and then click **Properties** on the shortcut menu.
2. Click the **AutoArchive** tab.
3. To enable automatic archiving of this folder, select the **Clean out items older than** check box.
4. To specify when items should be deleted, enter a number in the **months** box.
5. To have items automatically deleted, click **Permanently delete old items.**

**Note** To activate AutoArchive, you must turn on AutoArchive before setting individual folder properties. On the **Tools** menu, click **Options,** click the **Other** tab, and then click **AutoArchive.** Select the **AutoArchive every** check box.

How?

## Delete expired e-mail messages when archiving

1. On the **Tools** menu, click **Options,** and then click the **Other** tab.
2. Click **AutoArchive.**
3. To turn on AutoArchive, select the **AutoArchive every** check box.
4. To specify how often the AutoArchive process will run, enter a number in the **days** box.
5. To delete rather than archive expired messages, select the **Delete expired items when AutoArchiving** check box.
6. In the **Default archive file** box, type a file name for the archived items, or click **Browse** to select from a list.
7. To activate AutoArchive, you must set AutoArchive properties for each e-mail folder individually.

How?

### Why is the folder I archived items from still there?

When you archive, the original items are copied to the archive file and then removed from the active folder. Original folders are left in place once items are archived, even if the folders are empty. To remove the empty folder, right-click the folder, and then click **Delete *Folder name*** on the shortcut menu.

## Things that may not archive as expected

When you archive items in a Calendar folder (on the **File** menu, click **Archive;** or, on the **File** menu, point to **Folder,** click **Properties for *Folder name*,** and then click the **AutoArchive** tab), recurring items are not archived if any occurrences are scheduled after the archive date. Old occurrences of a recurring item in a Calendar folder are needed to keep track of future occurrences.

When you select a folder for AutoArchive, if the folder contains items you have moved, read, or modified, the items may not be archived as expected. This occurs because when you move, read, or modify an item, the modification date for the item is changed to the current date. Items are archived according to the date moved, read, or modified, not according to the date created.

## Troubleshoot archiving and AutoArchive

### What do you need help with?

- Why can't I select multiple folders to archive?
- Why can't I archive my file?
- I can't find my archive file.
- I get a file size limitation error message when I try to archive items.
- I archived items, and now I want to get them back.
- I turned on AutoArchive and nothing is happening.
- Where did my items go?
- Why is the folder I archived items from still there?

## Open a personal folder file

1 On the **File** menu, point to **Open,** and then click **Personal Folders File (.pst).**
2 Click the .pst file you want to open.

   The .pst file is added to your folder list. For example, if you opened your AutoArchive folder file, it appears in the file list as a folder with the name AutoArchive.

## Retrieve archived items

You can retrieve items from an archive file either by importing the archive file or by opening the archive file and manually copying the items you want. If you import the archive file, you move all the archived items back into your mailbox. When you open the archive folder, it is added to your folder list.

**What do you want to do?**

- Import archived items into the original file
- Open a personal folder file

## Ungroup items

1 On the **View** menu, point to **Current View,** and then click **Customize Current View.**
2 Click **Group By.**
3 In the **Group items by** box, click **none.**

## Group items

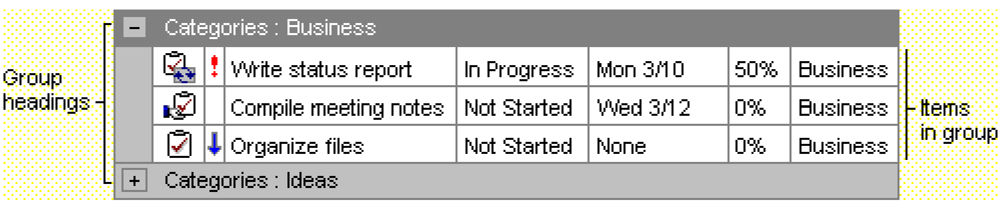
1. On the **View** menu, point to **Current View,** and then click a view that displays items in a table or a timeline view type.
2. On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3. Click **Group By.**
4. In the **Group items by** box, click a field to group by.

   If the field you want isn't in the **Group items by** box, click a different field set in the **Select from** box.
5. Click **Ascending** or **Descending** for the sort order of the group headings.
6. To display the field you're grouping items by, select the **Show field in view** check box.
7. To group by subgroups, click a field in the **Then by** box.

## Display or hide grouped items or group headings

| To | Do this |
|---|---|
| Display items in a group. | Click the **Expand** button . |
| Hide items in a group. | Click the **Collapse** button . |
| Display all items in all groups. | On the **View** menu, point to **Current View,** and then click **Customize Current View.** Click **Group By,** and then in the **Expand/Collapse defaults** box, click **All expanded.** |
| Display all group headings but no items. | On the **View** menu, point to **Current View,** and then click **Customize Current View.** Click **Group By,** and then in the **Expand/Collapse defaults** box, click **All collapsed.** |
| Save show-and-hide settings for grouped items. | On the **View** menu, point to **Current View,** and then click **Customize Current View.** Click **Group By,** and then in the **Expand/Collapse defaults** box, click **As last viewed.** |

## About groups




A group is a set of items with something in common, such as e-mail messages from the same sender or tasks with the same due date. Group items to see related items together, similar to an outline. For example, group items by priority to separate high-priority items from low-priority items. You can expand or collapse the group headings to display or hide the items they contain.

You can only group items that are in a view based on a table or a timeline view type. When you group items by a field that can contain more than one entry, such as the **Categories** field, items may appear more than once in the table or timeline. For example, if you group by the field, **Categories,** and an item has two categories, such as Business and Ideas, the item is listed under both the Business group heading and the Ideas group heading. Though you see the item more than once, it exists as only one item. Any changes you make to one instance of the item are stored with all instances of the item.

## Troubleshoot grouping

### What do you need help with?

- I can't see the items in my groups.
- I grouped items by a field, but I don't see the field in my table.
- I can't find the field I want to group by in the Group By dialog box.
- An item appears more than once in a table.
- My column disappeared when I tried to group or ungroup items.

## I can't see the items in my groups.

The grouped items may be collapsed. To expand groups to show details, click the **Expand** button . To collapse groups to hide details, click the **Collapse** button

.

## I grouped items by a field, but I don't see the field in my table.

The field may not be included in the current view. Right-click any column heading, and then click **Field Chooser** on the shortcut menu. Then drag the field you want to the column heading row in the table.

**Note** If the field you want does not appear in the **Available fields** box, click a different field set in the **Select available fields from** box.

## I can't find the field I want to group by in the Group By dialog box.

In the Group By dialog box, fields are divided into several sets to help you find them easily. You may need to select another set of fields. In the **Select available fields from** box, click a different field set.

## An item appears more than once in a table.

Items in the table may be grouped by a field, such as **Categories,** that can contain more than one value. For example, if an item is assigned to two categories, such as Business and Ideas, the item is listed under the Business group heading and is repeated under the Ideas group heading. Even though you see the item more than once, it is stored only once. Any changes you make to one instance of the item are made to all instances of the item.

## My column disappeared when I tried to group or ungroup items.

- When grouping items, the **Group By** box may have been closed when you dragged the field to group by away from the table. You may have removed the column from the table.
- When ungrouping items, you may have dragged the field to a part of the window other than the column heading row. You may have removed the column from the table.

For information about how to add a column, click .

## Change the font used to read international messages

This font is used for plain text messages and for HTML messages that were not formatted by the sender.

1. On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.
2. Click **Fonts,** and then click **International Fonts.**
3. Select the options you want.
   For Help on an option, click the question mark , and then click the option.

## Change the font used to read plain text messages

1 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

2 Click **Fonts.**

3 Next to the **When composing and reading plain text** box, click **Choose Font.**

4 Select the options you want, and then click **OK.**
For Help on an option, click the question mark , and then click the option.

## Change the font of new, forwarded, and replied to messages

**1** On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

**2** Click **Fonts.**

**3** Next to the **When composing a new message** box and the **When replying and forwarding** box, click **Choose Font.**

**4** Select the options you want, and then click **OK.**

For Help on an option, click the question mark , and then click the option.

**5** If you use stationery, click an option under Stationery fonts.

## Insert a horizontal line in a message

This procedure is available only if you use HTML as your e-mail editor. For information about selecting an e-mail editor, click .

**1** Create or open a message.

**2** Click where you want to insert the line.

**3** On the **Insert** menu, click **Horizontal Line.**

## Apply a paragraph style to text in a message

This procedure is available only if you use HTML as your e-mail editor. For information about selecting an e-mail editor, click .

1 Create or open a message.
2 Click in the paragraph you want to change.
3 On the **Format** menu, point to **Style,** and then click the option you want.

## Add holidays for a country to my Calendar

**1** On the **Tools** menu, click **Options,** and then click the **Preferences** tab.

**2** Click **Calendar Options.**

**3** Click **Add Holidays.**

**4** Select the check box next to the country with the holidays you want to add to your Calendar.

**Note** To add holidays to a calendar other than your Outlook Calendar, manually copy the holidays to the other calendar.

## Remove holidays for a country from my Calendar

**1** Click **Calendar** .

**2** On the **View** menu, point to **Current View,** and then click **Events.**

**3** Select the holidays you want to remove. For information about selecting multiple items, click .

**4** Click **Delete** .**Tip** To quickly remove all of the holidays for a country, click the **Location** column heading to sort the list of events to display all of the holidays for a country together.

## About exporting items

You can export items either to a personal folder file, which can only be viewed in Outlook, or to another file type, such as a text file, which can then be imported into another program. If you think you may want to bring the information back into Outlook at a later date, for example, to retrieve items stored in an archive folder, you should export to a personal folder file. If you plan to work with the data in another program, such as Word, you should export to a file, and then select a file format Word can import. For information about the file formats Outlook can export, click .

Exporting is also a convenient way to create a backup copy of a folder. When you export, the items in the folder are copied to the export file. When you archive, the items in the folder are moved to the archive file. In addition, you can only archive to a personal folder file, but you can export to both a personal folder file and other file types.

For more information about how to export items, click .

## Export items to a file or to a personal folder file

**1** On the **File** menu, click **Import and Export.**

**2** Click **Export to a file.**

**3** Follow the instructions in the Import and Export Wizard.

**Note** If you export to a file for use in Microsoft Word or PowerPoint, select either the Tab Separated Values or the Comma Separated Values file type. To export to a file for use in Microsoft Publisher, select the Comma Separated Values file type.

## Import information from a file or a personal folder file

1 On the **File** menu, click **Import and Export.**
2 Click **Import from another program or file.**
3 Follow the instructions in the Import and Export Wizard.

## About importing information into Outlook

You may want to bring in existing information from other programs, such as Microsoft Mail or Schedule+, or you may want to import a Personal Address Book with contact names, addresses, and phone numbers. Maybe you exported information out of Outlook or archived information to a personal folder file and now want to import it back into Outlook. How you import this information depends on the file format the information is in.

Outlook can import data in several different file formats. For information about the file formats Outlook can import, click .

You import information into Outlook either from a personal folder file or from a file. If you want to import information that was previously stored in Outlook, for example, items in an archive file, you should import from a personal folder file. To import a Schedule+ file, a file from a different program, or a different type of file, you should choose to import from Schedule+ or another program or file. When you import information, you move the contents of the file into a folder in Outlook that you specify.

For more information about how to import information into Outlook, click .

## Create a backup copy of a folder

**1** Add a personal folder service to your user profile.Open the folder with items you want to back up, and then copy the items to a folder within the personal folder file.

**Tip** To remind yourself to back up this folder regularly, add a recurring task to your task list.

### I imported a file, but the results are wrong.

Outlook requires that individual records be placed in rows with fields in columns. If a file contains individual records in columns instead of rows, rearrange the data so that each record is in a row.

A text file can contain only one type of item because the delimited text format only allows for one set of fields per file. These fields are usually the first row in the file.

## Import a contact list or a file from another Office program

1 On the **File** menu, click **Import and Export.**

2 Click **Import from Schedule+ or another program or file.**

3 Follow the instructions in the Import and Export Wizard.

**Note** If you import from a file used in Microsoft Word or PowerPoint, the file should be in either the Tab Separated Values or the Comma Separated Values file type.

## Export information to other Office programs

1. On the **File** menu, click **Import and Export.**
2. Click **Export to a file.**
3. Follow the instructions in the Import and Export Wizard.

**Note** If you export to a file for use in Microsoft Word or PowerPoint, select either the Tab Separated Values or the Comma Separated Values file type.

## Import a Schedule+ file

**1** On the **File** menu, click **Import and Export.**

**2** Click **Import from Schedule+ or another program or file.**

**3** Follow the instructions in the Import and Export Wizard.

**Note** Tasks with a priority level that are imported into Outlook from Schedule+ are mapped as follows: 1 = high; 5 = low; everything else = normal. So if you have a task with a priority level of 9 in Schedule+, the priority level in Outlook will be normal, not low.

## Import a Microsoft Mail file

This Help topic will not appear on the screen while the Import and Export Wizard is active. Print the Help topic to follow the procedure below in the program.

1. On the **File** menu, click **Import and Export.**
2. Click **Import from a Microsoft Mail file.**
3. In the **Look in** box, click the drive that contains the Microsoft Mail file you want. In the folder list, double-click folders until you can click the Microsoft Mail file you want to import.
4. Click **Open.**
5. In the box, type your Microsoft Mail password.
6. To import existing e-mail messages, select the **Import messages** check box.

   To import entries from your Personal Address Book, select the **Import personal address book entries** check box.
7. Click **OK.**
8. To specify a destination for the imported e-mail messages, click **Put the messages into existing Personal Folders** or **Put the messages into new Personal Folders.**

   If you clicked **Put the messages into new Personal Folders,** type the name of the new personal folder in the box below, or click **Browse** to select from a list.
9. To add these new personal folders to your user profile and show them in the folder list, select the **Display new Personal Folders** check box.
10. Click **OK.**
11. If you chose to create a new personal folder, click an encryption option, and then create a password.

## Troubleshoot importing and exporting

### What do you need help with?

- I get an error message when importing information from Microsoft Excel 97.
- Not all of my contacts were exported to the Timex Data Link watch.
- The **Map Custom Fields** button is not available.
- Why do I see only one of my recurring tasks or appointments?
- My vCard or vCalendar file attachment is missing or broken into text.

## The Map Custom Fields button is not available.

In Microsoft Outlook 98, the **Map Custom Fields** button in the Import a File dialog box might not be available when you try to import data from another program or file. Click the **Import** check box in the The following actions will be performed dialog box. The **Map Custom Fields** button becomes available.

### Not all of my contacts were exported to the Timex Data Link watch.

The Timex Data Link watch does not support extended characters. When you export contact phone numbers from Microsoft Outlook 98 to the Timex Data Link watch, the watch does not import any contact name that includes extended characters. However, the phone number is imported.

## I get an error message when importing information from Microsoft Excel 97.

The information you are trying to import is not contained within a Named Range in the Microsoft Excel file. Or, the range name used is the same as one of the column header names in the range.

Outlook reserves the first row of a named range for field names. If the range you import does not contain field names, the first row of data will be interpreted as field names and will not be imported as data. To ensure that all of the data in the named range is imported, use the first row for field names.

To successfully import information using a Microsoft Excel file, define a Named Range in your Microsoft Excel worksheet. The name assigned to the range cannot be the same as one of the column header names. To define a Named Range in Microsoft Excel, carry out these steps:

1. In your Microsoft Excel worksheet, select the rows and columns that contain the information that you want to import.
2. On the **Insert** menu, point to **Name,** and then click **Define.**
3. In the **Names In Workbook** box, type a name for the range that you just specified, and then click **Add.** The name cannot contain spaces, and it cannot be the same as the name of a column header.
4. Click **OK,** and on the **File** menu, click **Save.**
5. Quit Excel.

### Why do I see only one of my recurring tasks or appointments?

If you export a recurring task or an appointment from a personal folder file stored on your hard disk, only the first occurrence is exported. Make copies of the tasks or appointments and change the dates.

## Import from an Internet Mail program

**1** On the **File** menu, click **Import and Export.**

**2** Click **Import Internet Mail and Addresses.**

**3** Click the program you want to import items from.

**4** To import existing e-mail messages, select the **Import mail** check box.

To import entries from your Address Book, select the **Import address book** check box.

To import filters or rules, select the **Import Rules** check box. Rules can be imported only from Outlook Express.

**5** If you are importing only e-mail messages or rules, click **Finish.**

If you are also importing entries from your Address Book, click **Next.**

**6** To specify a destination for your Address Book other than Contacts, click **Personal Address Book.**

**7** To specify that duplicate e-mail addresses should be replaced with addresses being imported, click **Replace duplicates with items imported.**

To specify that duplicate e-mail addresses should be added, click **Allow duplicates to be created.**

To specify that duplicate items should not be imported, click **Do not import duplicate items.**

**8** Click **Finish.**

**9** To save a copy of the Import summary to your Inbox, click **Save in Inbox.**

### Import a Personal Address Book into a Contacts folder

1. On the **File** menu, click **Import and Export.**
2. Click **Import from another program or file.**
3. Follow the instructions in the Import and Export Wizard.

## File types you can import to or export from Outlook

If you want to import or export data from any of the products listed in the following table, you must have installed the **Full** version of Outlook. If you selected **Minimum** or **Standard** Setup when you installed Outlook, you must add the components needed to import or export the information you want. For more information about adding components, click .

| Product | File extension | Import | Export |
|---|---|---|---|
| Microsoft Schedule+ 1.0 | .cal | Yes | No |
| Microsoft Schedule+ 95 | .scd | Yes | No |
| Microsoft Exchange Personal Address Book | .pab | Yes | Yes |
| Microsoft Internet Mail (IE 3.02) | | Yes | No |
| Microsoft Outlook Express | | Yes | No |
| ACT! 2.0 or 3.0 for Windows | .dbf | Yes | No |
| ECCO 3.0, 3.01, 3.02 or 4.00 | .eco | Yes | No |
| Eudora Light (1.54 or 3.0.1) | | Yes | No |
| Eudora Pro 2.2, 3.0, 3.0.1 | | Yes | No |
| Netscape Mail 2.02, 3.0, or 3.01 | | Yes | No |
| Netscape Messanger 4.0 | | Yes | No |
| SideKick 1.0/95 and 2.0 | .skcard | Yes | No |
| Lotus Organizer 1.0, 1.1, 2.1 and 97 | .org, .or2 | Yes | No |
| Comma-Separated Values (MS-DOS) | .txt | Yes | Yes |
| Comma-Separated Values (Windows) | .csv | Yes | Yes |
| Tab-Separated Values (MS-DOS) | .txt | Yes | Yes |
| Tab-Separated Values (Windows) | .txt | Yes | Yes |
| vCalendar | .vcs | Yes | No |
| vCard | .vcf | Yes | No |
| Microsoft Access | .mdb | Yes | Yes |
| Microsoft Excel | .xls | Yes | Yes |
| Microsoft FoxPro | .dbf | Yes | Yes |
| dBASE | .dbf | Yes | Yes |

## Import vCard to Contacts

1. On the **File** menu, click **Import and Export.**
2. Click **Import a Vcard file (.vcf).**
3. In the **Look in** box, click the drive that contains the vCard file you want. In the folder list, double-click folders until you can click the vCard file you want to import.
4. Click **Open.**

**Tip** You can also double click the vCard or drag it onto **Contacts** on the Outlook bar.

## Import a vCalendar file into Calendar

1 On the **File** menu, click **Import and Export.**

2 Click **Import a vCalendar file (.vcs).**

3 In the **Look in** box, click the drive that contains the vCalendar appointment you want. In the folder list, double-click folders until you can click the vCalendar file you want to import.

4 Click **OK.**

**Tip** You can also double-click the vCalendar file or drag it onto **Calendar**  on the Outlook bar. These methods work best with a single vCalendar appointment because only the first appointment in a file is imported when you double-click or drag the file.

## My vCard or vCalendar file attachment is missing or broken into text.

vCards and vCalendar files are text files. If the attachment appears as text in an e-mail message, select the text and then copy it into a new contact or a new appointment. While the item is open, fill in any missing data.

## Insert an item into another item

**1** Open any item, except a note, that you want to insert another item into.

**2** On the **Insert** menu, click **Item.**

**3** In the **Look in** box, click the folder that contains the items you want to insert.

**4** In the **Items** box, select the items you want to insert.

How?

**5** Under Insert as, click an option.

**Tips**

- You can insert an item by dragging it to the text box of an open item. For example, you can drag a task from the Tasks folder to the text box of a message.
- You can use the right mouse button to drag an item to a folder that contains a different type of item to create a new item of another type. The item you drag is inserted into the new item as a shortcut, attachment, or text. For example, you can use the right mouse button to drag an e-mail message to the Contacts folder to create a new contact. The message appears as a shortcut, attachment, or text in the text box of the new contact. If you copy the item as an attachment, the item is stored in two places: in the original folder you dragged the item from and in the text box of the new item.

## What you can type in date and time fields

Instead of typing numbers for a date or time, you can type a description of the date or time in words. Outlook then converts the description to a number format for you. This conversion is called AutoDate. For example, if you type **one week from today** in a date field, Outlook displays the numbers that represent the correct month, day, and year.

The following list provides examples of what you can type in date and time fields. Use this list for ideas, and then try to type some descriptions yourself. Also, try typing abbreviations. For example, you can type **Feb** instead of **February.**

**Dates spelled out**

- July twenty-third, March 28th, first of September
- this Fri, two days from now, sixty days after
- three wks ago, next week
- one month from today

**Times spelled out**

- noon, midnight
- nine o'clock am, five twenty

**Descriptions of times and dates**

- now
- yesterday, today, tomorrow
- next, last
- ago, before, beforehand, beginning, previous, start
- after, end, ending, following
- for, from, that, this, till, through, until

**Holidays that fall on the same date every year (punctuation is optional)**

- Boxing Day
- Cinco de Mayo
- Christmas, Christmas Day, Christmas Eve
- Halloween
- Independence Day
- Lincoln's Birthday
- New Year's Day, New Year's Eve
- St. Patrick's Day
- Valentine's Day
- Veterans Day
- Washington's Birthday

**Note** If you type something in a date or time field and later change your mind, you can delete the entry or type **none.**

## Insert a file into an item

**1** Open any item, except a note, that you want to insert a file into.

**2** On the **Insert** menu, click **File.**

**3** Locate and click the file you want to insert.

**4** Under Insert as, click an option.

**Tips**

- You can also drag a file from the desktop or from Windows Explorer to the text box of an open item to insert it.
- You can drag a file onto a shortcut on the Outlook Bar to create an item of the same type as those in the folder the shortcut points to. If you drag the file to the Inbox shortcut, the file appears as an attachment in the new message. If you drag the file to a shortcut that points to another folder type (except Notes), the file appears as a shortcut in the new item. If you drag the file onto a shortcut that points to an e-mail folder other than Inbox, Outlook copies the file directly to that folder without creating a new message.
- If you use the right mouse button to drag the file onto a shortcut on the Outlook Bar (except Notes), you can choose whether to create an item that contains the file as a shortcut or as an attachment.

### Save an item as a file

1. Click the item you want to save as a file.
2. On the **File** menu, click **Save As.**
3. In the **Save in** box, click the location where you want to save the file.
4. In the **File name** box, type a name for the file.
5. In the **Save as type** box, click the file type you want.

## Copy a folder

1. On the **View** menu, click **Folder List.**
2. Click the folder you want to copy.
3. On the **File** menu, point to **Folder,** and then click **Copy *Folder name*.**
4. In the **Copy the selected folder to the folder** list, click the location you want the folder copied to.

## Create a folder for items

1. On the **File** menu, point to **New,** and then click **Folder.**
2. In the **Name** box, enter a name for the folder.
3. In the **Folder contains** box, click the type of items you want the folder to contain.
4. In the **Select where to place the folder** list, click the location for the folder.

### Delete a folder

1 On the **View** menu, click **Folder List.**

2 Click the folder you want to delete.

3 On the **File** menu, point to **Folder,** and then click **Delete *Folder name*.**

## Move a folder

1. On the **View** menu, click **Folder List.**
2. Click the folder you want to move.
3. On the **File** menu, point to **Folder,** and then click **Move *Folder name*.**
4. In the **Move the selected folder to the folder** list, click the location where you want to move the folder.

## Rename an Outlook folder

1. On the **View** menu, click **Folder List.**
2. Click the folder you want to rename.
3. On the **File** menu, point to **Folder,** and then click **Rename *Folder name*.**
4. Type a new name for the folder.

### Create an item from selected text

**1** Select the text you want to use to create an item.

**2** Drag the selected text onto a shortcut on the Outlook Bar that points to a folder that contains the type of item you want to create.

**3** Select the options you want.

## Troubleshoot linked and embedded objects

### What do you need help with?

- When I double-click a linked object or embedded object, a "cannot edit" error message appears
- I want the embedded object rather than an icon to appear in my item
- The Object or Paste Special command is not available when I try to insert an object

## The Object or Paste Special command is not available when I try to insert an object

To insert an object into an Outlook item, you must use a rich-text editor such as Microsoft Exchange Rich Text or Microsoft Word. HTML or plain text editors do not support object linking and embedding. To change the editor for items, click the **Tools** menu, click **Options,** and then click the **Mail Format** tab. In the **Send in this message format** box, click a different editor.

## When I double-click a linked object or embedded object, a "cannot edit" error message appears.

This message appears when the source file or source program can't be opened.

- Make sure the source program is set up on your computer. If the source program is not set up, convert the object to the file format of a program you do have set up. For information about converting an object to a different file format, click .
- Make sure you have enough memory to run the source program. Close other programs to free up memory, if necessary.
- If the source program is running, make sure it doesn't have any open dialog boxes. Switch to the source program, and close any open dialog boxes.
- If it is a linked object, make sure someone else doesn't have the source file open.
- If it is a linked object, make sure the source file you want to modify has the same name as when you created the link and has not been moved. To see the name of the source file, select the linked object, click the **Edit** menu, and then click **Links.** If the source file has been renamed or moved, in the Links dialog box, click **Change Source** to reconnect the links.

## I want the embedded object rather than an icon to appear in my item.

1 Right-click the icon, and then click **Properties** on the shortcut menu.

2 Click the **View** tab, and then click **Display as editable information.**

This does not work with embedded files.

## Use linked and embedded objects to share information between Office programs

Use a linked object or an embedded object to add all or part of a file created in an Office program, or in any program that supports linked and embedded objects, to an item. You can create a new embedded object, or you can create a linked object or embedded object from an existing file. If the file you want to use was created in a program that does not support linked and embedded objects, you can still copy information from the file. For more information about linked and embedded objects, click .

**What do you want to do?**

Create a new embedded object
Create a linked object or embedded object from an existing file
Create a linked object or embedded object from information in an existing file

## About linked and embedded objects

The main differences between linked objects and embedded objects have to do with where the data is stored and how it is updated after you place it in the item.

With a linked object, information is updated only if you modify the source file. Linked data is stored in the source file. The item stores only the location of the source file and displays a representation of the linked data. Use linked objects if file size is a consideration.

With an embedded object, information is updated only if you modify the embedded object that is located in the item. Information in the item does not change if you modify the source file. Embedded objects become part of the item and, once inserted, are no longer part of the source file. Double-click the embedded object to open it in the source program.

To link or embed objects in Outlook you must be using a rich-text editor, such as Microsoft Exchange Rich Text or Microsoft Word.

Return to Use linked and embedded objects to share information between Office programs

## Create a new embedded object

1. Click in the text box of the item where you want to place the embedded object.
2. On the **Insert** menu, click **Object.**
3. Click **Create new.**
4. In the **Object type** box, click the type of object you want to create.
5. To display the embedded object as an icon, for example, if others are going to view the item online, select the **Display as icon** check box.

**Notes**

- Only programs that are set up on your computer and that support linked and embedded objects appear in the **Object type** box.
- If you create a linked object from a Microsoft Office file and you want others to be able to edit the linked object, the recipients of the message must have access to the network share the file is stored on, your network must support UNC addresses, and you must type the UNC address for the network share that has the file in the **File** box.

  For example, type **\\Data\Spreadsheets\File.xls**
- When you click **Microsoft Excel Worksheet** in the **Object type** box, an entire workbook is inserted into your item. The item displays only one worksheet at a time. To display a different worksheet, double-click the Microsoft Excel object, and then click a different worksheet.

## Create a linked object or embedded object from an existing file

**1** Click in the text box of the item where you want to place the linked object or embedded object.

**2** On the **Insert** menu, click **Object.**

**3** Click **Create from file.**

**4** In the **File** box, type the name of the file you want to create a linked object or embedded object from, or click **Browse** to select from a list.

**5** To create a linked object, select the **Link** check box.

An embedded object is created if you don't select the **Link** check box.

**6** To display the linked object or embedded object as an icon, for example, if others are going to view the item online, select the **Display as icon** check box.

**Notes**

- You cannot use the **Object** command on the **Insert** menu to insert graphics and certain types of files.
- When you create an embedded object from an existing Microsoft Excel workbook, the entire workbook is inserted into your item. The item displays only one worksheet at a time. To display a different worksheet, double-click the Microsoft Excel object, and then click a different worksheet.

## Create a linked object or embedded object from information in an existing file

**1** Open the file that contains the information you want to create a linked object or embedded object from, and then select the information.

**2** Click **Copy**  or **Cut** .

**3** Switch to the item you want to place the information in, and then click where you want the information to appear.

**4** On the **Edit** menu, click **Paste Special.**

**5** To create a linked object, click **Paste Link.**

To create an embedded object, click **Paste.** In the **As** box, click the entry with the word "object" in its name. For example, if you copied the information from a Word document, click **Microsoft Word Document Object.**

**Notes**

- You cannot create a linked object or embedded object in a different location within the same item or between items in Outlook.
- When you create an embedded object from information in an existing Microsoft Excel workbook, the entire workbook is inserted into your item. The item displays only one worksheet at a time. To display a different worksheet, double-click the Microsoft Excel object, and then click a different worksheet.

## Edit a linked object or an embedded object

To edit a linked object in an item, right-click the object, and then click **Properties** on the shortcut menu.

If the source program is set up on your computer, double-click the embedded object to edit it. After you double-click the embedded object, some programs temporarily replace the toolbars in the open program so that you can remain in that program and edit the embedded object in place. Other programs start the source program in a separate window and then open the object there for editing.

If you don't have the source program, convert the embedded object to the file format of a program you do have. For example, if your Word document contains an inserted Microsoft Works Spreadsheet object (and you don't have Works, but you do have Microsoft Excel), you can convert the object to Microsoft Excel Workbook format and edit the embedded object in Microsoft Excel.

**What do you want to do?**

- Edit a linked object
- Edit an embedded object in the source program
- Edit an embedded object in a program other than the source program

### Edit an embedded object in the source program

1. Double-click the embedded object to open it.
2. Make the changes you want to the embedded object.
3. If you are editing the embedded object in place in the open program, click anywhere outside the embedded object to return to the item.

   If you edit the embedded object in the source program in a separate window, click **Exit** on the **File** menu to return to the item.

**Note** Some embedded objects, such as video and sound clips, play when you double-click them instead of opening a program. To edit one of these embedded objects, select it, point to ***Object name*** **Object** on the **Edit** menu, and then click **Edit.**

### Edit an embedded object in a program other than the source program

1 Right-click the embedded object you want to edit, and then click **Properties** on the shortcut menu.
2 On the **General** tab, click **Convert.**
3 Click the file format you want to convert the embedded object to.

## Edit a linked object

1. Open the item that contains the linked object you want to edit.
2. Select the linked object.
3. On the **Edit** menu, point to ***Object name*** **Object,** and then click **Edit.**
4. Make the changes you want to the linked object.
5. In the source program, click the **File** menu, and then click **Exit.**

## Reconnect a linked object when the source file moves or is renamed

1. Open the item that contains the linked object you want to reconnect or change.
2. Right-click the linked object, and then click **Properties** on the shortcut menu.
3. Click the **Link** tab.
4. Click **Change Source.**
5. In the **File name** box, enter the name of the file you want to reconnect the linked object to or change the linked object in.

   If you do not see the file you want to open, select a different folder in the **Look in** box.
6. To reconnect the linked object to part of the source file only, type the name of the specific content in the source file you want to link to—such as a range of cells in Microsoft Excel or a bookmark name in Word—in the **Item name** box.

## Change the way a linked object or embedded object appears

You can display a linked object or embedded object in an item exactly as it appears in the source program (for example, if you plan to print the item) or as an icon (for example, if you want to minimize the amount of space the object uses in the item). You can also change the icon that represents the linked object or embedded object and add or change the label that appears below the icon. If you click **Unformatted Text, Formatted Text (RTF), Picture,** or **Bitmap** in the Paste Special dialog box (on the **Edit** menu, click **Paste Special**), you can't change the way a linked object appears.

**What do you want to do?**

- Display a linked object or embedded object as content
- Display a linked object or embedded object as an icon
- Change the icon that represents a linked object or embedded object
- Change or add an icon label for the icon that represents a linked object or embedded object

## Display a linked object or embedded object as content

1. Open the item that contains the linked object or embedded object you want to change.
2. Right-click the linked object or embedded object you want to change, and then click **Properties** on the shortcut menu.
3. Click the **View** tab, and then click **Display as editable information.**

### Display a linked object or embedded object as an icon

1. Open the item that contains the linked object or embedded object you want to change.
2. Right-click the linked object or embedded object you want to change, and then click **Properties** on the shortcut menu.
3. Click the **View** tab, and then click **Display as icon.**

## Change the icon that represents a linked object or embedded object

1. Open the item that contains the linked object or embedded object you want to change.
2. Right-click the linked object or embedded object you want to change, and then click **Properties** on the shortcut menu.
3. Click the **View** tab, and then click **Change Icon.**
4. Click **From File,** and then type the file name of the icon you want, or click **Browse** to select from a list.

## Change or add an icon label for the icon that represents a linked object or embedded object

1. Open the item that contains the linked object or embedded object you want to change.
2. Right-click the linked object or embedded object you want to change, and then click **Properties** on the shortcut menu.
3. Click the **View** tab, and then click **Change Icon.**
4. To add or change the label that appears with the icon, type the text you want in the **Label** box.

## Update a linked object

A linked object is updated automatically every time you open the item or any time the source file changes while the item is open.

**What do you want to do?**

- Change the way a linked object is updated
- Update a linked object manually

## Change the way a linked object is updated

1. Open the item that contains the linked object you want to change.
2. Right-click the linked object or embedded object you want to change, and then click **Properties** on the shortcut menu.
3. Click the **Link** tab.
4. To update a linked object every time you open the file that contains the object or any time the linked object changes while the file is open, click **Automatic.**

   To update a linked object only when you click **Update Now,** click **Manual.**

## Update a linked object manually

1. Open the item that contains the linked object you want to update.
2. Right-click the linked object or embedded object you want to change, and then click **Properties** on the shortcut menu.
3. Click the **Link** tab, and then click **Update Now.**

## About Office programs you can use to make a list of names and addresses for a mail merge

Before you create a list of names and addresses for a mail merge, you must determine which Office program is best suited to your task. For a mail merge, you can use a list you create in Microsoft Word, Microsoft Access, Microsoft Outlook, or Microsoft Excel.

- For a small- or medium-size list of names and addresses you don't expect to make many changes to, you can use the Mail Merge Helper in Microsoft Word. For information about how to use the Mail Merge Helper in Word, see Word Help.
- To use the names and addresses of all the contacts in your Outlook contact list with the Mail Merge Helper in Microsoft Word, first add your Outlook Address Book to your user profile. In Word, click the **Tools** menu, and then click **Mail Merge.** Click **Get Data,** and then click **Use Address Book.** Click **Outlook Address Book.**
- To use names and addresses of only some of the contacts in your Outlook contact list with the Mail Merge Helper in Microsoft Word, copy the contacts you want to use to a separate contacts folder, and then export the contacts in that folder to a tab-delimited file.
- For an automatically numbered list, use Microsoft Word.
- For a longer list that you expect to add, delete, and change entries in, or for a list of numbers, use Microsoft Excel or Microsoft Access.
- For powerful sorting and searching capabilities, use Microsoft Access or Microsoft Excel.
- For a list with full relational database capabilities, for a large list, or for a list you can share with others, use Microsoft Access.

## Ways to share information in Outlook

There are many different ways to share information between Office programs. You can make your decision based on how you want the information to appear in the program, whether you want the information updated when the source changes, and who you want to share the information with.

| To | Do this |
|---|---|
| Make a copy of information that appears in one program and paste it into another program. | Use copy and paste. |
| Quickly copy or move information between two open files. | Use drag-and-drop editing. |
| Use a file created in another program. | Use the import and export feature. |
| Create a hyperlink to a Web page in a mail message and represent it with colored and underlined text. | Type the hyperlink address in the text box of the message. |
| Copy information from another file and keep the copied information up to date if the original data changes in the source file. | Use a linked object. |
| Copy information from a file created in another program so that you can easily edit the data in the source program without leaving your current document. | Use an embedded object. |
| Send an entire file to others so they can review and make comments. | Send a file as an attachment. |
| Send items to others so they can copy the items to their private folders. | Insert the items. |

## What happened to my changes to an attachment?

- If you open an attachment in an item, make changes to the attachment, and then close the item without saving the item, your changes to the attachment are not saved with the item. You must save the item to save changes to an attachment in the item. To save a separate copy of the attachment after you make changes, use the **Save As** command (on the **File** menu) in the program you opened the attachment in.
- The attachment may have been open when you closed the item. If you close an item and later close an attachment associated with that item, changes to the attachment are not saved with the item. To save all attachment changes with an item, keep the item open while you make changes to the attachment. When you finish your changes to the attachment, save and close the attachment, and then save and close the item.
- You may have opened more than one copy of the attachment and then made changes to separate copies. If you made changes to more than one copy of the attachment, only the changes you saved in the last copy are saved with the item.
- If you created the file used as an attachment, you may have changed the original file, not the attachment. Locate and check the original file on your hard disk, and reattach the original file if you need to.

## Create a message

1 On the **File** menu, point to **New,** and then click **Mail Message.**

2 Enter recipient names in the **To, Cc,** and **Bcc** boxes.

To select recipient names from a list, click the **To, Cc,** or **Bcc** button.

3 In the **Subject** box, type the subject of the message.

4 In the text box, type the message.

5 Click **Send** .

**Note** For information about how to create a message that uses stationery, click .

## Copy messages

1 Click **Inbox** .

2 Select the messages you want to copy.
How?

3 On the **Edit** menu, click **Copy.**

4 If you want to place the copies in another folder, click the folder you want the messages copied to.

5 On the **Edit** menu, click **Paste.**

## Delete messages

1 Click **Inbox** .

2 Select the messages you want to delete.
How?

3 Click **Delete** .

## Forward messages

1 Click **Inbox**.

2 Select the messages you want to forward.
How?

3 Click **Forward**.

4 Enter recipient names in the **To, Cc,** and **Bcc** boxes.
To select recipient names from a list, click the **To, Cc,** or **Bcc** button.

5 If you are forwarding multiple messages, type the subject of the message in the **Subject** box.

6 Click **Send**.

**Note** If you select multiple messages, they will be forwarded as attachments in a new message.

## Set the importance level for a message

**1** Create or open a message.

How?

**2** To mark a message as very important, click **Importance: High** .

To mark a message as not important, click **Importance: Low** .

To remove the importance level symbol from the message, click the importance button again.

**Note** You can mark all messages you send with the same importance level. On the **Tools** menu in the main window, click **Options,** click the **Preferences** tab, and then click **E-mail Options.** Click **Advanced E-Mail Options,** and then in the **Set importance** box, click the importance level you want.

## Move messages

1 Click **Inbox** .

2 Select the messages you want to move.
How?

3 Click **Move to Folder** , and then click the name of the folder you want to move the messages to.

To move to a folder not listed, click **Move to Folder,** and then in the **Move the selected items to the folder** list, click the folder you want the messages moved to.

## Reply to a message

**1** Open the message you want to reply to.

How?

**2** To reply to only the sender of the message, click **Reply** .

To reply to all of the recipients in the **To** and **Cc** boxes, click **Reply to All** .

### Set the action to occur after moving or deleting a message

1. On the **Tools** menu, click **Options.**
2. Click the **Preferences** tab, and then click **E-Mail Options.**
3. In the **After moving or deleting an open item** box, click the action you want.
4. Select or clear the **Close original message on reply or forward** check box.

## Mark a message as private, personal, or confidential

1 In the message you want to set the sensitivity level for, click **Options** .

2 In the **Sensitivity** box, click the option you want.

**Notes**

- Marking a message **Private** prevents the message from being modified after you send it.
- You can mark all of the messages you send with the same sensitivity level. On the **Tools** menu in the main window, click **Options,** click the **Preferences** tab, and then click **E-Mail Options.** Click **Advanced E-Mail Options,** and then in the **Set sensitivity** box, click the sensitivity level you want.

## Review request responses before recording the results

1. On the **Tools** menu, click **Options.**
2. Click the **Preferences** tab, click **E-Mail Options,** and then click **Advanced E-Mail Options.**
3. To review responses in your Inbox before they are recorded, clear the **Process requests and responses on arrival** check box.

   To automatically record responses in the original item, select the **Process requests and responses on arrival** check box.

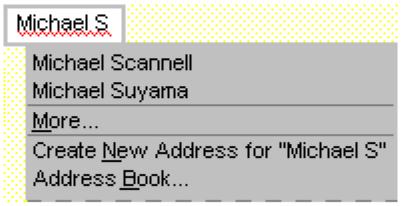
## Turn on or off the use of commas to separate e-mail addresses

1 On the **Tools** menu, click **Options.**
2 Click the **Preferences** tab, click **E-Mail Options,** and then click **Advanced E-Mail Options.**
3 Select or clear the **Allow comma as address separator** check box.

**Note** A semicolon can still be used to separate e-mail addresses when you clear the check box..

## Check recipient names before sending a message

Outlook automatically checks the names you type in the **To, Cc,** and **Bcc** boxes against the names in the Address Book before you send a message. If an exact match is found, the name is underlined. If multiple names are found that match what you type, a red, wavy line appears under the name. Right-click the name to see the other names found.




If multiple names are found that match what you type, and you have used the address before, the name you chose previously appears with a green, dashed underline to remind you that there are other choices. Right-click the name to see the other names found.

You can still manually check names in messages. Create and address the message you want to send, click the **Tools** menu, and then click **Check Names.**

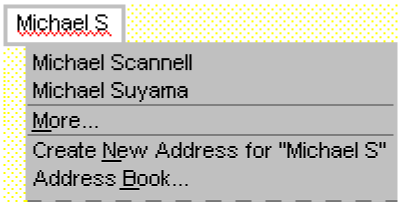
For information about how to turn on or off automatic name checking, click .

## Turn on or off automatic name checking

1. On the **Tools** menu, click **Options.**
2. Click the **Preferences** tab, click **E-Mail Options,** and then click **Advanced E-Mail Options.**
3. Select or clear the **Automatic name checking** check box.

### What do the wavy red and green underlines mean?

Outlook automatically checks the names you type in the **To, Cc,** and **Bcc** boxes against the names in the Address Book before you send a message. If an exact match is found, the name is underlined. If multiple names are found that match what you type, a red, wavy line appears under the name. Right-click the name to see the other names found.




If multiple names are found that match what you type, and you have used the address before, the name you previously chose is underlined with a green, dashed line to remind you that there are other choices. Right-click the name to see the other names found.

## Open a message

1 Click **Inbox** .

2 In the message list, double-click the message you want.

## Save messages

### What do you want to do?

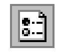
- Turn on or off saving a copy of messages you send.
- Save an unfinished message.
- Save an item as a file.

## Turn on or off saving a copy of messages you send

**1** On the **Tools** menu, click **Options.**

**2** Click the **Preferences** tab, and then click **E-Mail Options.**

**3** Select or clear the **Save copies of messages in Sent Items folder** check box.

**Note** To save a copy of a single message you send, click **Options**  in the message, and then select the **Save sent message to** check box. To specify a folder you want the message saved in, click the **Browse** button.

## Save an unfinished message

**1** Click the message.

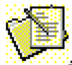
**2** On the **File** menu, click **Save.**

**Notes**

- Unfinished messages are saved in the Drafts folder and are not sent.
- By default, unsent messages you are working on are saved every three minutes.
- To turn on or off automatic saving of unfinished messages, click the **Tools** menu, click **Options,** click **Preferences,** click **E-Mail Options,** and then select or clear the **Automatically save unsent messages** check box.
- You can change how often an unfinished message is automatically saved. You can also change the folder where the messages are saved, and other options. On the **Tools** menu, click **Options,** click **Preferences,** click **E-Mail Options,** click **Advanced E-Mail Options,** and then under Save messages, select the options you want.

## Open a draft of a message

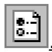
1 On the Outlook Bar, click **Mail** or **My Shortcuts.**

2 Click **Drafts** .

3 Double-click the message.

### Have replies to your message sent to another person

1 Create a message.

2 Click **Options** .

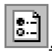
3 Select the **Have replies sent to** check box.

4 Type the name of another person, or click **Select Names** to select from a list.

You cannot have replies sent to a personal distribution list.

### Make a sent message unavailable after a specified date

1 Create a message.

2 Click **Options** .

3 Select the **Expires after** check box, and then enter the expiration date you want.

### Show or hide the Bcc field in a message

**1** Create a message.

**2** On the **View** menu, click **Bcc Field.**

## About flags

You can flag a message or contact to remind yourself to follow up on an issue, or you can flag an outgoing message with a request for someone else. You can also set a reminder for the message or contact.

When a message or contact is flagged, one of the following appears in the Flag Status column .

| If this appears in the Flag Status column | It means |
|---|---|
| blank | Not flagged |
|  | Flagged |
|  | Flagged as completed |

When the recipient receives a message with a flag, a comment on the purpose of the flag appears at the top of the message. If you set a reminder, this date will also appear.

### Flag a message or contact for follow up

1. Select the message or contact you want to flag.
2. On the **Actions** menu, click **Flag for Follow Up.**
3. In the **Flag to** box, click the flag you want, or type your own.
4. Enter a date in the **Reminder** box.

## Change the due date on a flag

**1** Select the message or contact you want to change the due date for.

**2** On the **Actions** menu, click **Flag for Follow Up.**

**3** If you want to receive a reminder, enter a date in the **Reminder** box.

**Note** Items past their reminder date appear as the color set in the Automatic Format dialog box. By default, flagged items past their reminder date are red. For information about how to change this color, click .

## Flag a message or contact as completed

1 Select the message or contact you want to flag as completed.
2 On the **Actions** menu, click **Flag for Follow Up.**
3 Select the **Completed** check box.

### Clear a flag

1 Select the message or contact you want to clear flags for.

2 On the **Actions** menu, click **Flag for Follow Up.**

3 Click **Clear Flag.**

## Mark messages as read or unread

**1** Select the messages you want to change.

How?

**2** To mark messages as read, click the **Edit** menu, and then click **Mark as Read.**

To mark messages as unread, click the **Edit** menu, and then click **Mark as Unread.**

**Notes**

- To mark all of the messages in a folder as read, click the **Edit** menu, and then click **Mark All as Read.**
- If you use the preview pane to read messages, messages can be automatically marked as read after you view them. For information about changing how messages are marked with the preview pane, click .
- If you select a replied to or forwarded message, the message symbol does not change when you mark the message as unread, but it is still considered unread for sorting, grouping, or filtering.

## Turn on or off marking comments in a message

1 On the **Tools** menu, click **Options.**
2 Click the **Preferences** tab, and then click **E-Mail Options.**
3 Select the **Mark my comments with** check box, and then type the text, such as your name, that you want to display with your remarks in the box.

**Note** Only text you enter next to the previously written text in a message will have your name next to it.

## Turn on or off automatic emptying of the Deleted Items folder

1 On the **Tools** menu, click **Options,** and then click the **Other** tab.

2 Select or clear the **Empty the Deleted Items folder upon exiting** check box.

**Note** To be notified before you empty the Deleted Items folder, click the **Tools** menu, click **Options;** click the **Other** tab, click **Advanced Options,** and then select or clear the **Warn before permanently deleting items** check box.

### Notify me when new messages arrive

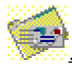
1. On the **Tools** menu, click **Options.**
2. Click the **Preferences** tab, and then click **E-Mail Options.**
3. Select or clear the **Display a notification message when new mail arrives** check box.

**Note** You can also play a sound or change the mouse cursor when messages arrive. On the **Tools** menu, click **Options;** click **Preferences,** click **E-Mail Options,** click **Advanced E-Mail Options,** and then under **When new items arrive,** select the options you want.

## Resend a message

You can only resend messages you have sent.

1 On the Outlook Bar, click **Mail** or **My Shortcuts.**

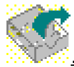
2 Click **Sent Items** .

3 Open the message you want to resend.

4 On the **Actions** menu, click **Resend This Message.**

## Open the Outbox

**1** On the Outlook Bar, click **Mail** or **My Shortcuts.**

**2** Click **Outbox** .

## Specify the folder to open when you start Outlook

1. On the **Tools** menu, click **Options.**
2. Click the **Other** tab, and then click **Advanced Options.**
3. In the **Startup in this folder** box, click the folder you want to appear when you start Outlook.

## Automatically select entire words

1. On the **Tools** menu, click **Options.**
2. Click the **Other** tab, and then click **Advanced Options.**
3. Select or clear the **When selecting text, automatically select entire word** check box.

## Turn on or off sounds

1. On the **Tools** menu, click **Options.**
2. Click the **Other** tab, and then click **Advanced Options.**
3. Select or clear the **Provide feedback with sound** check box.

**Note** When you select or clear the **Provide feedback with sound** check box, the setting affects all Microsoft Office programs.

## Change the format of replied to messages

1. On the **Tools** menu, click **Options.**
2. Click the **Preferences** tab, and then click **E-Mail Options.**
3. In the **When replying to a message** box, click the option you want.

### Change the format of forwarded messages

1 On the **Tools** menu, click **Options.**
2 Click the **Preferences** tab, and then click **E-Mail Options.**
3 In the **When forwarding a message** box, click the option you want.

## Change the character used to prefix replies and forwarded messages

1. On the **Tools** menu, click **Options.**
2. Click the **Preferences** tab, and then click **E-Mail Options.**
3. In the **When replying to a message** box or **When forwarding a message** box, click **Prefix each line of the original message.**
4. In the **Prefix each line with** box, type the character you want to use.

## Preview items

You can preview the first three lines of messages, or set up the screen so that the contents of any item, including messages, appear in a preview pane. If you use the preview pane, you can select options to mark messages as read, use the SPACEBAR to move between messages, and change the font used in the divider.

You cannot edit the content of messages in the preview pane.

**What do you want to do?**

- Display or hide the first three lines of messages.
- Display or hide the preview pane.
- Set options for reading messages with the preview pane

## Preview the first three lines of messages

1 Click **Inbox** .

2 To display or hide the first three lines of a message under the message, click the **View** menu, and then click **AutoPreview.**

**Note** To preview the first three lines of unread messages only, click the **View** menu, point to **Current View**, click **Customize Current View,** click **Other Settings,** and then click **Preview unread items.**

### Display or hide the preview pane

- On the **View** menu, click **Preview Pane.**

### Set options for reading messages with the preview pane

1. On the **Tools** menu, click **Options,** and then click the **Other** tab.
2. Click **Preview Pane.**
3. Select the options you want.
   For Help on an option, click the question mark , and then click the option.

## Delete an entire conversation

Outlook refers to a message thread as a conversation. To delete an entire conversation, follow these steps.

1 Click **Inbox** .

2 On the **View** menu, point to **Current View,** and then click **By Conversation Topic.**

3 Click the conversation group header, and then press DELETE.

## Find all messages in an e-mail conversation

1 Select one of the messages in the e-mail conversation.
2 On the **Actions** menu, point to **Find All,** and then click **Related Messages.**

## Why does text I type appear blue and underlined?

You may have typed the beginning of an Internet address (or protocol). When you type what appears to be an Internet protocol in the text box of a message, Outlook creates a hyperlink for you from the text, so that recipients of the message can quickly go to the destination of the hyperlink. (Recipients of the message must have an Internet browser (such as Microsoft Internet Explorer) that supports the protocol installed on their computers.) For a list of Internet protocols you can type to create hyperlinks, click .

## Protocols you can type to create hyperlinks

When you type one of the following Internet protocols in the text box of a message, Outlook creates a hyperlink for you from the text. If recipients of the message have an Internet browser (such as Microsoft Internet Explorer) that supports the protocol installed on their computers, they can click the hyperlink to quickly go to the destination.

If the Internet address includes spaces, you must enclose the entire address in angle brackets (< >). For example, **<file://C:\My Documents\MyFile.doc>**

| Protocol | Description |
|---|---|
| file:// | A protocol used to open a file on an intranet. |
| ftp:// | File Transfer Protocol (FTP), the most common method used to transfer files over the Internet. |
| gopher:// | Gopher protocol, by which hyperlinks and text are stored separately. |
| http:// | Hypertext Transfer Protocol (HTTP),the protocol most commonly used for Web pages |
| https:// | Hypertext Transfer Protocol, Secure. A protocol designed to provide secure communications using HTTP on the Internet. |
| mailto: | A protocol used to send messages to an e-mail address. When the recipient clicks this hyperlink, a new message opens with the mailto e-mail address filled in. |
| news: | A protocol used to open an Internet newsgroup, for recipients who are connected to an NNTP server. |
| nntp:// | Network News Transfer Protocol. A protocol used to distribute, inquire, retrieve, and post Usenet news articles over the Internet. |
| Outlook: or Outlook:// | A protocol used to open an Outlook folder or an item or file in Outlook. This protocol is supported only in Outlook. |
| prospero:// | A protocol used to organize Internet resources in your personal set of hyperlinks that go to information on remote file servers, for your personal virtual file system. |
| telnet:// | The Internet standard protocol for logging on from remote locations. |
| wais:// | Wide Area Information Servers protocol. A distributed information retrieval system used to retrieve documents based on keywords you supply. |

To add a hyperlink to a location in Outlook, or an Outlook item, use the following in the text of your message:

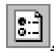
| To link to this | Use this |
|---|---|
| Inbox | Outlook:Inbox |
| Contacts | Outlook:Contacts |
| Any folder in your mailbox | Outlook:*foldername**subfolder*<br>Outlook:Deleted Items |
| Calendar | Outlook:Calendar |
| A message in your mail folder | <Outlook:Inbox/~*Subject of message*> |
| A contact in your Contact folder | <Outlook:Contacts/~*Name of contact*> |

## Open a hyperlink in a message

- Click the hyperlink.

**Note** If you use more than one browser, you can specify the browser to use to go to the hyperlink. Press and hold down SHIFT and click the hyperlink, and then locate the browser you want in the Locate Link Browser dialog box.

## Delay delivery of a message

1 In the message, click **Options** .

2 Select the **Do not deliver before** check box, and then enter the delivery date and time you want.
To enter a time, you must type in the box. For information about what you can type in a date and time box, click .

## Turn on or off reminders and reminder sounds

1 On the **Tools** menu, click **Options.**

2 Click the **Other** tab, and then click **Advanced Options.**

3 Click **Reminder Options.**

4 Select or clear the **Display the reminder** check box.

   If you display reminders, select or clear the **Play reminder sound** check box, and then enter the path of a sound file.

## Read international messages

Outlook usually can display messages in the language in which they were sent. However, some messages do not have enough information in the header file to display the correct language.

When this happens, you can change the character set for the displayed message. You must already have support for that language, which you can get from the Multilanguage Support area of the Microsoft Internet Explorer Web site.

If you receive messages in plain text, or in HTML format without font information, you can also set the type of fonts used to display the message.

**What do you want to do?**

- Change the character set used to read a message.
- Change the font used to read international messages.

## Change the character set used to read a message

**1** Open the message you want to read.

**2** On the **View** menu, point to **Language,** and then click the character set (alphabet) you want to use.

**3** In the dialog box that appears, click **Yes.**

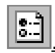
All messages whose header files contain the character set you want to replace will appear in the language you have chosen.

**Note** When you reply to the message, it is sent in the same character set as the original. If you change the character set in your reply, the original alphabet does not appear properly unless you send the message in HTML and the receiving program can read HTML.

## Assign an item to a category when you create the item

**1** Create an item.

**2** Do one of the following:

In a message, click **Options** .

In an appointment or a meeting, click the **Appointment** tab.

In a task or task request, click the **Task** tab.

In a contact, click the **General** tab.

In a note, click the note icon  at the top of the note.

**3** Click **Categories.**

**4** In the **Available categories** box, select the check boxes next to the categories you want.

If the category you want isn't available, you can quickly add a new category to the Master Category List. Type the category name in the **Item(s) belong to these categories** box, and then click **Add to List.**

**Note** In any item except a note or a message, you can type the category name in the **Categories** box instead of selecting from the **Available categories** box. If you use this method, make sure you spell the category name correctly or the item won't be assigned to a category in the Master Category List. Categories that are not included in the Master Category List are not available to assign other items to in the Categories dialog box.

## Change the look of new messages

**1** On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

**2** In the **Send in this message format** box, click the text editor you want.

| Editor | Options |
|---|---|
| HTML | Text formatting, numbering, bullets, alignment, horizontal lines, backgrounds, HTML styles, Web pages |
| Microsoft Outlook Rich Text | Text formatting, bullets, alignment |
| Plain Text | No formatting |
| Microsoft Word | For information about WordMail features, click . |

**Notes**

- When reading and replying to a message, Outlook uses the format the message was created in. For example, if you reply to a message sent to you in plain text, Outlook sends the response in plain text.
- If you use HTML as your new message format, you can use stationery to change the background and fonts used in the message. For information about creating stationery, click .

## Menus and commands are missing from Outlook

A command, toolbar button, or menu may not be available for the following reasons:

- Some commands used in Outlook 97 have moved in Outlook 98. For information about the differences, click .
- The command or feature you want to use may be an optional component that you can select when you set up Outlook. For information about setting up the component now, click .
  For information about loading and using add-ins, click .
- You may be using customized menus and toolbars. For information about restoring the built-in menus to their default settings, click . For information about restoring the default buttons to a built-in toolbar, click .
- If you do not use Outlook as your default e-mail program, some commands on the **Actions** menu are not available.

## Use Outlook contacts as a mail merge data source in Word

If you use Microsoft Word, you can use the Outlook contact list as a data source for a mail merge in Word to produce a variety of merged documents. For example, you can create form letters, print a list of mailing labels, or print addresses on envelopes.

You can use an exported Outlook contact list if you want to use any field in the complete list of fields, except custom fields, in Word. Also use this method if you use Word 95.

**What do you want to do?**

Use a contact list exported from Outlook

## Create a contact list for export or mail merge

1 Create a folder for the contacts you want to export or use for mail merge.

How?

2 On the Outlook Bar, click **Contacts** , or click another private or public contacts folder you want to copy information from.

3 To copy the contacts, press and hold down CTRL and drag the contacts you want from the contacts folder you just clicked to the temporary contacts folder.

**Tip** You can also use the **Find** command on the **Tools** menu to locate the contacts you want. For information about how to find items, click .

## Use a contact list exported from Outlook

1 If you don't want to use all of the contacts in a folder, or if you want to combine contacts from several contacts folders, first create a temporary contacts folder, and then copy the contacts you want.

How?

2 Open the contacts folder you want to use for the mail merge.

3 Export the contacts to a separate file.

How?

4 Merge the contacts with a document in Microsoft Word.

How?

## Outlook fields available when using the Outlook Address Book in Word

| Outlook contact field name | Merged field name in Word |
|---|---|
| Title | Courtesy_Title |
| First (Name) | First_Name |
| Last (Name) | Last_Name |
| Suffix | Generation |
| Job Title | Title |
| Company | Company |
| Department | Department |
| Office | Office |
| Street | Street_Address |
| City | City |
| State/Province | State |
| ZIP/Postal Code | Zipcode |
| Country/Region | Country |
| Business (Phone) | Business_Phone |
| Business 2 (Phone) | Business_Phone_2 |
| Business Fax | Business_Fax |
| Assistant's Name | Assistant_Name |
| Assistant's Phone | Assistant_Phone |
| Spouse's Name | Spouse |
| Home (Phone) | Home_Phone |
| Home 2 (Phone) | Home_Phone_2 |
| Home Fax | Home_Fax |
| Home Address Street | Home_Address |
| Home Address City | Home_City |
| Home Address State | Home_State |
| Home Address Postal Code | Home_Zipcode |
| Home Address Country | Home_Country |
| Other Phone | Other_Phone |
| Other Fax | Primary_Fax |
| Other Address Street | Other_Address |
| Other Address City | Other_City |
| Other Address State | Other_State |
| Other Address Postal Code | Other_Zip |
| Other Address Country | Other_Country |
| Mailing Address | Mailing_Address |
| Mobile Phone | Mobile_Phone |
| Pager | Pager_Phone |
| E-Mail | Email_Name |

## Merge Outlook contacts with a document in Word

1. To use an existing Word document for the mail merge, open the Word document that contains the standard text for the form letter or other document you want to merge with the contact list.
2. On the **Tools** menu, click **Mail Merge.**
3. Click **Create,** and then click the document type you want.
4. To use the Word document you opened, click **Active Window.**

   To create a new document for the mail merge, click **New Main Document.**
5. Click **Get Data.**
6. To use a contact list exported from Outlook, click **Open Data Source.** Open the folder that contains the exported contact list. In the **Files of type** box, click **All Files,** and then double-click the file that contains your contact list.
7. After you designate the data source and Word displays a message, click **Edit Main Document.**
8. Click where you want to insert a name, address, or any other information that changes for each contact. On the **Mail Merge** toolbar, click **Insert Merge Field,** and then click the field name you want. Repeat for each field you insert.
9. When you finish, click **Mail Merge Helper** on the **Mail Merge** toolbar.
10. Click **Merge,** and then select the options you want.

    For Help on Word commands and tools, see Microsoft Word Help.

## Troubleshoot using Outlook contacts for a mail merge in Word

### What do you need help with?

- The field I want to merge doesn't appear in Word.
- The field names in Word don't match the field names in Outlook.
- Why don't all of my Outlook contacts appear in Word?
- Why do contacts I filtered in Outlook appear in a mail merge in Word?

### The field I want to merge doesn't appear in Word.

If you want to use a custom field in the mail merge, you cannot use the Outlook Address Book or an exported file as a data source. Instead, in Outlook, create a custom table view that contains the fields you want to use in the mail merge. Switch to the custom view, select the contacts you want, and then copy them to the Clipboard. Paste the contacts into a new Word document and save the document; this document will be your data source for the mail merge. Switch to the Word document you want to use for the mail merge, click the **Tools** menu, and then click **Mail Merge.**

To use the Word document you just saved as a data source for the mail merge, click **Get Data,** click **Open Data Source,** and then click the document you saved. Insert the merge fields you want to use, and then click **Merge.**

### The field names in Word don't match the field names in Outlook.

Did you perform a mail merge by using the Outlook Address Book? The Outlook Address Book is a special address book that acts as an intermediary between Outlook and Word. When Word interprets the Outlook Address Book, it uses field names that are familiar to people who have used Word before. If you can't find the field you want, try to use a field with a similar name.

For information about what Outlook fields are called when you use the Outlook Address Book in Word, click . If you still can't find the field you need, export your contact list to a separate file, and then perform the mail merge with the exported contacts. For information about how to export a contact list, click .

## Why don't all of my Outlook contacts appear in Word?

Do you store contacts in more than one contacts folder in Outlook? If you use contacts in the Outlook Address Book to perform the mail merge, you can only specify contacts from one contacts folder at a time. If you export contacts, you can only export contacts from one contacts folder at a time.

To use all of your contacts, you can either perform a mail merge separately for each contacts folder or copy your contacts into one contacts folder (before you export the contacts or use the Outlook Address Book for the mail merge).

## Why do contacts I filtered in Outlook appear in a mail merge in Word?

Word uses all the contacts in your contact list, regardless of whether you set a filter in Outlook before you either used the Outlook Address Book in Word or exported a contact list from Outlook to use in Word.

To use only some of the contacts in a contacts folder, create a separate contacts folder, and then move or copy only the contacts you want into that folder. For information about how to create a contacts list for export or mail merge, click . Then use the Outlook Address Book, or export the contact list from Outlook, for the mail merge in Word.

## Remove or add attendees and resources

**1** Open the meeting.

How?

**2** Click the **Attendee Availability** tab.

**3** Click **Invite Others.**

**4** To remove an attendee or resource, click the name you want to remove, and then press DELETE.

To add an attendee or resource, enter the name you want to add in the **Type name or select from list** box, and then click **Required, Optional,** or **Resources.**

**Tip** To avoid sending duplicate meeting requests to people previously invited, forward the meeting request to new attendees.

## Invite attendees and resources to a meeting

1 Click **Calendar** .

2 On the **Actions** menu, click **Plan a meeting.**

3 Click **Invite Others.**

4 In the **Type name or select from list** box, enter the name of the person or resource you want at the meeting.

5 For each name entered, click **Required, Optional,** or **Resources.** The **Required** and **Optional** attendees appear in the **To** box, and **Resources** appear in the **Location** box.

6 Click **OK,** and then use the scroll bars to view the free/busy time for invitees.

**Tips**

- You can quickly schedule a meeting with someone in your contact list. In Contacts, click the contact, click the **Actions** menu, and then click **New Meeting with Contact.**
- To get details on conference rooms, check the properties of each resource.

## Schedule a meeting

1 Click **Calendar** .

2 On the **Actions** menu, click **Plan a meeting.**

3 Invite attendees and resources.

How?

4 Determine a meeting time.

How?

5 Click **Make Meeting.**

6 In the **Subject** box, type a description.

7 If you did not schedule a room, enter the location in the **Location** box.

8 Select other options you want.

9 Click **Send** .

**Tip** To send agendas or meeting minutes, attach a file to your meeting request.

## Schedule a recurring meeting

1 Click **Calendar** .

2 On the **Actions** menu, click **Plan a meeting.**

3 Invite attendees and resources.

How?

4 Determine a meeting time.

How?

5 Click **Make Meeting.**

6 In the **Subject** box, type a description.

7 If you did not schedule a room, enter the location in the **Location** box.

8 Select other options you want.

9 On the **Actions** menu, click **Recurrence.**

10 Select the recurrence pattern and range of recurrence options you want.

11 Click **OK,** and then click **Send** .

## Select a meeting time

1 On the **Attendee Availability** tab, use the scroll bars to find the free times for all invitees.

2 Enter start and end times.

**Tips**

- You can use **AutoPick** to find the next available free time, or to drag the meeting selection bars.
- If attendees are located in another time zone, their busy times are adjusted to display correctly in your time zone.

## Turn an appointment into a meeting

**1** Open the appointment.

How?

**2** Click the **Attendee Availability** tab.

**3** Invite attendees and resources.

How?

**4** Determine a meeting time.

How?

**5** Click the **Appointment** tab.

**6** If you did not schedule a room, enter the location in the **Location** box.

**7** Click **Send** .

**Tip** To quickly turn an appointment into a meeting, open the appointment, click the **Actions** menu, click **Invite Attendees,** and then enter names in the **To** box.

## Change meeting information after sending the invitation

**1** Open the meeting.

How?

**2** On the **Appointment** tab, select the options you want to change.

**3** To make the meeting recur, click the **Actions** menu, and then click **Recurrence.**

**4** Enter start and end times.

**5** Click the frequency **(Daily, Weekly, Monthly, Yearly)** at which you want the meeting to recur, and then select options for the frequency.

**6** Click **OK,** and then click **Send** .

**Tip** You can quickly change the time for a meeting. When viewing days, click the appointment left move handle, or, when viewing weeks or months, click anywhere on the appointment and drag the meeting to a new time, or to a new day in Date Navigator.

## Save a form sent to me

There are two ways to save a form you receive:

- Save the form as a file. Use this option when you want to save the form as a template or other file type.
- Save the form in a forms library. Use this option when you want to save a form to a location for easy access. There are two forms libraries.
  - **Personal Forms Library.** Forms saved in this library are accessible to only you and are stored in your mailbox. Use this library when you save a form that only you will use, such as a form to track mileage.
  - **Organization Forms Library.** Forms saved in this library are accessible to everyone in your organization and are stored on the server. (You must have write permission to save to the server; for information, see your administrator.) Use this library when you want to make the form available to everyone in your organization. Saving to this library allows you to quickly and easily distribute and update forms to a group.

**What do you want to do?**

Save a form as a file
Save a form in a forms library

## Save a form in a forms library

1. Open the message that contains the attachment you want to save as a form.
2. On the **Tools** menu, point to **Forms**, and then click **Publish Form As.**
3. To change the location where the form is stored, click **Look In.**
4. In the **Display name** box, type the name you want to appear in the list of forms.
5. In the **Form name** box, type a name for the form.
6. Click **Publish.**

## Save a form as a file or template

**1** Open the form you want to save as a file or template.

How?

**2** On the **File** menu, click **Save As.**

**3** To change the location where the form is stored, click **Save in.**

**4** In the **File name** box, type a name for the form.

**5** In the **Save as type** box, click a file type.

## About forms

You can use forms to quickly and easily standardize the way information is distributed and collected electronically. For example, you can create a form that anyone within your organization can use to order supplies or post information in a public folder. Microsoft Outlook provides built-in forms such as the New Message form to compose messages and the New Contact form to enter information for a contact. If you have sent an e-mail message or created an appointment, you have used a form. Every Outlook item is based on a form.

A form can be saved as a file (for use as a template or in another program) or in a forms library (to make the form available to others).

For information about creating and using Outlook forms, see the Outlook Forms Help. If you have installed this Help, click the **Help** menu, click **Contents and Index,** and then click the Outlook Customization and Forms book.

## Open a form I saved

How you open a form often depends on where you saved it.

| To open a form here | Do this |
|---|---|
| In the Organizational Forms Library | On the **File** menu, point to **New,** and then click **Choose Form.** (Click **Organizational Forms Library** in the **Look In** box if necessary.) |
| In the Personal Forms Library | On the **File** menu, point to **New,** and then click **Choose Form.** (Click **Personal Forms Library** in the **Look In** box if necessary.) |
| Saved as an Outlook template (.oft) or a file | On the **File** menu, point to **New,** and then click **Choose Form.** In the **Look In** box, select your templates folder or the folder where you saved the form, and then click **Open.** |
| Saved as a file | On the **File** menu, point to **New,** and then click **Choose Form.** In the **Look In** box, click **Templates in File System,** and then click **Browse.** (If **File System** is missing from the **Look in** box, you need to add the Integrated File Management component.) Click the folder you want and then click **OK.** Select the form you want to open, and then click **Open.** |
| Saved as an HTML Web Services form | On the **Actions** menu, click **Web Form** (Web Services link command turned on). |

**Note** If you receive an error message when opening a form, contact the person who sent you the form.

## Remove a form from a forms library

1 On the **Tools** menu, click **Options.**

2 Click the **Other** tab, and then click **Advanced Options.**

3 Click **Custom Forms.**

4 Click **Manage Forms.**

5 Select the form in either your personal or organizational forms library, and then click **Delete.**

**Tip** To see forms grouped by categories, select the **Show categories** check box.

## Delete multiple items

1 Switch to table view.

How?

2 Select the items you want to delete.

How?

3 Click **Delete** .

## Make an exception in my Junk Senders list

1. On the **Tools** menu, click **Rules Wizard.**
2. In the **Apply rules in the following order** box, click **Exception List.**
3. In the **Rule description box,** click **Exception List.**
4. Click **Add.**
5. Enter the e-mail address you want to make an exception for.

   The name and domain you enter will appear in your Inbox, even if you have the domain listed in your Junk Senders list.

### Determine the size of an Outlook folder

1 Right-click the folder you want to determine the size for, and then click **Properties** on the shortcut menu.

2 Click **Folder Size.**

## Set up At Work Fax with Outlook 98

Outlook 98 automatically updates At Work Fax if you had previously set it up from Microsoft Windows 95. If you do not have At Work Fax set up, are using Corporate Support in Outlook 98, and want to use At Work Fax, use the following steps.

1. Quit all programs.
2. Click **Start,** point to **Settings,** and then click **Control Panel.**
3. Double-click **Add/Remove Programs.**
4. Click the **Windows Setup** tab, and then click **Microsoft Fax.**
5. Click **Have Disk,** and then insert your Microsoft Windows 95 CD.

   When you have finished the installation, restart your computer, and follow steps 1-3 above.
6. Click the **Install/Uninstall** tab, and then click **Microsoft Outlook 98.**
7. Click **Add/Remove.**
8. Click **Add New Components.**

   Outlook will start Microsoft Internet Explorer and connect to the Outlook 98 Components Web page.
9. Select the **Fax update for corporate or workgroup e-mail service** check box, and then click **Next.**
10. In the **Download Site** box, click a location, and then click **Install Now.**
11. When the download is complete, quit all programs, and then restart your computer.

## Control what happens when you start Outlook

**1** In the folder that Outlook.exe is installed in, right-click the shortcut icon for Microsoft Outlook, and then click **Properties** on the shortcut menu. Outlook.exe is typically located in the C:\Program Files\Microsoft Office folder.

**2** Click the **Shortcut** tab.

**3** In the **Target** box or the **Command Line** box, type a space after the path, and then type one or more of the following command-line options.

Paths that include spaces between words, such as C:\Program Files, must be enclosed in quotation marks ( " ) and are case-sensitive. To specify a path in Outlook, precede the path with "Outlook:\\".

For example, to open the My Documents folder when you start Outlook, the complete entry would be "C:\Program Files\Microsoft Office\Outlook.exe" /select "C:\My Documents".

| To start Outlook and do this | Type this command-line option |
|---|---|
| Hide the Outlook Bar | **/folder** |
| Have the specified folder visible | **/select *"path/folder name"*** |
| Create an e-mail message | **/c ipm.note** |
| Create a post | **/c ipm.post** |
| Create an appointment | **/c ipm.appointment** |
| Create a task | **/c ipm.task** |
| Create a contact | **/c ipm.contact** |
| Create a journal entry | **/c ipm.activity** |
| Create a note | **/c ipm.stickynote** |
| Prompt for default manager of e-mail, news, and contacts | **/checkclient** |
| Create an item with the specified file as an attachment. | **/a *"path/file name"*** |

## Print the documents linked to an HTML message

**1** On the **File** menu, click **Print.**

**2** Select the **Print all linked documents** check box.

### Print frames in an HTML message

1. On the **File** menu in a message, click **Print.**
2. Under **Print frames,** select an option.

| To | Select this Option |
|---|---|
| Print the frame exactly as it appears on your screen. | **As laid out on screen** |
| Print the frame that is selected. To select a frame, click inside it. | **Only the selected frame** |
| Print each frame on a separate page | **All frames individually** |

## Print a table of all the links contained in a message

1. On the **File** menu, click **Print.**
2. Select the **Print table of links** check box.

## Show or hide folders

- To see the Folder List, click the **View** menu, and then click **Folder List.**
- To move up the Folder List, click the **Go** menu, and then click **Up One Level.**

**Tip** To quickly see the Folder List and automatically hide it when you select a folder, click the title of the open folder, such as **Inbox,** in the Folder Banner. To keep the folder list open, click the **push pin.**

## Open messages and go to the next or previous one

**1** Open an item.

**2** To go to the next item, click **Next Item** .

To go to the previous item, click **Previous Item** .

To go to the previous or next item of a particular type, click the arrow next to **Previous Item** or **Next Item**, and then select the option you want.

**Note** For information about how to set the action to occur after moving or deleting an item, click .

## Create a shortcut on the Outlook Bar

1. On the Outlook Bar, click the group you want to add the shortcut to.
2. On the Outlook Bar, right-click the background of the group where you want to add the shortcut, and then click **Outlook Bar Shortcut** on the shortcut menu.
3. Choose the folder you want to add to the Outlook Bar.

   To view folders from your hard disk, click **Look in** and choose **File System.**

### Remove a shortcut from the Outlook Bar

- On the Outlook Bar, right-click the shortcut you want to delete, and then click **Remove from Outlook Bar** on the shortcut menu.

## Add a group to the Outlook Bar

**1** On the Outlook Bar, right-click the background, and then click **Add New Group** on the shortcut menu.

**2** Type a name for the group, and then press ENTER.

## Remove a group from the Outlook Bar

- On the Outlook Bar, right-click the group you want to remove, and then click **Remove Group** on the shortcut menu.

## Rename a group on the Outlook Bar

1. On the <u>Outlook Bar,</u> right-click the group you want to rename, and then click **Rename Group** on the shortcut menu.
2. Type a name for the group, and then press ENTER.

## Move a shortcut on the Outlook Bar

- Drag the shortcut you want to a new location on the Outlook Bar.

  Use the arrows that appear to position the shortcut where you want it.

**Note** If you want to drag the shortcut to a group that isn't open on the Outlook Bar, rest the pointer on the group name you want to open. If you want to scroll through the items in a group that is open, rest the pointer near the top or bottom of the group.

## Open a group on the Outlook Bar

- On the Outlook Bar, click the group you want to open.

## Show or hide the Outlook Bar

- On the **View** menu, click **Outlook Bar.**

## Open a folder in a separate window

1. On the **View** menu, click **Folder List.**
2. Right-click the folder, and then click **Open in New Window** on the shortcut menu.

## Change the size of shortcuts on the Outlook Bar

- To reduce the size of shortcuts, right-click the background of the Outlook Bar, and then click **Small Icons** on the shortcut menu.

  To increase the size of shortcuts, right-click the background of the Outlook Bar, and then click **Large Icons** on the shortcut menu.

## Show or hide the status bar

- On the **View** menu, click **Status Bar.**

## About Net Folders

Net Folders are Outlook folders that automatically share information from your computer across the Internet. For example, you can use Net Folders to broadcast messages to a group of people in much the same way as an e-mail list server does, or you can share Outlook items such as calendars or contacts from your computer to any other user of Outlook anywhere.

When you share a folder by using Net Folders, a copy of the shared folder appears in the Outlook Folder List of everyone who subscribes to the folder. For example, if you share a folder called Crandall on your computer, everyone who subscribes to that folder will have a Crandall folder added to their Folder List. Any item you put in the Crandall folder on your computer is automatically sent to the Crandall folder of all of the subscribers. If you modify an item in the Crandall folder, the changed item is updated for all of the subscribers.

The owner of the Net Folder assigns a permission level to each subscriber that determines how they can work with items in the Net Folder. For example, the editor permission level allows a subscriber to add new items or change existing items in a Net Folder. Items changed by subscribers are updated in the original folder and in all subscriber folders. For more information about permissions, click .

Net Folders can be used to share messages, calendars, tasks, or contacts. You can also share journals or notes. You can share e-mail messages with subscribers who do not use Outlook, but they receive these items in their Inbox, and subscriber folders are not created. Outlook items other than e-mail messages, such as Calendar items or contacts, are not usable by other e-mail programs.

### Place an item in a Net Folder, but do not send the item to other subscribers

1. Create the new item.
2. In the item, select the **Private** check box.

   The **Private** check box is only available for Task, Contact, and Calendar items.

## Troubleshoot Net Folders

- Why are my changes not being updated to other subscribers' folders?
- Why can't I archive my Net Folder?
- Why am I getting "Message not deliverable" error messages about my Net Folder?
- Why can't I make my folder a Net Folder?
- Why can't I accept a subscription to a Net Folder?

## Why are my changes not being updated to other subscribers' folders?

Changes may not be updating for the following reasons:

- Your permission level may limit what you do. For example, a reviewer permission level allows you to only read items, not change them.
- Your update interval may be set too long. Right-click the shared folder, and then click **Properties** on the shortcut menu. Click the **Sharing** tab, and then in the **Updates will be sent out every** box, click a shorter length of time. Click **Send Updates Now** to immediately update your subscribers' folders.
- The Subscribers' server may not have updated the changes yet.
- You may have selected the **Private** check box on the item. Items marked Private are not sent to the subscribers of a Net Folder.

## Why can't I archive my Net Folder?

Archiving removes items from a folder and moves them into an archive folder. Archiving is turned off for Net Folders you are subscribed to. If you AutoArchive a folder you publish, when the items are removed from the Net Folder they are removed from all of the subscribers' folders as well. If you do not want items to be removed from subscribers' folders, you should not AutoArchive Net Folders you publish.

## Why am I getting "Message not deliverable" error messages about my Net Folder?

The message exceeds the maximum size allowed on the e-mail system. Contact your network administrator to increase the maximum message size setting on the Internet gateway.

## Why can't I make my folder a Net Folder?

The folder you have selected is not available for publishing or subscribing. Special folders such as the Inbox, the Outbox, Exchange folders, and Exchange Offline Folders cannot be published. If you are using Exchange server, you can only share personal folders.

### Why can't I accept a subscription to a Net Folder?

You may be using Exchange Offline Folders. Net Folders cannot be used with Exchange Offline Folders.

## About permissions for subscribers to Net Folders

| With this permission | You can |
|---|---|
| Reviewer | Read items and files only. You cannot create, modify, or delete items or files. |
| Contributor | Read and create items and files but cannot edit or delete any items or files, even the ones you create. |
| Author | Read and create items and files, and modify and delete only the items you create. |
| Editor | Read, create, modify, and delete all items and files. |
| Minimum | Receive all items as attachments to e-mail messages. Any changes you make to items are not updated to other members' folders. |

## Get information about a Net Folder I subscribe to

1. Right-click the shared folder, and then click **Properties** on the shortcut menu.
2. Click the **Sharing** tab.

## Use Net Folders with an e-mail program other than Outlook

Net Folders work best between users of Outlook. You can use Net Folders with recipients that do not have Outlook by giving them minimum permission. Other e-mail programs will have the following differences:

- All messages go to the subscriber's Inbox, a separate folder is not created.
- All items in the Net Folder are sent as e-mail messages.
- Only e-mail folders can be used to publish information to users not using Outlook.
- The recipients cannot add items or change items they receive. To change an item or to add a new item, the subscriber must send an e-mail message to the folder administrator, who adds the changed or new item to the Net Folder.

## Use a Net Folder as a list server

1. Give each subscriber editor permission.

How?

2. Select the shared folder in the Folder List.
3. On the **File** menu, point to **new,** and then click **Post in this folder** to send messages to the shared folder.

   All of the messages posted to the folder will be sent to all of the subscribers. Reviewers not using Outlook will not be able to reply directly to the original folder. Their replies will go to the Inbox of the shared folder owner.

## Subscribe to a Net Folder

The Net Folder owner must add you to the shared folder. When your name is added, a message will be sent to you automatically. To subscribe, click the **Accept** button in the message.

### Change the permission for a subscriber to a Net Folder I own

1. In the Folder List, select the folder that contains the subscriber whose permission you want to change.
2. On the **File** menu, point to **Share,** and then click **This Folder.**
3. Click **Next.**
4. In the **Member list** box, click the name of the subscriber whose permission you want to change.
5. Click **Permissions.**
6. Click the new level of permission you want for the subscriber.
   A message is sent automatically to the subscriber, notifying them of the change.

### Remove a subscriber from a Net Folder I own

1. In the Folder List, select the folder that contains the subscriber you want to remove.
2. On the **File** menu, point to **Share,** and then click **This Folder.**
3. Click **Next.**
4. In the **Member list** box, click the name of the subscriber you want to remove.
5. Click **Remove.**

### Set the maximum size for a message in a Net Folder

1 Right-click the shared folder, and then click **Properties** on the shortcut menu.
2 Click the **Sharing** tab.
3 Under Update size cannot exceed, click a size.

**Note** This setting only affects items that are sent from the Net Folder on your computer. The settings on your Internet mail gateway determine the maximum allowable size of a message. If you are having problems with Net Folder items not being delivered, ask your system administrator to change the message size setting of the Internet gateway to a setting of at least 1mb.

### Verify that subscribers get all items in a Net Folder

1. Right-click the shared folder, and then click **Properties** on the shortcut menu.
2. Click the **Sharing** tab.
3. Under Verify contents of members' folders, click **At least every,** and then click a number of days.

**Note** When you verify the contents of members' folders, hidden messages are sent between users to check the contents of shared folders, a process which adds extra messaging traffic to your e-mail system.

### Change how often Net Folder updates are sent out to subscribers

1. Right-click the shared folder, and then click **Properties** on the shortcut menu.
2. Click the **Sharing** tab.
3. Under Updates will be sent out every, click the amount of time you want to pass before changes to the shared folder are updated to the subscribers.

   Updates are sent in the background during computer idle time, so intervals set here are approximate.

### Stop updating a Net Folder I subscribe to

1 Right-click the shared folder, and then click **Properties** on the shortcut menu.
2 Click the **Sharing** tab.
3 Click **Cancel Membership.**

### Stop sharing information in a Net Folder I own

1. Right-click the shared folder, and then click **Properties** on the shortcut menu.
2. Click the **Sharing** tab.
3. Click **Stop Sharing This Folder.**

### Change the description of a Net Folder

1 Right-click the shared folder, and then click **Properties** on the shortcut menu.
2 Click the **Sharing** tab.
3 In the **Description** box, type the text you want to change.

## Record in my Journal the items published in a Net Folder I own

1. Right-click the shared folder, and then click **Properties** on the shortcut menu.
2. Click the **Sharing** tab.
3. Select the **Journal events for this folder** check box.
   Journal entries are listed in the Journal folder.

## Publish a Net Folder

1. On the **File** menu, point to **Share,** and then click an option.

   To share a folder that is not a task, contact, or calendar folder, you first must select the folder from the Folder List.
2. Click **Next.**
3. Click **Add.**
4. In the **Type name or select from list** box, enter the name of the person you want to subscribe to the folder.
5. For each name entered, click **To**. When you finish entering names, click **OK.**
6. Click a name in the **Member List** box, click **Permissions,** and then assign a level of permission to the person. You can select multiple names to give them all the same level of permission.

   If a potential subscriber does not have Outlook, in the Net Folder Sharing Permissions dialog box, click **Minimum.**
7. Click **Next.**
8. If you want, you can type some text to describe the folder to subscribers.
9. Click **Finish.**

   An automatic subscription message is sent to each of the potential subscribers. They must click the **Accept** button in the subscription message in order to subscribe. Recipients not using Outlook will only receive a notification message.

## Accept or decline invitations on behalf of someone else with a Net Folder calendar

1 Share your calendar using Net Folders.

How?

2 Give the person you want to manage your calendar editor permissions.

How?

## Set up Net Folders

1. Click **Start,** point to **Settings,** and then click **Control Panel.**
2. Click **Add/Remove Programs.**
3. Click the **Install/Uninstall** tab, and then click **Microsoft Outlook 98.**
4. Click **Add/Remove.**
5. Click **Add New Components.**
   Outlook 98 will start Microsoft Internet Explorer and connect to the Outlook 98 Add Components Web page.
6. Click the **Net Folders** check box, and then click **Next.**
7. In the **Download Site** box, click a location, and then click **Install Now.**
8. When the download is complete, quit all programs and restart your computer.

## Add NetMeeting information to a contact

**1** Create or open a contact.

How?

**2** Click the **Details** tab.

**3** In the **Directory Server** box, type the name of the NetMeeting ILS server for this contact.

**4** In the **E-mail alias** box, type the e-mail address of the NetMeeting organizer, usually the contact's e-mail address.

**Tip** To start an online meeting call with this contact, click **Call Now.**

## When I try to join the NetMeeting I get an error message

If the organizer of the online meeting has not started the meeting before you click **Join NetMeeting** on your reminder, you will receive an error message. If the current time is prior to the start time of the online meeting, click **Snooze** to try joining the meeting later. If the current time is past the start time of the online meeting, contact the meeting organizer and ask them to start the meeting.

## Communicating on the Internet

There are many ways to communicate with others over the Internet or a corporate intranet. Some, such as e-mail, do not require the recipient to participate or even be logged on. Others, such as NetMeeting, require active participation by those involved. You can use the scheduling functionality of Outlook to easily arrange collaboration with other people. For more information about communicating on the Internet with NetMeeting, click .

**What do you want to do?**

Create an e-mail message
Schedule an online meeting with NetMeeting

## About communicating on the Internet with NetMeeting

NetMeeting expands your communication capabilities with one or more people to include both video and audio. With NetMeeting you can see what other meeting members are doing, share applications and documents, chat and draw with others on an electronic whiteboard, or transfer files.

Although you need a camera and video card in order to send video, you need no extra equipment to view other people's video. You need sound hardware to use the sound capability of NetMeeting. However, you can use NetMeeting even without video or audio. NetMeeting is often used for desktop video conferencing, including real-time document collaboration, technical support in a helpdesk environment, training and distance learning, and conducting remote meetings.

NetMeeting is a program that comes with Microsoft Internet Explorer. For more information about this program, including Setup information, click the **NetMeeting** button on the **Online** tab (on the **File** menu, point to **New,** and then click **Meeting Request**) or see Microsoft Internet Explorer documentation.

Return to Communicating on the Internet

## Schedule an online meeting with NetMeeting

You must have set up NetMeeting version 2.1 or later for this procedure.

1 On the **File** menu, point to **New,** and then click **Meeting Request.**

2 Click the **This is an online meeting** check box.

3 Enter the names of people you want to schedule a NetMeeting with in the **To, Cc,** and **Bcc** boxes.

   To select names from a list, click the **To, Cc,** or **Bcc** button.

4 In the **Subject** box, type a description of the meeting. What you type here will be used as the NetMeeting conference name and can only be changed on this tab.

5 Enter times in the **Start time** box and the **End time** boxes.

6 Select any other options you want.

7 To set a reminder and have NetMeeting start automatically, click the **Online** tab, and then select the **Automatically start NetMeeting [n] minutes before scheduled meeting time** check box.

   To start the meeting now, click **Start Meeting Now.**

8 Change any default online settings for the meeting that you want.

How?

9 Click **Send** .

**Tip** You can quickly start a meeting immediately with a contact. In **Contacts** , select a contact, click the **Actions** menu, and then click **Call Using NetMeeting**.

## Join a NetMeeting

You must have set up NetMeeting version 2.1 or later for this procedure.

**1** Open the online meeting request.

How?

**2** Click the **Online** tab.

**3** Click **Join Meeting Now.**

**Tips**

- The reminder for your meeting will have a **Join** button you can click to automatically join a meeting. If you are the organizer, your reminder will have a **Start NetMeeting** button.
- You can also right-click the meeting item in **Calendar** and then click **Join NetMeeting** on the shortcut menu.

## Automatically start a NetMeeting

1 Create or open the online meeting request.

How?

2 Click the **Online** tab.

3 Select the **Automatically start NetMeeting [n] minutes before scheduled meeting time** check box.

To change the amount of time before the meeting when you want the reminder to occur, click the **Appointment** tab, and then enter a time in the **Reminder** box.

## Turn a meeting into an online meeting

1 Open the meeting request.

How?

2 Select the **This is an online meeting** check box.

3 Click the **Online** tab.

4 To set a reminder and have NetMeeting start automatically, select the **Automatically start NetMeeting [n] minutes before scheduled meeting time** check box.

   To start the meeting now, click **Start Meeting Now.**

5 Change any default online settings for the meeting you want.

How?

6 Click **Save and Close** .

## Change the default online settings for a NetMeeting

1 Open the online meeting request.
2 Click the **Online** tab.
3 To change the NetMeeting server name, enter the new name in the **Directory Server** box.
4 To change your e-mail address, enter the new e-mail address in the **Organizer's e-mail address** box.

**Note** To change the default NetMeeting settings for a recurring online meeting, you must open the series and change all occurrences.

## Why is the Call Using NetMeeting command unavailable?

- If you have selected multiple contacts, the **Call Using NetMeeting** command on the **Actions** menu will be unavailable. Select a contact, and then click this command to start NetMeeting.
- The online NetMeeting settings on the **Details** tab of a contact may not have been filled in.
- You may not have set up NetMeeting. Open a new meeting request, click the **Online** tab, and then click the **NetMeeting** button .

## Why are my online NetMeeting settings unavailable?

It is not possible to change the NetMeeting settings for just one occurrence of a recurring meeting. You must open the series and change all of the occurrences. For more information about changing NetMeeting settings, click .

## Call a contact using NetMeeting

1 In **Contacts** , select a contact.

2 On the **Actions** menu, click **Call Using NetMeeting**.

## About notes


Notes are the electronic equivalent of paper sticky notes. Use notes to jot down questions, ideas, reminders, and anything you would write on note paper. Notes are also useful for storing bits of information you may need later such as directions or text you want to reuse in other items or documents.

You can leave notes open on the screen while you work. When you change a note, the changes are saved automatically.

## Change the color of a note

**1** Open a note.

How?

**2** At the top of the note, click the note icon .

**3** Point to **Color,** and then click the color you want.

**Note** For information about how to change the color of all new notes, click .

## Create a note

1. On the **File** menu, point to **New,** and then click **Note.**
2. Type the text of the note.
3. To close the note, click the **Close** button.

### Change format options for new notes

1. On the **Tools** menu, click **Options,** and then click the **Preferences** tab.
2. Click **Notes Options.**
3. Under Notes appearance, select the options you want.

## Delete a note

1 Click **Notes** .

2 Select the notes you want to delete.
How?

3 Click **Delete** .

## Open a note

**1** Click **Notes** .

**2** Select the notes you want to open.
How?

**3** On the **File** menu, click **Open.**

### Show or hide the time and date on notes

1. On the **Tools** menu, click **Options,** click the **General** tab, and then click **Advanced Options.**
2. Select or clear the **When viewing Notes, show time and date** check box.

## Open or close the Office Assistant

- To open the Office Assistant, click **Office Assistant** .
- To close the Assistant, click the **Close** button on the Assistant.

**Note** To open the Assistant after you display a Help topic, click anywhere in the Outlook window, or close the Help topic.

## Move the Office Assistant and its balloon

- Drag the Office Assistant to any location on the screen.

**Note** To display the Assistant after you display a Help topic, click anywhere in the Outlook window, or close the Help topic.

## Choose a different Office Assistant

1 If the Office Assistant is not open, click **Office Assistant** .

2 Click **Options.**
If the **Options** button is not visible, click the Assistant, and then click **Options.**

3 Click the **Gallery** tab, and then click **Back** or **Next** until the Assistant you want appears.

**Notes**

- The Mother Nature and Genius Assistants require that your video monitor and adapter support at least 256 colors. For information about how to change the number of colors supported by your monitor, see Windows Help.
- If you have access to the Internet, you can download additional Assistants from the Microsoft Office Web site. On the **Help** menu, point to **Microsoft on the Web,** and then click **Microsoft Office Home Page.**

## Troubleshoot the Office Assistant

### What do you need help with?

- The Office Assistant is distracting.
- I can't turn off the Office Assistant.
- I don't have an Office Assistant.
- The Office Assistant can't find the Help topic I want.
- Some of my toolbars disappear when Help appears.

### The Office Assistant is distracting.

- Some Office Assistants are more active than others. To select a different Assistant, right-click the Assistant, and then click **Choose Assistant** on the shortcut menu. On the **Gallery** tab, click **Back** or **Next** to see the available Assistants. The Office Logo Assistant is the least active. The Assistants that are the most active and have the most frequent sounds are The Dot and PowerPup.
- To limit Office Assistant movements around the screen, click the Assistant, and then click **Options.** On the **Options** tab, clear the **Move when in the way** check box.
- To turn off Office Assistant sounds, click the Assistant, and then click **Options.** On the **Options** tab, clear the **Make sounds** check box.
- The Office Assistant has two sizes. To change the size, rest the mouse pointer over any Office Assistant border until the pointer changes to a double-headed arrow. Drag the border to the size you want.

## I can't turn off the Office Assistant.

- To hide the Assistant, right-click the Assistant, and then click **Hide Assistant** on the shortcut menu. If the Assistant displays a tip, message, or Help topic, close it, and then hide the Assistant.
- To set the Office Assistant so it does not provide Help with wizards, click the Assistant, and then click **Options.** On the **Options** tab, clear the **Help with wizards** check box.
- To hide the Office Assistant only for one wizard, start the wizard, and then click **Office Assistant** .
- You can remove the Office Assistant from your Office programs by running Outlook Setup. For more information about how to remove the Assistant, click .

### I don't have an Office Assistant.

If the Office Assistant is not open, click **Office Assistant** . If the Assistant still does not appear, the Assistant probably wasn't set up during Outlook Setup. For information about how to set up the Office Assistant, click

.

## The Office Assistant can't find the Help topic I want.

If the Office Assistant is not open, click **Office Assistant** .

For best results during a search for a Help topic, type a complete sentence or question, rather than a single word or a phrase, in the Assistant. For example, to find Help on how to print more than one copy of a file at a time, type **Print more than one copy at a time,** not **print.**

## Some of my toolbars disappear when Help appears.

When you open Help either with the Office Assistant or by clicking **Contents and Index** on the **Help** menu, floating toolbars are temporarily hidden. This occurs because when you display a Help topic, Outlook is no longer the active window on the screen–Help is. The floating toolbars will appear again automatically. To display the floating toolbars immediately, click anywhere in the Outlook window.

## Get Help without the Office Assistant

- On the **Help** menu, click **Contents and Index.**

**Tip** To open Help without the Office Assistant when you press F1, click **Options** in the Office Assistant balloon. If the **Options** button is not visible, click the Assistant, and then click **Options.** On the **Options** tab, clear the **Respond to F1 key** check box.

## Display the Tip of the Day when Outlook starts

1 If the Office Assistant is not open, click **Office Assistant** .

2 Click **Options.**
If the **Options** button is not visible, click the Assistant, and then click **Options.**

3 On the **Options** tab, select the **Show the Tip of the Day at startup** check box.

## Get Help, tips, messages, and reminders through the Office Assistant

The Office Assistant can answer your questions, offer tips, and provide Help for a variety of features specific to the Office program you are in. For information about the different types of information the Assistant can display, click .

**What do you want to do?**

- Have the Office Assistant automatically suggest Help topics
- Turn off Help for wizards from the Office Assistant
- Display program tips in the Office Assistant
- Display messages without the Office Assistant

## About the types of information the Office Assistant can display

The Office Assistant can display any of the following types of information:

- **Suggested Help** is relevant to the specific task you are performing and appears before you even ask for Help. For example, if you click the Assistant while you are in print preview–with this option selected–the Assistant returns Help topics about how to close print preview, customize what is printed, and troubleshoot printing.
- **Help for wizards** appears when you start a wizard. If you don't want Help, you can turn off Help for wizards.
- **Tips** point out how to use the features or keyboard shortcuts in the program more effectively. A tip is available when a yellow light bulb appears in the Assistant. Click the light bulb to see the tip. If the Assistant is not visible when a tip arrives, the **Office Assistant** button appears with a light bulb. Click **Office Assistant**  to display the tip.
- **Messages** appear in the Office Assistant when it is turned on. You can choose to see your messages in the Office Assistant balloon or in a different dialog box.
- **Reminders** about your work, such as meetings and tasks that are due, appear in the Office Assistant when it is turned on.

The Assistant is shared by all of the Office programs. Any Assistant options you change, such as the types of tips the Assistant displays, affect the Assistant in all of the Office programs. To display the Assistant after you display a Help topic, click anywhere in the Outlook window, or close the Help topic.

Return to Get Help, tips, messages, and reminders through the Office Assistant

## Display program tips in the Office Assistant

1 If the Office Assistant is not open, click **Office Assistant** .

2 Click **Tips.**
If the **Tips** button is not visible, click the Assistant, and then click **Tips.**

3 To display a different tip, click **Back** or **Next.**

**Tip** To select specific types of tips to display, click the Assistant, and then click **Options.** On the **Options** tab, select the check boxes next to the types of tips you want.

## Turn off Help with wizards from the Office Assistant

1 If the Office Assistant is not open, click **Office Assistant**.

2 Click **Options.**
If the **Options** button is not visible, click the Assistant, and then click **Options.**

3 On the **Options** tab, clear the **Help with wizards** check box.

### Have the Office Assistant automatically suggest Help topics

1. If the Office Assistant is not open, click **Office Assistant** .
2. Click **Options.**
   If the **Options** button is not visible, click the Assistant, and then click **Options.**
3. On the **Options** tab, select the **Guess Help topics** check box.

## Display messages without the Office Assistant

1 If the Office Assistant is not open, click **Office Assistant** .

2 Click **Options.**
If the **Options** button is not visible, click the Assistant, and then click **Options.**

3 On the **Options** tab, clear the **Display alerts** check box.

## Change the size of the Office Assistant

**1** Rest the mouse pointer over the Office Assistant border until the pointer changes to a double-headed arrow.

**2** Drag the border to either the large or small size.

**Note** To display the Assistant after you display a Help topic, click anywhere in the Outlook window, or close the Help topic.

**Tip** To have the Assistant automatically change from the large to the small size after five minutes not in use, click **Options.** (If the **Options** button is not visible, click the Assistant, and then click **Options.**) On the **Options** tab, select the **Move when in the way** check box.

## Turn the Office Assistant sound on or off

To hear sounds with the Office Assistant, you must have a sound card installed on your computer.

1 In the Office Assistant, click **Options.**

   If the **Options** button is not visible, click the Assistant, and then click **Options.**

2 On the **Options** tab, select or clear the **Make sounds** check box.

**Note** To display the Assistant after you display a Help topic, click anywhere in the Outlook window, or close the Help topic.

## What happened to my Office Assistant balloon?

- One balloon may appear in front of another. Close the balloon in front to display the balloon behind it.
- Tips, messages, and reminders disappear when you display Help and appear again automatically as soon as you close the Help window or click anywhere in the Outlook window.
- If you just switched to a different program, the balloon displayed in the first program no longer appears. Messages are specific to the program you are in and do not apply when you switch to another program.
- Some Office Assistant balloons automatically close when you click in the Outlook window. These are messages that don't require a response from you. For example, when you check spelling, a message appears when the spelling checker is finished. You can't display these messages again unless you repeat the action that caused them to appear, such as checking spelling again.
- If a tip appears by the Assistant in one program, when you switch to another program, a tip for the second program appears.

## Why can't I continue to work in Outlook?

When some messages appear, either by the Office Assistant or without the Assistant, you may not be able to work in Outlook until you close the message. These are important messages that require a response from you. Click an option button in the message to continue to work in Outlook. If the message no longer appears, but a tip or Help topic does, click anywhere in the Outlook window to display the message again.

## Why can't I display a tip?

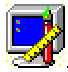
When an Outlook reminder appears from the Office Assistant, the Assistant cannot display a tip. Click an option button in the reminder to close it, and then display a tip.

## Minimize all program windows on the Windows desktop

- Right-click the background of the Windows taskbar, and then click **Minimize All Windows** on the shortcut menu.

## Set screen resolution to show more or less on screen

1 Click **Start**, point to **Settings,** and then click **Control Panel.**

2 Double-click the **Display** icon .

3 Click the **Settings** tab.

4 Under **Desktop area,** drag the slider to change the screen resolution.

**Note**

- Your monitor and video adapter determine whether you can change your screen resolution.

## Specify the program that starts when you open a file

Many file types in Windows are registered to be opened by a particular program. For example, Notepad starts when you open a text (.txt) file. You can change the program that starts when you open a particular type of file.

1. In My Computer or Windows Explorer, click the **View** menu, and then click **Options**.
2. Click the **File Types** tab.
3. In the **Registered file types** box, click the file type you want to open with a different program.
4. Click **Edit.**
5. In the **Actions** box, click **Open.**
6. Click **Edit.**
7. In the **Application used to perform action** box, type the path to the program you want to use to open files of the selected file type. Or click **Browse** to select the path from a folder list.

**Note** Not all registered file types have an Open action.

## Type ¢, £, ¥, ®, and other characters not on the keyboard

1 Click **Start**, point to **Programs,** point to **Accessories,** and then click **Character Map.**

If Character Map is not available, see Windows Help for information about how to install a Windows component.

2 In the **Font** box, select the font that contains the character you want.

3 In the character grid, click the character you want.

4 Click **Select,** and then click **Copy.**

5 Switch to your item, and then place the insertion point in the text box where you want to paste the character.

6 Click **Paste** .

7 If the character looks different from the one you selected, select the character and apply the same font you selected in Character Map.

**Tip** Character Map shows the key combination you can use in Outlook to insert the selected character. To type numbers in the key combination, use the numeric keypad, not the keyboard.

### Show all windows on the Windows desktop

- Right-click the background of the Windows taskbar, and then click **Tile Windows Horizontally** or **Tile Windows Vertically** on the shortcut menu.

## Add a language or keyboard layout

1 Click **Start**, point to **Settings,** and then click **Control Panel.**

2 Double-click the **Keyboard** icon .

3 Click the **Language** tab.

4 Click **Add.**

5 In the **Language** box, click the language you want, and then click **OK.**

6 Select the **Enable indicator on taskbar** check box.

**Note** Keyboard layouts vary to accommodate the special characters and symbols used in different languages. This affects the characters that appear when you press the keys on your keyboard. After you change your keyboard language, the characters that appear on your screen might no longer correspond to the characters that appear on your keyboard.

**Tips**

- When the **Enable indicator on taskbar** check box is selected, and you have two or more languages installed, an indicator that represents the default language appears on the Windows taskbar. To switch between languages quickly, click the indicator, and then click the language you want to use.
- You can also use shortcut keys to switch between languages while you type. To set the shortcut keys, select one of the **Switch languages** options on the **Language** tab.

### Install multilanguage support

1. Click **Start**, point to **Settings,** and then click **Control Panel.**
2. Double-click the **Add/Remove Programs** icon .
3. Click the **Windows Setup** tab.
4. In the **Components** box, click **Multilanguage Support,** and then click **Details.**
5. Select the check boxes for the language or languages you want to use.

## Print a Help topic

1. In the Help topic window, click **Options.**
2. Click **Print Topic.**

## Change the font size in a Help topic

1 In the Help topic window, click **Options.**

2 To change the font size, point to **Font,** and then click **Small, Normal,** or **Large.**

**Note** When you change the font size, it affects only the Help file you are using.

## Start a new Office file from Outlook

To start a new Office file from Outlook, you must have Microsoft Office or any Office program installed. You can start a new Office file from Outlook in any of the following locations. Where you start the Office file determines where your Office file is posted or saved.

- Outlook folder. Start a new Office file from an Outlook folder, and then send the file that appears in the form of a mail message to another person. To open a file you start from an Outlook folder, you must be in Outlook.
- My Computer. Start a new Office file on your hard disk or on a network without switching to the Office program used to create the file. In this case, you have the option to save to any location on your hard disk or a network, and you can open the file from the Office program used to create the file.

**What do you want to do?**

Start a new Office file from an Outlook folder
Start a new Office file from My Computer

## Start a new Office file from an Outlook folder

1. In an Outlook folder, such as Inbox, click the **File** menu, point to **New**, and then click **Office Document.**
2. Double-click the icon for the type of file you want to start.
3. Click **Send the document to someone.**
4. Enter recipient names in the **To** and **Cc** boxes, and then click the **Document** tab to enter information in the file.
5. To send the file, click **Send** .

## Start a new Office file from My Computer

1 On the Outlook Bar, click the **Other** group.

2 Click My Computer .

If the **My Computer** icon is missing, you need to add it.

How?

3 On the **File** menu, point to **New,** and then click **Office Document.**

4 Click the tab for the type of file you want to start.

5 Double-click the template or wizard you want to base the file on.

6 To save the file, click **Save** .

## Troubleshoot inserting information in Outlook

### What do you need help with?

- Why can't I view or make changes to an object in my message?
- I want to insert part of a file, but Outlook inserts the whole file.
- When I double-click a linked object or embedded object, a "cannot edit" error message appears.
- I want the embedded object rather than an icon to appear in my document.

## Why can't I view or make changes to an object in my message?

- If you received a message with a linked object in it, the file the linked object refers to could exist on a server that is temporarily unavailable or that you don't have permission to open. For information, contact your administrator.
- The sender might not have provided the UNC address for the file the linked object refers to; for example, \\Data\Spreadsheets\File.xls. Request this information from the sender.
- You might not have the source program necessary to view the object. If the source program is not set up, convert the object to the file format of a program you do have set up. For information about how to convert an object to a different file format, click .

## I want to insert part of a file, but Outlook inserts the whole file.

When you insert a linked object from a file into an Outlook item, Outlook uses the entire file the linked object refers to. You can insert part of a file as a linked object if the program the file was saved in supports linked objects. To insert part of a file, first copy the part you want to insert from the original file. In Outlook, click in the text box of an item. On the **Edit** menu, click **Paste Special.** Click a format under As, and then click **Paste Link.**

If the program the file was saved in doesn't support linked objects, you can click **Paste** on the **Edit** menu to paste part of a file directly into an item, but you won't be able to maintain a link to the original file.

## Insert a shortcut to a favorite World Wide Web page in an Outlook message

With Microsoft Internet Explorer, you have a convenient way to share addresses to your favorite Web pages with other people. Recipients must have an Internet browser set up on their computer to use the shortcuts.

1 Create a message, but don't send it.

How?

2 In the text box of the message, click where you want to insert the shortcut.

3 On the **Insert** menu, click **File.**

4 Click **Look in Favorites** .

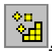
5 Click the shortcut to the favorite Web page you want to insert.

6 Under Insert As, click **Attachment.**

**Tips**

- To quickly insert a shortcut to a favorite Web page, drag the shortcut icon from the Favorites folder (in the Windows folder in Windows Explorer) to the text box of the message. If you use a browser for the Internet other than Internet Explorer, drag the shortcut icon from the folder where you store your favorite Web pages to the text box of the message.
- To create a hyperlink to a Web page in a message, type the hyperlink address in the text box of the message. For example, type **http://www.microsoft.com.** To edit the hyperlink address, hold down CTRL and select the part of the address you want to edit. Then type your changes.

## Switch to another view

1 Click **Organize** .

2 Click **Using Views.**

3 Click the view you want to use.

**Note** To see all the available views, click the **View** menu, point to **Current View,** and then click the view you want.

## Search for items and files

1 Click **Find** .

2 In the **Look for** box, type any text you want to search for in the most common fields.
To search in the content of items, select the **Search all text in the** check box.

3 Click **Find Now.**

**Note** For information about searching for items using additional criteria or searching for files, click .

## Search for items and files using Advanced Find

1 On the **Tools** menu, click **Advanced Find.**

2 In the **Search for the word(s)** box, click the type of item or file you want to search for.

3 If the folder you want to search does not appear in the **In** box, or you want to search more than one folder, click **Browse** to select from a list. In the **Folders** box, select the check boxes next to the folders you want to search, and clear the check boxes next to the folders you don't want to search. Click **OK.**

4 Select the search options you want.

5 To search using additional criteria such as file size or match case, click the **More Choices** tab, and then select the options you want.

6 To search using additional or custom fields, click the **Advanced** tab, and then select the options you want.

How?

7 Click **Find Now.**

**Notes**

- If files do not appear in the Advanced Find dialog box, the Integrated File Management component probably wasn't installed during Setup. For information about how to install components, click .
- When setting search criteria, if you select more than one search option, only the items or files that meet all of the search criteria are found. However, if you use the same field to set multiple criteria, items that meet one criterion within that field are found.
- To save your search and use it again later, click the **File** menu in the Advanced Find dialog box, click **Save Search,** and then type a name for the search.
- To use an existing saved search to find the items or files you want, on the **File** menu on the Advanced Find dialog box, click **Open Search,** and then double-click the search you want.

## About finding items and files

Outlook can search your Outlook items based on almost any criteria you want. If the Integrated File Management component is installed, Outlook can also search your computer or any available network drive for any type of file you want to find.

There are two ways to search. To quickly search for items in the current folder and its subfolders, click the **Tools** menu, and then click **Find.** To search for items in multiple folders, or to search for items by more than one criteria, click the **Tools** menu, and then click **Advanced Find.**

Outlook provides a wide variety of options so you can focus your search very precisely. For example, you can search for all the messages from your manager that were sent only to you. You can also search for files on your computer and on any available network drive. When you search for items and files, Outlook searches subfolders of the selected folders as well (you can turn off this option by clicking **Browse** in the Advanced Find dialog box and then clearing the **Search subfolders** check box).

When you use options on the Advanced Find dialog box to locate files or items, you can sort, group, and change the view for your search results. You can double-click an item or file in the search results list to open it. And you can preview e-mail messages, meeting requests, task requests, notes, and document comments in your search results list.

In addition, you can save any search as a file that you can share with other people. To open a saved search, double-click the saved search file.

You can use Outlook to search for items or files while in another program even if you are not running Outlook at the moment. Just click **Start,** point to **Find,** and then click **Using Microsoft Outlook.**

**Note** If files do not appear in the Advanced Find dialog box, the Integrated File Management component probably wasn't installed during Setup. For information about how to install components, click .

## Automatically move messages from someone to a folder

1 Select a message from the person whose messages you want to automatically move to a folder.

2 Click **Organize** .

3 Click **Using folders.**

4 In the second bulleted item, click the options you want.

5 To move to a folder not listed, in the "into" box, click **Other Folder.**

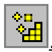
6 Click **New.**

**Notes**

- For information about how to create a more complex rule using the Rules Wizard, click .
- For examples of the types of rules you can create with the Rules Wizard, click .

## Color messages sent by someone

1 Select a message from the person whose messages you want to appear in your Inbox in a special color.

2 Click **Organize** .

3 Click **Using Colors.**

4 In the first bulleted item, click the options you want.

5 Click **Apply Color.**

## Have Outlook make your phone calls

If you have a modem, you can use Outlook to dial any phone number you specify.

Before Outlook can make phone calls for you, you must set up your computer and a modem for automatic phone dialing. Then Outlook can dial phone numbers you specify, including phone numbers for contacts in the Outlook contact list.

If you make frequent calls to particular phone numbers, you can create a speed dial list of those phone numbers and quickly make calls from the list. Or you can select a frequently called phone number from a list of numbers you recently dialed.

If you want to automatically time a call and type notes in Outlook while you talk, you can set an option before you start the call to create a journal entry for the call in Journal. For example, you may want to use this option if you bill clients for your time spent on phone conversations.

**What do you want to do?**

- Set up automatic phone dialing
- Make a new phone call
- Make a phone call to a person or business in the contact list
- Create a list of frequently called phone numbers
- Dial a frequently called phone number
- Redial a phone number

## Set up automatic phone dialing

**1** Set up a modem.

For more information, refer to the **Setting up a modem** topic in Windows Help.

**2** Set up your phone line for automatic phone dialing.

How?

**3** Set the location to dial from.

How?

**4** If you use a calling card, set calling card options.

How?

## Set up your phone line for automatic dialing

1. Click **Contacts** .
2. On the **Actions** menu, point to **Call Contact,** and then click **New Call.**
3. Click **Dialing Options,** and then click **Line Properties.**
4. On the **General, Connection,** and **Options** tabs, select the modem and connection options you want.

For Help on an option, click the question mark , and then click the option.

## Set a location for automatic phone dialing

1 Click **Contacts** .

2 On the **Actions** menu, point to **Call Contact,** and then click **New Call.**

3 Click **Dialing Properties.**

4 Select the options you want.

For Help on an option, click the question mark , and then click the option.

## Use a calling card for automatic phone dialing

1. If you haven't already done so, set up a modem.

   For information, refer to the **Setting up a modem** topic in your Windows Help.

2. Click **Contacts** .
3. On the **Actions** menu, point to **Call Contact,** and then click **New Call.**
4. Click **Dialing Properties.**
5. To set up for the first time, select the **Dial using calling card** check box.

   To use a different calling card, click **Change.**

6. In the **Calling card to use** box, enter a calling card name.

   If your calling card isn't in the box, click **New,** type the name of your card, and then click **OK.**

7. In the **Calling card number** box, type the calling card number.
8. If you want to set dialing rules for using the calling card, click **Advanced,** set the options you want, and then click **Close.**

   For information about dialing rules, see your administrator.

## Make a new phone call

1 Click **Contacts** .

2 On the **Actions** menu, point to **Call Contact,** and then click **New Call.**

3 To have Outlook look for a number in the contact list, enter a name in the **Contact** box.

4 If the name you enter in the **Contact** box is in the Outlook contact list and you already entered phone numbers for that contact, click the phone number you want in the **Number** box.

If the name is not in the Outlook contact list or does not have a phone number already, enter the phone number in dialable format or in international format in the **Number** box.

5 To keep a record of the call in Journal, select the **Create new journal entry when starting new call** check box.

If you select this check box, after you start the call, a journal entry opens with the timer running. You can type notes in the text box of the journal entry while you talk.

6 Click **Start Call.**

7 Pick up the phone handset, and then click **Talk.**

8 If you created a journal entry for the call, when you are finished, click **Pause Timer** to stop the clock, and then click **Save and Close** .

9 Click **End Call,** and then hang up the phone.

**Notes**

- If you omit the country code and area code from a phone number, the automatic phone dialer uses settings from the Dialing Properties dialog box (on the **Tools** menu, point to **Dial,** and then click **New Call**).
- If you include letters in the phone number, they are not recognized by the automatic phone dialer.

## Make a phone call to a person or business in the contact list

1 Click **Contacts** .

2 Click the contact you want to call.

3 On the **Actions** menu, point to **Call Contact,** and then click **New Call.**

4 Enter the phone number you want to call in the **Number** box.

5 To keep a record of the call in Journal, select the **Create new journal entry when starting new call** check box.

If you select this check box, after you start the call, a journal entry opens with the timer running. You can type notes in the text box of the journal entry while you talk.

6 Click **Start Call.**

7 Pick up the phone handset, and then click **Talk.**

8 If you created a journal entry for the call, when you are finished, click **Pause Timer** to stop the clock, and then click **Save and Close** .

9 Click **End Call,** and then hang up the phone.

## Dial a frequently called phone number

1 Click **Contacts** .

2 On the **Actions** menu, point to **Call Contact,** point to **Speed Dial,** and then click the number you want to call.

3 To keep a record of the call in Journal, select the **Create new journal entry when starting new call** check box.

If you select this check box, after you start the call, a journal entry opens with the timer running. You can type notes in the text box of the journal entry while you talk.

4 Click **Start Call.**

5 Pick up the phone handset, and then click **Talk.**

6 If you created a journal entry for the call, when you are finished, click **Pause Timer** to stop the clock, and then click **Save and Close** .

7 Click **End Call,** and then hang up the phone.

## Redial a phone number

1 Click **Contacts** .

2 On the **Actions** menu, point to **Call Contact,** point to **Redial,** and then click the number you want to call.

3 To keep a record of the call in Journal, select the **Create new journal entry when starting new call** check box.

If you select this check box, after you start the call, a journal entry opens with the timer running. You can type notes in the text box of the journal entry while you talk.

4 Click **Start Call.**

5 Pick up the phone handset, and then click **Talk.**

6 If you created a journal entry for the call, when you are finished, click **Pause Timer** to stop the clock, and then click **Save and Close** .

7 Click **End Call,** and then hang up the phone.

## Create a list of frequently called phone numbers

1 Click **Contacts** .

2 On the **Actions** menu, point to **Call Contact,** and then click **New Call.**

3 Click **Dialing Options.**

4 In the **Name** box, type the name of the person or business you call frequently.

5 In the **Phone number** box, type the phone number or fax number.

6 Click **Add.**

## Remove a phone number from the speed dial list

1 Click **Contacts** .

2 On the **Actions** menu, point to **Call Contact,** and then click **New Call.**
3 Click **Dialing Options.**
4 Click the phone number you want to remove.
5 Click **Delete.**

### Outlook won't dial the phone number.

- If you use an external modem, make sure your communications port and modem are connected by a cable and that your modem is plugged into the phone jack. Then try the call again.
- Make sure the communications port is set up properly. On the **Actions** menu, point to **Call Contact,** and then click **New Call.** Click **Dialing Options,** click **Line Properties,** and then check the setup options selected.
- Make sure the location you are dialing from is set up properly and that dialing instructions, such as dialing 9 for an outside line, are specified. On the **Actions** menu, point to **Call Contact,** and then click **New Call.** Click **Dialing Properties,** and then check the dialing options and instructions selected.

## Outlook won't dial an international phone number.

- Make sure the phone number you're dialing is in international format.
- The call may have been canceled before it went through. Try increasing the amount of time before the call is canceled. On the **Actions** menu, point to **Call Contact,** and then click **New Call.** Click **Dialing Options,** click **Line Properties,** and then check the options selected under **Call preferences** on the **Connection** tab.
- Make sure the location you are dialing from is set up properly and that dialing instructions, such as dialing 9 for an outside line, are specified. On the **Actions** menu, point to **Call Contact,** and then click **New Call.** Click **Dialing Properties,** and then check the dialing options and instructions selected.
- Did you include the international access code 011? Outlook doesn't require this code when you include a country code to dial a phone number in another country. Use the following format for the phone number: +country code (area code) number.

### I get an error message from the operator.

- Do you get a message to first dial 1 and then the area code? If so, go back to where you typed the phone number, and add a 1 and the area code.
- Do you use a calling card? If not, make sure a calling card is not specified. On the **Actions** menu, point to **Call Contact,** and then click **New Call.** Click **Dialing Properties,** and make sure the **Dial using calling card** check box is clear.

## I can't make a local call to a different area code.

If you need to dial a local call in a different area code, the automatic phone dialer may try to dial the call as long distance. To dial the call successfully, enter your own area code and include the actual area code in the telephone number. For example, if your phone number is in the 212 area code, to dial a local phone number 555-0112 in the 718 area code, change the phone number entry to +1(212)718 555-0112.

### I can't make a long distance call in the same area code.

If you need to dial a long distance call in the same area code you are calling from, the automatic phone dialer may try to dial the call as a local call. To dial the call successfully, enter the area code and include the area code again in the telephone number. For example, if the number you are calling from is in the 214 area code, to dial a long distance phone number 555-0112 in the same area code, change the phone number entry to +1(214)214 555-0112.

## My calling card call doesn't go through.

- Make sure your calling card is set up properly. For information about how to set up a calling card, click .
- If you added a new calling card, make sure the dialing rules for the calling card are set up properly. On the **Actions** menu, point to **Call Contact,** and then click **New Call.** Click **Dialing Properties,** click **Change,** and then click **Advanced,** to check dialing rules for the calling card. Information about how to dial a call usually appears on the back of your calling card, or you may need to contact your calling card vendor. (To copy the dialing rules from another calling card to the card you added, click **Copy From.** Make sure the access number is correct.) You must translate this information into dialing rules for local, long distance, and international calls. For more information about dialing rules, see your administrator.

### The automatic phone dialer didn't dial my number correctly.

- If the phone number is an international number, make sure it's entered in the correct format:

  +country code (area code) local number

  For example, the international format for a typical U.S. number would be:

  +1 (212) 555-0112
- If the phone number is an international number, make sure the location you are dialing from is set up properly and that dialing instructions, such as dialing 9 for an outside line, are specified. On the **Actions** menu, point to **Call Contact,** and then click **New Call.** Click **Dialing Properties,** and then check the dialing options and instructions selected.
- Make sure the location you are dialing from is set up properly and that dialing instructions, such as dialing 9 for an outside line, are specified. On the **Actions** menu, point to **Call Contact,** and then click **New Call.** Click **Dialing Properties,** and then check the dialing options and instructions selected.
- Letters are not recognized by the automatic phone dialer. Change the letters to the appropriate numbers.
- If you include letters after the phone number−for example, "ext. 1234"−the automatic phone dialer stops dialing when it reaches the letters.

## Automatically add the country code to local phone numbers you enter

1 Click **Contacts** .

2 On the **Actions** menu, point to **Call Contact,** and then click **New Call.**

3 Click **Dialing Options.**

4 Select the **Automatically add country code to local phone numbers** check box.

The country code added is for the country specified in the **I am in** box in the Dialing Properties dialog box (click **Dialing Properties**).

**Note** If the **Automatically add country code to local phone numbers** check box is not available, Outlook doesn't recognize the phone number format for the specified country code and cannot automatically format phone numbers.

## Specify a different modem for automatic dialing

You must have more than one modem installed on your computer to specify a different modem. For information about how to install a modem, refer to the **Setting up a modem** topic in Windows Help.

1. Click **Contacts** .
2. On the **Actions** menu, point to **Call Contact,** and then click **New Call.**
3. Click **Dialing Options.**
4. In the **Connect using line** box, select the modem you want to use.

## Troubleshoot automatic phone dialing

### What do you need help with?

- Outlook won't dial the phone number.
- Outlook won't dial an international phone number.
- I get an error message from the operator.
- I can't make a local call to a different area code.
- I can't make a long distance call in the same area code.
- My calling card call doesn't go through.
- The automatic phone dialer didn't dial my number correctly.

## Print

In any folder, you can print individual items or a view of items. For example, in Calendar you can print the contents of one appointment, or you can print the view of everything you see on screen.

**What do you want to do?**

- Print an item
- Print a view

## Customize what is printed

The contents of an item are printed with the most common fields at the top of the page, such as the From, Sent, and Subject fields in a message. You can also print an item with custom fields you create.

You can change what is printed in a view by changing the look of the view or by modifying the print style, which controls how the page and paper, fonts, and other formatting options are set up. For information about standard views, click . For information about creating a custom view, click

.

For both items and views, you can modify and save the print style, or you can create your own print style for use at a later time.

**What do you want to do?**

**Items**

Print an item with custom fields

**Views**

Review tips for setting up a view to print

**Items and Views**

Modify a print style

Create a print style

## Print an item

1 Select the items you want to print.

How?

2 On the **File** menu, click **Print.**

3 In the **Print style** box, click **Memo Style.**

4 Select other options you want.

5 To change format, paper, or header and footer options, click **Page Setup,** and then select the options you want on the tabs that appear.

For Help on an option, click the question mark, and then click the option.

## Print a view

1 Open the folder that contains the view you want to print.

2 On the **File** menu, click **Print.**

3 In the **Print style** box, click the print style you want to use.

   **Memo Style** prints an item, not a view, and so is not applicable.

   For more information about available print styles, click .

4 To change format, paper, or header and footer options, click **Page Setup,** and then select the options you want on the tabs that appear.

   For Help on an option, click the question mark , and then click the option.

**Notes**

- A view that is based on the timeline or icon view type cannot be printed. To print a view of journal entries or a view of a file list, use the table view type.
- For more information about setting up a view to print, click .

## Review tips for setting up a view to print

There are a few things to keep in mind when printing a view. Each view is based on a view type, which is the basis for the way items or files are arranged and formatted. For information about view types, click .

**All view types**

- Font styles and sizes must be set from the Page Setup dialog box. Font styles and sizes set when you create a view are ignored when the view is printed.
- You can print a single item or multiple items in a view by selecting them before you print. For more information about selecting multiple items, click .

**Table view type**

- To organize information in a list before printing, you can sort, group, or filter items.
- To print more columns than can appear in a view, switch off automatic column sizing. Columns that do not fit on a page are printed on a new page. For more information, click .

**Card view type**

- For information about adding fields to cards, click .
- For information about removing fields from cards, click .

**Day/Week/Month view type**

- In the Page Setup dialog box, you can specify that TaskPad and an area for notes be included when printing. Showing or hiding the TaskPad in Calendar does not affect how the Calendar prints.
- Time set to display as clocks prints as text.
- Meetings displayed in the Daily print style that are not within the hours set to print are printed at the bottom of the page. For information about setting hours to print, click .

**Timeline and icon view types**

- A view that is based on the timeline or icon view type cannot be printed. To print a view of journal entries or a view of a file list, use the table view type.

## Create a print style

1. Open the folder that contains the items and view you want to create a print style for.
2. On the **File** menu, click **Print,** and then click **Define Styles.**
3. In the **Print styles** box, click the print style you want to base your new style on.
4. Click **Copy.**
5. In the **Style name** box, type a name for the new print style.
6. On the tabs that appear, select the options you want.
   For Help on an option, click the question mark , and then click the option.

## Select paper and page options to print

1. On the **File** menu, click **Print,** and then click the print style you want to use.
2. Click **Page Setup,** and then click the **Paper** tab.
3. To use a predefined paper type, click the type you want in the **Type** box.

   To specify a custom paper size, type the width in the **Width** box and the height in the **Height** box.
4. In the **Size** box, click the page size you want to print.

**Notes**

- Enter measurements using the unit system specified on the **Number** tab in the Regional Settings dialog box (in Control Panel).
- For information about the relationship of paper and pages, click .

## Select a paper source

1. On the **File** menu, click **Print,** and then click the print style you want to use.
2. Click **Page Setup,** and then click the **Paper** tab.
3. In the **Paper source** box, click the paper source you want.

## Set margins for printing

1 On the **File** menu, click **Print,** and then click the print style you want to use.

2 Click **Page Setup,** and then click the **Paper** tab.

3 Under Margins, type the dimensions you want.

**Note** Type measurements using the unit system specified on the **Number** tab in the Regional Settings dialog box (in Control Panel).

## Change page orientation

1 On the **File** menu, click **Print,** and then click the print style you want to use.

2 Click **Page Setup,** and then click the **Paper** tab.

3 Click **Portrait** or **Landscape.**

**Note** Orientation specifies the layout of the page, not the paper. For more information, click .

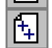
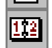
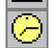
## Change a header or footer

**1** On the **File** menu, click **Print,** and then click the <u>print style</u> you want to use.

**2** Click **Page Setup,** and then click the **Header/Footer** tab.

**3** In the **Header** and **Footer** boxes, type the text you want to appear. For example, to have a header appear on the right side of the page, type in the **Header** box to the right.

**4** To add any of the following items to a header or footer, click in a **Header** or **Footer** box, and then click the button.

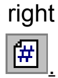
| To add the | Click |
|---|---|
| Page number |  |
| Total pages |  |
| Date printed |  |
| Time printed |  |
| User name |  |

## Add a page number to a header or footer

**1** On the **File** menu, click **Print,** and then click the <u>print style</u> you want to use.

**2** Click **Page Setup,** and then click the **Header/Footer** tab.

**3** Click in the box that is appropriate for where you want the header or footer to appear. For example, to have a header appear on the right side of the page, under Header, click in the box to the right.

**4** Click **Page Number** .

## When I try to print, nothing happens.

Determine whether your printer setup in Windows is correct. For information about troubleshooting your printer setup, refer to the **Print troubleshooter** topic in Windows Help.

### I printed more days than I want.

Outlook prints the items for the days displayed in your view. So if you are viewing a month and select the Daily print style, items for each day of the month will be printed. For information about setting the days to print, click .

## When I print a week or a month, the text is cut off.

Outlook cannot wrap text when printing items for weeks or months. Try decreasing the font size, or print with the Daily print style to get the complete text. For information about changing the font size, click . For information about switching to another view, click

.

## The printer settings I selected are not reflected when I print.

- Fonts must be selected in the Page Setup dialog box. For information about changing the font size, click .
- Paper size must be selected in the Page Setup dialog box. For information about selecting paper size, click .

## When I click Page Setup, the print style I want isn't listed.

Print styles are saved with each view type They do not appear in the **Print style** box unless the currently selected view is based on the same view type as the print style you want. To select a print style you created, you must first be in a view that is based on the same view type as your print style.

## Print a monthly Calendar

1 Click **Calendar** .

2 On the **File** menu, click **Print.**
3 In the **Print style** box, click **Monthly Style.**
4 In the **Start** box and **End** box, enter the first day and last day to print.
For example, if you want to print a year, type **first day of the year** in the **Start** box, and **last day of the year** in the **End** box

5 If you want to print one month per page, click **Page Setup,** and then select the **Print exactly one month per page** check box.

6 If you want to print just weekdays, Monday through Friday, click **Page Setup,** and then select the **Don't print weekends** check box.

## Change the amount of time displayed in a Calendar

| To view items | Do this |
| --- | --- |
| In one day | Click **Day** |
| In seven days | Click **Week** |
| In five days, Monday through Friday | Click **Work Week** |
| In a month | Click **Month** |

## Print the details of appointments and meetings

1 Click **Calendar** .

2 On the **View** menu, point to **Current View,** and then click **Day/Week/Month.**

3 Display the days you want to print in the view.

4 On the **File** menu, click **Print.**

5 In the **Print style** box, click **Calendar Details Style.**

6 To print a new page at the start of every day, week or month, click **Page Setup,** select the **Start a new page each** check box, and then select an option.

7 Click **Print.**

## Set the default printer

To carry out this procedure, you must already have a printer set up. For information about how to set up a printer, click .

1 Click **Start,** point to **Settings,** and then click **Printers.**

2 Right-click the icon for the printer you want to use as the default printer, and then click **Set As Default** on the shortcut menu.

If there is a check mark next to this command, the printer is already set as the default printer.

## Set up a new printer

1 Click **Start,** point to **Settings,** and then click **Printers.**

2 Double-click the **Add Printer** icon .

3 Follow the instructions in the Add Printer Wizard.
If you want to print a test page, make sure your printer is turned on and ready to print.

**Tip** If you want to use a shared network printer, you can double-click the **Network Neighborhood** icon, on the Windows desktop, to set up the printer quickly. Double-click the computer that is connected to the shared printer. Click the **Printer** icon, and then click **Install** on the **File** menu.

### View the printing status of the printer and files as they print

- Double-click the **Printer** icon next to the clock in the status area of the taskbar.
  When a file is printed, the icon disappears.

## Remove page borders from a table print style

A page border is printed when you print in a table print style that includes header or footer information. The border disappears if you remove all header and footer information.

1 Click **Inbox** .

2 On the **View** menu, point to **Current View,** and then click **Messages.**

3 On the **File** menu, click **Print.**

4 In the **Print style** box, click **Table Style.**

5 Click **Page Setup,** and then click the **Header/Footer** tab.

6 Delete all header and footer entries.

7 Click **Print.**

## Print a booklet

In Outlook, you can print items in such a way that they can be cut and stapled into a paper booklet. When you print a booklet, the page layout and page numbering are arranged automatically. You can print a booklet by using either a printer that prints on both sides of the paper (called a duplex printer) or a printer that prints only on one side. To print to a duplex printer, your printer must be set to print on both sides of the paper in the Properties dialog box. To do this, click the **File** menu, click **Print**, and then click **Properties.** For more information, see your printer documentation.

If you use a card view type, you can print a booklet of items, such as a list of contacts, with a built-in print style. To do this, select a card view. On the **File** menu, click **Print,** and then, in the **Print style** box, click **Small Booklet Style** or **Medium Booklet Style.**

**What do you want to do?**

Print a booklet from a printer set up to use one side of the paper
Print a booklet from a duplex printer

## Print a booklet from a printer set up to use one side of the paper

1. On the **File** menu, click **Print.**
2. In the **Print style** box, click the print style you want to use.
3. Click **Page Setup,** and then click the **Paper** tab.
4. In the **Size** box, click **1/2 sheet booklet, ¼ sheet booklet,** or **1/8 sheet booklet.**
5. You might need to adjust other settings, such as the font used and the page or the page orientation. To see how the settings look on paper, click **Print Preview**.
6. Click **Print.**
7. In the **Number of pages** box, click **Odd,** and then click **OK.**
8. Reinsert the paper in the printer so that the blank side prints.
9. On the **File** menu, click **Print.**
10. In the **Print style** box, click the print style you used to print the booklet.
11. In the **Number of pages** box, click **Even,** and then click **OK.**
12. Cut and staple the paper into a booklet.

How?

## Print a booklet from a duplex printer

1. On the **File** menu, click **Print.**
2. In the **Print style** box, click the print style you want to use.
3. Click **Page Setup,** and then click the **Paper** tab.
4. In the **Size** box, click **1/2 sheet booklet, 1/4 sheet booklet,** or **1/8 sheet booklet.**
5. You might need to adjust other settings, such as the font used or the page orientation. To see how the settings look on paper, click **Print Preview**.
6. Click **Print.**
7. Cut and staple the paper into a booklet.

How?

## Print a contact address on an envelope or label

This procedure requires Microsoft Word.

1 Make sure the Contacts folder shows in the Outlook Address Book.

2 In Word, on the **Tools** menu, click **Envelopes and Labels**.

3 If you want to print on a label, click the **Labels** tab.

If you want to print on an envelope, click the **Envelopes** tab.

4 Click **Address Book** for the address you want to add.

5 In the **Show Names from the** box, click the name of the folder that contains the contact. The folder name appears under the heading Outlook Address Book.

6 Click **Mailing, Home,** or **Other** for the type of address you want to use.

7 Double-click the entry you want.

8 Click other options you want.

For Help on an option, click the question mark , and then click the option.

9 Click **Print.**

**Note** To print a contact list on labels or envelopes, you can use an Outlook Contacts folder as a data source for the Mail Merge Helper in Microsoft Word and then print from Word. For more information, click .

## When I print a list of contacts, the letter tabs do not print.

If you sort by a field that is not visible in the view, the letter tabs do not print. To print the letter tabs, add the field you sort by to the view. For information about how to add a field, click .

## Default print styles

Each view type has associated print styles that you select to print either a view or an item. Use Memo Style to print items; use any of the other default print styles to print views. When the icon or timeline view type is selected, you cannot print the view; only Memo Style is available, which prints individual items.

Default print styles can be modified but cannot be deleted. If you reset the print style, it will return to its original settings. All default print styles include the print date, user name, and page number in the footer.

| View type | Default print style | What prints |
|---|---|---|
| All view types | Memo | Selected items one at a time in the form of a mail message. Attachments print as graphics. |
| Table | Table | Selected items or all items in a list with the visible columns displayed. |
| Calendar | Daily | One day per page, from 7:00 A.M. to 7:00 P.M., with tasks and notes areas. |
| | Weekly | One week per page without tasks and notes areas. |
| | Monthly | One month per page without tasks and notes areas. |
| | Tri-fold | One day, one month, and the TaskPad appear as three separate sections on one page for folding evenly into three parts. |
| | Calendar Details | Calendar items currently displayed, with the body of the item, in a list format. |
| Timeline | Memo | Selected items one at a time in the form of a mail message. Attachments print as graphics. |
| Icon | Memo | Selected items one at a time in the form of a mail message. Attachments print as graphics. |
| Card | Card | All cards one at a time from top to bottom on the page, two columns wide, with six blank cards printed at the end, and with letter tabs and headings. |
| | Small Booklet | All cards on two sides of a sheet of paper with eight pages per sheet, landscape orientation. You can cut and staple to make a booklet. |
| | Medium Booklet | All cards on two sides of a sheet of paper with four pages per sheet, portrait orientation. You can cut and staple to make a booklet. |
| | Phone Directory | Names and phone numbers for all contact items from top to bottom on the page, and with letter tabs and headings. |

## Modify a print style

1 On the **File** menu, click **Print,** and then click the print style you want to use.

2 Click **Page Setup.**

3 Click the **Format** tab, and then select the options you want.

For Help on an option, click the question mark , and then click the option.

4 To modify paper and page settings, click the **Paper** tab, and then select the options you want.

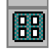
5 To modify the header or footer, click the **Header/Footer** tab, and then select the options you want.

**Note** When printing, font selections you make in the Page Setup dialog box take precedence over font settings in the Format View dialog box (On the **View** menu, click **Customize Current View,** then click **Other Settings**).

## View pages in print preview

**1** On the **File** menu, click **Print Preview.**

**2** Click a button.

| To preview | Click | |
|---|---|---|
| One page | **One Page** |  |
| Multiple pages | **Multiple Pages** |  |
| The next page | **Page Down** |  |
| The previous page | **Page Up** |  |
| The current page at the size it will print | **Actual Size** |  |

## Close print preview

- In print preview, click **Close.**

## Delete a print style

1. On the **File** menu, click **Print,** and then click the print style you want to use.
2. Click **Define Styles.**
3. In the **Print styles** box, click the print style you want to delete.
4. Click **Delete.**

**Note** You cannot delete a default print style.

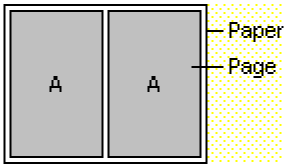
## Reset a print style

1. On the **File** menu, click **Print,** and then click the print style you want to use.
2. Click **Define Styles.**
3. In the **Print styles** box, click the print style you want to reset.
4. Click **Reset.**

**Note** You can only reset a default print style that you have changed.

## Paper and pages

Paper and pages have special meanings in Microsoft Outlook. Paper is defined as the physical paper you put in the printer. A page is defined as the area of the paper that will be printed on. You can print several pages on a single sheet of paper. For example, you can print two pages of a booklet on a single sheet of paper by setting the page size to 1/2 sheet booklet.




Paper and page sizes are set with a print style. Settings defined in the print style take precedence over settings defined from the Print dialog box (on the **File** menu, click **Print,** and then click **Properties**).

The orientation settings, landscape and portrait, apply to pages, not to paper.

For information about paper and page types that you can print from Outlook, click .

### Print attachments with items

**1** Select the items that contain the attachments you want to print.

How?

**2** On the **File** menu, click **Print.**

**3** In the **Print style** box, click **Memo Style.**

**4** Select the **Print attached files with item(s)** check box.

**5** If your security settings prompt you to open or save the attached file, click **Open it**.

## Select a printer

1. On the **File** menu, click **Print.**
2. In the **Name** box, select the printer you want to use.

## Print to a file

1. On the **File** menu, click **Print.**
2. Select the **Print to file** check box.

## Print more than one copy

1 On the **File** menu, click **Print.**

2 In the **Number of copies** box, enter the number of copies you want to print.

## Print a set number of days in Calendar

1 Click **Calendar** .

2 On the **File** menu, click **Print.**

3 In the **Print style** box, click the print style you want to use.

4 In the **Start** box, enter the first day to print.

5 In the **End** box, enter the last day to print.

**Note** If you try to print a range of days that is less than the range of days in the print style you select, the range of days in the print style will print. For example, if you select three days to print in the Weekly print style, the week surrounding the three days prints.

## Print all items assigned to a category

1 Assign the items you want to print to the same category.

How?

2 Search for items that already have the category you want.

How?

3 Select all the items that you want to print.

How?

4 On the **File** menu, click **Print.**

5 In the **Print style** box, select the print style you want to use.

## Change the number of blank Contacts cards to print

1 Click **Contacts** .
2 On the **File** menu, click **Print.**
3 In the **Print style** box, click **Card Style, Small Booklet Style,** or **Medium Booklet Style.**
4 Click **Page Setup.**
5 In the **Blank forms at end** box, enter a number.

**Note** You can change the fields displayed in a blank card. For information about how to add a field to a card, click .

## Print an item with custom fields

**1** Open the folder that contains the item you want to print.

**2** If you have not already done so, create the custom fields you want in the folder.

**3** Add the custom field to a column in the current view.

How?

**4** Click the item you want to print.

**5** On the **File** menu, point to **Page Setup,** and then click **Memo Style.**

**6** Click **Print.**

## Print a range of hours in Calendar

**1** Click **Calendar** .

**2** On the **File** menu, click **Print.**
**3** In the **Print style** box, click **Daily Style.**
**4** Select other options you want.
**5** Click **Page Setup.**
**6** In the **Print from** box, enter the first hour to be printed.
**7** In the **Print to** box, enter the last hour to be printed.

**Note** Meetings in the Daily print style that are outside the time range set to print are printed at the bottom of the page.

## Paper and page types that print from Outlook

Besides the paper types supported by your printer, such as Letter and Legal, Outlook supports the following custom paper types and page sizes. For more information about how to select paper and page options, click .

| Paper types |
|---|
| Avery 41-206 |
| Avery 41-256 |
| Avery 41-307 |
| Avery 41-357 |
| Avery L7901 |
| Avery L7902 |
| FiloFax No. 106 |
| Custom |

| Page sizes |
|---|
| Letter |
| Letter Half |
| Billfold |
| Pocket |
| 1/2 sheet booklet |
| 1/4 sheet booklet |
| 1/8 sheet booklet |
| Day-Timer Senior Desk |
| Day-Timer Senior Pocket |
| Day-Timer Junior Desk |
| Day-Timer Junior Pocket |
| Day Runner Entrepreneur |
| Day Runner Classic |
| Day Runner Running Mate |
| Franklin Day Planner Monarch |
| Franklin Day Planner Classic |

## Change the font to print

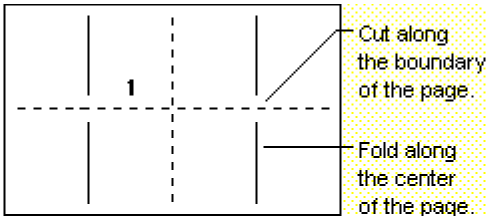
1 On the **File** menu, click **Print.**
2 In the **Print style** box, click the print style you want to use.
3 Click **Page Setup.**
4 Under **Fonts,** select the options you want.

## Add or remove shading on a printed page

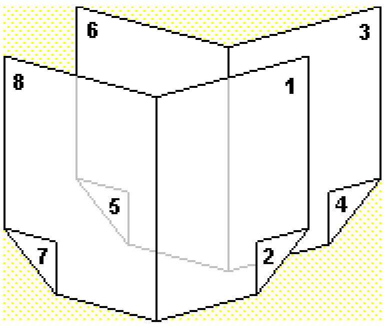
1. On the **File** menu, click **Print.**
2. In the **Print style** box, click the print style you want to use.
3. Click **Page Setup.**
4. To remove shading, clear the **Print using gray shading** check box.
   To add shading, select the **Print using gray shading** check box.

## Put a booklet together

**1** Cut the paper into the number of sections you specified. For example, if you specified a 1/4 paper booklet, cut the paper into four sections. Each section should have two pages.




**2** Stack the pages in the order of the page numbering, and fold along a ruler or straight edge.




**3** Staple the pages together.

## Troubleshoot printing

### What do you need help with?

- When I try to print, nothing happens.
- The printer settings I selected are not reflected when I print.
- When I print a week or a month, the text is cut off.
- I printed more days than I want.
- When I click **Page Setup,** the print style I want isn't listed.
- Why did my print options change?
- When I print a list of my contacts, the letter tabs don't print.
- I want to remove the border when printing in a table style.
- Why is Print Preview disabled for mail items?
- I can't change printers when printing a mail item

### Why did my print options change?

Each view has its own print options. When you change views, the print options change. For example, to see the print options relating to the Calendar, you must be in Day/Week/Month view or another Calendar view.

### I want to remove the border when printing in a table style.

1 On the **File** menu, point to **Page Setup,** and then click **Table Style.**
2 Click the **Header/Footer** tab.
3 Delete all entries in the **Header** or **Footer** boxes.

### When I print a list of my contacts, the letter tabs don't print.

1 Click **Contacts** .

2 On the **File** menu, point to **Page Setup,** and then click the print style you want to use.

3 Select the **Letter tabs on side** check box.

## Print my Calendar without the tasks or notes

1 Click **Calendar** .

2 On the **File** menu, point to **Page Setup,** and then click the style you want to use.

3 Clear the **TaskPad** and the **Notes area** check boxes.

### Why is Print Preview disabled for mail items?

1 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

2 In **Send in this message format**, click **Plain Text** or **Microsoft Outlook Rich Text.**

## I can't change printers when printing a mail item

1 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

2 In **Send in this message format**, click **Plain Text** or **Microsoft Outlook Rich Text.**

### Change the color of overdue or completed tasks

1. On the **Tools** menu, click **Options,** and then click the **Preferences** tab.
2. Click **Task Options.**
3. Click a color in the **Overdue tasks** box and the **Completed tasks** box.

## Make a task private

1 Open the task you want to make visible only to yourself.

How?

2 Select the **Private** check box in the lower-right corner.

## Change the order of tasks

When tasks are not sorted or grouped, you can change the task order by moving individual tasks up or down in the task list. Moving individual tasks up or down in the task list is most useful when you only want to change the order of a few tasks—for example, to put them next to each other.

You can also sort the entire task list and then save the new order as the default. This procedure is useful when you want tasks arranged by the contents of a particular field—for example, to see tasks in order of priority or due date.

**What do you want to do?**

Move tasks up or down in the task list
Sort tasks, and then save the new task order as the default

## Move tasks up or down in the task list

1 Click **Tasks** .

2 On the **View** menu, point to **Current View,** and then click **Customize Current View.**
3 Click **Sort,** click **Clear All,** and then click **OK.**
4 Click **Group By,** click **Clear All,** and then click **OK.**
5 Drag a task up or down in the task list, using the guide to position the task.

**Note** You can also move tasks up or down in the TaskPad in Calendar if tasks are not sorted or grouped.

## Sort tasks, and then save the new task order as the default

1 Click **Tasks** .

2 On the **View** menu, point to **Current View,** and then click **Customize Current View.**

3 Click **Group By,** click **Clear All,** and then click **OK.**

4 Click **Filter,** click **Clear All,** and then click **OK.**

5 Sort tasks in the order you want to save them.

How?

6 On the **Actions** menu, click **Save Task Order.**

## Record billing information for a task

**1** Open the task you want to record billing information for.

How?

**2** Click the **Details** tab.

**3** Type in the **Billing information** box.

## Record mileage for a task

1 Open the task you want to record mileage for.

How?

2 Click the **Details** tab.

3 To record distance traveled (for example, for mileage reimbursement), type in the **Mileage** box.

## Record contact information for a task

1 Open the task you want to record contact information for.

How?

2 Click the **Details** tab.

3 In the **Contacts** box, type contact names.

## Record company information for a task

**1** Open the task you want to record company information for.

How?

**2** Click the **Details** tab.

**3** In the **Companies** box, type company names.

## Record estimated and actual time spent on a task

1 Open the task you want to record estimated and actual time for.

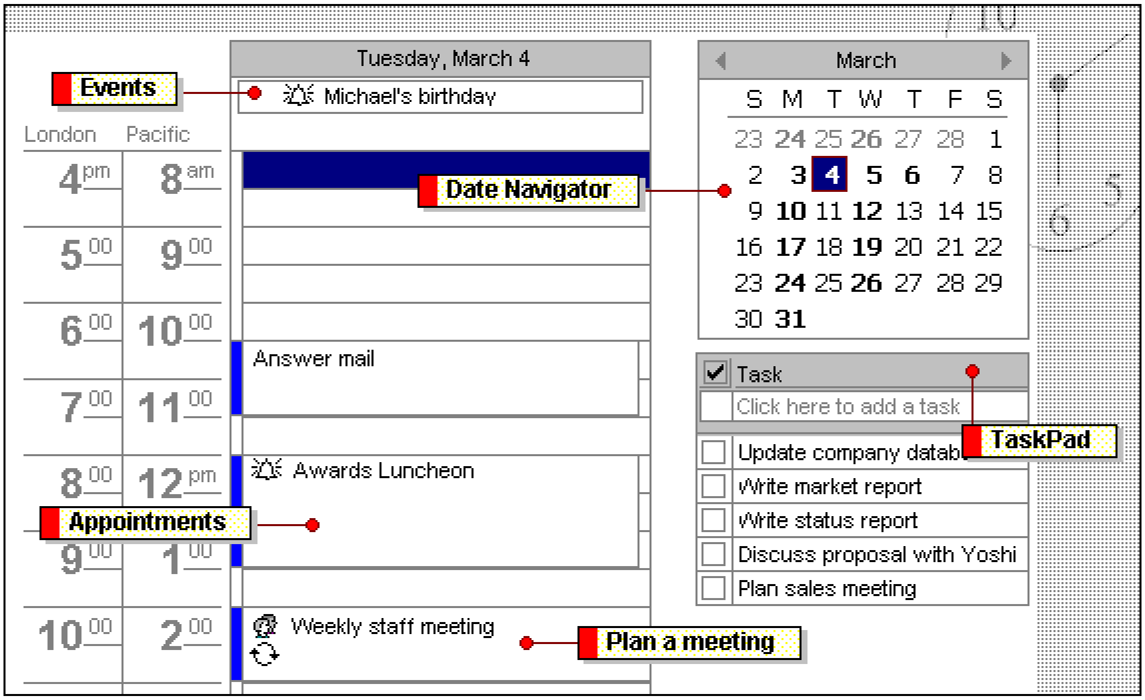
How?

2 Click the **Details** tab.

3 In the **Total work** box, type the estimated number of hours a task might take to complete.

4 In the **Actual work** box, type the number of hours you spent on the task.

## Calendar



Tuesday, March 4
Events
Michael's birthday
London
Pacific
4pm 8am
5 00 9 00
6 00 10 00
7 00 11 00
8 00 12 pm
9 00 1 00
10 00 2 00
Date Navigator
Answer mail
Awards Luncheon
Appointments
Weekly staff meeting
Plan a meeting
March
S M T W T F S
23 24 25 26 27 28 1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 31
Task
Click here to add a task
TaskPad
Update company datab
Write market report
Write status report
Discuss proposal with Yoshi
Plan sales meeting

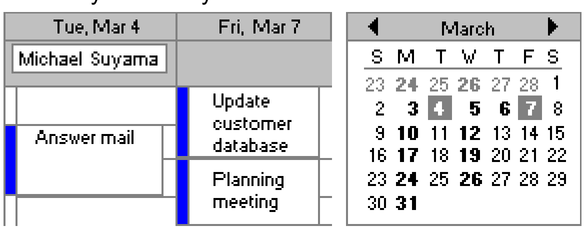
Schedule an event such as a seminar, holiday, or birthday, and it appears in a banner at the top of the Calendar. You can set a reminder to let you know when the event will occur.

Schedule appointments for any activity, such as a meeting, a visit to the doctor, or lunch with a friend. If you have a recurring appointment, you only have to schedule it once. You can set a reminder to let you know when any appointment will occur. View activities by day, week, month, or in a list.

A bold date in Date Navigator indicates that an activity is scheduled on that day.

Click the month name, and then click a month from the list to quickly view another month.

Click a date in Date Navigator to see activities for that day, or select several days or weeks. You can also select nonadjacent days; for example, press and hold down CTRL, and click Tuesday and Friday to view only those days.



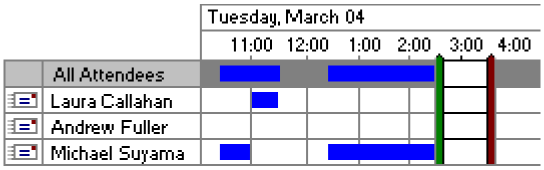

To quickly move an activity from one day to another, just drag the activity from the Calendar to a different date in Date Navigator.

The TaskPad in Calendar is a view of your task list. Use the TaskPad to view tasks in a variety of ways; for example, view only the tasks that are due on the selected day. Or drag a task from the TaskPad to a block of time in Calendar to schedule time to work on the task. Any changes you make to tasks in the TaskPad are automatically reflected in the task list in Tasks.

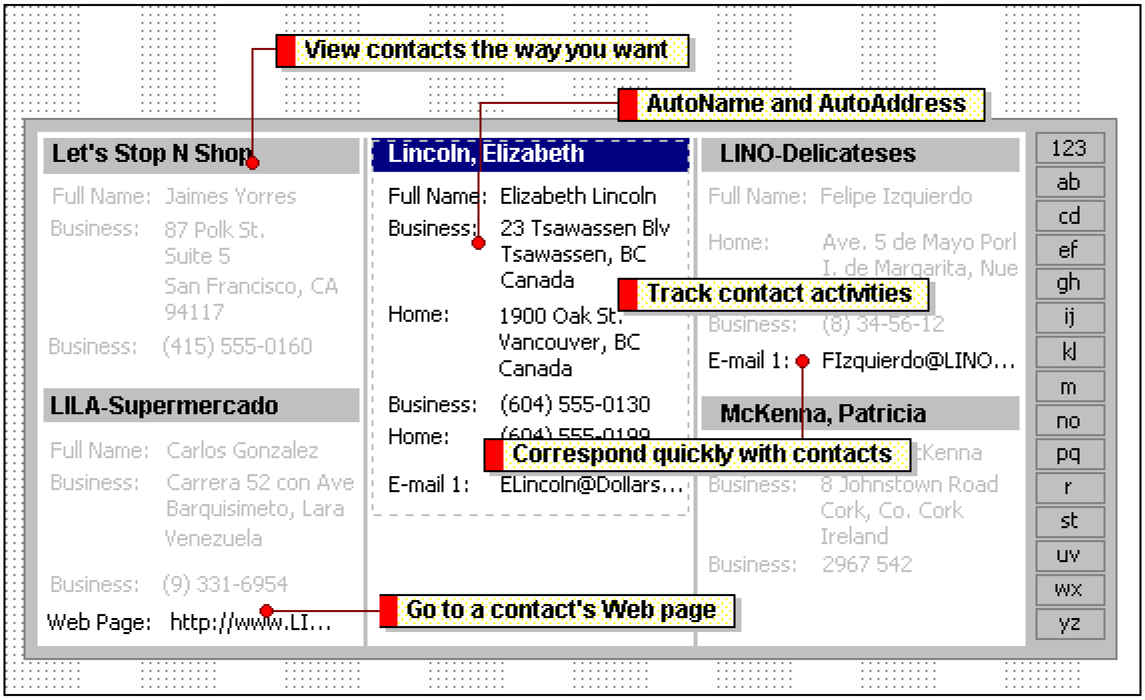
The Meeting Planner makes it easy to schedule meetings with other people. When you select a time, location, and list of invitees, the Meeting Planner displays each invitee's schedule so you can see who is available at the time you chose. Use AutoPick to quickly find a block of time that's open for everyone.

If some invitees are in another time zone, you can check when the meeting occurs for those people by displaying a second time zone when viewing days in Calendar.

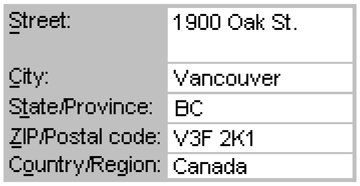
Once you determine a time for the meeting, you can send invitations in a meeting request. An invitee can accept or decline your invitation. If the invitee accepts, Outlook adds the meeting to the invitee's calendar.


Tuesday, March 04
11:00
12:00
1:00
2:00
3:00
4:00
All Attendees
Laura Callahan
Andrew Fuller
Michael Suyama

## Contacts


View contacts the way you want
AutoName and AutoAddress
Track contact activities
Correspond quickly with contacts
Go to a contact's Web page

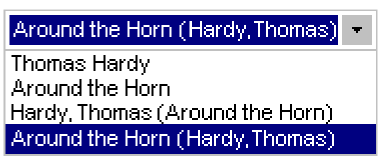
When you enter a name or address for a contact, Outlook separates the name or address into parts and puts each part in a separate field. You can sort, group, or filter contacts by any part of the name or any part of the address you want.




You can enter up to three addresses for each contact. Designate one address as the mailing address, and use it for mailing labels and for Mail Merge in Microsoft Word.

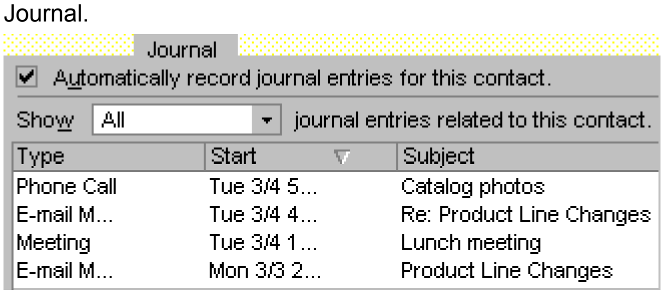
Store an address for a contact's Web page. Just open the contact, and click the hyperlink in the **Web page** box to go directly to that page on the World Wide Web.

You can file contact information under a last name, first name, company name, a nickname, or any word that helps you find the contact quickly—for example, "caterer." Outlook gives you several naming choices to file the contact under, or you can enter your own choice.

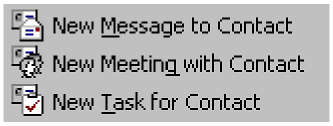



You can view only the address and phone number you use most often or view all the addresses and phone numbers for a contact.

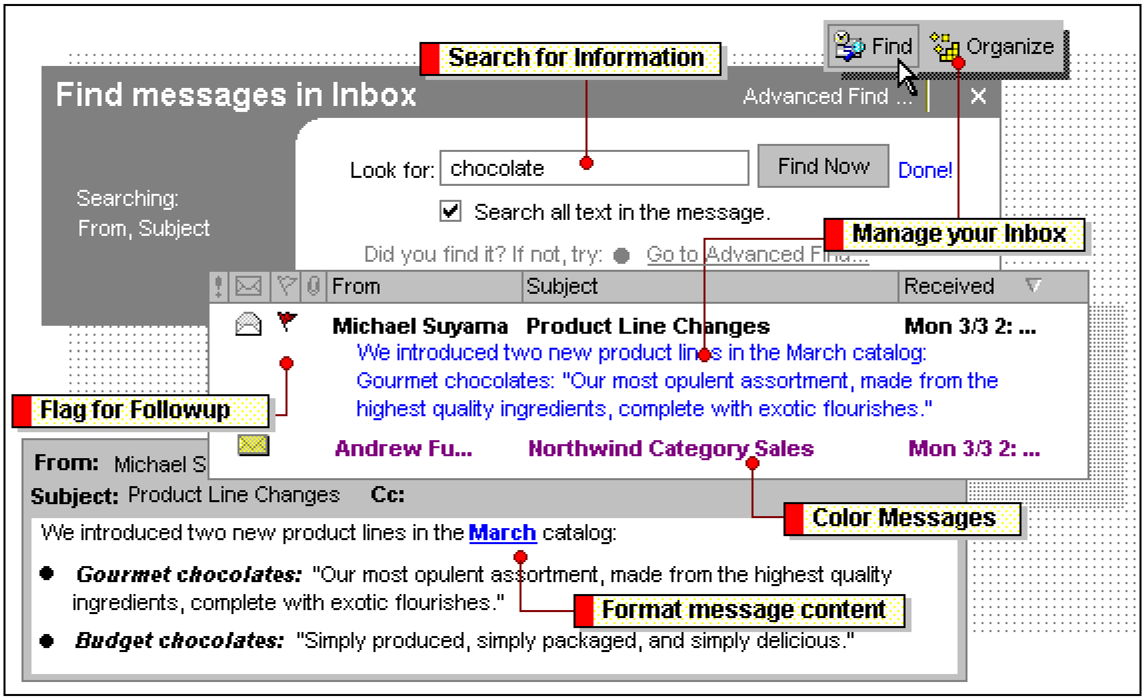
You can quickly view recorded activities for each contact in your contact list. For example, you may want to quickly review all the conversations or meetings you had with a particular contact. Just open the contact, and click the **Journal** tab. Journal entries you view from Contacts are the same journal entries you see in Journal.




From a contact in your contact list, you can click a button or menu command to have Outlook address a meeting request, e-mail message, or task request to the contact. If you have a modem, you can also have Outlook dial the contact's phone number. You can have Outlook time the call and keep a record in Journal complete with the notes you take during the conversation.



## Inbox



Search for Information
Find
Organize
Find messages in Inbox
Advanced Find ...
Look for: chocolate
Find Now
Done!
Searching:
From, Subject
Search all text in the message.
Manage your Inbox
Did you find it? If not, try: Go to Advanced Find...
From
Subject
Received
Michael Suyama
Product Line Changes
Mon 3/3 2: ...
We introduced two new product lines in the March catalog:
Gourmet chocolates: "Our most opulent assortment, made from the highest quality ingredients, complete with exotic flourishes."
Flag for Followup
Andrew Fu...
Northwind Category Sales
Mon 3/3 2: ...
From: Michael S
Subject: Product Line Changes
Cc:
Color Messages
We introduced two new product lines in the March catalog:
Gourmet chocolates: "Our most opulent assortment, made from the highest quality ingredients, complete with exotic flourishes."
Format message content
Budget chocolates: "Simply produced, simply packaged, and simply delicious."

Click **Organize** to use Outlook's powerful tools for managing your e-mail messages.

For example, create a rule that moves all of the messages from your Inbox into separate folders.

Or intercept messages that are suspected of being junk e-mail and have them moved to a folder or deleted.

With AutoPreview, you can preview the first few lines of text in all of your messages or only in the messages you haven't read.

Search for information the same way as you would on the Web. Just enter the text you are looking for and click **Find Now,** or click **Advanced Find** to pinpoint your search.

When you want others to really take note of your message, use Flag for Follow Up to get their attention. The flag  appears in their message list, and the action you want them to take note of appears at the top of the message.

You can also flag messages for yourself, and flag contacts.

You can create rules to color-code messages that meet criteria you specify. For example, you can set up a rule so that all messages you receive from your boss appear in blue text, making it easy for you to identify important messages.

You can use a variety of fonts, font sizes, font styles, and colors in the text of an e-mail message. You can also change the way text is aligned and indented or use an automatic format to quickly create a bulleted list.

Use a signature to automatically add text to messages you send. For example, create a signature that includes your name, job title, and phone number.

If you need additional formatting features, such as tables or text highlighting, you can use Microsoft Word as your e-mail editor.

## Put it all together

1 Tony checks his tasks in Outlook Today and decides to have Pat write a proposal for new equipment. Tony clicks the task to open it and assigns it to Pat.

**Outlook Today**

2 Pat accepts the task, and the task is added to her task list.

3 In her Calendar, Pat drags the task from TaskPad to a time slot to schedule time to work on the task.

**Save time with AutoCreate**

4 Pat opens Web pages from her Outlook Favorites folder to research new equipment.

**Go to your favorite Web pages**

5 Pat uses Journal to automatically record her work.

6 In her task list, Pat updates the task, has Outlook create a status report, and sends the report to Tony.

Later, Outlook automatically archives Pat's work.

**Clean out old information**

With AutoCreate, you can take an item, such as an e-mail message, and create another item, such as a contact, from it. Outlook copies information from the original item into the new item for you. For example, if you create a contact from an e-mail message, Outlook puts the sender's name, e-mail address, and message text from the message into the new contact item. You only need to add the contact's address and phone number. The original item remains intact.

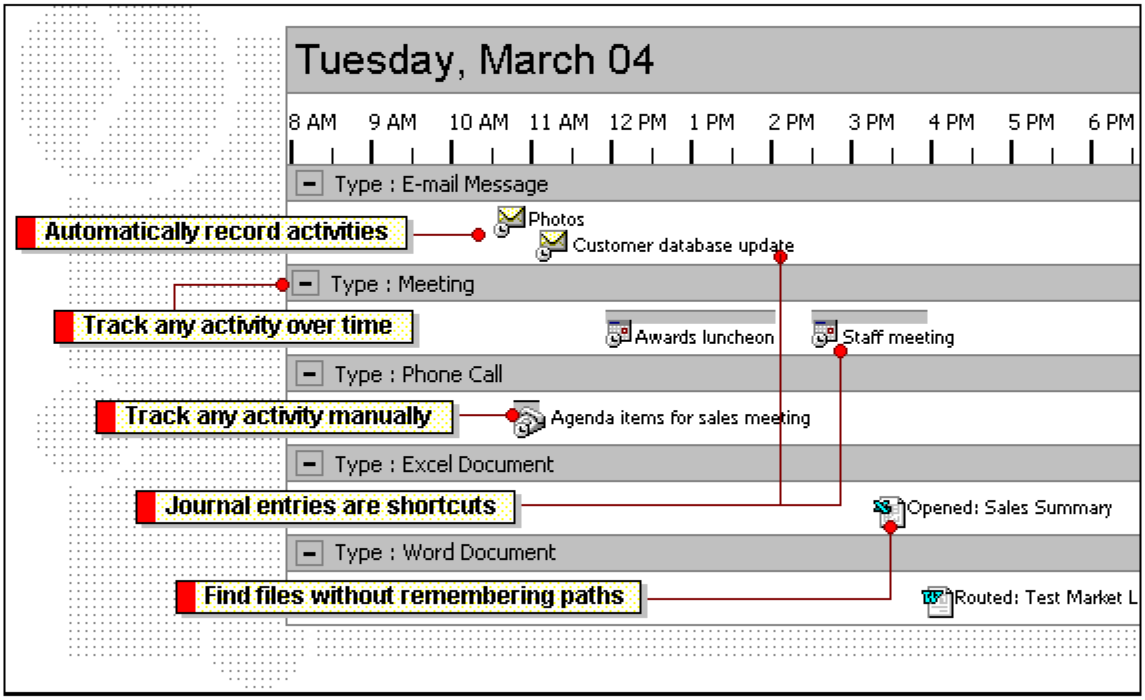
Just drag an item from one folder to another. Use AutoCreate to create a task request for a contact, schedule time in Calendar to work on a task, create an appointment with a contact, or record a meeting in Journal.

Research for a project is easy when you use the Favorites folder to open your favorite World Wide Web pages directly from Outlook.

The AutoArchive feature automatically stores or deletes out-of-date Outlook items for you. Outlook tracks the age of items and when they were last AutoArchived. As items in the folders you specify reach an age you specify, they are automatically moved to an archive file or deleted.

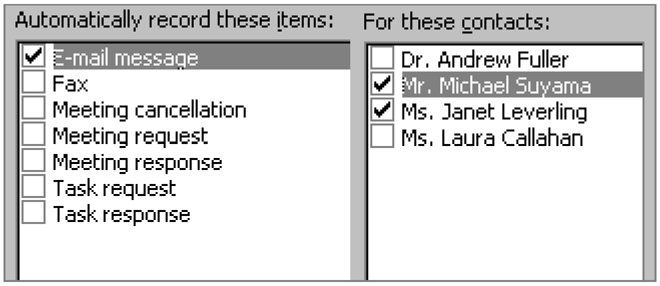
Outlook Today gives you a snapshot of your day. It lists how many new e-mail messages you have, your appointments for the day, and your tasks. It's the best place to get an overview of your day.

## Journal



Tuesday, March 04
8 AM
9 AM
10 AM
11 AM
12 PM
1 PM
2 PM
3 PM
4 PM
5 PM
6 PM
Type : E-mail Message
Automatically record activities
Photos
Customer database update
Type : Meeting
Track any activity over time
Awards luncheon
Staff meeting
Type : Phone Call
Track any activity manually
Agenda items for sales meeting
Type : Excel Document
Journal entries are shortcuts
Opened: Sales Summary
Type : Word Document
Find files without remembering paths
Routed: Test Market L

Set Outlook to automatically record your activities with contacts that you select from the Outlook contact list. You can also keep track of every Office document you create or modify.



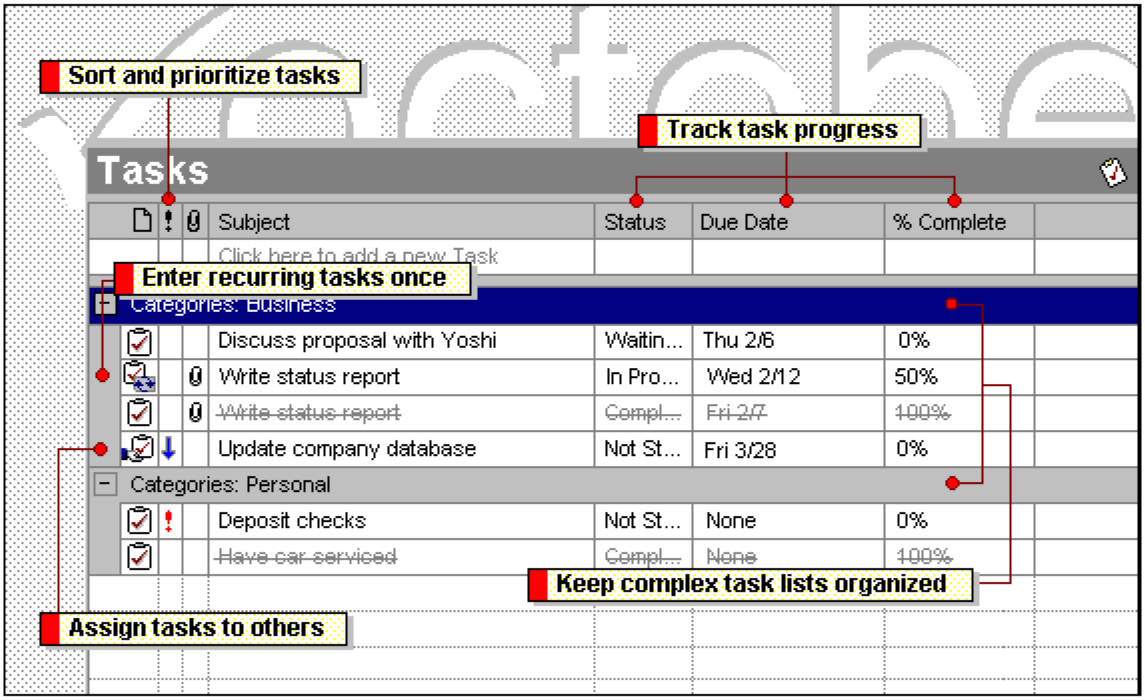

Each journal entry in Journal represents one activity. Journal entries are recorded based on when the activity occurs; for example, a Word document is recorded based on when it was created or last modified. You can open a journal entry and review details about the activity, or you can use the journal entry as a shortcut to go directly to the Outlook item or the file that the journal entry refers to.

Do you remember the day you worked on a file but can't remember the path? Use Journal to locate information based on when you perform activities. For example, you can quickly look up a Microsoft Excel document you worked on last Tuesday if you set Microsoft Excel documents to be automatically recorded in Journal.

You can organize journal entries on the timeline into logical groups—such as e-mail messages, meetings, and phone calls—to quickly locate information, such as all the meetings you attended in the past week or month.

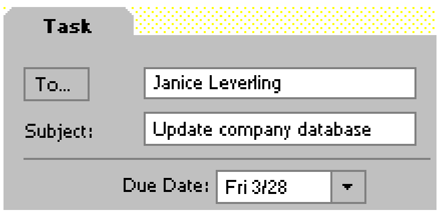
Keep a record of any activity you want to remember—even something that is not located on your computer, such as a phone conversation or a handwritten letter you mailed or received.

## Tasks


Sort and prioritize tasks
Track task progress
Tasks
Subject
Status
Due Date
% Complete
Click here to add a new Task
Enter recurring tasks once
Categories: Business
Discuss proposal with Yoshi
Waitin...
Thu 2/6
0%
Write status report
In Pro...
Wed 2/12
50%
~~Write status report~~
~~Compl...~~
~~Fri 2/7~~
~~100%~~
Update company database
Not St...
Fri 3/28
0%
Categories: Personal
Deposit checks
Not St...
None
0%
~~Have car serviced~~
~~Compl...~~
~~None~~
~~100%~~
Keep complex task lists organized
Assign tasks to others

When you have a task that occurs regularly, such as a weekly status report or a monthly hair cut, you only need to enter the first occurrence of the task. Outlook creates the next occurrence of the task for you, based on either a specified time interval or when you mark the task complete.

Use a task request to assign a task to another person. The person who agrees to complete the task becomes the new owner, and the task is added to that person's task list. As the new owner records progress on the task, you can have Outlook update a copy of the task in your task list. When the new owner completes the task, you have the option to receive a status report.




You can keep track of tasks for several projects on the same task list instead of on separate lists. Create a category name for each project, assign tasks to the appropriate categories, and then group the tasks by categories in the task list. If a task is assigned to more than one category, the task is listed under each category it is assigned to.

You can drag tasks up or down in the task list to put them in the order you want. If you label tasks high priority or low priority, you can sort the tasks so the most important tasks appear at the top.

As you work, you can see the progress made on tasks at a glance. If you want to be reminded that a task is due, you can set a date and time for Outlook to display a reminder message. You can also record the percentage of work completed for a task and see the task crossed out in the task list when it is 100-percent complete.

## Change the font for text

This procedure is not available in messages if you use plain text as your e-mail editor. For information about selecting an e-mail editor, click .

**1** Open the item you want to change the font in.

**2** Select the text you want to change.

Only text in the text box of an item can be formatted. Text in other boxes cannot be formatted.

**3** If the **Formatting** toolbar is not visible, click the **View** menu, point to **Toolbars,** and then click **Formatting.**

**4** In the **Font** box 

, enter the font you want.

## Change the size of text

This procedure is not available in messages if you use plain text as your e-mail editor. For information about selecting an e-mail editor, click .

1. Open the item you want to change the size of text in.
2. Select the text you want to change.

   Only text in the text box of an item can be formatted. Text in other boxes cannot be formatted.
3. If the **Formatting** toolbar is not visible, click the **View** menu, point to **Toolbars,** and then click **Formatting.**
4. In the **Font Size** box , enter the size you want.

## Change the color of text

This procedure is not available in messages if you use plain text as your e-mail editor. For information about selecting an e-mail editor, click .

1 Open the item you want to change the color of text in.
2 Select the text you want to change.
   Only text in the text box of an item can be formatted. Text in other boxes cannot be formatted.
3 If the **Formatting** toolbar is not visible, click the **View** menu, point to **Toolbars,** and then click **Formatting.**
4 Click **Font Color** , and then click the color you want.

## Put text in a bulleted list

This procedure is not available in messages if you use plain text as your e-mail editor. For information about selecting an e-mail editor, click .

1 Open the item you want to put a bulleted list in.

2 Select the text lines you want to be bulleted.

Only text in the text box of an item can be formatted. Text in other boxes cannot be formatted.

3 If the **Formatting** toolbar is not visible, click the **View** menu, point to **Toolbars,** and then click **Formatting.**

4 Click **Bullets** .

## Make text bold, underlined, or italic

This procedure is not available in messages if you use plain text as your e-mail editor. For information about selecting an e-mail editor, click .

1 Open the item you want to format text in.

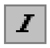
2 Select the text you want to format.

   Only text in the text box of an item can be formatted. Text in other boxes cannot be formatted.

3 If the **Formatting** toolbar is not visible, click the **View** menu, point to **Toolbars,** and then click **Formatting.**

4 Click the appropriate button.

   **Bold** 

   **Italic** 

   **Underline** 

## Align text

This procedure is not available in messages if you use plain text as your e-mail editor. For information about selecting an e-mail editor, click .

1 Open the item you want to align text in.

2 Select the text you want to align.

   Only text in the text box of an item can be formatted. Text in other boxes cannot be formatted.

3 If the **Formatting** toolbar is not visible, click the **View** menu, point to **Toolbars,** and then click **Formatting.**

4 Click the appropriate button.

   **Align Left** 

   **Center** 

   **Align Right** 

## Indent text

This procedure is not available in messages if you use plain text as your e-mail editor. For information about selecting an e-mail editor, click .

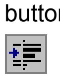
1 Open the item you want to indent text in.

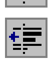
2 Select the text you want to indent.

   Only text in the text box of an item can be formatted. Text in other boxes cannot be formatted.

3 If the **Formatting** toolbar is not visible, click the **View** menu, point to **Toolbars,** and then click **Formatting.**

4 Click the appropriate button.

   **Increase Indent** 

   **Decrease Indent** 

## Use strikeout marks on text

This procedure is not available in messages if you use plain text or HTML as your e-mail editor. For information about selecting an e-mail editor, click .

1 Open the item you want to use strikeout marks in.

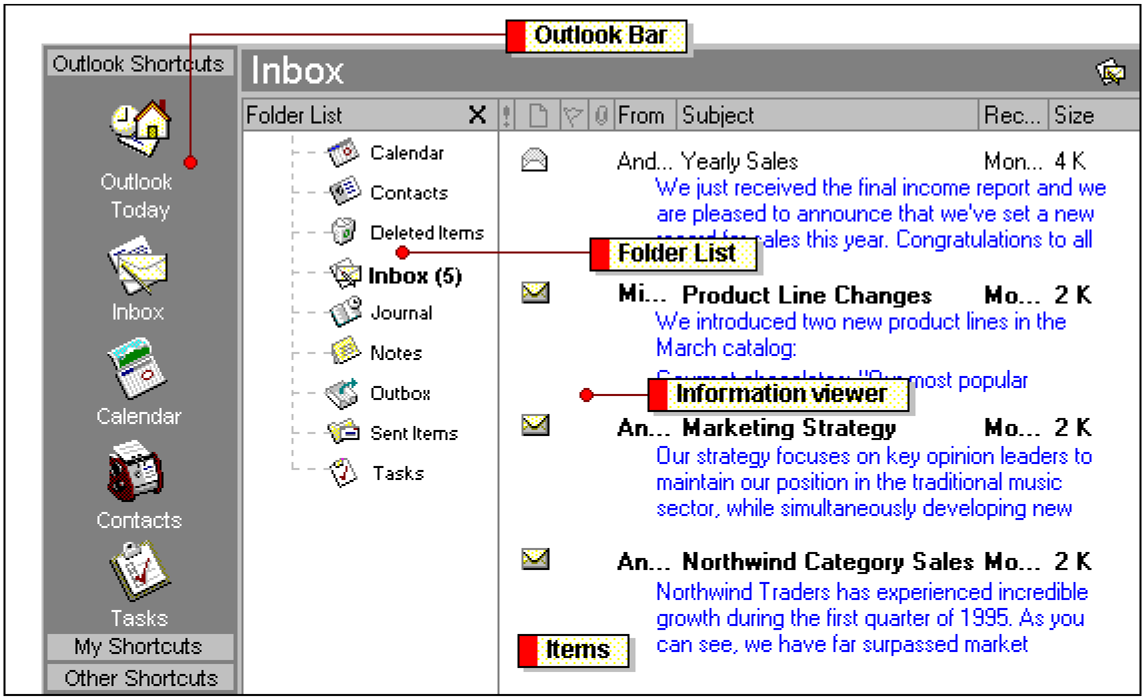
2 Select the text you want to appear with strikeout marks.

   Only text in the text box of an item can be formatted. Text in other boxes cannot be formatted.

3 On the **Format** menu, click **Font.**

4 Select or clear the **Strikeout** check box.

**Basics of Outlook**



Outlook is organized around types of items, such as your e-mail messages, appointments, contacts, journal entries, tasks, and notes. To create an item, click the **File** menu, point to **New,** and then click the type of item you want to create. To help you keep items organized, items are stored by type. For example, all messages are stored in the Inbox folder, and all tasks are stored in the Tasks folder. Folders that contain Outlook items are stored together in a single Outlook file so you can quickly find, categorize, and archive items.

Click a shortcut on the Outlook Bar to quickly open your favorite or most frequently used folders. You can add and remove shortcuts, change the icon size, and hide the Outlook Bar. The Outlook Bar is divided into groups to help organize your information. Click a group to move to a different set of shortcuts. You can also create your own group and drag shortcuts to different groups.

To see all of your folders in Outlook at any time, click the **View** menu, and then click **Folder List.** The number in parentheses next to the folder names reflects the number of unread items in each folder. You can also display the Folder List by clicking the title of the open folder in the Folder Banner.

Items in the selected folder appear in the information viewer. To change the way information appears, you can add and remove columns as well as sort, group, and filter items.

You can also quickly select a different view by clicking the **View** menu, and then pointing to **Current View.**

## About the Rules Wizard

The Rules Wizard helps you manage your e-mail messages by using rules to automatically perform actions on messages. When you create a rule, Outlook applies the rule when messages arrive in your Inbox or when you send a message. For example, you can automatically:

- Forward all messages sent by Laura Callahan to your manager when they arrive in your Inbox.
- Assign the category Sales to all messages that have the word "Sales" in the **Subject** box when you send messages.

You can also add exceptions to your rules for special circumstances, such as when a message is flagged with a follow-up action or is marked with high importance. A rule is not applied to a message if any one of the exceptions you specify is met.

You can also turn on or off the rules you create, and change the order in which the rules are applied.

For other examples of the types of rules you can create, click .

### Importing and exporting rules

You can import or export rules. When you import rules, they are added to the end of the list of rules in the Rules Wizard. Only one set of rules can be used at a time in the Rules Wizard. When exported, rules are saved in a file with an .rwz extension.

### Meeting requests, task requests, and documents

The Rules Wizard treats meeting requests, task requests, and documents as messages. So you can create a rule that moves items with the word "Meeting" in the **Subject** box, and any task request or meeting request that fulfills the criteria is moved. However, there are a few things to keep in mind when creating rules that affect these types of items:

- If an item is moved to a non-mail folder, it might not work. For example, if a message is moved to the Calendar a new appointment is not created.
- If a meeting or task response is moved to the Deleted Items folder with a rule, the tracking in the original item is not updated.
- If a meeting request is moved to the Deleted Items folder, the meeting is not added to the Calendar.
- You cannot flag a meeting or task request with a rule.
- Rules made to be applied when you send a message are not applied to task requests and meeting requests.

## About how rules are applied in the Rules Wizard

There are two ways to control how rules are applied in the Rules Wizard:

- When you create a rule, you specify whether the rule is applied when the message arrives in the Inbox or when you send a message. You set these options for each individual rule.
- After you create multiple rules, you can move the rules up or down in the list in the Rules Wizard to change the order in which they are applied. Rules are applied in the order they appear in the list. Rules that are marked "client only" are applied after all other rules.

## Create a rule with the Rules Wizard

You can create a rule in three ways. You can create a new rule and fill in all conditions, or you can copy and modify an existing rule. If you already have a message that matches some of the conditions you want to check for, you can also base a rule on a message, and then fill in the rest of the conditions. For example, you can select a message in a conversation, and then create a rule to ignore the conversation.

**What do you want to do?**

- Create a new rule
- Copy a rule
- Create a rule based on a message

## Create a new rule

1 Click **Inbox** .

2 On the **Tools** menu, click **Rules Wizard.**

3 Click **New.**

4 Follow the instructions in the Rules Wizard.

## Copy a rule

1 Click **Inbox** .

2 On the **Tools** menu, click **Rules Wizard.**

3 In the **Apply rules in the following order** box, click the rule you want to copy.

4 Click **Copy.**

5 As needed, follow the instructions in the Rules Wizard to modify the conditions you want.

### Create a rule based on a message

**1** Open the message you want to base a rule on.

**2** On the **Actions** menu, click **Create Rule.**

**3** Follow the instructions in the Rules Wizard.

## Examples of processes you can automate with the Rules Wizard

Using a rule created with the Rules Wizard, you can have Outlook automate processes such as those below. You create the rule, and Outlook applies the rule when messages arrive in your Inbox or when you send a message.

For information about the Rules Wizard, click .

**Examples of rules you can create**

- Assign categories to messages based on their contents.
- Set up a notification, such as a message or a sound, when important messages arrive.
- Move messages to a particular folder based on who sent them.
- Delete messages in a conversation.
- Flag messages from a particular person.
- Assign categories to your sent messages based on their contents.
- Delay delivery of messages by a specified amount of time.

## Modify a rule

1 Click **Inbox** .

2 On the **Tools** menu, click **Rules Wizard.**

3 In the **Apply rules in the following order** box, click the rule you want to modify.

4 Click **Modify.**

5 Follow the instructions in the Rules Wizard.

## Delete a rule

1 Click **Inbox** .

2 On the **Tools** menu, click **Rules Wizard.**

3 In the **Apply rules in the following order** box, click the rule you want to delete.

4 Click **Delete.**

## Change the order in which rules are applied to messages

1 Click **Inbox** .

2 On the **Tools** menu, click **Rules Wizard.**

3 In the **Apply rules in the following order** box, click the rule you want to move.

4 To move the rule up in the list, click **Move Up.**

To move the rule down in the list, click **Move Down.**

## Turn a rule on or off

1 Click **Inbox** .

2 On the **Tools** menu, click **Rules Wizard.**

3 To turn on or off a rule, select or clear the check box next to the rule in the **Apply rules in the following order** box.

## Rename a rule

1 Click **Inbox** .

2 On the **Tools** menu, click **Rules Wizard.**

3 In the **Apply rules in the following order** box, click the rule you want to rename.

4 Click **Rename.**

5 In the **New name of rule** box, type a name.

## Export a set of rules to a file

1. Click **Inbox** .
2. On the **Tools** menu, click **Rules Wizard.**
3. Click **Options.**
4. Click **Export Rules.**
5. In the **File name** box, type the path and file name for the set of rules you want to export.
6. Click **Save.**

## Import a set of rules from a file

Imported rules are added to the end of the list of rules in the Rules Wizard.

1 Click **Inbox** .

2 On the **Tools** menu, click **Rules Wizard.**

3 Click **Options.**

4 Click **Import Rules.**

5 In the **File name** box, type the path and file name for the set of rules you want to import.

6 Click **Open.**

## Troubleshoot Microsoft Outlook rules

### What do you need help with?

- I cannot complete the Rules Wizard because it keeps asking me to specify a value.
- The rule I created does not work.
- The New Messages Of Interest dialog box does not appear when it should.
- How do I create a rule with an OR condition?

## I cannot complete the Rules Wizard because it keeps asking me to specify a value.

For many steps in the Rules Wizard, you are asked to specify conditions, actions, or exceptions. Some of these might require a value. For example, if you want to move a message to a folder, you must specify the folder. To specify a value, click the underlined text in the **Rule description** box in the Rules Wizard. After you have set an initial value, you can change it in later steps of the Rules Wizard.

### The rule I created does not work.

- If you specified multiple conditions, each condition must be met for the rule to be applied. For example, if you created a rule that checks for "All messages sent directly to me" and "All messages marked as Private," then the rule is only applied to private messages sent to you.
- If you are moving or copying the message to a folder, make sure the folder exists and is available. For example, if you have a rule that moves a message to a folder on your computer, then your computer must be available for the rule to work.
- Check to see if any of the exceptions you specified prevented the rule from being applied.

### The New Messages Of Interest dialog box does not appear when it should.

You may already have the New Messages Of Interest dialog box open. Only one instance of the dialog box appears at a time. To close the dialog box, switch to it, and then click **Close.**

### How do I create a rule with an OR condition?

You cannot create a rule with an OR condition in Outlook, such as "Move messages sent to me or my delegate to a folder." To get the same effect, create two separate rules, such as "Move messages sent to me to a folder" and "Move messages sent to my delegate to a folder."

## About the Timex Data Link Watch

The Timex Data Link Watch produced by Timex Corporation receives information exported from Outlook. The Timex Data Link Watch Wizard in Outlook makes it easy to export any of the following to the watch: appointments, tasks, phone numbers, anniversaries, reminders, and current time and time zone information.

The files needed to export information to the watch are on your Outlook compact disc. If you didn't set up Outlook from a compact disc and you have access to the World Wide Web, you can get the files from a Microsoft Web site. On the **Help** menu, point to **Microsoft on the Web,** and then click **Free Stuff.** Once you have the necessary files, you can export information by clicking the **File** menu, clicking **Import and Export,** and then clicking **Export to The Timex Data Link Watch.**

## Use Schedule+ 95 as my primary calendar

You must have set up Schedule+ 95 to use Schedule+ 95 as your primary calendar. Before selecting this option, see your administrator because the optimal configuration is for everyone to use either Schedule+ 95 or Outlook.

1. On the **Tools** menu, click **Options,** and then click the **Preferences** tab.
2. Click **Calendar Options.**
3. Select the **Use Microsoft Schedule+ as my primary calendar** check box.

## Copy information from Outlook to The Timex Data Link Watch

Before you can follow this procedure, get the Timex Data Link Watch files from your Outlook compact disc or from the network location you used to set up the program. If you didn't set up Outlook from a compact disc and you have access to the World Wide Web, click the **Help** menu, point to **Microsoft on the Web,** and then click **Free Stuff.**

1. On the **File** menu, click **Import and Export.**
2. Click **Export to The Timex Data Link Watch.**
3. Follow the instructions in the Timex Data Link Watch Wizard.

### Why can't I use Schedule+ 95 as my primary calendar?

If the **Use Microsoft Schedule+ as my primary Calendar** check box on the Calendar Options dialog box (on the **Tools** menu, click **Options,** click the **Preferences** tab, and then click **Calendar Options**) is not available, you need to set up Schedule+ 95. A complete set up is necessary. It is not sufficient to set up Schedule+ 95 from the Outlook Setup. Set up Schedule+ 95 by using the disks from the stand-alone version of Schedule+ 95. After you set up Schedule+ 95, you must set up Outlook again.

## Change the font in Date Navigator

1. On the **Tools** menu, click **Options.**
2. On the **Other** tab, click **Advanced Options.**
3. Under Appearance Options, click **Font.**
4. Select the font and other options you want.
   For Help on an option, click the question mark , and then click the option.

## About newsreaders

Newsreaders allow you to gain access to, download, and read news messages and post replies to various types of newsgroups. For example, a newsgroup could be an Internet Usenet group or an internal company newsgroup.

If you have not previously set up a newsreader, Outlook automatically sets up the Outlook Newsreader. If you have set up a different newsreader, you can still start your newsreader from within Outlook. To start the default newsreader, click the **Go** menu, and then click **News.**

You can send someone a URL to a newsgroup in an e-mail message. Double-clicking the link will start the default newsreader.

For information about using your newsreader, consult the online Help that comes with it. If you are using the Outlook Newsreader, click **Contents and Index** on the **Help** menu in Outlook Newsreader.

### Start the default newsreader

- On the **Go** menu, click **News.**

## About signatures

You can use a signature to automatically add text to the messages you send. For example, you can create a signature that includes your name, job title, and phone number. You can also use a signature to add a boilerplate paragraph about how you want others to respond to your messages.

You can create multiple signatures, and select a signature to insert in a message after you have created the message.

The type of signature you can create depends on the e-mail editor you select. For example, if you use HTML, you can change the font and alignment of the signature. For information about selecting an e-mail editor, click .

If you use Word as your e-mail editor, you can use a Word template for your signature. For information about using Word to create a signature, click .

## Create a signature for messages

**1** On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

**2** In the **Send in this message format** box, click the e-mail editor you want to use the signature with.

**3** Click **Signature Picker,** and then click **New.**

**4** In the **Enter a name for your new signature** box, enter a name.

**5** Under **Choose how to create your signature,** select whether to start from scratch or use an existing signature.

To select a file to base your signature on, click **Use this file as a template** and type the path and file name in box or click **Browse** to select from a list.

**6** Click **Next.**

**7** In the **Signature text** box, type the text you want to include in the signature.

You can also paste text to the **Signature text** box from another document.

**8** To change the paragraph or font format, select the text, click **Font** or **Paragraph,** and then select the options you want. These options are not available if you use plain text as your e-mail editor.

**Notes**

- To change the background, or fonts used in the message, use a stationery. For information about creating stationery, click .
- If you use Word as your e-mail editor, you can use a Word template for your signature. For information, click .

### Set the default signature

1. On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.
2. In the **Send in this message format** box, click the e-mail editor you want to use the signature with.
3. In the **Use this signature by default** box, click the signature you want.
4. Select or clear the **Don't use when replying or forwarding** check box.

### Insert a signature in a message

1. Create or open the message.
2. In the text box, click where you want to insert the signature.
3. On the **Insert** menu, point to **Signature,** and then click the signature you want.

   If the signature you want is not listed, click **More,** and then, in the **Signature** box, select the one you want to use.

## Change a signature

1 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

2 In the **Send in this message format** box, click the e-mail editor the signature is used with.

3 Click **Signature Picker.**

4 In the **Signature** box, click the signature you want to change, and then click **Edit.**

5 In the **Signature text** box, type the text you want to include in the signature.

You can also paste text to the Edit Signature dialog box from another document.

6 To change the paragraph or font format, select the text, click **Font** or **Paragraph,** and then select the options you want. These options are not available if you use plain text as your e-mail editor.

**Note** To change a signature for a single message only, make your changes directly to the signature in the message.

### Create a signature to use with Word as your e-mail editor

1. In Word, create a template with the text you want to use for a signature.

   For information, see Word Help.
2. On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.
3. In the **Send in this message format** box, click **Microsoft Word.**
4. In the **Use this template by default** box, select the template you want to use for a signature or stationery, or click **Browse** to select from a list.

### Stop using an automatic signature or stationery

1. On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.
2. To stop using a stationery, in the **Use this stationery by default** box, click **<None>.**

   To stop using a signature, in the **Use this signature by default** box, click **<None>.**

   To turn off a signature for messages you reply to or forward, select the **Don't use when replying or forwarding** check box.

**Note** To remove a signature from a single message only, select the signature in the message, and then press DELETE.

## Intercept junk e-mail messages and remove them from my Inbox

If you receive unwanted e-mail messages from commercial mailers (for example, messages that contain adult content) you can have these messages automatically removed from your Inbox, or have them appear in a particular color so you can quickly find them and move them manually. You can have unwanted e-mail messages automatically moved to a specific folder or have them deleted. You can also create a list of the senders of unwanted e-mail messages and have all messages from those senders removed from your Inbox.

**What do you want to do?**

- Automatically move or delete all junk e-mail messages
- Automatically move or delete all adult content e-mail messages
- Automatically move or delete all e-mail messages from a particular sender
- Change the color of junk e-mail messages in my Inbox

## Automatically move or delete all junk e-mail messages

1 Click **Inbox** .

2 Click **Organize** .

3 Click **Junk E-mail.**

4 Select the options you want by clicking the down arrow next to each box in the first bulleted item.

5 Click **Turn on.**

## Change the folder junk or adult content e-mail messages are automatically sent to

1 Click **Inbox** .

2 Click **Organize** .

3 Click **Junk E-mail.**

4 To change the folder junk messages are sent to, click **Turn off** in the first bulleted item.
To change the folder adult content messages are sent to, click **Turn off** in the second bulleted item.

5 For either bulleted item, click **Move** in the first box, and then select a new folder in the second box. To see a list of all your folders, click **Other Folder.**

6 Click **Turn on.**

## Automatically move or delete all adult content e-mail messages

1 Click **Inbox** .

2 Click **Organize** .

3 Click **Junk E-mail.**

4 Select the options you want by clicking the down arrow next to each box in the second bulleted item.

5 Click **Turn on.**

## Automatically move or delete all e-mail messages from a particular sender

1 Click **Inbox** .

2 Select a message from the sender whose messages you want to automatically move or delete.

3 On the **Actions** menu, point to **Junk E-mail,** and then click **Add to Junk Senders list.**

## Change the color of junk or adult content e-mail messages in my Inbox

1 Click **Inbox** .

2 Click **Organize** .

3 Click **Junk E-mail.**

4 For either bulleted item, in the first box click **Color,** and then click the color you want in the second box.

5 Click **Turn on.**

## About the automatic filtering of junk or adult content e-mail messages

In much the same way that retailers and businesses use mailing lists of postal addresses to send potential clients catalogs and other information, there is a growing business in using e-mail messages as a direct marketing tool. If you do not wish to receive these kind of messages, Outlook can search for commonly used phrases in such messages and automatically move them from your Inbox to a junk e-mail folder, your Deleted Items folder, or any other folder you specify. The list of terms that Outlook uses to filter suspected junk e-mail messages can be found in a file called Filters.txt.

You can also filter messages based on a list of e-mail addresses of junk and adult content senders. There are third party filters, which are regularly updated, that you can add to Outlook. These filters have the latest lists of commercial and adult content senders. For more information, see the Outlook Web site at http://www.microsoft.com/outlook.

Outlook also creates a list of the e-mail addresses of senders of commercial or adult content, which you can add to as you get unwanted e-mail messages.

### Add or remove an e-mail address from the list of unwanted e-mail senders

1 Click **Inbox** .

2 Click **Organize** .

3 Click **Junk E-mail.**

4 Click the options link.

5 To change the commercial e-mailers list, click **Edit Junk Senders.**

6 To change the adult content senders list, click **Edit Adult Content Senders.**

## Correct spelling

**1** Open the item you want to check, and then click in the text box.

**2** On the **Tools** menu, click **Spelling.**

**3** If a word is selected, choose the options you want.
For Help on an option, click the question mark , and then click the option.

**Note** Any words you add during a spelling check are placed in the custom dictionary, called Custom.dic.

## Select spelling checker options

**1** On the **Tools** menu, click **Options,** and then click the **Spelling** tab.

**2** Select the options you want.
For Help on an option, click the question mark , and then click the option.

## Add words to a custom spelling dictionary

1. On the **Tools** menu, click **Options,** and then click the **Spelling** tab.
2. Click **Edit.**
3. Type the words in the list. Press ENTER after each word. You must save the file in text only format with a .dic file extension, for example, custom.dic. Save the dictionary in the folder that contains the main spelling dictionary, Custom.dic.

### Change the language used to check spelling

1 On the **Tools** menu, click **Options,** and then click the **Spelling** tab.
2 In the **Language** box, select the option you want.

## About stationery

You can use stationery to set the fonts, background color, and images that you want to include in outgoing e-mail messages. Stationery is only available if you use HTML as your e-mail editor. For information about selecting an e-mail editor, click .

If you want to have text automatically added to the e-mail messages you send, such as a boilerplate response to messages, use a signature. For information about signatures, click .

## Create stationery

This procedure is only available if you use HTML as your e-mail editor. For information about selecting an e-mail editor, click .

1 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.
2 In the **Send in this message format** box, click **HTML.**
3 Click **Stationery Picker,** and then click **New.**
4 In the **Enter a name for your new stationery** box, enter a name.
5 Under **Choose how to create your stationery,** select whether to start from scratch or use an existing stationery.

   To select a file to base your stationery on, type the path and file name in the **Use this file as a template** box or click **Browse** to select from a list.
6 Click **Next.**
7 Select the options you want to use.

   For Help on an option, click the question mark , and then click the option.

**Notes**

- You can also create stationery by saving an HTML message you have received. In the message, click the **File** menu, click **Save Stationery,** enter a file name, and then **OK.**
- If you want to have text automatically added to the e-mail messages you send, such as a boilerplate response to messages, use a signature. For information about creating a signature, click .

## Change the look of stationery

This procedure is only available if you use HTML as your e-mail editor. For information about selecting an e-mail editor, click .

1. On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.
2. In the **Send in this message format** box, click **HTML.**
3. Click **Stationery Picker.**
4. In the **Stationery** box, click the stationery you want to change, and then click **Edit.**
5. Select the options you want to use.
   For Help on an option, click the question mark , and then click the option.

## Delete stationery

This procedure is only available if you use HTML as your e-mail editor. For information about selecting an e-mail editor, click .

1. On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.
2. In the **Send in this message format** box, click **HTML.**
3. Click **Stationery Picker.**
4. In the **Stationery** box, click the stationery you want to delete, and then click **Remove.**

## Set the default stationery

This procedure is only available if you use HTML as your e-mail editor. For information about selecting an e-mail editor, click .

1 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

2 In the **Send in this message format** box, click **HTML.**

3 In the **Use this stationery by default** box, click the stationery you want.

## Create a new message using stationery

This procedure is only available if you use HTML as your e-mail editor. For information about selecting an e-mail editor, click .

1 Click **Inbox** .

2 On the **Actions** menu, point to **New Mail Message Using,** and then click the stationery you want to use. If the stationery you want is not listed, click **More Stationery,** and then, in the **Stationery** box, select the one you want to use.

## About symbols in Microsoft Outlook

Outlook uses a variety of symbols to help you identify different types of items and any attributes associated with the items, such as an attachment or high importance status.

**What do you want information about?**


- Symbols in Calendar
- Symbols in Contacts
- Symbols in Inbox
- Symbols in Journal
- Symbols in Tasks

## Symbols in Inbox

| Symbol | Description |
|---|---|
|  | High importance message |
|  | Low importance message |
|  | Read message |
|  | Unread message |
|  | Forwarded message |
|  | Replied to message |
|  | Saved or unsent message |
|  | Sealed message |
|  | Digitally signed message |
|  | Microsoft Mail 3.x form |
|  | Accepted meeting request |
|  | Tentatively accepted meeting request |
|  | Declined meeting request |
|  | Canceled meeting |
|  | Task request |
|  | Accepted task |
|  | Declined task |
|  | Message has an attachment |
|  | Message is flagged for follow up |
|  | Message is flagged as complete |

## Symbols in Calendar

| Symbol | Description |
|---|---|
|  | Appointment |
|  | Click to see calendar items that do not fit in the current view |
|  | Meeting |
|  | Meeting request |
|  | Recurring appointment |
|  | Recurring meeting |
|  | Recurring meeting or appointment |
|  | Reminder for the appointment or meeting |
|  | Private meeting or appointment |
|   | Start and end times of the appointment or meeting |
|  | Calendar item has an attachment |

## Symbols in Tasks

| Symbol | Description |
|---|---|
|  | Accepted task |
|  | Completed task |
|  | Declined task |
|  | High importance task |
|  | Low importance task |
|  | Recurring task |
|  | Task |
|  | Task assigned to another person |
|  | Task assigned to you |
|  | Task has an attachment |
|  | Uncompleted task |

## Symbols in Journal

| Symbol | Description |
|---|---|
|  | Appointment |
|  | Appointment request, appointment response, meeting, meeting request, meeting response |
|  | Conversation |
|  | Document |
|  | E-mail message |
|  | Fax |
|  | Letter |
|  | Microsoft Access database |
|  | Microsoft Excel workbook |
|  | Microsoft Office Binder document |
|  | Microsoft PowerPoint presentation |
|  | Microsoft Word document |
|  | Note |
|  | Phone call |
|  | Task |
|  | Task request, task response |
|  | Journal item has an attachment |

## Symbols in Contacts

| Symbol | Description |
|---|---|
|  | Activities have been automatically recorded in Journal for this contact |
|  | Contact |
|  | Contact has an attachment |
|  | Contact is flagged for follow up |
|  | Contact is flagged as complete |

## Set the hours that task work calculations are based on

1. On the **Tools** menu, click **Options,** click the **Other** tab, and then click **Advanced Options.**
2. To set the number of hours per day that task work calculations are based on, type a number in the **Task working hours per day** box.
3. To set the number of hours per week that task work calculations are based on, type a number in the **Task working hours per week** box.

## Set reminder options for new tasks

1. On the **Tools** menu, click **Options,** click the **Other** tab, and then click **Advanced Options.**
2. Click **Advanced Tasks.**
3. To have a reminder automatically turned on for new tasks, select the **Set reminders on tasks with due dates** check box.

**Notes**

- These reminder options only affect tasks that have a due date.
- If you assign a task with a reminder to someone else, Outlook switches the reminder off so the person who accepts the task can set a reminder.

### Track new tasks assigned to others and receive status reports

1 On the **Tools** menu, click **Options,** click the **Other** tab, and then click **Advanced Options.**

2 Click **Advanced Tasks.**

3 To automatically track the progress of new tasks you assign to others, select the **Keep updated copies of assigned tasks on my task list** check box.

4 To automatically receive notification when an assigned task is complete, select the **Send status reports when assigned tasks are completed** check box.

## Set a reminder for a task

**1** Open the task you want to set a reminder for.

How?

**2** Select the **Reminder** check box, and then enter a date and time.

**Note** If you don't set a reminder time, the default reminder time is used. To set the default reminder time, click the **Tools** menu, and then click **Options.** Click the **Preferences** tab, and then select a time in the **Reminder time** box.

## Introduction

This wizard helps you export information from Outlook to The Timex Data Link Watch. Select the information you want to export and the watch type. Click **Setup and Calibrate** to make sure setup is correct and to test your monitor. In the **Device Type** box, select the type of The Timex Data Link Watch you have. In the **Output Type** box, select the transmission mode for the type of computer monitor you use. The following are guidelines for selecting a transmission mode.

- For Windows 95: First, try to send data with mode 2, and then move down the list. The modes are listed in the order of most reliable to least reliable.
- For Windows NT Workstation or Windows NT Server: Mode 2 does not work with this operating system. Mode 3 provides the fastest transmission. Mode 4 is slightly faster than mode 5. Mode 5 is the slowest mode, but the most reliable.

To automatically calibrate your system for the output type you selected above, place your watch in Comm Ready mode, and then click **Setup.**

To verify the automatic calibration or to manually calibrate your system, place your watch in Comm Ready mode, and then click **Test.** If you use Windows NT Workstation, perform calibration manually.

**Note** The wizard shows how much watch memory each selection uses. You can set options for each selection later.

## In this step, you select the number and type of appointments to export to The Timex Data Link Watch.

Select a range of days for appointments you want to export. If you click **Exactly,** Outlook exports exactly the number of days of appointments you select into the watch. If you click **At least,** Outlook exports at least the number of days of appointments you select, but it fills in whatever watch memory is left—after you have exported all other items to the watch—with as many more appointments as will fit in memory.

To specify a date to begin exporting from, type a date in the **Starting from** box. To include locations and tentative appointments and to set reminders, select the options you want.

### Now, you select tasks to export to The Timex Data Link Watch.

You can export all active tasks (that is, tasks that are not complete and do not have a due date; tasks with a due date that fall within the range of days you specify; and tasks where the start date or due date–or any of the days in between–falls on the date or within the range of days you specify). You can also export all active tasks that fall within a specified range of days. To specify a priority level, click **Low, Normal,** or **High.** To export all tasks after a certain date, type a date in the **Starting From** box.

### Next, you select whether to use Outlook or custom time zones.

To use time zones from Outlook, click **Use Outlook time zone settings.** To specify a custom time zone, click **Use custom time zone settings**. In the **Primary time zone** box, select a time zone, and then type a three-character label for it in the box above. If you don't want the time zone automatically adjusted for daylight saving time, clear the **Adjust for daylight saving time** check box. To show the time zone in 24-hour format, select the **24-hour format** check box. You can also specify a second time zone and select options for it. Appointment start times do not change when the primary time zone is changed on the watch itself.

## In this step, you select the contacts whose phone numbers you want to export to The Timex Data Link Watch.

Click a contact name to export the phone number of the contact to the watch. Contact names appear in the same format you chose in the Contacts folder. If you did not enter a telephone number for the contact in your Contacts folder, then the contact does not appear here. While contacts load, you can stop the process and work only with contacts that are already loaded. To do this, click the **Cancel** button in the dialog box that appears while the contacts load.

## Now, you select annual events to export to The Timex Data Link Watch.

Click an annual event that you want to export. Only contacts from your Contacts folder with the **Anniversary** or **Birthday** field filled in appear here.

## Next, you can create up to five personalized alarms.

To create an alarm, select an **Alarm** check box. In the **Text** box, type a description for the alarm. In the **Time** box, type the time of day you want the alarm to occur. In the **Occurrence** box, select a frequency. For monthly or yearly alarms, select the date when the alarm will occur. Yearly alarms will occur every year regardless of the year specified in the **Date** box. Alarms do not use up watch memory.

### Last, you export selected information to The Timex Data Link Watch.

To export information, push the Mode button on the watch to place the watch in Comm Ready mode. Hold the watch face a few inches from the computer screen, and then click **OK** on the screen. For more information about placing your watch in Comm Ready mode, see the software and documentation included with the watch.

## About Outlook Today

The Outlook Today page provides a preview of your day. With Outlook Today, you can see a summary of your appointments, and a list of your tasks and how many new e-mail messages you have. You can also quickly find a contact by using the **Find Contact** box. You can set this page to be the first page that opens when you start Outlook. For more information about setting Outlook Today as your default page, click

### Change how many appointments appear on the Outlook Today page

1 On the Outlook Today page, click **Options.**

2 In the Calendar area, enter a number of days. The appointments that take place within this time span will appear on the Outlook Today page under **Calendar.**

3 Click **Back to Outlook Today** to save your changes.

### Change the tasks that appear on the Outlook Today page

1. On the Outlook Today page, click **Options.**
2. In the Tasks area, click the option you want.
3. Click **Back to Outlook Today** to save your changes.

### Make the Outlook Today page my default page when I start Outlook

1. On the Outlook Today page, click **Options.**
2. In the Startup area, select the **When starting, go directly to Outlook Today** check box.
3. Click **Back to Outlook Today** to save your changes.

## About toolbars

Toolbars allow you to organize the commands in Microsoft Outlook the way you want so that you can find and use them quickly. For example, you can add and remove menus and buttons, create your own custom toolbars, hide or display toolbars, and move toolbars.

Some menus and commands appear only in certain views, folders, or items of Outlook. For example, if you're working in the Calendar, the **Go to Today** button appears on the toolbar. If you are working in a task, you will find commands such as **New Task** and **Save Task Order** on the **Actions** menu.

The menu bar is a special toolbar at the top of the screen that contains menus such as **File, Edit,** and **View.** The default menu bar contains menus and commands for working with items and settings in the current view type. You can customize the menu bars just as you would any built-in toolbar.

Some menu commands cannot be modified because they are placed on a menu by an add-in or are created based on what is currently displayed.

### Add a built-in menu to a toolbar

1 Display the toolbar you want to add a built-in menu to.

   Some menus and commands appear only in certain view types, folders, or items of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

2 On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Commands** tab.

3 In the **Categories** box, click **Menu Bar.**

4 Drag the menu you want from the **Commands** box to the toolbar.

## Add a button to a toolbar

1. Display the toolbar you want to add a button to.

   Some menus and commands appear only in certain view types, folders, or items of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.
2. On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Commands** tab.
3. In the **Categories** box, click the category for the command.
4. Drag the command you want from the **Commands** box to the toolbar.

## Add a command to a menu

1. Display the toolbar that contains the menu you want to add a command to.

   Some menus and commands appear only in certain view types, folders, or items of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.
2. On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Commands** tab.
3. In the **Categories** box, click the category for the command.
4. Drag the command you want from the **Commands** box over the menu on the toolbar. When the menu displays a list of menu commands, point to the location where you want the command to appear on the menu, and then release the mouse button.

## Add a custom menu to a toolbar

1. Display the toolbar you want to add a custom menu to.

   Some menus and commands appear only in certain view types, folders, or items of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.
2. On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Commands** tab.
3. In the **Categories** box, click **New Menu.**
4. Drag **New Menu** from the **Commands** box to the toolbar.
5. Right-click the new menu on the toolbar, type a name in the **Name** box on the shortcut menu, and then press ENTER.
6. To add a command to the custom menu, click the custom menu on the toolbar to display an empty box. Click the category for the command in the **Categories** box, and then drag the command from the **Commands** box to the empty box in the custom menu.

## Change the image or text on a toolbar button or menu command

You can change the image on any toolbar button or menu command, except buttons that display a list or a menu. You can copy an image to another toolbar button or menu command and create or modify images in a graphics program. You can also display text on a toolbar button or change whether a menu command displays an icon.

**What do you want to do?**

- Copy an image from one toolbar button or menu command to another
- Copy an image from a graphics program to a toolbar button or menu command
- Change a toolbar button image or a menu command image
- Display an icon and text or text only on a menu command
- Display text or an icon on a toolbar button

## Copy an image from one toolbar button or menu command to another

You can copy an image from one toolbar button to another only if the other button is also on a toolbar.

1. Display both the toolbar with the button image or menu command you want to copy, and the toolbar with the button image or menu command you want to change.
2. On the **View** menu, point to **Toolbars,** and then click **Customize.**

   The Customize dialog box must remain open; however, you may need to move it out of your way.
3. To copy a toolbar button image, right-click the toolbar button that contains the image you want to copy, and then click **Copy Button Image** on the shortcut menu.

   To copy a menu command image, click the menu that contains the command image you want to copy. Right-click the menu command, and then click **Copy Button Image** on the shortcut menu.
4. To paste the copied image to a toolbar button, right-click the toolbar button you want to paste the image onto, and then click **Paste Button Image** on the shortcut menu.

   To paste the copied image to a menu command, click the menu that contains the command you want to paste the image onto. Right-click the menu command, and then click **Paste Button Image** on the shortcut menu.

## Copy an image from a graphics program to a toolbar button or menu command

For a clear image, copy a graphic that is the same size as the default, built-in button image, which is 16-by-16 pixels. A larger image can get distorted because it will be scaled to fit the size of the button.

1. In the graphics program, copy the graphic you want to appear on the toolbar button or menu command to the Clipboard.

   If you can select the format for the copied graphic, select bitmap or picture format.

2. Switch to Microsoft Outlook.
3. Display the toolbar with the button image or menu command you want to change.

   Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

4. On the **View** menu, point to **Toolbars,** and then click **Customize.**

   The Customize dialog box must remain open; however, you may need to move it out of your way.

5. To paste the copied image to a toolbar button, right-click the toolbar button that contains the image you want to change, and then click **Paste Button Image** on the shortcut menu.

   To paste the copied image to a menu command, click the menu that contains the command image you want to change. Right-click the menu command, and then click **Paste Button Image** on the shortcut menu.

### Change a toolbar button image or a menu command image

**1** Display the toolbar with the toolbar button image or menu command image you want to change.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** To change a toolbar button image, right-click the toolbar button, and then click **Edit Button Image** on the shortcut menu.

To change a menu command image, click the menu that contains the command image you want to change. Right-click the menu command, and then click **Edit Button Image** on the shortcut menu.

**4** Select the editing options you want.

For Help on an option, click the question mark , and then click the option.

## Display an icon and text or text only on a menu command

**1** Display the toolbar with the menu command you want to change.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** Click the menu that contains the command you want to change.

**4** Right-click the menu command you want to change, and then click the option you want on the shortcut menu.

**Notes**

- Some commands do not have an icon associated with them and can appear on a menu only as text.
- A menu command cannot be displayed as an icon only. However, if you click the **Icon Only** format for a menu command and then copy or move the menu command to a toolbar, the command appears as an icon on the toolbar.

## Display text or an icon on a toolbar button

1. Display the toolbar with the button you want to change.

   Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

2. On the **View** menu, point to **Toolbars,** and then click **Customize.**

   The Customize dialog box must remain open; however, you may need to move it out of your way.

3. On the toolbar, right-click the button you want to change, and then click the option you want on the shortcut menu.

**Note** You can't change the text and icon format for a button that displays a list or a menu.

## Change the width of a drop-down list box on a toolbar

A drop-down list box appears when you click a box with an arrow, such as the **Font** box , on a toolbar.

**1** Display the toolbar you want to change.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** Click the drop-down list box on the toolbar.

**4** Point to the left or right edge of the drop-down list box. When the pointer changes to a double-headed arrow, drag the edge of the list box to change its width.

### Create a toolbar

**1** On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Toolbars** tab.

**2** Click **New.**

**3** In the **Toolbar name** box, type the name you want, and then click **OK.**

**4** To add a button to the toolbar, click the **Commands** tab. In the **Categories** box, click the category for the command associated with the button. Drag the command you want from the **Commands** box to the displayed toolbar.

To add a built-in menu to the toolbar, click the **Commands** tab. In the **Categories** box, click **Menu Bar.** Drag the menu you want from the **Commands** box to the displayed toolbar.

To add a custom menu to the toolbar, click . **5** When you have added all the buttons and menus you want, click **Close.**

## Delete a command from a menu

**1** Display the toolbar with the menu that contains the command you want to delete.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** Click the menu on the toolbar that contains the command you want to delete.

**4** Drag the command you want to delete off the menu.

## Delete a custom toolbar

1. On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Toolbars** tab.
2. In the **Toolbars** box, click the custom toolbar you want to delete.
3. Click **Delete.**

**Note** You cannot delete a built-in toolbar. When you select a built-in toolbar, the **Reset** button becomes available. When you click this button, all of the toolbar's default buttons, menus, and submenus are restored

## Delete a menu from a toolbar

1. Display the toolbar you want to delete a menu from.

   Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

2. On the **View** menu, point to **Toolbars,** and then click **Customize.**

   The Customize dialog box must remain open; however, you may need to move it out of your way.

3. Drag the menu you want to delete off the toolbar.

**Tip** When you delete a built-in menu, the menu is still available in the Customize dialog box. However, when you delete a custom menu, it is permanently deleted. To remove and save a custom menu for later use, create a toolbar for storing unused menus, move the menu to this storage toolbar, and then hide the storage toolbar.

## Delete a toolbar button

1 Display the toolbar you want to change.

   Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

2 Hold down ALT and drag the button off the toolbar.

**Note** When you delete a built-in toolbar button, the button is still available in the Customize dialog box. However, when you delete a custom toolbar button, it is permanently deleted. To remove and save a custom toolbar button for later use, create a toolbar for storing unused buttons, move the button to this storage toolbar, and then hide the storage toolbar.

## Group related buttons and menus on a toolbar

To group related buttons and menus, you can add a separator bar between groups of buttons and menus on the toolbar. For example, the **New, Open,** and **Close All Items** menus are grouped on the **File** menu with a separator bar after the **Close All Items** menu.

**1** Display the toolbar you want to group related buttons and menus on.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** To separate two buttons on a horizontal toolbar, drag the rightmost button to the right. On a vertically docked toolbar, drag the lower button downward.

To remove a separator bar, drag one button closer to the other.

**Note** If you drag a button too far, a separator bar is not added. Instead, the button is moved.

**Tip** To quickly add or remove a separator bar between toolbar buttons without opening the Customize dialog box, hold down ALT and drag the toolbar button.

## Move or copy a menu command

**1** Display the toolbar with the menu that contains the command you want to move or copy and the toolbar with the menu you want to add the command to.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** On the toolbar, click the menu that contains the command you want to move or copy.

**4** To move the command, drag it over the menu you want. When the menu displays a list of commands, point to where you want the command to appear on the menu, and then release the mouse button.

To copy the command, hold down CTRL and drag the command over the menu you want. When the menu displays a list of commands, point to where you want the command to appear on the menu, and then release the mouse button.

### Move or copy a menu to a toolbar

**1** Display both the toolbar with the menu you want to move or copy and the toolbar you want to move or copy the menu to.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** To move a menu, click the menu on the toolbar, and then drag it to the new location on the same toolbar or on another toolbar.

To copy a menu, hold down CTRL and then drag the menu on the toolbar to a new location.

### Move or copy a toolbar button

1. Display both the toolbar with the button you want to move or copy and the toolbar you want to move or copy the button to.

   Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

2. To move a toolbar button, hold down ALT and then drag the button to the new location on the same toolbar or on another toolbar.

   To copy a toolbar button, hold down CTRL+ALT and then drag the button to the new location.

## Rename a custom toolbar

1 On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Toolbars** tab.
2 In the **Toolbars** box, click the custom toolbar you want to rename.
3 Click **Rename.**
4 In the **Toolbar name** box, type the new name.

**Note** You cannot rename a built-in toolbar.

## Rename a menu

**1** Display the toolbar that contains the menu you want to rename.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** Right-click the menu you want to rename on the toolbar, type the new name in the **Name** box on the shortcut menu, and then press ENTER.

## Rename a menu command or toolbar button

**1** Display the toolbar with the menu command or toolbar button you want to change.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** To rename a menu command, click the menu that contains the command you want to change. Right-click the menu command, type the new name in the **Name** box on the shortcut menu, and then press ENTER.

If you use a combination of ALT and a letter to select menu commands, include an ampersand (&) before the letter that you want to use to select the command. Use a letter that is not already used by another command on the same menu. The letter is underlined on the menu.

To rename a toolbar button, right-click the button on the toolbar, type the new name in the **Name** box on the shortcut menu, and then press ENTER.

**Note** If the toolbar button does not display text, you won't see the name change except when you view the ScreenTip. For information about displaying text, an icon, or both on a toolbar button, click .

## Restore original buttons and menus for a built-in toolbar

1. On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Toolbars** tab.
2. Click the built-in toolbar you want to restore to its original settings.
3. Click **Reset.**

**Note** You cannot reset a custom toolbar.

## Restore original settings for a built-in menu

1 Display the toolbar that contains the menu you want to restore to its original settings.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

2 On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

3 Right-click the menu you want to restore on the toolbar, and then click **Reset** on the shortcut menu.

**Note** The **Reset** command restores the built-in menu to its original image, commands, and submenus.

## Restore original settings for a built-in toolbar button or menu command

**1** Display the toolbar with the button or menu command you want to restore to its original settings.

Some menus and commands appear only in certain view types and parts of Outlook, so you may need to open a different folder or type of item to see the command or menu you want.

**2** On the **View** menu, point to **Toolbars,** and then click **Customize.**

The Customize dialog box must remain open; however, you may need to move it out of your way.

**3** To restore the original settings for a toolbar button, right-click the button you want to restore on the toolbar, and then click **Reset** on the shortcut menu.

To restore the original settings for a menu command, click the menu that contains the command you want to restore. Right-click the menu command, and then click **Reset** on the shortcut menu.

**Notes**

- The **Reset** command restores the built-in toolbar button or menu command to its original image, name, and command.
- The **Reset** command is not available for a button that displays a list when you click it.

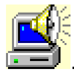
## Show or hide toolbar ScreenTips

1. On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Options** tab.
2. Select or clear the **Show ScreenTips on toolbars** check box.

**Note** When you select or clear the **Show ScreenTips on toolbars** check box, the setting affects all Microsoft Office programs.

## Change sounds

1 Click **Start,** point to **Settings,** and then click **Control Panel.**

2 Double-click **Sounds** .

3 In the **Events** box, click the event you want to change the sound for.

4 In the **Name** box, enter the sound you want.

## Troubleshoot customizing toolbars and menus

### What do you need help with?

- Menus and commands are missing from Outlook.
- I removed the **Customize** command. How can I change toolbars and menus?

## I removed the Customize command. How can I change toolbars and menus?

- To customize a toolbar if you removed the **Toolbars** command from the **View** menu, or if you removed the **View** menu, right-click a button on any toolbar or the menu bar, and then click **Customize** on the shortcut menu.
- To restore the **Toolbars** command to the **View** menu, right-click any toolbar or the menu bar, and then click **Customize** on the shortcut menu. Right-click the **View** menu, and then click **Reset** on the shortcut menu.
- To return the **View** menu to the menu bar, right-click any toolbar or the menu bar, and then click **Customize** on the shortcut menu. Click the **Commands** tab. In the **Categories** box, click **Menu Bar.** From the **Commands** box, drag **View** to the menu bar.

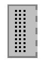
## Show or hide a toolbar

- Right-click any toolbar, and then click the toolbar you want to show or hide on the shortcut menu.

**Notes**

- If you hide all the toolbars and want to see one again, you can right-click the menu bar, and then click the toolbar you want on the shortcut menu.
- To quickly hide a floating toolbar, click the **Close** button on the toolbar.

## Move a toolbar

**1** Click the move handle  on a docked toolbar, or click the title bar on a floating toolbar.

**2** Drag the toolbar to a new location. If you drag the toolbar to the edge of the program window, it becomes a docked toolbar.

## Resize a toolbar

- To resize a floating toolbar, move the mouse pointer over any edge until it changes to a double-headed arrow, and then drag the edge of the toolbar.

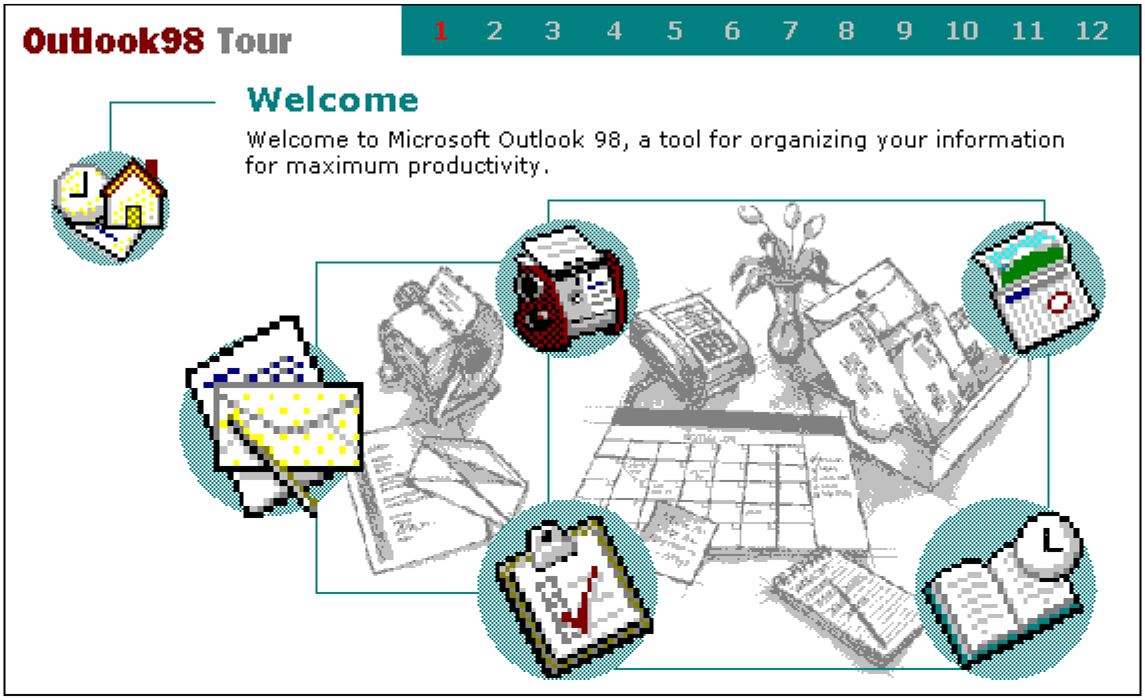
**Note** You cannot resize a docked toolbar.

## Change the size of toolbar buttons

1 On the **View** menu, point to **Toolbars,** click **Customize,** and then click the **Options** tab.

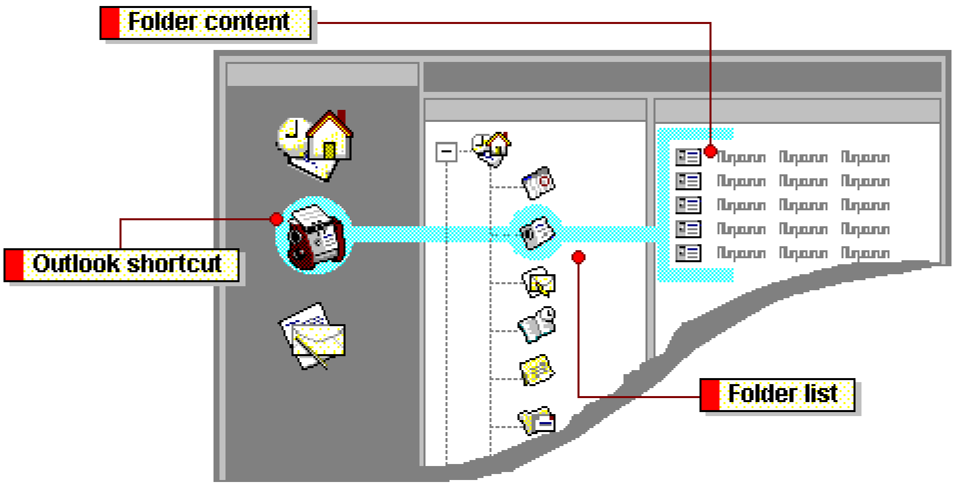
2 Select or clear the **Large icons** check box.

**Note** When you select or clear the **Large icons** check box, the setting affects all Microsoft Office programs.


Outlook98 Tour
1 2 3 4 5 6 7 8 9 10 11 12
Welcome
Welcome to Microsoft Outlook 98, a tool for organizing your information for maximum productivity.

## How Outlook is Organized

In Outlook, you store information in folders, the same way you store documents. A shortcut enables you to open the folder quickly. Some folders and their shortcuts are already created for you.



Click a shortcut on the Outlook Bar to quickly open your favorite or most frequently used folders. You can add and remove shortcuts, change the icon size, and hide the Outlook Bar. The Outlook Bar is divided into groups to help organize your information. Click a group to move to a different set of shortcuts. You can also create your own group and drag shortcuts to different groups.

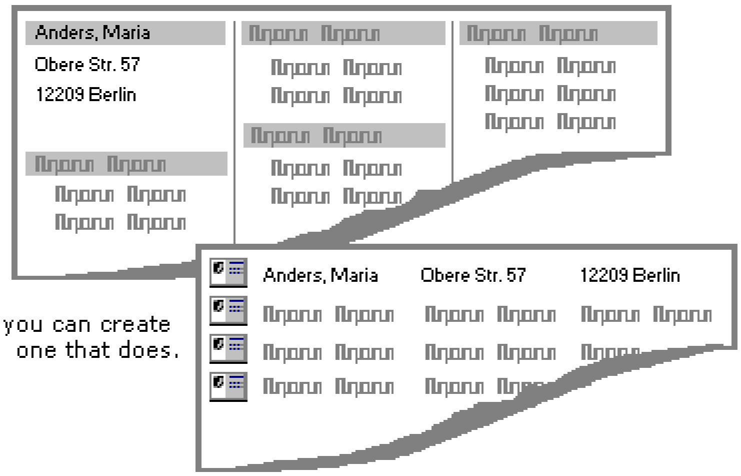
Outlook is organized around types of items, such as your e-mail messages, appointments, contacts, journal entries, tasks, and notes. To create an item, click the **File** menu, point to **New,** and then click the type of item you want to create. To help you keep items organized, items are stored by type. For example, all messages are stored in the Inbox folder, and all tasks are stored in the Tasks folder. Folders that contain Outlook items are stored together in a single Outlook file so you can quickly find, categorize, and archive items.

To see all of your folders in Outlook at any time, click the **View** menu, and then click **Folder List.** The number in parentheses next to the folder name reflects the number of unread items in the folder.

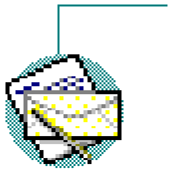
## Customize the Way You Display Information

In Outlook, you can change the way you look at information by changing the view. On the View menu, point to Current View to display a list of views.

If the standard view doesn't show the information you need...



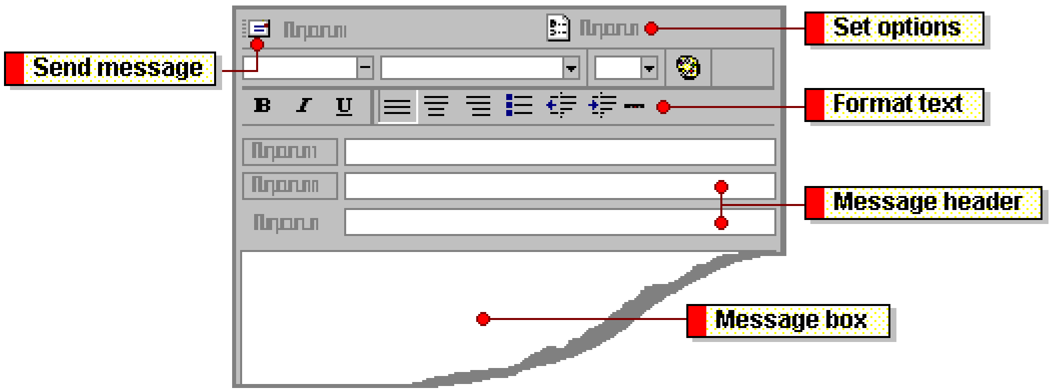

...you can create one that does.



## Create and Send E-mail

Outlook can help you create, share, and manage information that's important to you and the people you work with.

Outlook has a wide variety of ways to make your messages stand out on the screen. You can add pictures, HTML active content, and fonts and colors to add emphasis to your message.



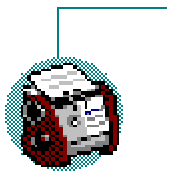
When you are ready to send the message, click the **Send** button.

Click here to set options for security, priority, tracking, and delivering mail.

Use these options—font style, alignment, horizontal lines—to format the text in the message.

Click **Message Header** (on the **View** menu) to show or hide **Subject** and **CC** lines. To add a **Bcc** line, click **Bcc Field** (on the **View** menu). The e-mail name entered in this field will not appear to the other recipients of the message.

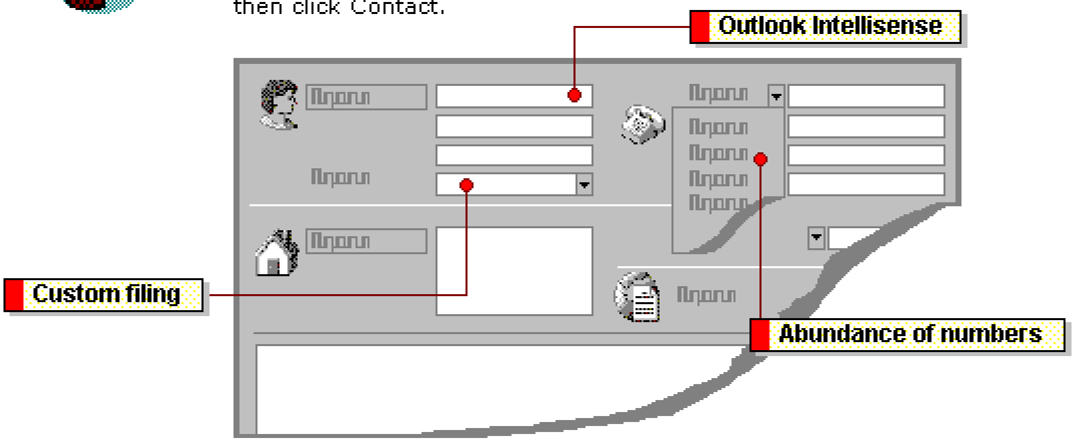
Type your message here. If you have information in a document, you can attach the document to a message. In the message window, click the **Insert** menu, then click **File**.



## Create a Contact

You can store the names, phone numbers, and addresses of everyone you know. You can import contact lists from other programs, and also import vCards from the Internet.

To store information in Outlook, click the File menu, point to New, and then click Contact.



When you enter a name or address for a contact, Outlook separates the name or address into parts and puts each part into a separate field. You can sort, group, or filter contacts by any part of the name or any part of the address.

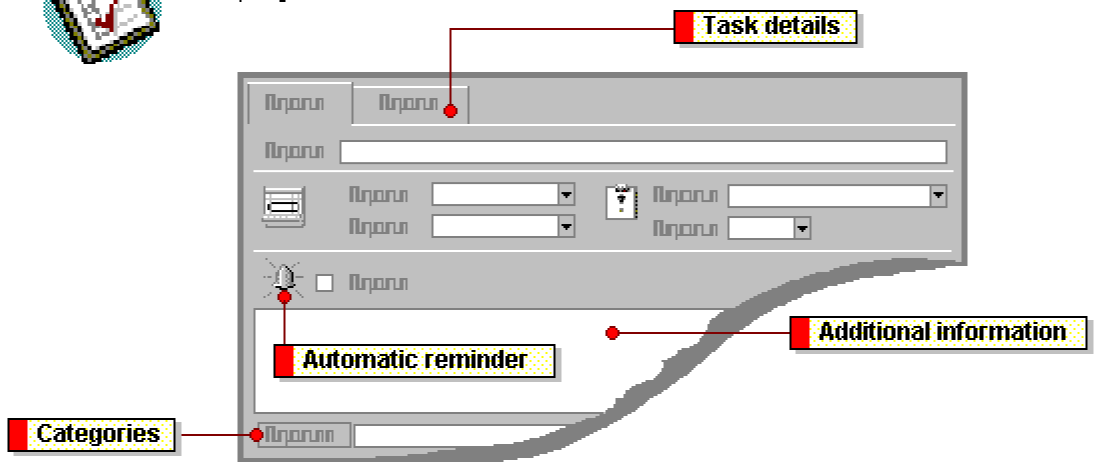
In the **File As** box you decide how you want Outlook to file the contact. Outlook suggests several combinations, and you can enter your own. For example, you can file a contact by their nickname.

With Outlook, you are never at a loss for space for phone numbers. You can store dozens of numbers for each contact.

**Outlook98 Tour** 1 2 3 4 5 6 7 8 9 10 11 12

## Create a Task

Outlook can manage the tasks of your busy day. You can use Outlook to organize your tasks, set reminders for deadlines, and update your progress.



Click the **Details** tab to add information to the task such as mileage, billing, contact, and company.

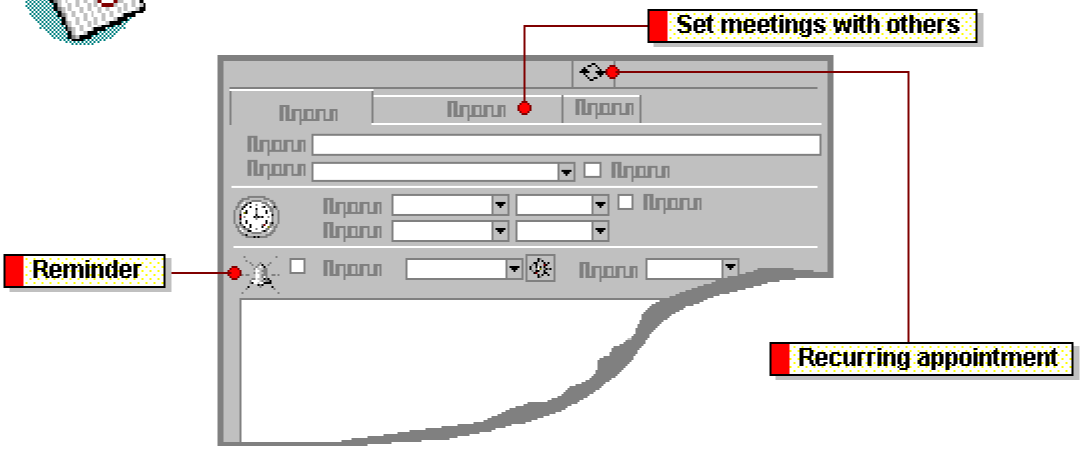
Assign your tasks to categories to help you organize them.

Select the **Reminder** box to receive a reminder on a specified day and time.

Type more information about the task here. You can also use the **Insert** menu to attach information to help you with the task.

## Create an Appointment

Outlook displays your meetings, reminds you of your appointments, and schedules meetings with others. To schedule an appointment, click the File menu, point to New, and then click Appointment.



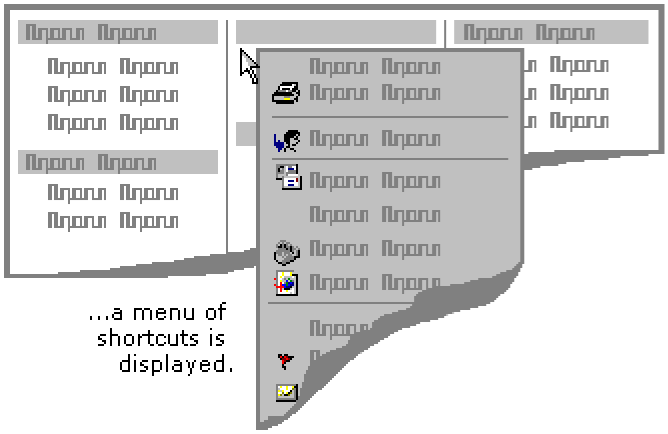
Click the **Recurrence** button to create a repeating appointment.

Select the **Reminder** check box, and then specify the amount of time before the appointment when you want the reminder to occur.

Click the **Attendee Availability** tab to invite others to a meeting. You can view their schedules, and Outlook can automatically pick the first free time available for everyone you want to attend the meeting.

## Right-click for Shortcuts to Productivity

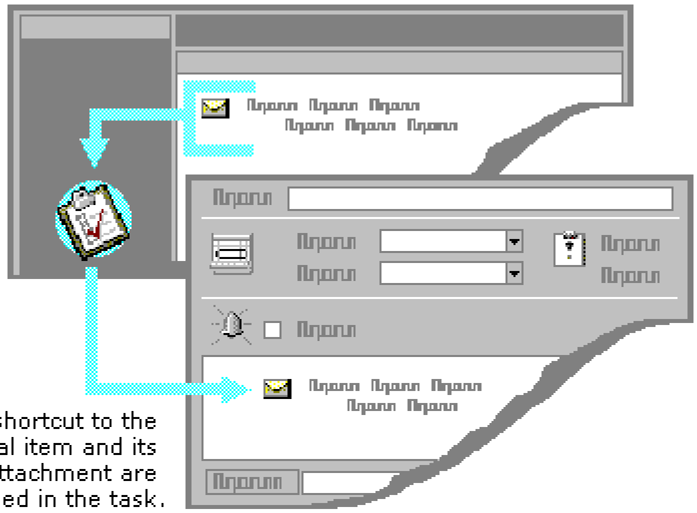
You can right-click anywhere in the window and...



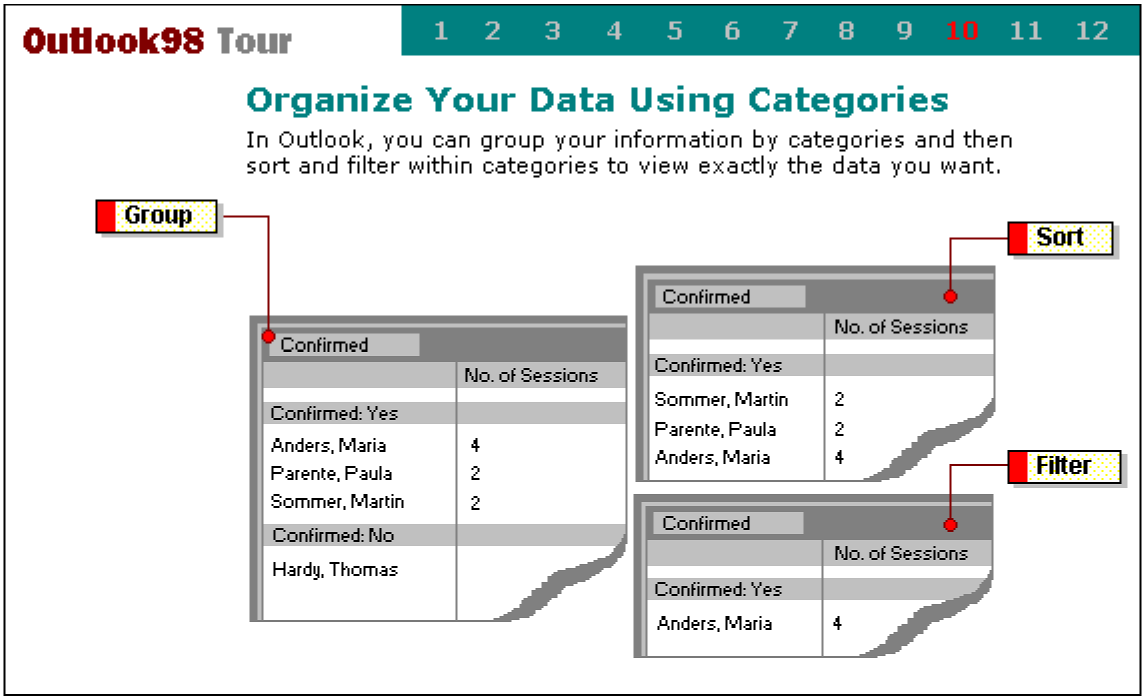
...a menu of shortcuts is displayed.

## Change the Form of Information

Select an e-mail message and drag it over the Tasks folder to create a task.



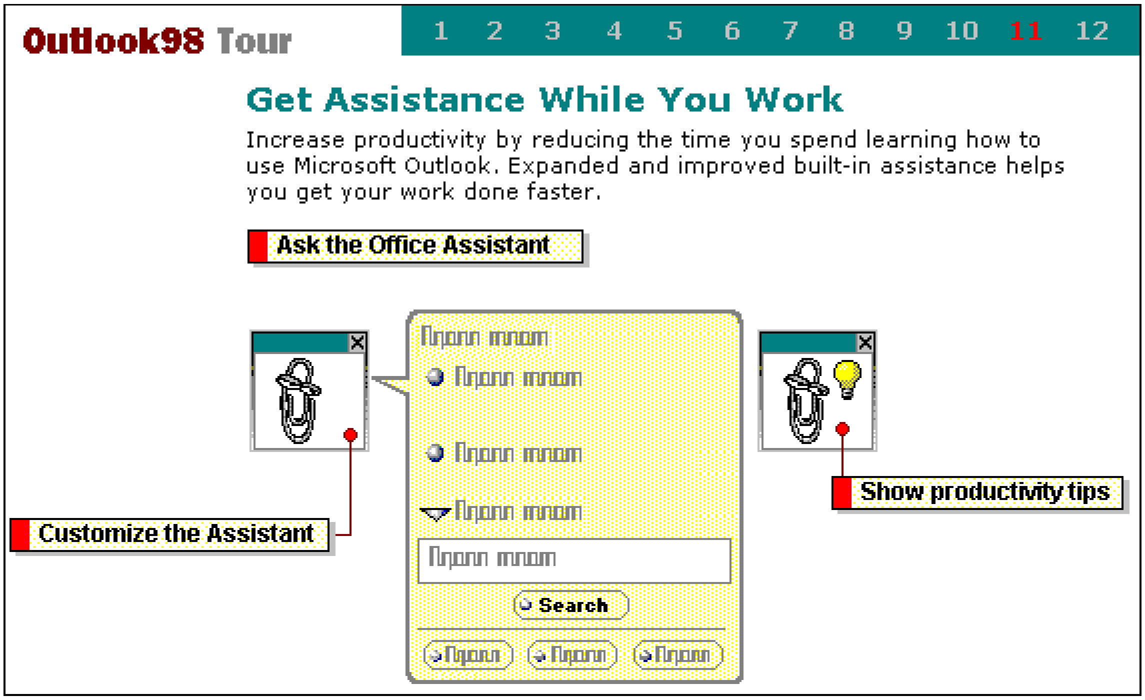
A shortcut to the original item and its attachment are included in the task.


Outlook98 Tour
1 2 3 4 5 6 7 8 9 10 11 12
Organize Your Data Using Categories
In Outlook, you can group your information by categories and then sort and filter within categories to view exactly the data you want.
Group
Confirmed
No. of Sessions
Confirmed: Yes
Anders, Maria 4
Parente, Paula 2
Sommer, Martin 2
Confirmed: No
Hardy, Thomas
Sort
Confirmed
No. of Sessions
Confirmed: Yes
Sommer, Martin 2
Parente, Paula 2
Anders, Maria 4
Filter
Confirmed
No. of Sessions
Confirmed: Yes
Anders, Maria 4

You can sort the contacts who are registered
by alphabetical order.

For example, perhaps you need a list of people who registered for a conference. You can group your contacts by who registered for the conference.

You can show only those who registered for four or more sessions by specifying a filter.


Outlook98 Tour
1 2 3 4 5 6 7 8 9 10 11 12
Get Assistance While You Work
Increase productivity by reducing the time you spend learning how to use Microsoft Outlook. Expanded and improved built-in assistance helps you get your work done faster.
Ask the Office Assistant
Customize the Assistant
Search
Show productivity tips

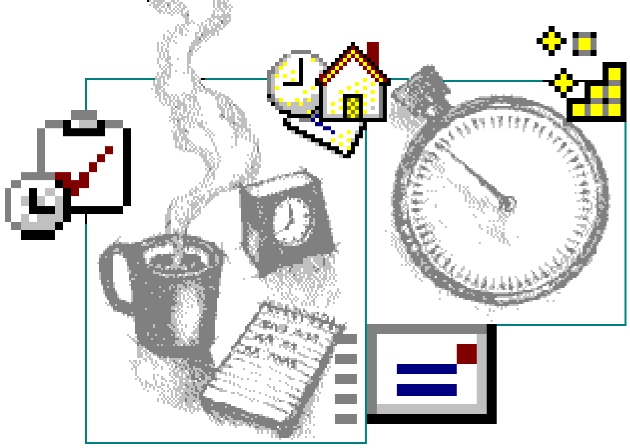
Right-click on the Office Assistant and choose **Options** to change your Office Assistant and how it behaves.

The Office Assistant anticipates the kind of help you need and suggests Help topics based on the work you're doing. If none of the topics are what you want, type a question, and then click **Search**.

You can have the Assistant display tips while you're working. A light bulb appears when the Assistant has a tip. To see the tip, click the light bulb.

## Use the Tools

Outlook 98 will help you organize the information, messages, schedules, and tasks you need every day to get your work done. Outlook lets you communicate with style, manage your messages with ease, and connect to a world of possibilities.



## Troubleshoot tasks

### What do you need help with?

- Why can't I see my tasks?
- My TaskPad has disappeared.
- Why can't I skip a recurring task?
- I assigned a task and it disappeared. Where did it go?
- Why can't I create an unassigned copy of a task?
- Why don't I receive status reports for a task I assigned?
- Why isn't an assigned task being updated in my task list?
- I received a task update message in my Inbox, but it disappeared.

## Why can't I see my tasks?

Some tasks may temporarily be hidden based on the filter used to see the tasks. For information about removing a filter, click .

## Why can't I skip a recurring task?

The **Skip Occurrence** command (on the **Actions** menu) isn't available if you select **Regenerate new task** in the Task Recurrence dialog box. When you select **Regenerate new task,** a new occurrence of the task won't appear in your task list until you mark the previous occurrence as complete. So you don't need to skip an occurrence of this task.

## I assigned a task and it disappeared. Where did it go?

Did you create the assigned task from an existing task in your task list? If so, and you cleared the **Keep an updated copy of this task on my task list** check box in the task request, Outlook deleted the copy of the task from your task list. You can create another task to assign, or ask the new owner of the task to send you a copy of it. Either way, if you want status information about the first task you assigned, you must request it from the owner of the task.

### Why can't I create an unassigned copy of a task?

You can create an unassigned copy of a task only if you are not the owner of the task. You cannot create an unassigned copy of a task when:

- You created the task and are the owner of the task.
- The task was assigned to you by another person and you are the owner of the task.
- You already created an unassigned copy of the task.

## Why don't I receive status reports for a task I assigned?

When you filled out the task request, you might not have selected the **Send me a status report when this task is complete** check box. To receive status reports for this task, send a mail message to the task owner and ask that person to send you a status report.

## Why isn't an assigned task being updated in my task list?

- When you filled out the task request, you might not have selected the **Keep an updated copy of this task on my task list** check box.
- You might have deleted your copy of the assigned task from your task list. You must have a copy of the assigned task in your task list to receive updates.
- If you created an unassigned copy of the task (by using the **Create Unassigned Copy** button on the **Details** tab for the task), you will no longer receive updates in your task list from the owner of the original task. When you create an unassigned copy of a task, all the names are erased from the **Update list** box on the **Details** tab (in the Task dialog box).

### I received a task update message in my Inbox, but it disappeared.

Outlook periodically checks the Inbox for task update messages. When a task update message appears, Outlook updates the task in your task list and deletes the message in Inbox for you. The new task information is saved with the task in your task list, so no information is lost.

## Save contact information for use on the Internet

Outlook supports the use of vCards, the Internet standard for creating and sharing virtual business cards. You can save a contact as a vCard or save vCards sent in e-mail messages.

**What do you want to do?**

- Save a contact as a vCard
- Save a vCard sent to you in an e-mail message

## Save a contact as a vCard

1 Click **Contacts** .

2 Click the contact you want to save as a vCard.

3 On the **File** menu, click **Save As.**

4 In the **Save as type** box, click **VCARD Files.**

## Save a vCard sent to you in an e-mail message

**1** Double-click the attached vCard in the message.

**2** Type any additional information you want to include for the contact.

**3** Click **Save and Close** .

## Import a vCard into Outlook

1. Double-click the vCard.
2. Type any additional information you want to include for the contact.
3. Click **Save and Close** . **Tip** You can also drag the vCard onto **Contacts** on the Outlook bar.

## Include a vCard with your autosignature

1. On the **Tools** menu, click **Options.**
2. On the **Mail Format** tab, click **Signature Picker.**
3. Click **Create.**
4. Select the options you want, and then click **Next.**
5. Under vCard Options, select a vCard from the list or click **New vCard from Contact.**

### Send a vCard to someone in e-mail

1 Click **Contacts** .

2 Click the contact you want to send as a vCard, click **Actions,** and then click **Forward as vCard.**
If the **Forward as vCard** command is not available, click **Forward.**

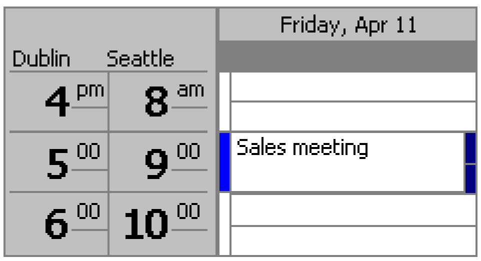
## About time zones

You can change your current time zone at any time in Outlook. Changing your current time zone in Outlook is equivalent to changing it in Windows Control Panel. This affects all times displayed in Outlook as well as times displayed in other Windows-based programs.

You can add and display a second time zone in Outlook, which is useful when scheduling meetings or conference calls with people in other time zones. To do this, select the **Show an additional time zone** check box in the Time Zone dialog box.

When scheduling meetings with people in other time zones, the meeting organizer's time zone is the reference point. If you organize a meeting and display free/busy time for invitees from other time zones, their busy times adjust to display correctly in your time zone. Display a second time zone as a convenient way to see when a meeting will occur for invitees in other time zones. A second time zone is visible only when viewing days.

To switch between the current and second time zones, click **Swap Time Zones** in the Time Zone dialog box. This is equivalent to changing the current time zone in Windows Control Panel. For example, if you regularly commute between Seattle and Dublin, set your current time zone to Seattle time and your second time zone to Dublin time. When you fly to Dublin, click **Swap Time Zones** to switch the time zone that times appear in. To quickly change the time zone on your computer, you must be viewing by days; right-click the empty space at the top of the time bar, and then click **Change Time Zone** on the shortcut menu.



## Add another time zone

1. On the **Tools** menu, click **Options,** and then click the **Preferences** tab.
2. Click **Calendar Options.**
3. Click **Time Zone.**
4. Select the **Show an additional time zone** check box.
5. In the **Label** box, type a description.
6. In the **Time zone** box, click the time zone you want to add.
7. If you want your computer clock automatically adjusted for daylight saving time changes, select the **Adjust for daylight saving time** check box.

   This option is available only in time zones that use daylight saving time.

**Tip** You can quickly switch your current time zone to the second time zone by clicking **Swap Time Zones.** This affects all times displayed in Outlook as well as times displayed in other Windows-based programs.

## Remove a second time zone

1 On the **Tools** menu, click **Options,** and then click the **Preferences** tab.
2 Click **Calendar Options.**
3 Click **Time Zone.**
4 Clear the **Show an additional time zone** check box.

## Change the current time zone

1. On the **Tools** menu, click **Options,** and then click the **Preferences** tab.
2. Click **Calendar Options.**
3. Click **Time Zone.**
4. Under **Current time zone,** type a description in the **Label** box.
5. In the **Time zone** box, click the time zone you want.
6. If you want your computer clock automatically adjusted for daylight saving time changes, select the **Adjust for daylight saving time** check box.

   This option is available only in time zones that use daylight saving time.

**Tip** To quickly change the time zone on your computer, you must be viewing by days; right-click the empty space at the top of the time bar, and then click **Change Time Zone** on the shortcut menu.

# Examples of view types

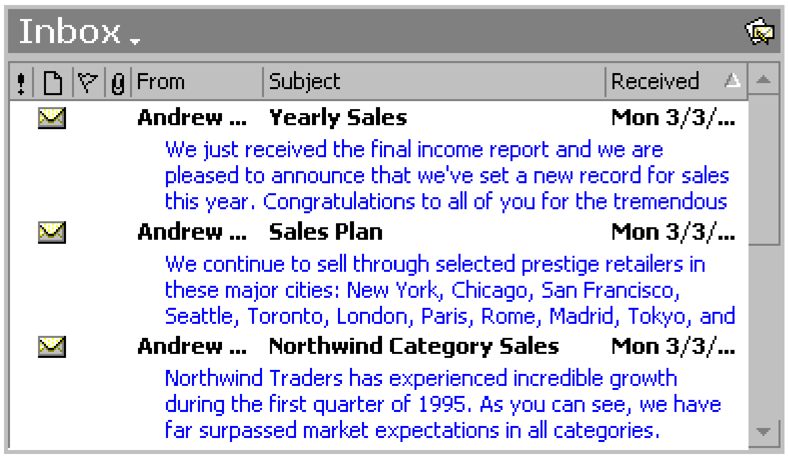
You must choose one of five view types when creating a view. View types control the structure of a view.

**Which example do you want to see?**

- **Table view type**
- Timeline view type
- Day/week/month view type
- Card view type
- Icon view type

In a table, items are in a grid of rows and columns. Each row contains one item. Details about items are in columns. To control the level of detail that appears, add or remove columns, filter items by criteria you specify, sort items, or group items.

A table view type is best to view messages, tasks, and details about any other item.



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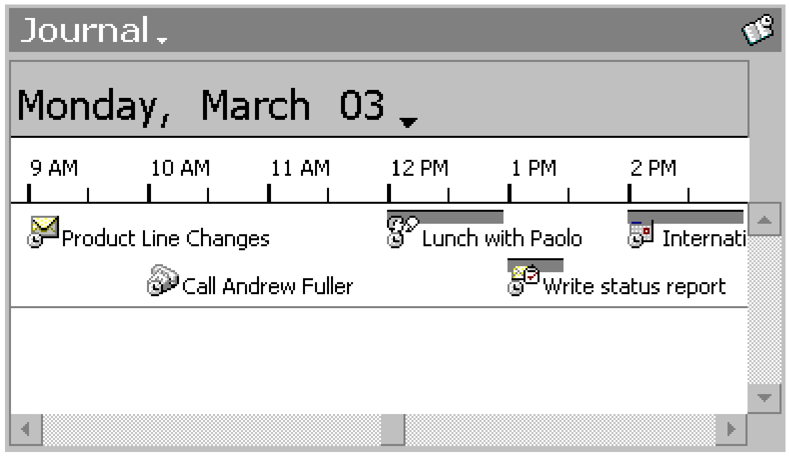
**Which example do you want to see?**

- Table view type
- **Timeline view type**
- Day/week/month view type
- Card view type
- Icon view type

On a timeline, items appear as icons arranged in chronological order from left to right on a time scale.

A timeline view type is best to view journal entries and any items you want to plot in relation to time.



# Examples of view types

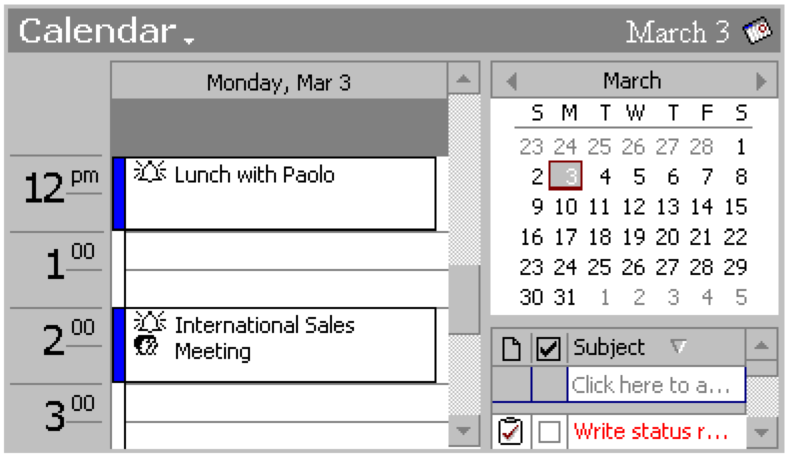
You must choose one of five view types when creating a view. View types control the structure of a view.

**Which example do you want to see?**

- Table view type
- Timeline view type
- **Day/week/month view type**
- Card view type
- Icon view type

In a day/week/month view, items are arranged on the Calendar, similar to a paper day planner. You can view items in blocks of time for days, weeks, or for a month.

A day/week/month view type is best to view appointments, meetings, and tasks.



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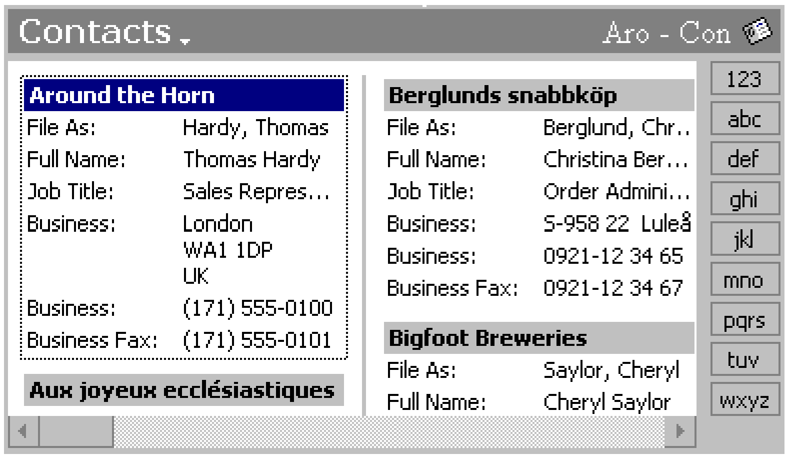
- **Card view type**
- Icon view type

In a card view, items appear as individual cards similar to an address card file. To control the level of detail that appears, add or remove fields in an item or filter items by criteria you specify. Click the letters to the right of the cards to move quickly to cards in other letter sections.

A card view type is best to view contacts and any items you want to find quickly in alphabetical order.



## Examples of view types

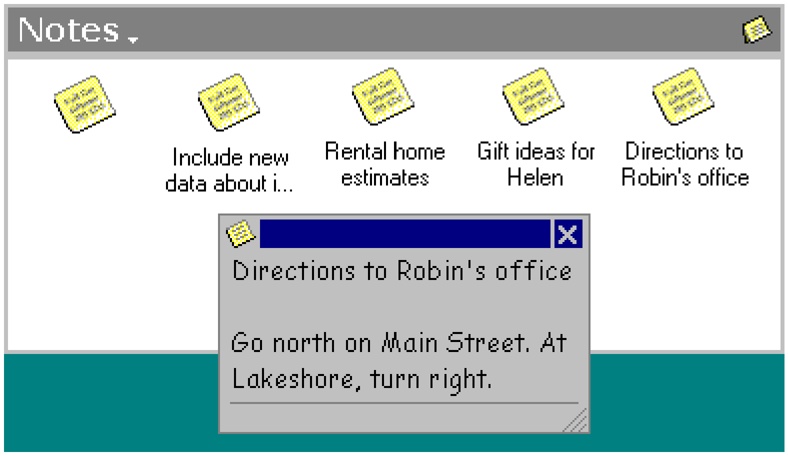
You must choose one of five view types when creating a view. View types control the structure of a view.

**Which example do you want to see?**

- Table view type
- Timeline view type
- Day/week/month view type
- Card view type
- **Icon view type**

In an icon view, items and files are represented by individual icons arranged on an invisible grid.

An icon view is best to view notes and files as large icons, small icons, or in a list of icons. (To see details about icons, use a table view type.)



## What is Microsoft Outlook?

Microsoft Outlook is a desktop information management program that helps you manage your messages, appointments, contacts, and tasks, as well as track activities. Click a topic to find out more.

- **Basics of Outlook** that help you move from one part of Outlook to another.
- **Inbox** gives you the flexibility to send and receive messages from the office, home, or the road.
- **Calendar** provides the convenience of your trusted schedule book with Date Navigator and TaskPad.
- **Contacts** is your business and personal address book. Sort and view contacts any way you want.
- **Tasks** is your business and personal to-do list. Quickly prioritize your tasks, and assign tasks to others.
- **Journal** tracks the history of any activity you want recorded on a timeline.
- **Notes** is the electronic equivalent of sticky notes.
- **Put it all together** with Outlook to integrate different types of information.

## Create a letter to a contact with Word 97

1 Click **Contacts** .

2 Click the contact you want to create a letter to.

3 On the **Actions** menu, click **New Letter to Contact.**

4 Follow the instructions in the Letter Wizard in Word.

## Turn on or off Word as your e-mail editor

To use Word as your e-mail editor, you should have at least 16 MB of memory.

1 In Outlook, click the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

2 In the **Send in this message format** box, click **Microsoft Word,** or click the message format you want to use.

## About using Word as your e-mail editor

The following Word features are available from Outlook if you use Word as your e-mail editor. You must have Word 97 set up to use these features. You can turn on or off Word as your e-mail editor on the **Mail Format** tab (on the **Tools** menu, click **Options**).

- AutoCorrect. Automatically correct typos as you write.
- Spell It. Check your spelling while you work. Misspelled words are underlined and alternative spellings appear.
- Bullets and Numbering. Add bullets and numbering to call out important points.
- Tables. Use tables to present your information in an organized fashion.
- Highlighter. Use color to emphasize the key points in a message for others working online. Works just like a felt-tip marker.
- Conversion of e-mail names and Internet addresses. Automatically convert e-mail names and Internet addresses to hyperlinks.
- Document Map. Navigate and organize e-mail messages quickly. Word automatically detects if a message contains a long conversation thread and creates a map, via hyperlinks, to each message.

If you use Word as your e-mail editor, you can send messages to, and receive messages from, recipients who do not use Word, but features unique to Word change to plain text. For example, a table converts to tab-delimited text.

## Change the look of your WordMail messages

Word includes several e-mail templates you can use when Word is your e-mail editor. Each template has a different theme. For example, you can use the template with the urgent theme to compose an urgent e-mail message.

1 In Outlook, click **Inbox** .

2 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

3 In the **Use this template by default** box, click the template you want to use.

**Note** For information about how to set a Word e-mail template as your default Inbox template, click .

### Set the default Word e-mail template in Microsoft Outlook

1. In Outlook, click the **Tools** menu, click **Options,** and then click the **Mail Format** tab.
2. In the **Send in this message format** box, click **Microsoft Word.**
3. In the **Use this template by default** box, click the template you want to use.

## Troubleshoot Word as an e-mail editor

### What do you need help with?

- Why do my e-mail messages look different on other computers?
- My e-mail is very slow or not working correctly.
- I can't find Microsoft Outlook Help when I use Word as my e-mail editor.
- Why can't some recipients see form fields in messages that I send?

## Why do my e-mail messages look different on other computers?

Several WordMail formatting features don't appear in other e-mail editors. If recipients of your messages don't use WordMail as their e-mail editor, borders, highlighted text, numbered lists, and floating drawings in your messages may not appear. Also, other editors might display tables as tab-delimited text and all bullets as round bullets.

### My e-mail is very slow or not working correctly.

- To use WordMail as your e-mail editor, you should have at least 16 MB of memory available.
- Before you use WordMail, close Word dialog boxes that are not in use.
- Programs that work in the background, such as virus-scanning programs, may slow WordMail and Word in general. Use System Monitor–an optional Windows 95 accessory program–to see whether you are running programs that slow your computer's performance, and to see which program uses the highest percentage of processor time.

## I can't find Microsoft Outlook Help when I use Word as my e-mail editor.

When you are in an open message in Outlook, if you type a question in the Office Assistant, you get Help about Word and Outlook. If you want Help about Outlook only, such as a topic about how to address a message, click **Inbox** on the Outlook Bar to switch back to Outlook, and then type a question in the Assistant.

### Why can't some recipients see form fields in messages that I send?

If you use WordMail as your e-mail editor and you send a message that contains a form field, such as a drop-down list, only recipients who are also using WordMail will be able to see it. To avoid losing form fields in messages that you send to recipients who are not using WordMail, send the form field as an attached document.