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TIPS & TRICKS

OUTLOOK® 2000, 2002 XP

Microsoft Outlook

TIPS & TRICKS

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OUTLOOK® 2000

Use Outlook to Track Long-Distance Calls

You can keep track of your long-distance telephone calls by using the Phone Call feature in your **Outlook Journal** to be the best way to gather this information. To track your calls in the Journal, follow these steps:

1. Go the **Contacts** folder and double-click the contact you are going to call.
2. On the **Actions** menu, click **New Journal Entry for Contact**.
3. When you begin the call, click the **Start Timer** button. While you're talking, you can record notes from your call in the space provided in the **Journal Entry**.
4. When you're done, click **Pause Timer** and save your entry.

Now, when you need to submit your calls to accounting, you just print out the list of phone calls from your Journal or copy and paste the list of calls into an Office document. To view a list of all the phone calls in your journal, do the following:

1. Go to your **Journal** folder.
2. From the **View** menu, choose **Current View**, and then click **Phone Calls**.

   Note: In Outlook 2000, you can also use the new **Contact Activity Tracking** feature to get a list of all the phone calls, e-mails, or meetings related to a contact.

To view all the Journal items related to a contact:

1. Open the contact you want to view.
2. Click the **Activities** tab.
3. In the **Show** list, click **Journal**.

Schedule E-mail Responses in your Outlook Calendar

If you receive an e-mail message in Outlook and you don't have time to respond to it immediately, you can easily add it to your calendar and schedule a block of time when you will be able to reply. To turn an e-mail message into an item on your calendar, follow these steps:

1. Drag the message from your **Inbox** onto the **Calendar** icon on the **Outlook Bar** or onto your Calendar folder. This will create a new appointment item.
2. Enter the date and time you want to reply and specify any additional options you want. (The body of the e-mail message is automatically added to the appointment.)
3. Click **Save and Close** to add the appointment to your calendar.

Outlook will automatically notify you when it is time to respond to that specific e-mail.

> **Note:** You can drag items between all Outlook folders: Inbox, Tasks, Calendar, Contacts, Notes, and so on. For more options, right-click before you drag.

Outlook Can Automatically Delete Unwanted E-mail

With the **Rules Wizard**, you can automatically delete any e-mail messages you receive with the keywords in the **Subject** box: "ILOVEYOU," "I LOVE YOU," and "FWD: JOKE." Now they don't clog up your Inbox, and you can't open them up accidentally. To use the Rules Wizard to automatically delete any e-mail with the subject "ILOVEYOU", follow these steps:

1. Click **Inbox**. Then, on the **Tools** menu, click **Rules Wizard**.
2. Click **New**.
3. Click **check messages when they arrive**, and then click **Next**.
4. Select the check box next to **with specific word in the subject**.
5. In the text area below, click the blue, underlined phrase **specific words**.
6. Here you can specify which words Outlook should look out for. For example, in the **Add New** text box, enter **ILOVEYOU** and then click **Add**. Repeat for any additional terms you want to check for. When you're done, click **OK** and then click **Next**.
7. Select **delete it**.
8. Click **Finish**.

To apply the rule to e-mail already in your Inbox, click **Run Now**. In the **Select rules to run list**, select the check box next to the rule you just created, and click **Run Now**. This will delete all e-mail in your inbox with the subject "ILOVEYOU." When the process is complete, click **OK**.

Now, anytime you get e-mail with the subject "ILOVEYOU," Outlook will automatically move it to your **Deleted Items** folder. The e-mail will still be available in your Deleted Items until you empty the folder.

> **Note:** This tip will not protect you from all types of e-mail-borne viruses. To guard against viral attacks that travel in e-mail attachments, use any anti-virus software for safeguard.

Did You Get the E-Mail Message I Sent?

With the **Read Receipt** feature in Outlook, you can track if and when someone has read an e-mail message you've sent. So, instead of wondering, "Has he read my e-mail yet?", you can know for sure. Here's how:

1. Before you send your message, on the **View** menu, click **Options**.
2. Select the **Request a read receipt for this message** check box and click **Close**.

To automatically track all e-mail that you send:

1. On the **Tools** menu, click **Options**.
2. On the **Preferences** tab, click **E-mail Options**, and then click **Tracking Options**.
3. Select the **Request a read receipt for all messages I send** check box and click **OK**.

Now as soon as the recipient opens an e-mail message you've sent, Outlook automatically sends a message back notifying you that it's been read. Or if the recipient deleted the message without reading it, you'll know that too.

> **Note:** If your recipient's e-mail server does not support this feature, you will not be able to track if the message was read. Microsoft Exchange Server is one server that does provide full message tracking capabilities.

Are You Spying on Me?

You can recognize those people who have requested read receipts on e-mail messages they've sent you. With the following steps, you can customize your **Outlook Inbox** to see which messages have read receipts attached:

1. Open your Outlook Inbox, and on the **View** menu, point to **Toolbars** and click **Advanced** to show the Advanced toolbar.
2. On the Advanced toolbar, click **Field Chooser**.
3. In the **Field Chooser** drop-down box, select **All Mail Fields**.
4. Scroll down until you see **Receipt Requested**.
5. Click **Receipt Requested** and drag it onto the column heading in your Inbox. The double red arrows indicate where the column will be placed when you release the mouse.
6. Close the **Field Chooser** box.

Now you'll see a new column in your Inbox with the label **Receipt Requested** that will have a **Yes** in it when the message has a read receipt request attached or a **No** if it does not.

Organize Outlook Messages By Sender

To quickly and easily organize the messages in your Outlook **Inbox** according to who sent them, on the **View** menu, point to **Current View**, and then click **By Sender**. Now, your messages display in a list grouped by sender.

Drag Addresses Between To, Cc, and Bcc Fields

When composing or replying to an e-mail message in Outlook, you can easily rearrange the names of the people receiving the message by dragging their e-mail addresses between the To, Cc, and Bcc address fields. Just select the name or names you want to move and drag them into the destination field.

Note: If you have errant semicolons in the To, Cc, or Bcc fields, you can remove all them by pressing **ALT+K**.

Create a New Contact from an E-Mail Message

If you're always adding new contacts to your Outlook Contacts list, you'll appreciate this timesaving drag-and-drop tip.

1. Drag an e-mail message from the person you want to add to your contact list from your **Inbox** onto the **Contacts** icon in the **Outlook Shortcuts** bar (or in the **Folder List**).
2. Edit or add to the contact information as necessary, and then click **Save and Close**.

Add Contacts Quickly in Outlook 2000

If you receive an e-mail message from a person whom you want to add to your Outlook contact list, here's a quick way to do it:

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

This creates a new contact with that person's name and e-mail address already filled in. You can also fill in any additional information you have about that person, such as a phone or fax number, and then save it in your **Contacts** folder for easy access.

Forward an Outlook Contact to Someone Else

If you have contacts stored in Outlook that you'd like to send to other people, it could be easier. Just go to your **Contacts** folder, right-click on the contact you want to send, and then click **Forward**. A brand-new e-mail message will be created with that contact included as an attachment. Just enter the e-mail address of the people you want to forward it to and click **Send**.

When the recipients receive the contact, all they have to do is to drag the attachment onto either the **Contacts** icon in the Outlook Shortcuts bar or onto the **Contacts** folder in the folder list; it will be added automatically to their contacts list.

Organize Your Outlook Contacts Using Categories

Use the **Categories** feature in Outlook to organize your Contacts list. For example, you can group your contacts into categories such as Family, Friends, and Business.

1. Select the contacts you want to assign to a category. To select multiple contacts, click the first contact, and then hold down CTRL and click additional contacts.
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**. You can quickly view contacts by category. On the **View** menu, point to **Current View**, and then click **By Category**.

Create a Meeting Request with a Contact

To quickly schedule a meeting with an Outlook contact or members of a distribution list, follow these steps:

1. Open your **Contacts** folder, and drag a contact or distribution list onto the **Calendar** icon on your **Outlook Shortcuts** bar. This will automatically create a new meeting request addressed to the person.
2. Enter start and end times for your meeting, and select any other options you want. Then click **Send**.

Note: You can also drag contacts into your **Inbox** to create new messages or into your **Tasks** folder to assign new tasks.

Double-Click to Create a New Message in Outlook

Here's a fast way to create a new e-mail message in Outlook. Double-click a blank area of the Inbox and a new message will automatically open up.

Note: This tip also works in the blank areas of the **Contacts**, **Tasks**, and **Notes** folders.

Quickly Create a Message using Contacts

Creating an e-mail message in Outlook that is addressed to multiple recipients can involve several steps: First, create a new message; next, open your **Address Book**; and finally, add the recipients to the **To** line one a time. Try this simple shortcut instead:

1. Click **Contacts**.
2. Select the contacts you want to send a message to by clicking the first contact, holding down **CTRL**, and then clicking additional contacts.
3. Drag the selected contacts onto the **Inbox** on the **Outlook Shortcuts** bar (or in the **Folder List**).

A new message appears with the names of the contacts you selected on the **To** line. This method also works when you need to send a message to only one contact.

Note: Alternatively, you can select the contacts and then click **New Message to Contact** on the **Actions** menu instead of dragging the contacts onto the **Inbox**.

Give E-Mail a Fresh Look in Outlook

If you use HTML as your new message format in Outlook 2000, you can use stationery to change the background and fonts used in the message. First, make sure you are using **HTML** as your default message format. To do this, follow these steps:

1. On the **Tools** menu, click **Options**, then click the **Mail Format** tab.
2. In the **Send in this message format** list, select **HTML**, and click **OK**.

Now, follow these steps whenever you want to use stationery to give your e-mail a custom look:

1. Click **Inbox**.
2. On the **Actions** menu, point to **New Mail Message Using**, and then click **More Stationery**.
3. In the **Select a Stationery** box, select the one you want to use and click **OK**.

   Note: Keep in mind; the use of HTML format and stationery will increase the overall size of your e-mail. Hence consumes more upload and download time.

Change your Calendar Display in Outlook

You can use the mouse to customize the number of days displayed in the Day/Week/Month view of the Outlook Calendar. Instead of displaying the Calendar in one of the standard views (Day, Work Week, Week, or Month), you can use the mouse to display two days at a time, or 20. To change your Calendar display, do the following:

1. Click the **Calendar** icon.
2. If you are not already in Day/Week/Month view, on the **View** menu, point to **Current View**, and then click **Day/Week/Month**.
3. In **Date Navigator** (the small calendar next to the appointment area), drag to select the dates you want to display.

Create an Outlook Message Signature Using FrontPage

You can smart up your Outlook 2000 message signature using Microsoft FrontPage® 2000 (or your default HTML editor). To create a message signature using HTML, follow these steps:

1. In Outlook, on the **Tools** menu, click **Options**, and then click the **Mail Format** tab.
2. Under **Message format**, select **HTML** from the **Send in this message format** drop-down menu. Then click the **Signature Picker** button.
3. In the **Signature Picker** dialog box, 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 **Start with a blank signature**, and then click **Next**.

6. Click the **Advanced Edit** button. Outlook will then launch FrontPage 2000 (or your default HTML editor), and you can take full advantage of the features in the editor to create your signature. You can embed graphics, add hyperlinks, or even animate your signature using **DHTML** (**D**ynamic **H**yper **T**ext **M**arkup **L**anguage).
7. When you have finished creating your signature, save your changes and exit FrontPage.
8. Click **OK** twice.

Display Two Time Zones in Your Outlook Calendar

The ability to view two time zones at the same time is very convenient if you plan conference calls or meetings with people in another time zone. To add another time zone to your Outlook calendar, follow these steps:

1. On the **Tools** menu, click **Options**, 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. From the **Time zone** drop-down menu, select the time zone you want to add.
7. If you want your computer clock to automatically make 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.)

Now you can be sure you are choosing the appropriate times when scheduling meetings and conference calls around the world.

> **Note:** You can quickly switch your current time zone to the second time zone by clicking **Swap Time Zones**, which is located in the **Time Zone** dialog box. This affects all times displayed in Outlook as well as times displayed in other Microsoft Windows®–based programs.

Type Dates in Plain English Using AutoDate

When setting a due date for a task or follow-up flag in Outlook, there have traditionally been two ways to enter it into the date field: Type in the date (attempting to format it exactly as Outlook expects it), or select the date from a small pop-up calendar. But there's an easier way to follow.

With Outlook 2000, you can type a description of the date, and it will automatically convert the description to a number format. 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. You can also type in a firm date using a common format such as the following:

- March 12th
- April twenty-fifth
- Second of Nov.

Abbreviations such as "Mon." for Monday and "Aug." for August also work. You can even type in the names of most holidays that fall on the same date every year, such as Valentine's Day, Independence Day etc.

View Your Inbox and Calendar Simultaneously

You can use both your Outlook Inbox and Calendar simultaneously, instead of clicking back and forth between them. You can open them side by side on your screen by follow these steps:

1. Quit all other programs.
2. Click **Inbox** on the Folder List to open it. (If the Folder List is not displayed, click **Folder List** on the **View** menu.)
3. Right-click **Calendar** on the Folder List, and then click **Open in New Window** on the shortcut menu.
4. Right-click an empty area of the Windows taskbar, and then click **Tile Windows Vertically** on the shortcut menu. Or resize the Calendar and Inbox so they can fit side by side on your screen.

Now you can view both easily. When you are done for the day, quit Outlook by clicking **Exit** on the **File** menu. This way, your settings are saved, and the next time you open Outlook, the windows will open side by side.

Recover Deleted Items in Outlook

Have you ever deleted mail from your Deleted Items folder and then wanted to retrieve it? In most cases, you can do it with Outlook 2000. To recover deleted items, follow these steps:

1. In the Folder list, click **Deleted Items**.
2. On the **Tools** menu, click **Recover Deleted Items**.
3. Click the item you want to recover. To select multiple items, click the first item, and then hold down **CTRL** and click additional items.
4. Click the **Recover Selected Items** button.

The items will be returned to your **Deleted Items** folder, and then you can move them to other folders.

However, some items may no longer be recoverable if your system administrator has limited the amount of time that deleted items can be stored on the server. In addition, if you have Microsoft Exchange Server version 5.5 or later, your administrator will need to enable this feature.

> **Note:** This procedure only works if you've installed Outlook with the Corporate Workgroup/Other option. To determine your installation type, on the **Help** menu, click **About Microsoft Outlook**. You will see "Corporate" in the **About Microsoft Outlook** dialog box if you have the Corporate Workgroup installation.

Sent an Embarrassing E-mail? Retrieve It

Have you ever accidentally sent an e-mail you wish you could "unsend"? Well, maybe you can. If you use Microsoft Exchange Server as your e-

mail server, and the recipient uses Outlook, you can recall the message before the person has a chance to read it. To recall a message after you've sent it, follow these steps:

1. Open your **Sent Items** folder.
2. Double-click the message you want recalled.
3. On the **Actions** menu, click **Recall This Message**.
4. To recall the message, click **Delete unread copies of this message**. To replace the message with another one, click **Delete unread copies and replace with a new message**, click **OK**, and then type a new message.
5. To be notified about the success of the recall or replacement for each recipient, select the **Tell me if recall succeeds or fails for each recipient** check box.
6. Click **OK**.

Delay Delivery of an Outlook Message

If you are responsible for sending out information on a regular schedule, here is a way to do that even if you have to be out of the office. To delay delivery of a message, follow these steps:

1. In Outlook, create a new message.
2. On the **File** menu, click **Properties**.
3. On the **General** tab, click **Send Options**.
4. Click the **Microsoft Exchange Server** tab.
5. Under **Send This Item**, select **In**, type a number, and select a time interval from the drop-down menu. For example, if you want the message sent in two days, type 2 and select **days** from the list.
6. Click **OK** twice.
7. Click **Send** to place the message in your **Outbox** for processing.
   Note: This procedure only applies if you've installed Outlook with the Corporate Workgroup/Other option. To determine your installation type, on the **Help** menu, click **About Microsoft Outlook**. You will see "Corporate" in the **About Microsoft Outlook** dialog box if you have the Corporate Workgroup installation.

View Web Sites within Outlook

If you have a Web site you frequently visit, you can access it in Outlook 2000 by specifying it as the home page for an Outlook folder. You can create a new folder for the site or assign a home page to an existing folder. To assign a home page to a folder, do the following:

1. Right-click the folder you want to assign the folder home page to, click **Properties** on the shortcut menu, and then click the **Home Page** tab.
2. In the **Address** box, type the address of the Web page you want to use as the folder home page, or click **Browse** to select from a list.
3. If you want to see the Web page whenever you click the folder, select the **Show home page by default for this folder** check box.

Now, when you select the folder, the contents of the Web page will appear in the Outlook window. You can also add a shortcut to the Web page on the Outlook Bar. On the **File** menu, point to **New**, and then click **Outlook Bar Shortcut to Web Page**.

> **Note:** If you choose not to show the home page by default, you can still view the folder's home page by clicking the folder and then clicking **Show Folder Home Page** on the **View** menu.

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OUTLOOK® 2002 XP

Important Note:
You are advised to try TIPS in the **Outlook 2000 Tips & Tricks** section as well and do not ignore them. They are also safe and tested to work in the XP version to enhance your output. It does not make a sense; we repeat all those Outlook 2000 Tips in this section.

Get Rid of Space-Stealing Files in Outlook

When it's time to clean up their mailboxes, most people have trouble finding and deleting the messages that take up the most space, such as those with large attachments. Here's a fast way to expose the space stealers hiding in your Outlook folders.

To create a customized search file in Outlook:

1. On the **Tools** menu, click **Advanced Find**, and then click the **More Choices** tab.
2. In the **Look for** box, click **Messages**.
3. In the **Size** list, click **greater than**, and then type a number such as 500 (for files that are 500 kilobytes or larger).
4. Select the remaining search options you want, and then click **Find Now**.

When the search is complete, you can save it as a shortcut. Here's how: Click **Save Search** on the **File** menu of the Advanced Find dialog box and save it somewhere you can find it easily later, such as your desktop. Then, the next time you want to run this search, just double-click the shortcut.

Color-Code Your Calendar

In your Outlook Calendar, you can use colors to help you manage your appointments. For example, you can choose colors with predefined labels such as "Personal", "Needs Preparation," or "Must Attend;" or, you can create your own labels. To color an appointment or meeting with a predefined label follow these steps:-

1. Click Calendar.
2. Right-click an appointment or meeting, point to **Label** on the shortcut menu, and then click a color-coded label in the list. (To remove the color from the appointment or meeting, in the **Label** list, click **None**.)

To create your own colored label:

1. Click Calendar.
2. Right-click an appointment or meeting, point to **Label** on the shortcut menu, and then click **Edit Labels**.

3. Pick the color you want to rename, type in your new label name, and then click **OK**.

Discourage Junk E-Mail Senders

Many Junk E-mail senders request a reply to confirm that they've reached a working e-mail address. The best practice is to discard these messages without responding. If senders perceive your e-mail address is no longer valid, they might remove it from their lists, which could mean less junk e-mail in the future. You can tell junk e-mail senders that there's nobody home.

Here is How? When you empty the contents of your **Deleted Items** folder, Outlook 2002 gives you the option to accept or decline to send the reply requested by the sender. (Outlook 2002 also gives you the chance to do this as soon as you read the message.) This message only valid when a sender have request for a confirmation.

Quarantine E-Mail Messages from Unknown Sources

You can keep e-mail messages out of your Inbox from unknown people. For this you can set rules to move such messages to a separate folder where you can sort through them at your spare time. First, create a new folder in your Inbox to hold any mail sent by an unknown source:-

1. In the Folder list, right-click **Inbox** and click **New Folder**. (If your Folder list is not visible, click **Folder List** on the **View** menu.)
2. Type a name for the folder, such as *Unknown Sender*, and click **OK**.

Create a new rule by using Rules Wizard:
1. On the **Tools** menu, click **Rules Wizard**.
2. Click **New**, and then click **Start from a blank rule**.
3. Click **Check messages when they arrive**, and click **Next**.
4. In the **Which condition(s) do you want to check?** box, select the **on this machine only** check box.
5. Click **Next**.
6. In the **What do you want to do with the message** box, click **move it to the specified folder**.
7. In the **Rule description** box, click **specified**, click the folder you created (such as *Unknown Sender*), and then click **OK**.
8. Click **Next**.
9. In the **Add any exceptions** box, select the **except if sender is in specified Address Book** *checkbox*.
10. In the **Rule description** box, click **specified**.
11. In the **Add Address List** dialog box, choose **Outlook Address Book**, click **Add**, and then click **Next**.
12. Type the name of your rule, click **Finish**, and then click **OK**.

Complete the E-mail Addresses As You Begin to Type

Microsoft Outlook 2002 now remembers and stores the e-mail addresses you type in the **From**, **To**, **Cc**, and **Bcc** boxes. When you begin entering a previously typed e-mail address, Outlook automatically recognizes it and completes the text for you.

To accept a suggestion, all you have to do is press the **ENTER** key.

For e-mail addresses with the same first three characters, Outlook provides all applicable suggestions in a drop-down box. Use the **UP ARROW** key and the **DOWN ARROW** key to select the e-mail address you want, and then press **ENTER**. If stored addresses exceed seven, a scroll bar will appear. To delete stored e-mail addresses from the drop-down box, simply use the arrow keys to select the e-mail address you want to delete, and then press **DELETE**.

To turn off automatic completion of e-mail addresses:

1. On the **Tools** menu, click **Options**.
2. Click **E-mail Options**, and then click **Advanced E-mail Options**.
3. Under **When sending a message**, clear the **Suggest names while completing To, Cc, and Bcc fields** check box.

Remove Outdated Names from the List

As you start typing an e-mail address into the To, Cc, or Bcc boxes of a message, Outlook version 2002 offers a list of names and e-mail addresses that match what you've typed so far. That way you can choose from the list instead of continuing to type. Use the **DELETE** key to remove outdated names from the list. To delete a name from the list:

1. Use the **UP ARROW** key or **DOWN ARROW** key to select the name.
2. Press **DELETE**.

   Note: Only those names/e-mail addresses that you have previously sent e-mail to will appear in the list.

Keep Track of Read Receipts

Perhaps you're a student who has to submit all your work to your professors through e-mail. Or maybe you manage many people and you need to know who's reading your mail and when.

Processing and organizing these messages can be tricky if you try to do it by hand. Instead of manually moving each "read" or "not read" receipt to its own folder, use the Microsoft Outlook® 2002 Rules Wizard to help you automatically process and organize these messages. To create a rule for read receipts do the following:-

1. On the **Tools** menu, click **Rules Wizard**.
2. In the **Rules Wizard** dialog box, click **New**.
3. In the next dialog box, select **Start creating a rule from a template**.
4. Select **Move messages based on content**.
5. In the **Rule description** box, click **specific words**.
6. In the text box, type **Read:**, click **Add**, and then click **OK**. If this is a rule for "not read" receipts, type **Not read:**.
7. In the **Rule description** box, click **specified**.

8. Under **Choose a folder**, locate the folder where you want the "read" (or "not read") receipts to go to, and select it. Then click **OK**.
9. Click Finish, and then click OK.

Manage Multiple E-Mail Accounts with Outlook 2002

The great thing about Web-based e-mail accounts (such as MSN® Hotmail®) is that you can access them anytime and anywhere you have access to the Web. On the other hand, the Web interface offers a much less powerful and flexible way to manage your e-mail messages. If you use Outlook to store and manage your Web e-mail, you get the best of both worlds. With Outlook 2002, you can easily access your Web-based e-mail. Here's how:

1. On the **Tools** menu, click **E-mail Accounts**.
2. Click **Add a new e-mail account**, and then click **Next**.
3. Click **HTTP**, and then click **Next**.
4. Add your e-mail account information (enter your user and logon information and select your mail service provider), and then click **Next**.
5. Click **Finish** to set up your account.

Now your Web-based account will appear alphabetically in your Folder List. If your Folder List is not currently visible, click **Folder List** in the **View** menu.

Use vCards to Send Your Business Contact Information

Microsoft Outlook® supports the use of vCards, the Internet standard for creating and sharing virtual business cards. By adding a vCard to your e-mail signature, you can include your business contact information with each e-mail message you send. If you receive a vCard and would like to save the information it contains, simply double-click it, and it will open as a contact item that you can easily save to your Contacts folder. To include a vCard with your e-mail signature:

1. On the **Tools** menu, click **Options**, then click the **Mail Format** tab.
2. Under **Signature**, click **Signatures**, and then click **New**.
3. Select the options you want, and then click **Next**.
4. Under **vCard options**, select a vCard from the list or click **New vCard from Contact**.

Use Multiple Signatures in Outlook 2002

With previous versions of Outlook, you could create attractive signatures to place at the bottom of new e-mail messages. Outlook version 2002 expands this feature, enabling you to add signatures to replies and forwarded messages too. You can even choose one signature for new messages and another for replies. Here's how you set it up:

1. On the **Tools** menu, click **Options**, then click the **Mail Format** tab.
2. Under **Signature**, click the **Signature for new messages** drop-down menu, and then click the signature you want to use.

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3. Click the **Signature for replies and forwards** drop-down menu, and then click the signature you want to use.
4. Click **OK**.

Use keyboard shortcuts

Once you discover keyboard shortcuts, you may find it tough to use your computer without them. Here are three important keyboard shortcuts that you can use to manage e-mail messages in your Outlook Inbox:

- Press **CTRL + D** to delete the current e-mail message.
- Press **CTRL + R** to reply to the current e-mail message.
- Press **CTRL + F** to forward the current e-mail message.

You can also manage junk e-mail in your Outlook 2002 Inbox with the following keyboard shortcuts. If the **Junk E-mail** feature has not been enabled in Outlook, perform the following steps first:

1. On the **Tools** menu, click **Organize** and then click **Junk E-Mail**.
2. Set options for handling junk mail and/or adult content messages, and then click **Turn on**. You can now use the following shortcuts to manage your junk e-mail:

- Press **ALT + A, J, J** to add the current e-mail message's sender to your **Junk Senders List**.

- Press **ALT + A, J, A** to add the current e-mail message's sender to your **Adult Content Senders List**.

After running one of these commands, press **CTRL + D** to delete the current e-mail message.

Open, Dismiss, or Snooze Multiple Reminders

Did you know that you could act on more than one reminder at a time in Outlook 2002? Your reminders are listed in the Reminders window, which is accessible from the View menu. From there you can open, dismiss, or "snooze" multiple reminders with a single click. To work with multiple reminders:

1. Select the first reminder.
2. Hold down **CTRL**.
3. Select any additional reminders.
4. Click **Open Item**, **Dismiss**, or **Snooze**.

Delay delivery of a Message

If you use Microsoft Exchange Server, you can delay delivery of an individual message. Everyone can use this by having messages held in Outbox for a specified time after clicking Send. To delay delivery of a message follow these steps:-

1. In the message, click **Options**.

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2. Under **Delivery options**, select the **Do not deliver before** check box, and then click the delivery date and time you want.

Resend a Message

If for some reason you want to resend any message to someone as reminder, do the following:-

1. In the **Folder List**, click **Sent Items**.
2. Open the message you want to resend.
3. On the **Actions** menu, click **Resend This Message**.
4. Click **Send**.

Recall or replace a message you've already sent

This feature requires Microsoft Exchange. You can recall or replace a message only if its recipient is logged on and using Microsoft Outlook and has not read the message or moved it from their Inbox.

1. If the **Folder List** is not visible, click the **View** menu, and then click **Folder List**.
2. Click **Sent Items**.
3. Open the message you want to recall or replace.
4. On the **Actions** menu, click **Recall This Message**.
5. Do one of the following:

To Recall the message

1. Click **Delete unread copies of this message**.
2. To be notified about the success of the recall or replacement for each recipient, select the **Tell me if recall succeeds or fails for each recipient** check box.

To Replace the message

1. Click **Delete unread copies and replace with a new message.**
2. Click **OK**, and then type a new message.
3. To be notified about the success of the recall or replacement for each recipient, select the Tell me if recall succeeds or fails for each recipient check box.

   Note: To replace a message, you must send a new one. If you do not send the new item, the original message is still recalled.

Printing envelopes using Outlook Contact

To print an envelope using Outlook contact, you can send the contact information directly to a new Word document and then print the envelope from there. Here's how:

1. In Outlook, open your list of contacts, and then click the contact card that you want to print.

2. On the **Actions** menu, click **New Letter to Contact**. Word starts and the **Letter Wizard** appears.
3. Click **Finish**. The wizard adds the contact information to a new, blank document.
4. On the **Tools** menu in Word, point to **Letters and Mailings** and then click **Envelopes and Labels**.
5. As needed, set the options provided by the **Envelopes and Labels** dialog box and then print your envelope.

Saving Snippets from Outlook E-Mail

In Outlook, while reading your e-mail, you often find pieces of text that you would like to save for future reference. A very convenient way to do this is to select the text, then drag the selection to the "Notes" icon (lower-left in the Outlook window). This creates a "Post-It" note containing the text you selected.

Creating new Contacts without opening Outlook

To create a new Contact without opening Outlook, you need to create a shortcut on the desktop. Here is how:

1. Right click on an open area of the desktop
2. Select **New>Shortcut**
3. Enter the following path including the quotes*:*
   "C:\Program Files\Microsoft Office\Office10\OUTLOOK.EXE" outlook:contacts

Creating new Sticky Notes without opening Outlook

While in Outlook, you can create sticky notes that look like post-it notes. To create a new Note without opening Outlook, you need to create a shortcut on the desktop. Here is how:

1. Create a shortcut by right-clicking anywhere on desktop. Choose, **New>Shortcut**
2. In **Type the location of the item** box, type **"C:\Program Files\Microsoft Office\Office10\OUTLOOK.EXE" /c ipm.stickynote** (Note: The location of Outlook may be different depending on the version of Office you have installed)
3. Give it a name that makes sense for you
4. Now you can create a note without Outlook running.

Sticky Note Party Trick

1. Create a new sticky note (**Ctrl+Shift+N** will do the trick.)
2. Type some text in the note (it does not have to be long.)
3. Drag the note around the screen for a while (you can move it via the title bar just like a normal window.)
4. Now, for the big trick: Press **CTRL+Z**.
5. Sit back and enjoy the show.
6. You can keep pressing **CTRL+Z** repeatedly to reverse the process.

Rip Attachments out of your Mailbox

For many people, the biggest space waster in their mailbox is the attachments they receive. While you could leave the attachments in your

mailbox and just manage your mail more aggressively, a better approach is to save them to a local disk. This is particularly true if you use an Exchange Server account without a local cache or offline file -- if you do not save the files locally, you will not be able to open them if the server (yahoo, hotmail, gmail) is offline.

Remember, just saving the attachment does not remove it from your mailbox, however. Instead, you must manually remove the attachment after saving it. To save the attachment, follow these steps:

1. Right-click the attachment and choose **Save As**.
2. Choose a location and click **Save**. (OR)
3. Drag the attachment to a location where you want to save it. (OR)
4. Select or Open the message containing an attachment.
5. Click **File** and choose **Save Attachments**.
6. To save multi attachments, choose **All Attachments...**)

To permanently remove the attachment from the message and therefore from your mail storage, do the following:

1. Open message, right-click the attachment, and choose **Remove**.
2. Close the message, when prompted to save or discard changes, click **Yes**.

Deleting all Outlook Calendar items in Outlook

To delete all calendar items, do the following:

1. Start Outlook 2002, and then click your **Calendar** folder.
2. On the **View** menu, point to **Current View**, and then click **By Category**.
3. On the **View** menu, point to **Expand/Collapse Groups**, and then click **Collapse All**.
4. In the Table pane, right-click each category, and then click **Delete**. This deletes every item that belongs to each category.

Put Outlook in the System Tray

If your PC runs Microsoft Office XP and you like to keep Outlook open but minimized most of the time, you may not want the program to take up space on the taskbar when you aren't actually using it. This simple Registry edit lets you make Microsoft Outlook appear as an icon in the taskbar tray instead of as a taskbar button, when minimized. Simply follow these steps:

1. Click on the **Start** button ans select **Run**
2. Type in **'regedit'** and press OK
3. Look for this registry key:

HKEY_CURRENT_USER\Software\Microsoft\Office\10.0\Outlook\Preferences

4. Right-click in the right pane and select 'New->Dword Value'
5. Name the key 'MinToTray' and press OK

6. Double-click on the MinToTray key
7. In the 'Value Data' box enter 1 and press OK
8. Exit the Regsitry

If Outlook is running, exit and then restart it. The next time you minimize Outlook, it will disappear from the taskbar and appear as a tray icon. Simply double-click the tray icon to restore it. The Outlook icon appears in both the taskbar and the tray when the application window is open (not minimized), but when you minimize the program, the icon vanishes from the taskbar.

Change Your Calendar View in Two Keystrokes

Did you know you can use a keyboard shortcut to modify the number of days visible in your Microsoft Outlook® calendar? Just press ALT and any number between 1 and 10. The number determines how many days will be displayed, starting from the current date. So, for instance, to see an eight-day span, just press ALT+8. For this tip to work, you must use the number keys on the keyboard, not the numeric keypad.

Display Nonconsecutive Dates in Outlook Calendar

The Outlook Calendar displays dates consecutively—usually in single week or month view. But sometimes it's useful to see several nonconsecutive (but key) dates at a glance. For example, if you met with the same client on January 12 and 19, March 31, and April 4, you might want to view those dates in a single pane, giving you easy access to meeting summaries, attachments, and lists of attendees. To view nonconsecutive dates follow these steps:-

1. On the right side of the window in the **Date Navigator** (the small calendar that displays the current month), click the first date you want to view.
2. While holding down the **CTRL** key, click any other dates you want to view. (To remove a date, click it again.)

You can display up to 14 nonconsecutive days!

Put Outlook Notes on Your Desktop

In Microsoft Outlook® version 2002, notes are the electronic equivalent of paper "sticky" notes. You can use notes to jot down questions, ideas, reminders, or anything you would write on note paper. To create a note in Outlook:-

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 × in the upper-right corner of the note.

You can also make Outlook notes accessible from your Microsoft Windows® desktop by creating the following shortcut:

1. Right-click the desktop, point to **New**, and click **Shortcut**.

2. In the **Type the location of the item** box, type the following path: "C:\Program Files\Microsoft Office\Office10\OUTLOOK.EXE" /c ipm.stickynote
3. Click **Next**, name the shortcut, and then click **Finish**.
4. Double-click the shortcut; an Outlook note will appear on your desktop.

Saving addresses into a 'Contacts' list

1. Open the message.
2. In the **From** field, right-click the name you want to make into a contact.
3. Click **Add to Contacts** on the shortcut menu.
4. Click **Save and Close**.

Save Multiple Attachments Simultaneously

When you receive a Microsoft Outlook® message containing several attached files, you don't have to open and save each file separately. You can save multiple attachments to the same location in a single step. Here's how:

1. Click **Save Attachments** on the **File** menu.
2. When the **Save All Attachments** dialog box opens, click **OK**.
3. Then select the folder where you want to save the files, and click **OK**.

    Note: When you use this shortcut, you must save all the files to the same folder. To save each attachment to a different folder, you will need to save them individually.

Attachments in the body of the letter or in Attach box?

When you send (or reply to) messages using HTML or plaint text format, attachments will always show up in the **Attach** box (under the **Subject** header). When you send (or reply to) messages using RTF (Rich Text Format) - Only Microsoft Exchange and Outlook e-mail programs understand the RTF format, the attachment is inserted in the body of the message, depending on where you had your cursor when you inserted it.

How to use Bcc field?

When sending an e-mail to multiple recipients as a circular and you want to hide the names of some recipients, use the **Bcc field**. Bcc stands for Blind carbon copy. If you add someone's name to this box in an e-mail message, a copy of the message is sent to that person, but his/her name is not visible to other recipients of the message.

Reminder e-mails (Recurrence)

1. Create a meeting request and invite everyone in the company. Alternatively, if you value your job, invite just those you want to remind each week.

2. Click **Recurrence** and set it to recur every week at a particular time, like every Saturday around 4:30 P.M., right before people leave for their weekend.
3. Make sure you click the **Reminder** box so that a reminder will pop up.
4. Enter a title like **"Leave your computers on tonight or else."** and send it off.

Once people have accepted the request, a reminder will pop up on their screens at the time you specify.

Automatically Send Custom Reply Messages

If you are running Microsoft Exchange Server, you can set up Outlook to automatically send different replies to different senders.

* If you do not have (or are not running) Exchange Server, you can also set up Outlook to send automatic replies, but Outlook has to be running to make it all happen.

Would not it be nice to automatically send different reply messages when you are on vacation? For example, you could send one reply to business associates and another to friends. Well you can, if you use the Rules Wizard and Microsoft Outlook® templates. Here is how to create a custom reply for a group of people.

First, create an automatic reply template

To save a message as a template, you must temporarily turn off Microsoft Word as your default e-mail editor.

1. Open a new Outlook message.
2. In the message body, type whatever information you would like to appear in your custom reply.
3. On the **File** menu, click **Save As**.
4. In the **File name** box, enter a name for your reply template.
5. In the **Save as type** box, click **Outlook template**, and then click **Save**.
6. On the **File** menu, click **Close**, and then when prompted to save, click **No**.

Next, create a rule to send an automatic reply

1. On the **Tools** menu, click **Rules Wizard**.
2. In the **Apply changes to this folder** list, click the **Inbox** you want to create the rule for.
3. Click **New**.
4. Click **Start from a blank rule**.
5. Click **Check messages when they arrive**, and then click **Next**.
6. In the **Which condition(s) do you want to check** list, select the **From people or distribution list** check box.
7. In the **Rule description** list, click the underlined phrase, **people or distribution list.**

8. In the **Type name or select from list** box, type the name of each person you want to receive the custom reply, and click **From** after you type each name.
9. Click **OK**, and then click **Next**.
10. In the **What do you want to do with the message** list, select the **Reply using a specific template** check box.
11. In the **Rule description** list, click the underlined phrase, **a specific template**.
12. In the **Look in** list, click **User Templates in File System**.
13. Click the template you created above, click **Open**, and then click **Next**.
14. Select the check box next to any exception that you want, and then click **Next**.
15. In the **Please specify a name for this rule** box, type a name for the rule.
16. Click **Finish**, and then click **OK**.

   Note: To have this rule apply to all your accounts and Inboxes, click **Create this rule on all accounts**.

   Important: When you set up a rule to automatically reply to someone, the Rules Wizard will send a reply for each message you receive from that person.

That's it. Now, when you receive a message from one of the people you specified in step 8 above, they would automatically receive your custom response.

Are junk e-mail messages clogging your Inbox?

Suppose you get hundreds of e-mail messages every day. Many of these e-mail messages are unsolicited and come from senders that you do not care about; in other words, they are junk e-mail messages. Outlook 2002 has features that let you delete single junk e-mail messages or add single junk e-mail message sender names to your junk e-mail message senders list. Here is how to use these features.

To delete a single junk e-mail message from your Inbox
and add the sender's name to your list of junk e-mail message sender names, follow these steps:-

1. Right-click the junk e-mail message in your Inbox.
2. Point to **Junk E-mail**.
3. Click **Add to Junk Senders list**.
4. With the junk e-mail message selected, on the **Edit** menu, click **Delete**.

To add a single junk e-mail message sender's name to
your junk e-mail message senders list so that future e-mail messages from the sender will be sent directly to your Deleted Items folder:

1. On the **Tools** menu, click **Organize**.
2. Click **Junk E-Mail**.
3. Customize the first bullet item by using the drop-down boxes so that the sentence reads **Automatically move Junk messages to Deleted Items**, and then click **Turn on**.
4. At the **For more options** label, click **click here**.
5. Click **Edit Junk Senders**.
6. Click **Add**.
7. Type the e-mail alias of the sender to be added.
8. Click **OK**.
9. Click **OK** again.
10. On the **Tools** menu, click **Organize** to return to your Inbox.

Although these features are great for single junk e-mail messages or single junk e-mail message sender names, they do not work with multiple junk e-mail messages or multiple junk e-mail message sender names. For example, if you select multiple junk e-mail messages in your Inbox and right-click them; there is no **Junk E-Mail** option. This is a job for a macro!

Group e-mail messages by threads and sort by date

One way to get a handle on your inbox is to group your messages - by sender, by message, or by any other column that Outlook uses to display your messages. From the toolbar, click on the **Group By box**, at the top of the message list (where you see the current folder), Outlook displays a grayed-out message: "**Drag a column header here to group by that column**".

Drag one of the gray column heading boxes to that space and Outlook will group your messages by that column in the same sort order as the original messages were sorted (that is, if you had sorted ascending on Subject, the Subject box will contain a small icon indicating an ascending sort). You can choose another column heading and drag it to the column box you just placed in this area. Outlook will subdivide the original group into sub groups based on this new field.

If you want to remove the grouping, you can right-click on column heading in the grouping area and choose the "**Don't Group By This Field**" option. Alternatively, drag the column box down to the rest of the column headings, positioning it along with the existing column headings in the order you prefer.
To make the grouping area disappear entirely, click the **Group by box** in the toolbar again.

Format font attributes of e-mail messages

Responding to e-mail messages in a timely manner is critical to efficient communication. One of the ways that can help you see quickly how long ago you received messages is by formatting the font attributes of the e-mail messages in your Inbox.

1. Right-click the column header bar.

2. Click **Customize Current View** on the shortcut menu. This displays the **View Summary** dialog box.
3. Click **Automatic Formatting**. This displays the **Automatic Formatting** dialog box.
4. Click **Add**, and then click **Condition**. This displays the **Filter** dialog box.
5. Click the **Advanced** tab, and then click **Field**.
6. Point to **Date/Time fields**, then click **Received**.
7. In the **Condition** list, click **yesterday**.
8. Click **Add to List,** and then click **OK** to close the **Filter** dialog box.
9. Back in the **Automatic Formatting** dialog box, click **Font** to apply formatting. This displays the **Font** dialog box.
10. Choose your font preferences, and click **OK**.
11. In the **Name** box, type an appropriate name. In the example below, the name given is **Day Old E-mail**. Note that this exact name now appears as one of the selections in the **Rules for this view** list.
12. Click **OK**.

Repeat these steps for each type of formatting you want. As you can see, the e-mail messages that arrived today are formatted to display in normal font, yesterday's e-mail messages are in italic font, and e-mail messages two or more days old are italicized and underlined.

Note: To undo, follow the steps above and make your changes accordingly.

Automatically manage incoming messages

You can set up rules to have Outlook 2002 help you manage incoming e-mail messages. For example, Outlook can:

- Alert you when you receive a message from your supervisor.
- Move messages that have the text "Meeting Minutes" in the Subject line to your Meetings folder.
- Flag incoming messages that are from a distribution list.

To set up a rule:

1. On the **Tools** menu, click **Rules Wizard**.
2. Click **New**.
3. Click an action in the upper list.
4. Customize the action in the lower list.
5. Click **Next**.
6. Provide any additional information based on the action that you selected.
7. Click **Finish**.

Note: After step 7, you will see a message: **This rule is a client-only rule, and will process only when Outlook is running.** This is not an error message; it just indicates that this rule resides on your computer and is only active when Outlook is running. Server-

side rules (rules that reside on a server) are active regardless of whether Outlook is currently running or not.

Create and formulate a new user-defined field

You can also add a custom column to your Inbox that shows the age of e-mail messages in hours and days.

To show the age of e-mail in hours and days

1. Right-click the column header bar, and then click **Field Chooser** on the shortcut menu.
2. Click **New**. This displays the **New Field** dialog box.
3. In the **Type** list, click **Formula**.
4. In the **Formula** box, type the following formula:
   DateDiff("h",[Received],Now())
5. Type a name for this formula in the **Name** box, such as **E-mail Age**, and then click **OK**. Notice that back in the **Field Chooser** dialog box, **User-defined fields in Inbox** is now displayed in the list, and the field that you just defined (**E-mail Age**) is shown below it.
6. Drag the new field you just created to the column header bar, placing it next to the column heading **Received**.
7. Notice that even though the new column has been added, it is not formatted properly yet. To format it, right-click the column header bar.
8. On the shortcut menu, click **Format Columns**.
9. This displays the **Format Columns** dialog box. The field you created earlier, which is **E-mail Age**, should be in the **Available fields** list. Click **E-mail Age**.
10. In the **Formula** box, type in the following formula:
    DateDiff("h",[Received],Now()) & " hours (" & DateDiff("d",[Received],Now()) & " day(s)) old"
11. Click **OK**.

   Note: To undo, right-click the column header bar. Next, click **Field Chooser** on the shortcut menu. Next, drag **E-mail Age** from the column header bar to the **Field Chooser** dialog box.

Streamline your frequent mailers

If you frequently send e-mail to the same person, make it easier on yourself. In Outlook, you can create a desktop shortcut that will open a blank, pre-addressed message that's all ready for you to send. Here is how:

1. Right-click in an empty area of your desktop, point to **New**, and then click **Shortcut**.
2. In the **Create Shortcut** dialog box, type **mailto:** and enter the e-mail address of your recipient, leaving no spaces.
3. Click **Next**, and then choose a name for your shortcut.
4. Click **Finish**, and a new shortcut appears on your desktop.

5. Double-click the icon, and Outlook opens with your recipient's address in the **To** field. Just compose your message and send as normal.

Clean up your mailbox

You can quickly clean up your Outlook mailbox to reduce the amount of distracting mailbox clutter. To use this feature:

1. On the **Tools** menu, click **Mailbox Cleanup**.
2. Select options to find old or large items to move or delete.
3. Do one of the following:

    o Click **AutoArchive** to move old items to **Archive Folders**.

    o Click **Empty** to permanently delete items from your **Deleted Items** folder.

Notes:

- To see where the archive folders are stored, right-click the **Archive Folders** folder in your Folder List, click **Properties for Archive Folders**, click **Advanced**, and look at the **Filename** box.

- To customize archiving behavior, on the **Tools** menu, click **Options**, click the **Other** tab, and click **AutoArchive**.

Read e-mail messages without opening them

You can quickly manage your Outlook e-mail messages by glancing at the message content without opening them. There are two ways:

- On the **View** menu, click **AutoPreview** to see the first three lines of each e-mail message in the message list.

- On the **View** menu, click **Preview Pane** to see the complete e-mail message below the message list.

See a Group's Schedule at a Glance

Do you often set up meetings for the same set of people? The Calendar group schedule in Microsoft Outlook® makes it easy for you to see the combined schedules of a number of people or resources at a glance.

You can create and save multiple group schedules, each showing a group of people or resources. For example, one group schedule might contain all employees in a department. Another might contain all conference rooms in a building. To create a group, follow these steps:

1. Click **Calendar** on the Folder List (or in the **Outlook Shortcuts** bar).
2. Click **Schedules** in the **Advanced** toolbar.
3. In the Group Schedules dialog box, click **New**.
4. Type a name for the new group schedule, and then click **OK**.

5. In the dialog box that appears, click the **Add Others** button, and then click either **Add from Address Book** or **Add Public Folder**.
6. Select the names or the public folder, and then click **Save and Close**.

To view the group calendar, select the group schedule you want to view, and then click **Open**.

More Calendar-Viewing Shortcuts

For customizing your Outlook Calendar view, I did some research on my own and found the following shortcuts. In Outlook Calendar, do the following:

* Press **ALT+MINUS SIGN** (-) to display the current week.

* Press **ALT+EQUAL SIGN** (=) to display the current month.

Find Related Messages in Outlook

Do you end up scanning your Outlook folders to find messages you've previously sent or received as part of an extended e-mail conversation? Outlook can find and display these messages for you, if they are part of the same conversation string.

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**.

There's also a shortcut that you can use to find related messages. When you open an e-mail message that you have already replied to, a yellow information bar indicates the date and time you replied to the message and provides a link you can use to find all related messages. Just click the information bar to view related messages.

> **Note:** In Outlook version 2002, the information bar also indicates whether the sender is currently online, and if that sender is an Instant Messenger contact.

Return Meeting Responses to the Right Person

Most administrative assistants have permission to send meeting requests from their bosses' accounts—but sometimes, responses to those meeting requests end up in their bosses' mailboxes. Here's a way to return responses to the administrative assistant:

You can grant someone permission to send e-mail requests for you by using the Delegate Access feature: On the **Tools** menu, click **Options**, click the **Delegates** tab, and then click the **Add** button. With that done, it's easy to specify that responses be returned to that person as a delegate. To return responses to delegates:

1. On the **Tools** menu, click **Options**, and click the **Delegates** tab.
2. Select the **Send meeting requests and responses only to my delegates, not to me**.

Note: There are many ways to set up delegate access. To learn more, search under *delegate access* in the Microsoft Outlook Help file. Please note that the Delegate Access feature requires Microsoft Exchange.

Sort your E-mail twice in Outlook

So your Microsoft Outlook® Inbox is a mess. You have 150 pieces of unread mail and messages from six months ago that are still not hidden away in folders. In addition, you know you received an invitation to a meeting, but you don't remember when you received it. It's easy to find it. You can sort and then sort again.

1. Click the **Icon** column heading in your Inbox. This organizes everything by type of e-mail — responses, invitations, and so on, each of which appear with a different icon in your Inbox.
2. Highlight all of the e-mails that belong to the type you are looking for — in this case, meeting invitations.
3. Click the **Received** column heading in the Inbox to sort again, this time by date. The items you highlighted remain highlighted, and you can spot the invitation you are looking for easily.

You can sort on any of the column headings in your Inbox. Each sort will become more refined as you select items.

Get friendly with Emoticons in E-mail messages

Emoticons and icons can convey an emotion, such as the ubiquitous smiley face, :) or :-). When you use Microsoft Word as your e-mail editor, your text emoticons are automatically converted into graphics, which other Microsoft Outlook® users who are using Word as their e-mail editor can see.

Some of the more common emoticons are available as part of the AutoCorrect feature in Word. You can view the AutoCorrect list in Word by clicking **AutoCorrect Options** on the **Tools** menu.

Add a Voice Message to an E-Mail message

You can perform this task using the Windows XP Sound Recorder and a microphone to personalize your e-mails. First, open the sound recorder. To open the sound recorder, follow these steps:

1. Click **Start**, **Programs**, **Accessories**, **Entertainment**, and then click **Sound Recorder**.
2. On the **File** menu, click **New**.
3. To begin recording, click **Record**, and to stop recording, click **Stop**.
4. Save the .wav file to a folder of your choice.
5. Attach the file to an e-mail message.

To record sounds, your computer must be equipped with a microphone. Recorded sounds are saved as waveform (.wav) files.

Open Web Pages within Outlook

With Microsoft Outlook® version 2002, you can view a recently visited Web site without minimizing or closing Outlook. When you select a Web site address from the Address Bar, the Web page appears within Outlook. It is a quick, easy, and great new feature. To open a Web page from within Outlook:

1. On the Address Bar (located above and to the right of the area where your e-mail messages appear), click the vertical line next to **Address**, and then slide it to the left until you see the **Address** box and the **Go**, **Stop**, and **Refresh** buttons.
2. Do one of the following:
   - In the **Address** box, type the address for the Web page you want to display (such as **http://ajmalbeig.addr.com**), and then click **Go**.
   - Select an address from the list.
3. To return to the Outlook folder you selected prior to viewing the Web page, click the **Back** button on the Address Bar.

Sharing Contacts with Outlook and Outlook Express

If you want to have both Outlook Express and Outlook use the same contact list, follow these steps:

1. Start **Regedit**
2. Go to HKEY_CURRENT_USER / Software / Microsoft / WAB / WAB4
3. On the right side, right click and add a new DWORD key called **UseOutlook**
4. Give it a value of 1

Now when either the Address Book in Outlook Express or the Contacts in Outlook are changed, each will update the other.

Fixing Duplicate Contacts folders in Outlook

Sometimes in Outlook, when you send mail and click on the TO button, there will either be duplicate Contacts folders showing or no contacts showing. To fix this you need to delete the Outlook Address Book and then add it back in again. Here is how you would do that:

1. Close Outlook, if it is already open
2. Open the Control Panel and click **Mail** icon
3. Click on the **E-Mail Accounts** button
4. Highlight **View or change existing directories or address books**
5. Click **Next**
6. Highlight **Outlook Address Book** (if it isn't already)
7. Click on the **Remove** button and accept **Yes**
8. Now to add Address Book, click on the **Add** button
9. Select **Additional Address Books**
10. Select **Outlook Address Book**
11. Finish and Close
12. Restart Outlook

Compacting Outlook Data Files

Even though you delete your e-mail from the Delete Items folder, the file size may still stay the same. This means that you need to manually compact them.

1. You need to have the Folder List showing. If it is not already there, from the **View** menu, click **Folder List**
2. From the Folders list, right-click on **Personal Folders** at the top
3. Select **Properties For Personal Folders**
4. Click on the **Advanced** button
5. Click on the **Compact Now** button

Finding the Location of the Outlook PST Data File

Outlook stores all the e-mail, contacts, calendar etc. in a single PST file. If you need to find the exact location and name of the file, rather than searching, you can get this directly from Outlook. You can save a duplicate of the PST file and import it to restore all of your Outlook record after a system format.

1. Make sure you have **View / Folders** selected
2. Right click on **Personal Folders**
3. Select **Properties for Personal Folders**
4. Click on the **Advanced** button
5. Under Filename, it will show the path and name of current PST file.

Minimizing Outlook to the System Tray except Taskbar

By default, when you minimize Outlook2002, it goes to the taskbar.
You can have it minimize to the system tray if you prefer.

1. Start **Regedit**
2. Go to HKEY_CURRENT_USER \ Software \ Microsoft \ Office \ 10.0 \ Outlook \ Preferences
3. Create a DWORD Value called **MinToTray**
4. Give it a value of **1**
5. You may need to logoff for the setting to take effect.
6. This helps reduce clutter on the taskbar but doesn't allow you to task switch to Outlook.

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DID YOU KNOW?

35+ billion emails are sent daily worldwide. By the year 2020, the number is expected to reach 70 billion daily.

OUTLOOK EXPRESS®

Some quick shortcuts

✱ To send a message to someone in the Address Book, double-click the name of the contact in the **Contacts** area.

✱ To edit the source of an HTML message you are writing, on the **View** menu, click **Source Edit**. Three tabs will be displayed at the bottom of the Window. Click the **Source tab** to see and change the HTML.

✱ To change the **New Mail Notification sound**, in **Control Panel**, double-click the **Sounds** icon, and select **New Mail Notification** from the events list. Click the **Sound** list to view your choices.

✱ To look up a person's e-mail address when sending e-mail, on the **Tools** menu or **New Message** toolbar, click **Check Names**. The name will be underlined when the associated address is found.

✱ To send an e-mail message in plain text only (no HTML formatting), on the **Format** menu, click **Plain Text**. To make plain text the default setting for new messages, replies, and forwarded messages, on the **Tools** menu, click **Options**. On the **Send** tab, under **Mail Sending Format**, click **Plain Text**. (News messages are sent in plain text by default, but similarly, this setting can be changed under News Sending Format.)

✱ To customize the toolbar, right-click it, and then click the menu commands to perform the desired actions.

✱ You can resize the preview pane or the message list by dragging the divider between the **preview pane** and the **message list**.

✱ You can change how the preview pane splits, or turn it off entirely, by clicking the **View** menu, clicking **Layout**, and then changing the options in the dialog box.

✱ To view the e-mail address of someone who has sent you a message, double-click the message to open it, and then double-click the author's name in the **From** field. You can also add this person to your Address Book by right-clicking the name, and then clicking **Add To Address Book**.

✱ To view responses to a particular message in a newsgroup, click the **plus sign (+)** next to the message. The responses are displayed indented below it.

✱ In e-mail, you can leave a copy of your messages on the server. To set this option, on the **Tools** menu, click **Accounts**. Click the mail

account you want to modify, and then click **Properties**. On the **Advanced** tab, select the **Leave A Copy Of Messages On Server** check box.

✱ If any of your mail or news accounts requires you to use a specific ISP connection, select the Always connect to this account using option and select the appropriate account. This option is available on the **Connection** tab in the **Properties** for each account. This option is mainly used by people who use multiple connections, such as a LAN and a dial-up connection or two dial-up connections.

✱ You can search for newsgroups that contain specific words in their names. To do this follow these steps:

  1. On the Tools menu, click Newsgroups.
  2. In the **Display newsgroups, which contain** box, type the words separated by a space.

✱ You can also search newsgroup descriptions. If you cannot see, the descriptions, on the **Tools** menu, click **Accounts**. Click the news account you want to modify, and then click Properties. On the Advanced tab, select the **Use Newsgroup Descriptions** check box. On the **Tools** menu, click **Newsgroups**. In the Newsgroups window, click **Reset List**.

✱ To reorder columns, you can drag and drop column headings. Columns can be resized by dragging the right edge of the column header.

✱ To hang up, on the **File** menu, click **Work Offline**. When prompted whether you want to hang up, click **Yes**.

✱ To set Outlook Express to connect and check e-mail at a regular interval, on the **Tools** menu, click **Options**, and then click the **General** tab. Make sure the **Send and receive messages every X minutes** option is selected, and then click either **Connect only when not Working Offline** or **Connect even when Working Offline**.

✱ To check for new messages at start up, on the **Tools** menu, click **Options**. On the **General** tab, click **Send and receive messages every X minutes**. For each account you want to check, on the **General** tab in **Properties**, click **Include this account** in **Send and Receive All**.

✱ To disable the **Connect automatically** option for any of your dial-up accounts, click **Cancel** while connecting to the account. This will bring up the Dial-up Connection box and allow you to deselect the **Connect automatically** option.

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