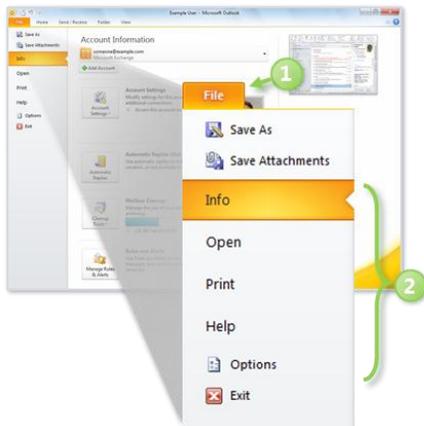


Microsoft® Outlook® 2010 offers premium business and personal e-mail management tools to more than 500 million Office users worldwide. We know the average person reads about 1,800 messages per month and deletes about 1,500 of them. Even though e-mail is important to you, don't you wish you could spend less time managing it? Manage your day efficiently with Outlook 2010. From a redesigned look to advanced organization, search, and scheduling features, you can stay on top of your daily communications and agenda to get things done.

Backstage View:

Prep your work for prime time

Get centralized access to manage your accounts and customize your Outlook experience in Microsoft Office Backstage™ view.



1 **File tab:** Opens Backstage view. Click any Ribbon tab to return to the main view.

2 **Backstage tabs:** Fast, easy, and organized access to tools and options that were previously spread across several locations.

- Info:** Manage your account settings, such as add a new e-mail account, configure automatic replies for when you are out of the office, modify your archive options, and organize your rules and alerts.
 - Open:** Import and export Outlook items, open another user's folder, or open Outlook data files.
 - Print:** Print options and Print Preview are now combined in one effortless view.
 - Help:** Get application help and links to other online self-help resources, such as training tutorials. Also find information about the version you are running, activation, and licensing information.
 - Options:** Offers extensive options for setting your preferences, including the ability to customize the Ribbon and Quick Access Toolbar.

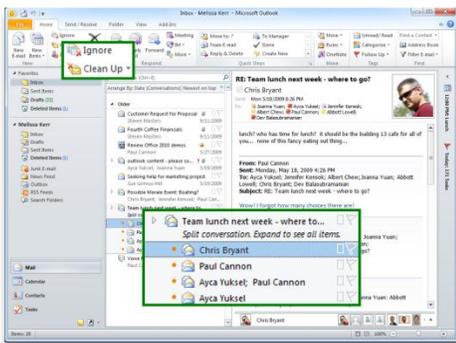


Tip: Get help for using the Ribbon, including how to customize the Ribbon in Excel 2010, in the Office 2010 Getting Started Guide or on Office.com.

Get straight to the facts:

View only the relevant details

New e-mail management features in Outlook 2010 help you reduce information overload and keep your inbox under control.



Conversation management in Outlook 2010

Conversation View helps reduce information overload and manage large amounts of e-mail with ease. Entire e-mail conversations can be cleaned up, categorized, or even ignored, with a few simple clicks.

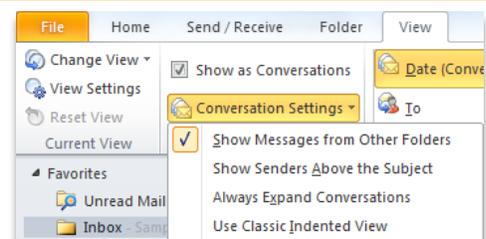
- Easily view the entire conversation:** Click the arrow to the left of a selected e-mail to expand the conversation and reveal all messages in the conversation thread.
- Remove redundant messages and save valuable inbox space:** On the **Home** tab, in the **Delete** group, click **Clean Up** and find options to clean up the selected conversation or all conversations in the active folder or subfolders.
- Ignore a Conversation:** On the **Home** tab, in the **Delete** group, click **Ignore**. Outlook 2010 will move those messages, and future messages in the conversation, to your Deleted Items folder.

Start harnessing the power of Conversation View!

- On the **View** tab, in the **Conversations** group, select **Show as Conversations**.
- Choose to turn on Conversation View for the current folder or all folders.

To modify your Conversation View preferences:

- On the **View** tab, in the **Conversations** group, click **Conversation Settings**.
- Select or deselect the various options in the list to modify your settings.



Simplify your tasks: Get things done faster

Accomplish your work more seamlessly and in fewer clicks than before with Quick Steps and Paste with Live Preview.



Create single-click actions for multi-step tasks

Quick Steps in Outlook 2010 enable you to rapidly respond to an e-mail. Transform

multiple actions, such as reply and delete, into commands you can execute with a single click.

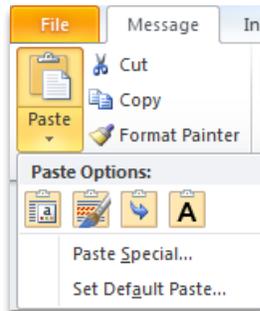
1. On the **Home** tab, select pre-defined commands in the **Quick Steps** gallery.
2. For Quick Steps other than other than Reply & Delete, follow the prompts to setup the Quick Step.

To create a new Quick Step:

- On the **Home** tab, in the **Quick Steps** gallery, click **Create New**.

To manage your Quick Steps:

- Click the **dialog box launcher**  to view options for editing, deleting, and rearranging your Quick Steps.



Preview before you paste

Save time when reusing content across applications using Paste with Live Preview. Determine how your pasted content will look prior to actually pasting and get it right the first time.

1. On the **Home** tab, in the **Clipboard** group, click the arrow beneath the **Paste** button or right-click at the insertion point to view

available Paste Options.

2. Hover your mouse pointer on individual **Paste Options** to preview results and click your preferred option to paste. As you point to options, a ScreenTip appears with the name of that option.

Note: Available Paste Options change contextually to best fit the content you are reusing.

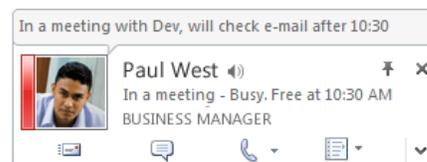
The power of presence: Communicate instantly

Streamlined communications enable to you see the status and availability of your instant messenger contacts so you can communicate more efficiently.

Reach out to your colleagues and friends without switching to another program

The presence icon  is available throughout Outlook 2010. View the availability of a person and contact them via instant message or voice call.

- Hover your mouse over a presence icon to view a new contact card with e-mail, instant message options, person name pronunciation, and more. Expand the contact card for even more details.



Note: Instant messaging and presence requires one of the following: Microsoft Office Communications Server 2007 R2 with Microsoft Office Communicator 2007 R2, Windows Live Messenger, or another instant messaging application that supports IMessenger. For person name pronunciation, Microsoft Exchange Server 2007 or higher and audio file with pronounced name must be available.

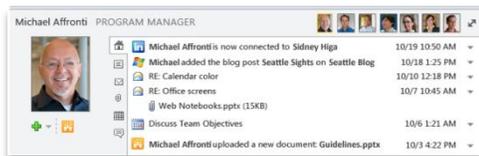
Tip: If using Office Communicator, when you reply to an e-mail with an instant message, your instant message conversation history will be connected to that e-mail discussion thread and shown when viewing your messages in Conversation View.
Note: You must show messages from other folders in Conversation View and in Office Communicator, elect to save IM conversations in your Communicator History folder.

Leverage the power of social networking

Stay in touch and up-to-the-minute by accessing everything from e-mail threads to status updates from those in your networks in one single, centralized view.

Stay connected to your social networks without leaving Outlook

The all-new Outlook Social Connector connects you to the social and business networks you use, including Microsoft SharePoint® 2010 and Windows Live™. Even connect to or other popular third-party sites, such as Facebook, LinkedIn, and MySpace.



To find available social network providers:

1. Click the **View** tab and in the **People Pane** group, click **People Pane**, and then click **Account Settings**.
2. In the resulting dialog box, click the link titled **View social network providers available online**.

Working with Outlook Social Connector content:

- Items shown in the People Pane contain links to the actual content, such as e-mails, a person's profile, or online documents. Hover your mouse pointer on an item in the People Pane to view available links. Click a link to open the related item.
- When viewing a message with multiple recipients, click a person's photo at the top of the People Pane to display information about that person.

Note: Microsoft Office Professional Plus 2010 is required to view SharePoint 2010 My Site social data. Connecting to a third-party social network requires an add-in provided by that social network. In most cases, usage of that social network requires you to be subject to the terms and conditions of the provider.

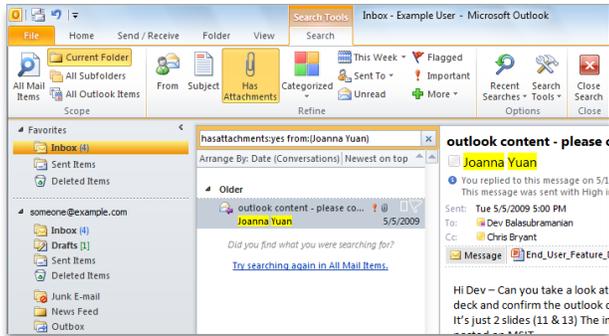
Tip: Automatically receive contact updates from people in your network. After you add a social network provider, contact information for those in your network is delivered to your Contacts view in Outlook and stays in sync with their online information.

Locate your vital information more efficiently

Use contextual Search Tools to help you quickly narrow your search and build advanced search criteria.

Let Outlook do your searching for you

Instantly sort through high volumes of data and find what you need when you need it. Click in an Instant Search box, type your search string, add additional criteria, and let Outlook do the rest.



To use Instant Search and the contextual Search Tools:

1. Place your insertion point in an **Instant Search** box, available in all of your Outlook views. The **Search Tools** automatically display.
2. Type your search string. You can also use the following:
 - Place quotes around your search string to search for an exact phrase.
 - Use AND to include all search terms. (Note: This is the default behavior.)
 - Use OR to match either of your search terms.
 - Use NOT to exclude a search term.
3. Outlook will instantly perform your search and highlight your search results.

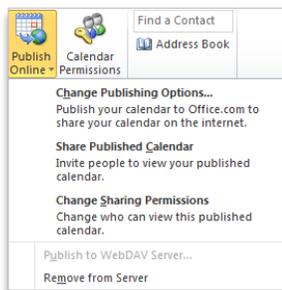
4. Narrow your results. On the **Search Tools Search** tab, use the options the **Refine** group to add additional criteria. For example, click **From** and type all or part of a person's name or click the **More** button to search on other properties.
5. If your search is not found, try broadening your search using the options available in the **Scope** group.

Note: The options available in the Refine group change based on your Outlook view.

Tip: When you type in a Search box, AutoComplete suggestions will dynamically display to help refine your search. To use a suggestion, click an item in the list or press your Down arrow key to highlight the suggestion and then press Enter.

Flexible calendar sharing: Share your schedule with ease

If you're new to Outlook, or wondering what you may have missed, check out these calendar sharing options that enable you to share your schedule with others.



Publish your calendar on Office.com

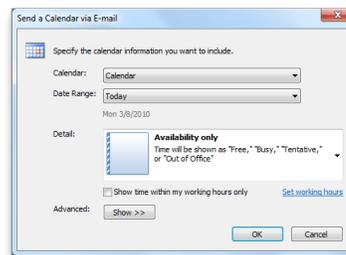
Use the Microsoft Office Outlook Calendar Sharing Service to publish your calendar on Office.com and share it with other people. Control who can view the calendar and remove the calendar at any time, right from Outlook.

To publish your calendar on Office.com:

1. View your Outlook calendar. On the **Home** tab, in the **Share** group, click **Publish Online**, and then click **Publish to Office.com**.

2. Log on using your Windows Live™ ID or if publishing a calendar to Office.com for the first time, set up your calendar sharing account.
3. In the Publish Calendar to Office.com dialog box, specify your sharing options, such as date range and level of calendar details you wish to display, and click **OK**.
4. Send a sharing invitation so others can subscribe to your calendar.

Note: A Windows Live ID is required to publish a calendar on Office.com. As of the release of Microsoft Office 2010, the ability to view a published calendar through a Web browser is discontinued. Subscribers can access your published calendar through programs such as Windows Live Calendar, Google Calendar, or Apple iCal.



E-mail a snapshot of your calendar

It's easy to share your calendar with those outside of your organization. You can e-mail your calendar so it can be viewed by others even if they

don't have Outlook installed.

To send your calendar via e-mail:

1. View your Outlook calendar. On the **Home** tab, in the **Share** group, click **E-Mail Calendar**.
2. In the Send a Calendar via E-mail dialog box, specify your sharing options, such as date range and level of calendar details you wish to display, and click **OK**.
3. Verify your calendar details in the resulting e-mail, add e-mail recipients, and then send your e-mail.

Invite other Microsoft Exchange users to share your calendar

When you use a Microsoft Exchange Server account, you can share your Exchange calendar with others in your organization.

To send an invitation for calendar sharing:

1. View your Outlook calendar. On the **Home** tab, in the **Share** group, click **Share Calendar**.
2. In the resulting e-mail, add an e-mail recipient, specify the level of calendar details you wish to share, and then send the invitation.



Sharing permissions are read-only by default. To modify your calendar sharing permissions:

- View your Outlook calendar and on the **Home** tab, in the **Share** group, click **Calendar Permissions**.

Make scheduling a breeze: Switch to a new view

Outlook 2010 introduces Schedule View for viewing multiple calendars and helps simplify viewing availability and scheduling meetings.



Schedule your meetings more intuitively

The new Schedule View slices a group of calendars horizontally and streamlines their display. The combined timeline at the top of the view makes it easy to find an available time for your next meeting.

To switch to Schedule View:

- View your Outlook calendar. On the **Home** tab, in the **Arrange** group, click **Schedule View**.

To open another calendar, such as a shared Exchange calendar or a calendar published on Office.com, do one of the following:

- In the Calendar Navigation pane, select additional calendars.
- On the **Home** tab, in the **Manage Calendars** group, click **Open Calendar** and make a selection.

To create a meeting request with all group members, do one of the following:

- On the combined timeline at the top of the view, select an available time slot. On the **Home** tab, in the **New** group, click **New Meeting**, and then click **New Meeting with All**.
- On the combined timeline at the top of the view, double-click an available time slot.

Your calendar view will change automatically depending on the number of calendars you choose to display. By default, when you select five or more calendars, your view will automatically switch to Schedule View. To modify the threshold for automatic view switching:

- Click the **File** tab to open Backstage view. Click **Options**, and then click **Calendar**.
- Find options for your Schedule View preferences below the **Display Options** heading.

Tip: If you're an Exchange user, select your **Team** calendar group in the **Calendar Navigation Pane** and the calendars for your entire team will instantly display. (Note: Reporting line data must be configured for Team calendar to automatically generate.)

Accomplish your tasks with fewer steps

New scheduling tools in Outlook 2010 help you schedule your resources faster and save time by reviewing your calendar as you take action on a meeting request.



Schedule your conference room with ease

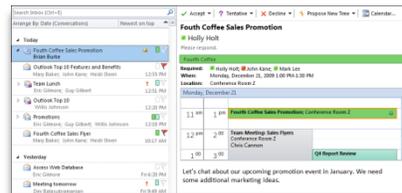
If you're an Exchange user, you can schedule a room for your meeting directly from a new meeting request. Just choose a group of rooms, or building, for your meeting and the new Room Finder will show you all rooms that are free at that given time.

To display the Room Finder:

- Create a new meeting request.
- On the **Meeting** tab, in the **Options** group, click **Room Finder**.

Note: Microsoft Exchange Server 2010 is required.

View your meeting request and your calendar at the same time



Handling a meeting request usually involves three steps—reading the meeting request, checking your calendar, and responding to the request. Now when you

receive a meeting request, the new calendar preview helps you better understand how it affects your calendar without leaving your inbox.

- The new Calendar preview automatically appears when you receive a meeting request.

Keyboard shortcut tips

- Press the **Alt** key to view KeyTips. KeyTips appear on the Ribbon with letter or number combinations you press sequentially on the keyboard to execute commands. Press a KeyTip to activate a Ribbon tab and then press the KeyTip for your desired command. KeyTips are also available for the Quick Access Toolbar and Backstage view.
- Hover your mouse pointer on Ribbon commands and find keyboard shortcuts in the ScreenTips. (Note not all commands have shortcuts.)
- Many common commands use **Ctrl** + the first letter of the command. Here are a few examples:

New: Ctrl + N • **Open:** Ctrl + O • **Save:** Ctrl + S • **Print:** Ctrl + P

New keyboard shortcuts

Conversation management tools in Outlook:

- To Clean up a selected conversation: Press **Alt + Delete**
- To Ignore a selected conversation: Press **Ctrl + Delete**

Assign a keyboard shortcut to a Quick Step:

- Right-click a Quick Step and then click **Edit Quick Step Name**. Near the bottom of the Edit Quick Step dialog box, select a Shortcut key.

Switch to Schedule View:

- In Calendar view, press **Ctrl + Alt + 5**