



Outlook 2010 -- What's New?

An Overview of the New Features in Microsoft Outlook 2010

Microsoft Outlook 2010 includes new features and capabilities to help you stay connected with people and better manage your time and information.

Expanded Ribbon

First introduced in Microsoft Office Outlook 2007, the ribbon is part of the Microsoft Office Fluent user interface. It is designed to help you quickly find the commands that you need to complete a task. Commands are organized in logical groups that are collected together under tabs. In Outlook 2010, the ribbon has replaced the former menus in the main Outlook window. In addition, the ribbon can be customized to include custom tabs that you can personalize to better match your work style.

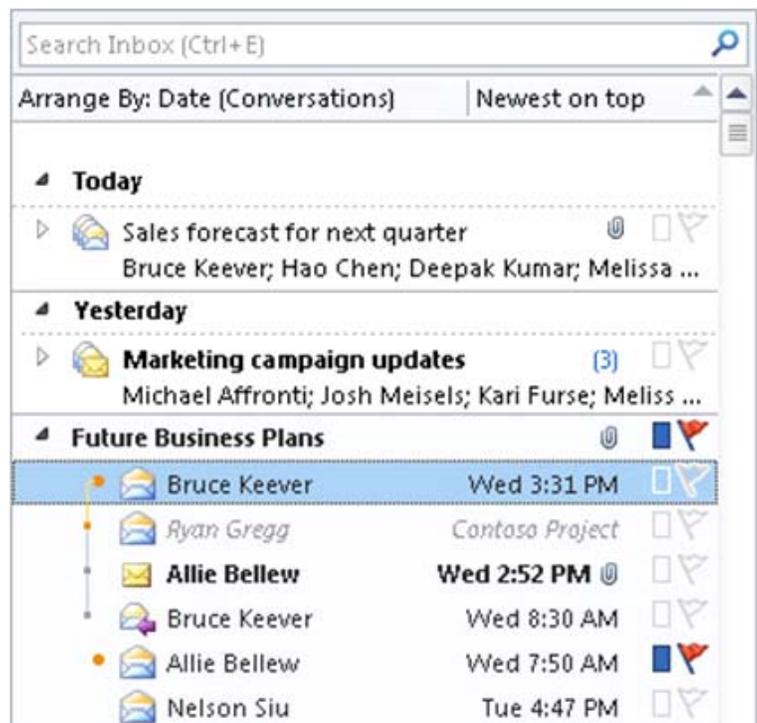


More Room to Manage Your Account

Many Outlook settings that are not directly related to creating or managing Outlook items, such as print commands and account management options, are now in the Microsoft Office Backstage view. Click **File** to manage your accounts, set up rules and Automatic Replies, and find other behind-the-scenes options.

See More of Your Messages >>>

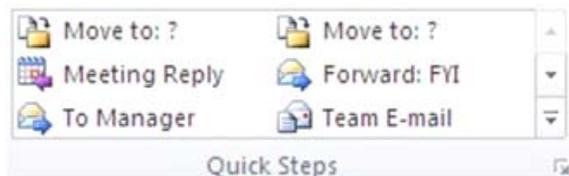
An improved conversation view is now available when you work with your messages. This view improves tracking and managing related messages, regardless of the folder that contains the messages. You can see the complete course of the conversation, including your responses, find the most recent responses, and more easily determine the message most important to you. You can also easily categorize or ignore a complete conversation.



Process and File Your Messages Faster

Quick Steps

Turn commands and procedures that you use most often into one click. You can customize the default Quick Steps, and create your own buttons that combine your frequent actions. The Quick Steps gallery includes buttons for one-click file and flag, sending messages to your team, and other popular commands.



Meeting Reply

Scheduling a meeting is as easy as replying to the message. While reading a message, you can schedule a meeting with all the message recipients with the new **Meeting Reply** command. All the messages recipients are added to a new a meeting request in one click.

Instant Search improvements

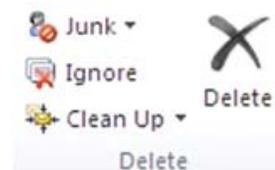
Outlook 2007 introduced Instant Search. In Outlook 2010 it is easier to narrow your search results by using criteria such as sender, subject keywords, and other information such as the presence of attachments. The **Search Tools** contextual tab includes a set of filters that efficiently focus your search to isolate the items that you want.



Reduce the Noise in Your Inbox

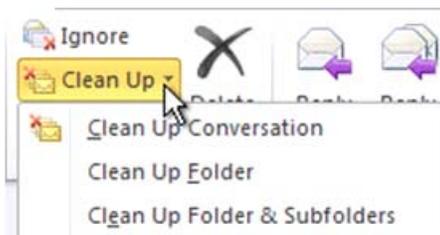
Ignore Conversation

If a conversation is no longer relevant to you, you can prevent additional responses from appearing in your Inbox. The **Ignore** command moves the whole Conversation and any future messages that arrive in the Conversation to the **Deleted Items** folder.



Clean Up Conversations

When a message contains all the previous messages in the Conversation, you can click **Clean Up** to eliminate the other redundant messages. For example, as people reply to a Conversation, the response is at the top and the previous messages in the Conversation are below. Instead of reviewing each message, keep only the most recent that includes the whole Conversation.



Work Smarter and More Efficiently With Messages

MailTips

Outlook 2010 includes MailTips, which help you avoid common, but potentially costly or embarrassing mistakes. MailTips alerts can be triggered by actions including clicking **Reply All** to a large recipient list, sending sensitive information to someone outside your organization, or sending a message to someone who is out of office.



Forgotten subjects

When you click **Send** on a message that does not have a subject, a message appears to confirm that no subject was intentional.



Auto-Complete List improvements

It is easier to remove a name from the Auto-Complete List suggestions, and when you are using a Microsoft Exchange Server account, your Auto-Complete List is available from any computer that you use Outlook with your Exchange account.

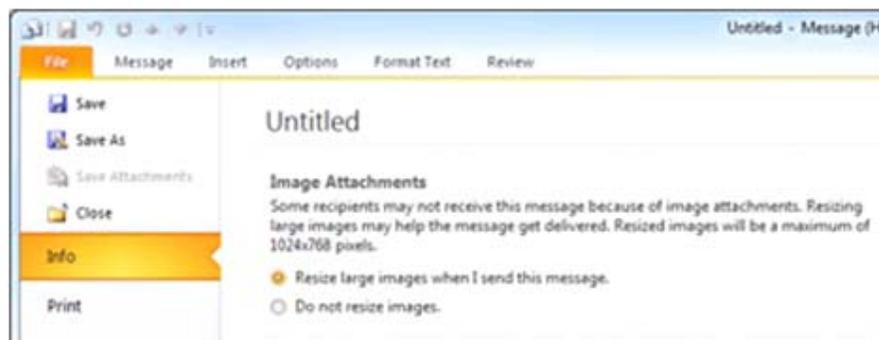


Roaming signatures

Custom signatures that you create for your messages are available to you from any computer that you use.

Resize attached photos

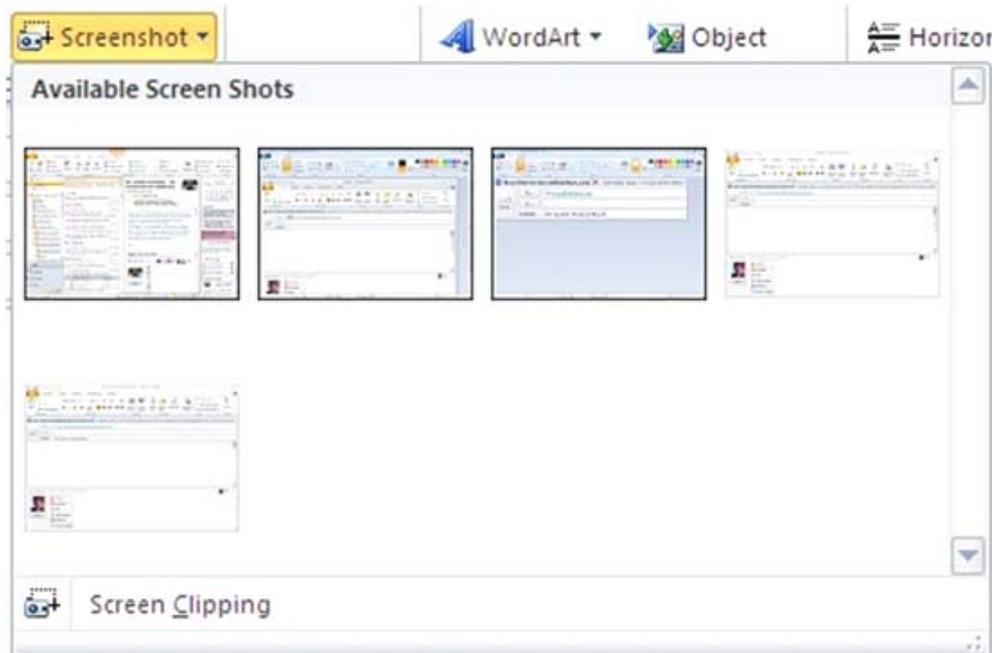
An option is available to resize large attached pictures.



Work Smarter and More Efficiently With Messages (Continued)

Include screen shot

Sharing what you see on your screen is easy with the new Include screen shot command. Select all or any part of your computer screen and include a snapshot of it in a message.



More spell checking

Spell checking works in more places. This includes subject lines of messages, tasks, and meeting requests.

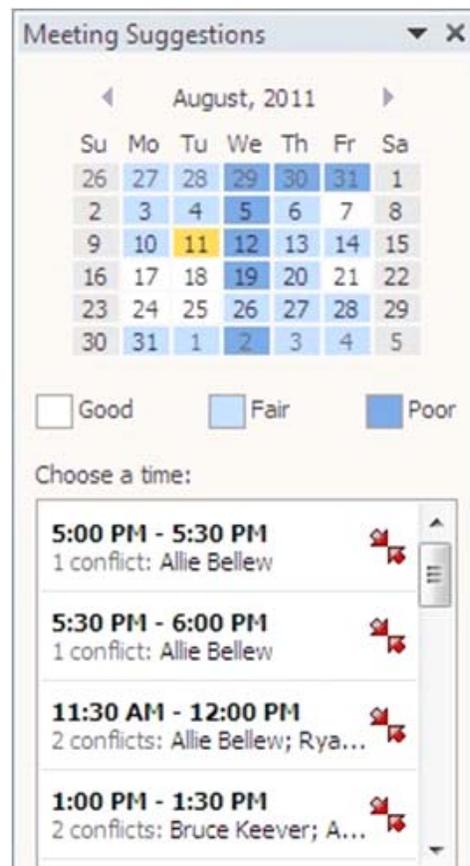
Expanded delivery information

When you use a Microsoft Exchange Server account, you can review detailed delivery information both for outgoing and incoming messages.

Get the Calendar Big Picture >>>

Meeting Suggestions

Introduced in Outlook 2007, Meeting Suggestions now appears when you create a meeting request. Schedules for attendees are analyzed and the best time is suggested, based on everyone's availability.



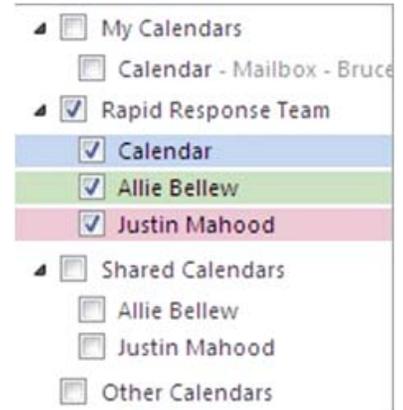
Get the Calendar Big Picture (Continued)

Calendar Groups

Quickly see the calendars of people you frequently work with. Select the members one time, then use the Calendar Group every time that you want view those same calendars. Calendar Groups can also include resources, such as conference rooms. This is a great way to find available conference rooms in your building.

Schedule View

Whether you use the new Calendar Groups, or manually select multiple calendars to review, the new Schedule View can help take some guesswork out arranging meetings. Individual, resource, or Calendar Group calendars appear in a horizontal view to quickly discover the best time to meet.



Quick View

When you receive a meeting request, Quick View helps you better understand how a meeting request affects your calendar. When creating or responding to a meeting request, a calendar snapshot appears in the meeting request. You can instantly review any conflicts or adjacent items on your calendar without ever leaving the meeting request.

Accept | Tentative | Decline | Propose New

Discuss new project plans

Allie Bellew
Please respond.

Required: Bruce Keever

When: Wednesday, June 23, 2010 1:30 PM-2:00 PM.

Location: 7833

Wednesday, June 23

One of the large rooms close to the cafeteria
Bobby Moore

1 pm

Discuss new project plans; 7833; Allie Bellew

2:00

1-on-1
Room 8772
Justin Mahood

3:00

We need to meet and go over the new plans.

Work With All Your Accounts in Outlook

Multiple Exchange accounts

Outlook 2010 supports multiple Exchange accounts within an Outlook profile.

IMAP improvements

Deleting messages in an IMAP e-mail account resembles other e-mail account types. When messages are deleted, they are moved to a **Deleted Items** folder. Marking messages for deletion and purging is no longer necessary.

Stay on Top of Your Tasks

To-Do Bar

The To-Do Bar has been improved based on customer requests. In Outlook 2010 there is better access to all-day appointments and events. Additional improvements include visual indicators for conflicts and unanswered meeting requests, day separators, and convenient drag and drop resizing to see more of what you want when you want it.

Save Your Information

New data file name

When you save Outlook information on your computer a data file is used. In previous versions of Outlook these files were named Personal Folders files (.pst) and Offline Folder files (.ost). They are now named Outlook Data File (.pst) and offline Outlook Data File (.ost).

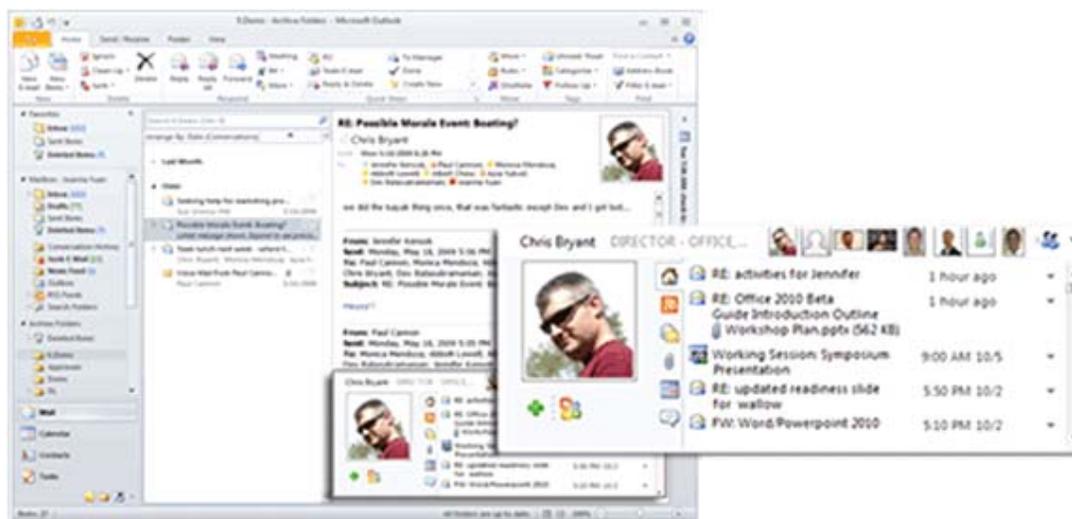
Easier access to your Outlook Data Files (.pst and .ost)

All earlier versions of Outlook saved your data files in Personal Folders Files (.pst) and Offline Folders Files (.ost) in a hidden folder on your computer. In Outlook 2010, any new data file that you create is saved, by default, in the Documents\My Outlook Files folder. This makes it easier for you to back up your Outlook data and to locate and copy the data file to a new computer.

Stay Connected

Outlook Social Connector

The new Outlook Social Connector (OSC) connects you to the social and business networks you use, including Microsoft SharePoint, Windows Live, and other popular third-party sites. You can get more information and stay in touch with the people in your network without leaving Outlook.



Stay Connected (Continued)

Quick Contacts

Get faster access to your contacts including instant messaging and presence indicators with Quick Contacts without leaving the mail view. With the new Find a Contact box on the ribbon, you can start to type the name of the person you are looking for and get instant results — including multiple ways to connect to the person including instant messaging, phone, mail, and meeting scheduling. When Microsoft Office Communicator integration is enabled, you can search your Global Address List (GAL) and Contacts using a type-ahead search that shows user photos, title, and availability in addition to names.

Hierarchical Address Book

You can pick recipients for messages, meeting requests, and task assignments by browsing an organization tree view in the Outlook Address Book.

Additional Improvements

View zoom control

Zoom in or out of your mail or calendar views with the new zoom slider control at the bottom of the window.



Quota Thermometer

In the new Backstage view, your account information includes a visual representation of how much space is left in your mailbox.



Navigation Pane

All commands and views that were previously in the Navigation Pane have moved to the ribbon. The order of the folders was also changed to make it easier to find common default folders, specifically the Inbox and Deleted Items. Some headers and icons were removed to streamline the appearance of the Navigation Pane.

Extensibility

Outlook 2010 delivers developer requested features that enable application-specific customization of the Outlook user interface. In addition to improved programmability of the Outlook UI, the Outlook object model provides support for new and expanded features in the product such as Conversations and Mobile Items.

Command line switches

Additional command line switches have been added for deployment and troubleshooting.

64-bit support

Outlook 2010 is available in both a 32- and 64-bit version.



Outlook 2010 -- Discontinued Features

Discontinued Features and Modified Functionality in Microsoft Outlook 2010

If you are familiar with Microsoft Outlook 2007, or earlier versions of Microsoft Outlook, the following list describes features and functionality that have been discontinued or changed in Microsoft Outlook 2010.

GENERAL

- **Go menu**

The Go menu is removed. To switch between views in Outlook, such as Mail, Calendar, and Contacts, use the Navigation Pane. Keyboard shortcuts for each view are still available. Point and pause the mouse pointer over the Navigation Pane view buttons to see the keyboard shortcut.

- **DAV connectivity for HTTP accounts**

Outlook 2010 does not support the DAV protocol for connecting to HTTP-based e-mail accounts. To connect to your Windows Live Hotmail accounts in Outlook, install and use the Outlook Connector.

- **Microsoft Exchange 2000 Server support**

Outlook 2010 can be used with Microsoft Exchange Server 2003, Exchange Server 2007, or Exchange Server 2010. Attempting to use Outlook 2010 with Exchange 2000 results in an error dialog box informing you that the server version is not supported. Contact your Exchange administrator for questions about your Exchange account.

NOTE: Some features are available or offer greater functionality with more recent versions of Exchange.

- **Quick View**

Support for the generic file viewer Quick View is discontinued. Quick View is not supported on any operating system that Outlook 2010 requires.

- **ScanOST**

The ScanOST utility is discontinued. If you are experiencing problems with an offline Outlook Data File (.ost), we recommend that you re-create the file.

- **Offline Outlook Data File (.ost) old format**

All offline Outlook Data Files (.ost) are created with the most recent file format that includes Unicode support and a larger file capacity. This new format was introduced in Microsoft Office Outlook 2003.

- **Legacy keyboard shortcuts**

The ribbon is used in all parts of Outlook 2010. Legacy keyboard shortcuts, such as Alt-E for the Edit menu, are not available because the menus are replaced by the ribbon. Access to commands using the keyboard are available, but not using the same keyboard shortcuts that were used with the older toolbar and menu user interface. Keyboard shortcut keys that switch between mail views — Mail(CTRL+1), Calendar (CTRL+2), Contacts (CTRL+3) — can continue to be used.

- **Copy folder design**

This feature is discontinued. As an alternative, use the Apply view to other folders command.

- **Most recently opened other user's folder**

When opening another Exchange user's folders a list of previously opened folder does not appear.

- **View Web page URL**

Web page URLs cannot be viewed in Outlook. The Web toolbar is not available, which includes the URL address bar, refresh, stop, start page, and Search the Web commands.

- **Exchange Client Extensions**

Support for Exchange Client Extensions (ECE) is discontinued in Outlook 2010. ECEs are an extensibility feature introduced with the Microsoft Exchange mail client that existed prior to Outlook. ECEs will not load in Outlook 2010. ECEs in Outlook 2010, such as Delegate Access, Deleted Items Recovery, Exchange Extensions commands, and Exchange Extensions property pages have been converted to native Outlook code. To redesign third-party solutions, developers should rewrite any ECE as a COM add-in using native or managed code or as a Windows service application using native code and MAPI.

MAIL

- **Conversation view**

An improved conversation view is available for all mail folders. This new version of conversation view presents items in one view, including your sent items, regardless of which folder contains the item.

- **Organize pane**

The Organize pane is removed. See *What happened to the Organize feature* for information on how to access conditional formatting, rules, and views.

- **Remote Mail**

The Remote Mail feature is discontinued. Cached Exchange Mode provides a better offline experience and does not require you to exit and restart Outlook when switching between connected and offline.

- **Exchange Message Security**

This feature is discontinued. Use S/MIME for e-mail message security.

- **Legacy retention policies**

Administrators can no longer deploy Group Policy to control retention policy. The retention policy portion of the AutoArchive dialog no longer appears.

- **Send link to public folder**

The Send Link to This Folder on the public folder context menu is removed.

- **Resize attached pictures**

Attached photos can be resized to 1024x768 pixels. The previous options of 640x480 and 800x600 pixels are removed. For more information, see *Reduce the size of pictures and attachments*.

- **Sender Options**

When using an Exchange account, Sender Options (accessed by right-clicking on a recipient's name in the To line of a new e-mail message) provided the sender the ability to change the message encoding to that recipient. This feature was for sending messages to people using an e-mail application on an Apple computer. MIME encoding is now standard and understood by all mail applications.

- **Postmarking**

This feature is discontinued. Outlook Postmarks are not generated by Outlook 2010. All Postmarking related policies are removed. In the Junk Mail Options dialog box,

the When sending e-mail, Postmark the message to help e-mail clients distinguish regular e-mail from junk e-mail is removed.

- **Auto-Complete List**

Auto-Complete List entries are no longer saved in an .nk2 file on your computer. The entries are now saved in your Exchange Server mailbox or for all other accounts in the Outlook Data File (.pst). For Exchange Server accounts, this enables the same list to appear on all computers where you use Outlook to connect to your Exchange account.

- **Clip Art task pane search**

The Search in box is no longer available, which means that you can no longer limit your search to specific collections of content. To narrow your search, you can use multiple search terms in the Search for box.

- **Clip Art task pane Organize clips**

Organize clips is no longer available. To open Microsoft Clip Organizer from Windows 7, Windows Vista, or Windows XP, click the Windows Start button, click All Programs, click Microsoft Office, click Microsoft Office 2010 Tools, and then click Microsoft Clip Organizer.

- **Clip Organizer**

Clip Organizer is no longer accessible directly the Clip Art task pane in Microsoft Office programs. In addition, the following changes were made to Clip Organizer:

- **Automatic organization**

The command for automatically finding media files on your computer and organizing them into collections no longer exists. However, you can still add clips manually to Clip Organizer or import them from a scanner or camera.

- **Sent to e-mail recipient as attachment**

The command for sending a clip as an attachment in e-mail message is no longer available.

- **Delete from collection**

Although you can delete clips from Clip Organizer, you can no longer delete a clip from a specific collection.

- **Find similar style**

The command that allowed you to find clips of a similar style is no longer available.

- **List and Details views**

The List and Details views are no longer available. Instead, all clips appear as thumbnails in the Clip Organizer window.

CALENDAR

- **Calendar Publishing to Office.com**

Calendars can be published from Outlook 2010 to Office.com for sharing with other people. The Web tools formerly used to manage and preview calendars published with the Outlook Calendar Publishing Service have been discontinued. However, you can continue to manage or delete calendars that you have published by using Microsoft Office Outlook 2007 or Outlook 2010. For more information, see Publish and share calendars on Office.com.

- **Save calendar as Web page**

This feature is discontinued.

- **Group Schedule**

The View Group Schedules and Plan a meeting commands that previously appeared under the calendar are removed. These commands are replaced by the new Group Schedule feature, integrated into Outlook Calendar.

CONTACTS

- **Contact folder Activities tab**

This feature is discontinued.



Get Started with Outlook 2010 Customer Resources

- ***Benefits of Microsoft Outlook 2010***
- ***Basic Tasks Quick Start for Microsoft Outlook 2010***
- ***Quick Reference Guide for Microsoft Outlook 2010***
- ***Make the Switch to Microsoft Outlook 2010***
 - 40 -50 Minute Tutorial
 - Requires installation of Silverlight
- ***Outlook 2010 Help & How Tos***
- ***Additional Training Courses:***
 - Tame Your Inbox
 - Save Time with Outlook 2010 Quick Steps
 - Others



Apptix
13461 Sunrise Valley Drive
Suite 300
Herndon, VA 20171
866.428.0130
www.Apptix.com

THE APPTIX ADVANTAGE: At Apptix we do one thing. We host and manage world-class communication, collaboration, and IT solutions that are reliable, relevant, easy to use, and provide high value. Apptix is a registered trademark of Apptix. All other company and product names are trademarks or registered trademarks of their respective owners. Specifications are subject to change without notice. Copyright © 2010 Apptix. All Rights Reserved.