The all-new email and contact manager for Office 2001



VISUAL QUICKSTART GUIDE

STEVE SCHWARTZ

ENTOURAGE FOR MACINTOSH

Teach yourself Entourage the quick and easy way! This Visual QuickStart Guide uses pictures rather than lengthy explanations. You'll be up and running in no time!

2001

Petitioner has added romanettes to pages (i)-(iv). Otherwise, it leaves the original page numbering.

MICROSOFT EXHIBIT 1004

Visual QuickStart Guide
Entourage 2001 for Macintosh
Steve Schwartz

Peachpit Press
1249 Eighth Street
Berkeley, CA 94710
(510) 524-2178
(800) 283-9444
(510) 524-2221 (fax)

Find us on the World Wide Web at:
http://www.peachpit.com

Published by Peachpit Press, a division of Addison Wesley Longman

Copyright © 2001 by Steve Schwartz

Editor: Rebecca Gulick
Production coordinator: Connie Jeung-Mills
Copyeditor: Kathy Simpson
Compositor: Owen Wolfson
Cover design: The Visual Group

Notice of Rights
All rights reserved. No part of this book may be reproduced or transmitted in any form by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the publisher. For information on getting permission for reprints and excerpts, contact Gary-Paul Prince at Peachpit Press.

Notice of Liability
The information in this book is distributed on an "As Is" basis, without warranty. While every precaution has been taken in the preparation of the book, neither the author nor Peachpit Press, shall have any liability to any person or entity with respect to any loss or damage caused or alleged to be caused directly or indirectly by the instructions contained in this book or by the computer software and hardware products described in it.

Colophon
This book was written with Microsoft Word 2001, part of Microsoft Office 2001 for Macintosh, courtesy of Microsoft Corp.

ISBN 0-201-73398-6

Printed on recycled paper

9 8 7 6 5 4 3 2 1

Printed and bound in the United States of America

To Sheri—
16 hours and counting

About the author

Steve Schwartz began writing professionally in 1978 as a contributing editor for *Nibble*, a popular Apple II magazine. In the past 20 years, he's written approximately 40 books on computer topics and video games. Formerly, he was chief methodologist and a founding editor for *Software Digest*, Business Applications Editor for *MACazine*, and Technical Services Director for Funk Software. He currently writes for *Macworld* and *PC World Online*.

Steve has a Ph.D. in psychology and lives in the fictional town of Lizard Spit, Arizona, with his sons, Josh and Evan; Murphy Blonde and Abbie Hoffman, the desk-tending dogs; and Syd Vicious, the African Gray attack-parrot.

Comments about this book can be addressed to Steve at *entouragevqs@hotmail.com*. He can also be reached through his Web site at *www.siliconwasteland.com*.

Special thanks

To Marjorie Baer, Rebecca Gulick, and Connie Jeung-Mills of Peachpit Press and to Irving Kwong of Microsoft Corp. for their kind assistance and support.

TABLE OF CONTENTS

Chapter 1: Introducing Entourage 1
Understanding the Entourage Components 2
Using the Entourage Interface 3
Filtering and Searching for Information 8
Using Categories 15
Printing in Entourage 18
Getting Help 20

Chapter 2: Setting Up Entourage 23
Recording and Creating Email Accounts 24
Importing Contact Data and Messages 30
Configuring Entourage for Multiple Users 34

Chapter 3: The Address Book 37
Opening the Address Book 38
Setting Display Options 39
Creating and Editing Contacts 41
Working with Address Groups 45
Sending and Receiving Contact Data as vCards 49
Printing Address Book Records 51
Exporting Contact Information 53
Synchronizing Entourage Files with a Palm Organizer 54
Using Other Address Book Features 59

Chapter 4: The Calendar 63
Opening and Viewing the Calendar 64
Creating Calendar Events 67
Editing Events 71
Setting Event Reminders 73
Sending and Receiving Event Invitations 74
Printing the Calendar 78
Publishing Your Calendar on the Web or an Intranet 80

Chapter 5: Task Management 83
Creating Tasks 84
Viewing and Modifying Tasks 87
Organizing the Tasks List 90
Printing Tasks 91

Chapter 6: Working with Notes 93
Creating Notes ... 94
Formatting Notes ... 96
Viewing and Organizing Notes ... 98
Printing Notes ... 101

Chapter 7: Linking Items 103
Creating Links ... 104
Opening and Viewing Linked Items ... 106
Removing Links ... 107

Chapter 8: Customizing Entourage for General Use 109
General Preferences ... 110
Address Book Preferences ... 112
Calendar Preferences ... 113
Fonts Preferences ... 114
Spelling Preferences ... 115
Notification Preferences ... 117

Chapter 9: Email Essentials 119
Types of Email Accounts ... 120
Email Addresses ... 123
Working Online and Offline ... 124

Chapter 10: Composing and Sending Email 127
Composing Email ... 130
The Message Header ... 133
Writing the Message ... 136
Formatting a Message ... 138
Adding Attachments ... 143
Other Message Options ... 145
Sending Messages ... 149

Chapter 11: Receiving Email 151
Checking for New Email ... 152
Reading Messages ... 155
Marking Messages As Read or Unread ... 157
Working with Attachments ... 158
Finding Messages and Text within Messages ... 161
Managing Mail ... 165
Creating Schedules ... 176

Chapter 12: Customizing Entourage for Email 179
Setting Email Preferences ... 180
Customizing the Display ... 189
Adding Commands with AppleScript ... 192

Chapter 13: Newsgroup Essentials 195
About News Servers 196
About Newsgroups 197
About Entourage and Newsgroups 198

Chapter 14: Reading and Managing Articles 199
Adding a News Server 200
Subscribing to Newsgroups 203
Reading Articles 205
Article Selection Tips 207
Article Attachments 210
Managing Articles 211

Chapter 15: Posting to Newsgroups 217
Composing and Posting Articles 218
Addressing the Article 223

Chapter 16: Working Offline 225
Reading News Offline 226
Composing and Posting Articles Offline 228

Chapter 17: Customizing Entourage for Newsgroups 231
Compose Preferences 232
Reply & Forward Preferences 233
View Preferences 234
News-Server Settings 235

Appendix A: Glossary 237

Appendix B: Email Keystroke Reference 245

Appendix C: News Keystroke Reference 251

Appendix D: Keystroke Reference for Other Components 257

Index 261

1 Introducing Entourage

At first glance, you may assume that Entourage is simply a replacement for Outlook Express 5, Microsoft's free email and newsgroup program. But it's much more than that! Although Entourage will indeed handle all your email and newsgroup needs, it's also a full-fledged personal information manager. It includes an advanced Address Book, task/to-do list management, a calendar with pop-up reminders, and a notes feature. And because Entourage is integrated with Word, Excel, and PowerPoint, it serves as Command Central for Office 2001.

In this chapter, you'll learn essential information about Entourage that you can use no matter which part of the program you're working in. The topics include:

- Understanding Entourage components
- Using the Entourage interface
- Filtering and searching for information
- Creating and saving custom views
- Working with categories
- Printing
- Getting help

Understanding the Entourage Components

Entourage contains six tightly integrated components. Although each component has its own procedures and capabilities, many features of one component also work in the others. Briefly, here's what each component does:

Email client. Based on Outlook Express for the Macintosh (the popular free Microsoft email program and newsgroup reader), Entourage can be used to send, receive, and organize your electronic mail (**Figure 1.1**).

Newsgroup reader. If you're interested in Internet newsgroups, you can use Entourage to read and compose newsgroup articles.

Address Book. You'll use the Address Book (**Figure 1.2**) to record information on your personal, business, and school contacts. In addition to recording everyone's email address (so that you can address outgoing email messages), you can record multiple mailing addresses, phone numbers, Web sites, and personal information for each contact.

Calendar. Use the Calendar to record *events*—that is, appointments and other activities that you intend to complete at a specific date and time. Because the Calendar is integrated with other Office 2001 programs, Calendar reminders will pop on-screen in *any* running Office program—not just in Entourage.

Tasks. Use the Tasks window (**Figure 1.3**) to track your personal and business to-do list. Each task can be scheduled (assigned a completion date/time) or unscheduled (to be completed at *some* point in the future). Because tasks are presented in checklist form, you can see which ones you've already completed and which ones you still have to tackle.

Notes. Use the Notes window to record random thoughts and tidbits of information that you'll want to refer to later.

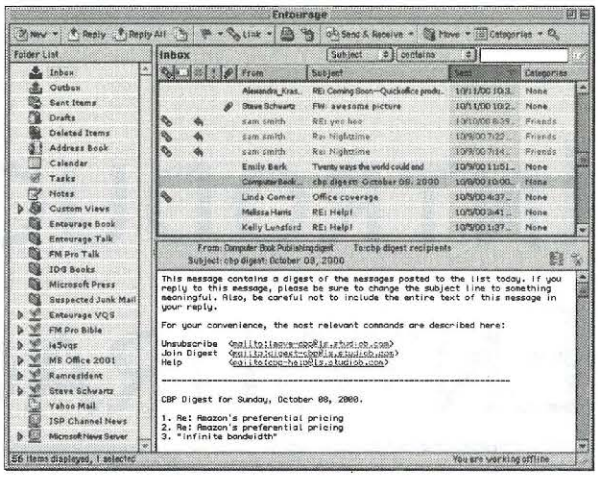


Figure 1.1 You can use the email component of Entourage to receive, compose, and send messages over the Internet.

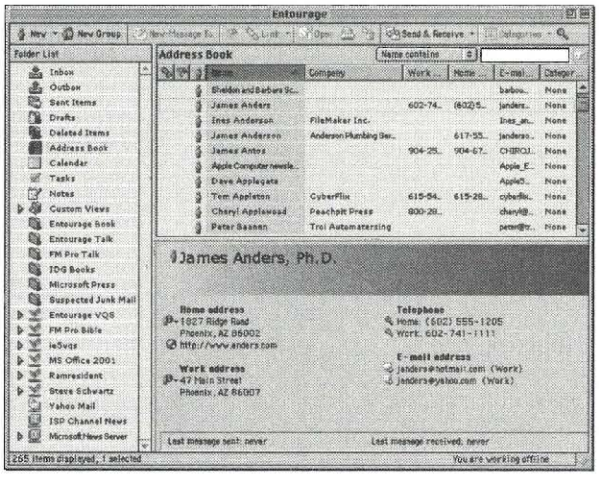


Figure 1.2 You'll use the Address Book to record email addresses and other important contact information.

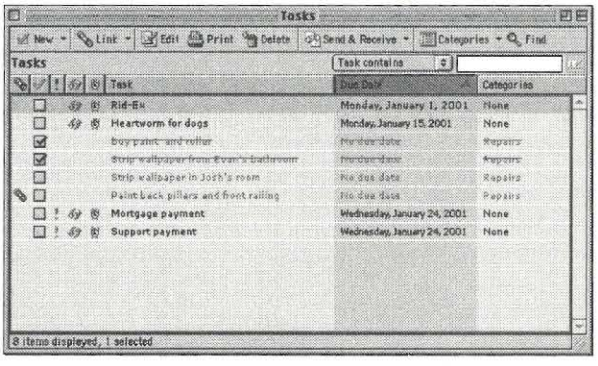


Figure 1.3 You can record your to-do list (including recurring tasks) in the Tasks window.

Using the Entourage Interface

The Entourage window is divided into the following parts (**Figure 1.4**):

- **Title bar.** Shows the name of the current user, if multiple users (called *identities*) have been defined.
- **Toolbar.** Provides buttons for common email, newsgroup, and personal information management functions.
- **Folder bar.** Provides search tools and shows the name of the currently selected folder.
- **Folder list.** Shows all email accounts, mail folders, news servers, newsgroup folders, and directory services, as well as Entourage components such as Calendar, Tasks, and Notes.
- **Message list.** Displays basic information (called a *header*) for each message. In components other than email and newsgroups, abbreviated contact records (Address Book) and titles (Notes and Tasks) are displayed in this area.
- **Preview pane.** Shows the contents of the message that is selected in the message list.
- **Status bar.** Displays messages concerning your connection status and the current activity.

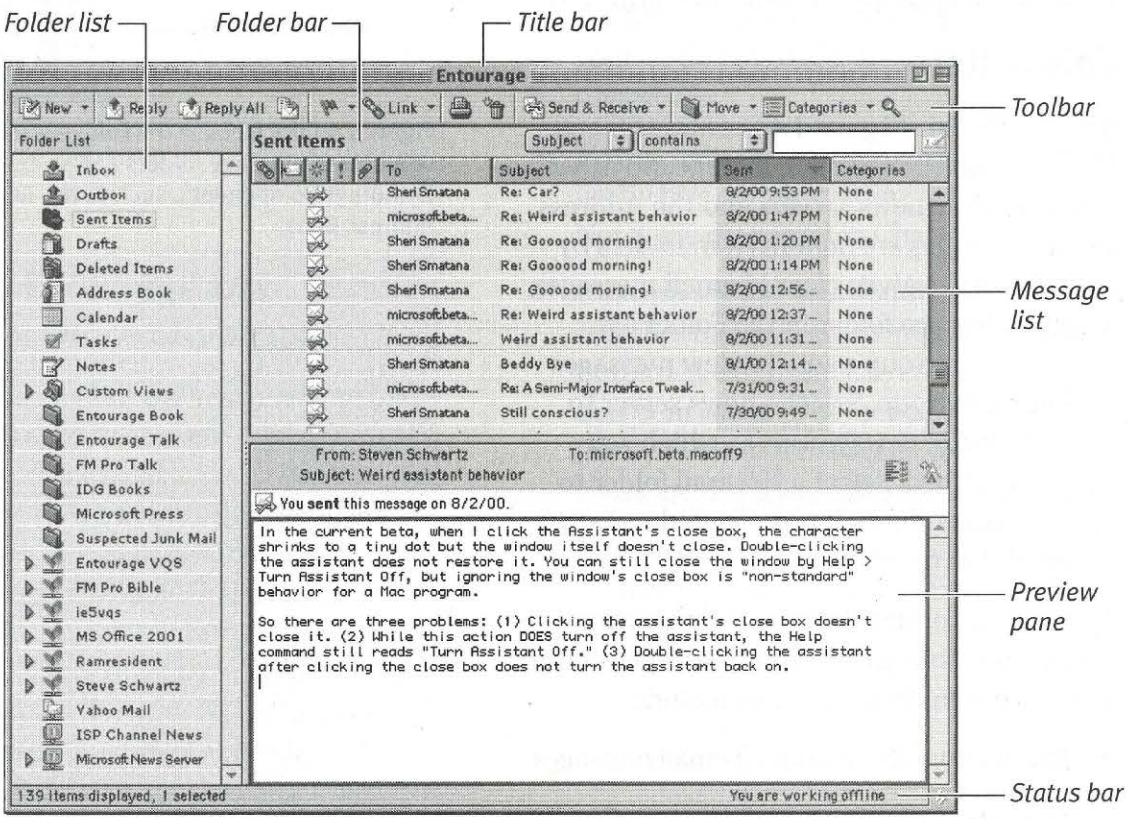


Figure 1.4 The main Entourage window.

Title bar

In a single-user installation, the title bar contains the program title: Entourage. In a multiple-user setting (in which you've created additional identities by using the File > Switch Identity command), the title bar also displays the name of the current user.

To learn more about identities, see "Configuring Entourage for Multiple Users" in Chapter 2.

Toolbar

You can perform many common functions by clicking toolbar buttons (**Figure 1.5**). The buttons change automatically to reflect the item selected in the Folder list.

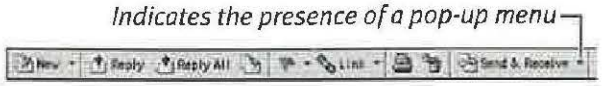


Figure 1.5 You can click buttons in any toolbar to perform commands that are appropriate to the current window. When clicked, some buttons (such as New and Send & Receive) present a pop-up menu.

Folder bar

Below the toolbar is the folder bar. The title of the folder bar shows the currently selected item in the Folder list. It also contains search tools, when appropriate (refer to Figure 1.4).

Folder list

The Folder list (**Figure 1.6**) contains icons that you can click to open folders and other items, such as news servers and the Address Book. Messages are organized in folders by type. To view a given class of email messages, select a message folder in the Folder list. Select a newsgroup name to view messages in that newsgroup. Select a news server to view the list of newsgroups to which you have subscribed. Select a Hotmail folder to view messages in its Inbox, deleted messages, and so on.

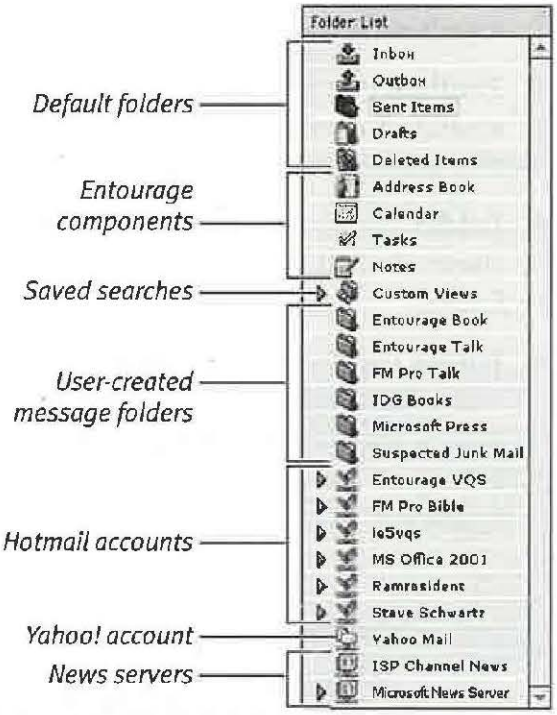


Figure 1.6 Click icons in the Folder list to view the contents of message folders and switch to other Entourage components, such as the Tasks window or Address Book.

You can customize Entourage by creating new folders to organize your messages better. The default folders and icons include:

- **Inbox.** Contains incoming email messages.
- **Outbox.** Contains outgoing messages that are waiting to be sent (that is, new

outgoing messages, forwarded messages, and replies). After the messages have been sent, they are moved to the Sent Items folder.

- **Sent Items.** Contains copies of messages you have sent.
- **Drafts.** Contains incomplete or complete messages you have created but elected not to send.
- **Deleted Items.** Contains messages you have marked for deletion.
- **Address Book.** Contains your list of contacts and their contact information (email addresses, mailing addresses, phone numbers, and so on), as shown in Figure 1.2. The Address Book is discussed in Chapter 3.
- **Calendar.** Lets you schedule events, such as meetings, appointments, and so on. The Calendar is discussed in Chapter 4.
- **Tasks.** Lets you record and manage your to-do list. Tasks are discussed in Chapter 5.
- **Notes.** Lets you record random thoughts, useful bits of information, and so on. Notes are discussed in Chapter 6.
- **Custom views.** Lets you reuse saved searches of messages, contacts, or other Entourage data. You can create a view that consists only of messages to or from family members, for example. Custom views are discussed later in this chapter.
- **Microsoft News Server.** Lets you read newsgroup articles about Microsoft products.

Entourage and the Office Clipboard

The Office Clipboard is a handy feature that enables you to copy multiple objects or text segments in Word, Excel, or PowerPoint and then paste them into any open Office document. Unfortunately, the Office Clipboard isn't available in Entourage; you cannot use it to paste information into Entourage. But text that you copy or cut *from* Entourage documents (such as messages or notes) *is* added to the Office Clipboard and can be pasted into Word, Excel, or PowerPoint documents.

Message list

The message list contains message headers from the currently selected email folder or newsgroup. To read, reply to, forward, or delete a message, you always begin by selecting its header in the message list. The text of the message appears in the Preview pane.

You can select messages by clicking them or by pressing ↑ and ↓. You can open any email or newsgroup message in its own window (**Figure 1.7**) by double-clicking the message header.

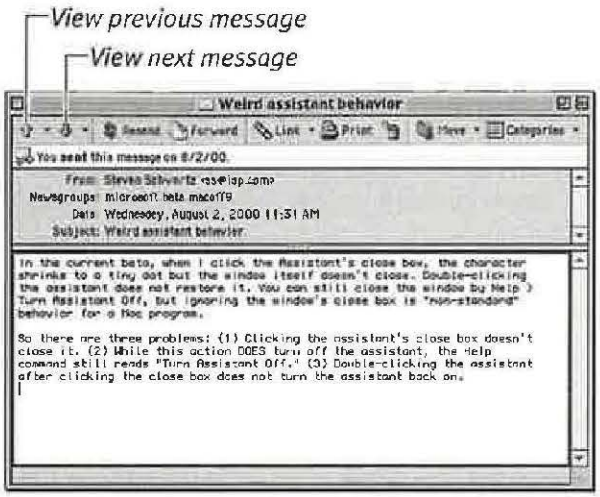


Figure 1.7 An Entourage item can be opened in its own window.

Preview pane

The Preview pane displays the text of the selected email or newsgroup message. If you make the Preview pane active (either by clicking in it or tabbing into it), you can use the normal keys to scroll though the current message, such as ↑, ↓, Pg Dn, and Pg Up. If the message contains a JPEG or GIF graphic attachment, the image appears in the Preview pane (**Figure 1.8**).

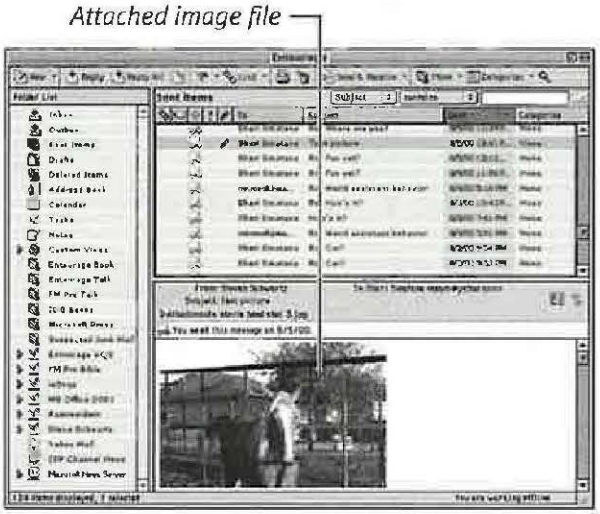


Figure 1.8 You can view graphic attachments to messages.

You can read any email or newsgroup message in the Preview pane, regardless of the folder in which it is stored. Note, however, that the Preview pane is *not* available for notes or tasks. To view a note or task, you must open it by double-clicking its title, choosing File > Open Task or Open Note, or pressing ⌘O. And although there *is* a Preview pane for viewing contacts in your Address Book, it shows only the Summary tab. To view other information from a contact record, you must open it by double-clicking the person's name, choosing File > Open Contact, or pressing ⌘O.

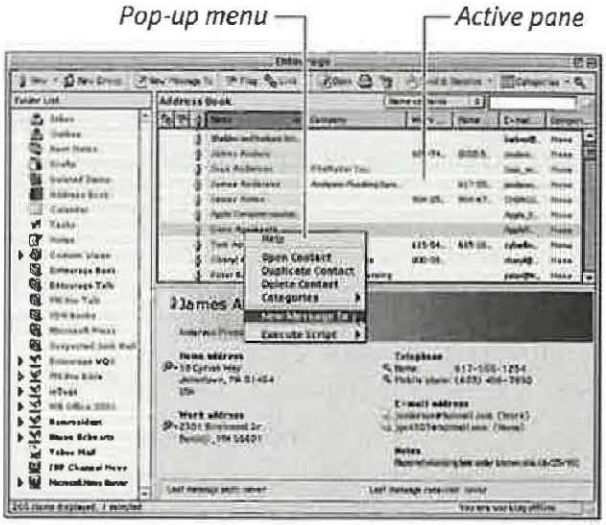


Figure 1.9 Control-clicking items and areas in Entourage exposes a pop-up menu that contains useful commands.

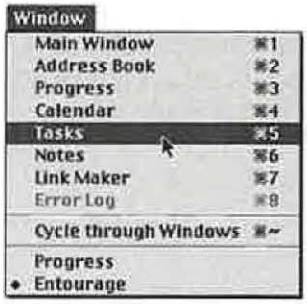


Figure 1.10 You can switch among Entourage components and open windows by choosing them from the Window menu.

Status bar

The status bar displays messages to indicate when you are online or offline, shows error conditions, and tells you when a send/receive operation is in progress.

✔ Tips

- You can find many powerful, otherwise-hidden features by Control-clicking items within the panes. If you Control-click a name in the Address Book, for example, you can create a new message addressed to that person (**Figure 1.9**).
- You can switch among panes in the Entourage window by pressing the Tab and Shift Tab keys. When a pane is selected (active), it is surrounded by a dark, colored outline (see Figure 1.9).
- Many Entourage components, such as the Progress window and Error Log, open automatically in their own windows. Other components—such as messages, articles, and the Address Book—can optionally be opened in their own windows. To quickly switch to another open window, press ⌘~ or choose Window > Cycle Through Windows.
- You also can switch to any open window by clicking it or choosing its name from the Window menu (**Figure 1.10**). Important windows also have ⌘-key equivalents:

Window	Keyboard Shortcut
Main Window	⌘1
Address Book	⌘2
Progress	⌘3
Calendar	⌘4
Tasks	⌘5
Notes	⌘6
Link Maker	⌘7
Error Log	⌘8

- To learn how to customize the Entourage display and learn about creating and using folders, see Chapter 12.

Filtering and Searching for Information

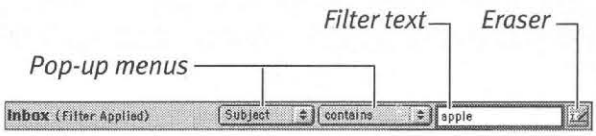


Figure 1.11 Entourage lists can be filtered to match simple criteria.

Entourage has features that make it easy to find items that meet your criteria. You can filter most lists to show items that match simple search criteria (such as the presence of a given text string within an item title), perform a standard Find operation to search for matching items or matching text within an item (such as all messages that contain the word *Mac* in their title or text), or perform an advanced search with complex criteria.

Because these commands and procedures are available in most Entourage components, I'll discuss them briefly here. You'll find more specific examples of filtering and searching in later chapters.

Filtering

Perhaps the easiest way to find a particular message, contact record, note, or any other Entourage item is to *filter* the item list. Above the list in many Entourage windows are one or two pop-up menus and a text box. By choosing options from the pop-up menus and/or typing text in the box (**Figure 1.11**), you can filter the list below so that only matching items are displayed.

Although it is not as sophisticated as the Find and Advanced Find commands discussed later in this section, filtering is the fastest way to perform a simple search.

To filter a list:

1. Open the window or folder that you want to filter, such as a message folder or the Tasks, Notes, or Address Book window.
2. Click the pop-up menu(s) above the list, and choose search criteria.

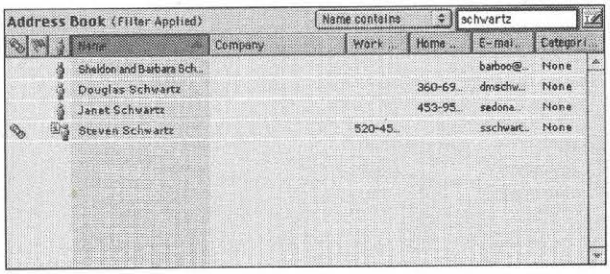


Figure 1.12 As you type the filter text, only matches are shown in the list.

Perform an Advanced Find

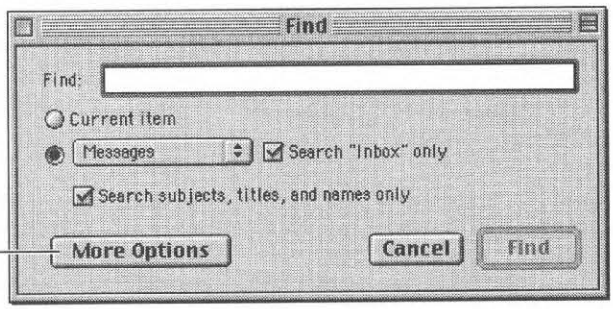


Figure 1.13 You can conduct simple searches by specifying criteria in the Find dialog box.

3. If the chosen criterion requires a search string, type it in the text box.

   Matching items are displayed in the list (**Figure 1.12**).

4. To see all items again, delete the search string by clicking the eraser button or, if you're filtering by Category, choose All from the pop-up menu.

The Find command

The Find command is slightly more powerful than filtering. In addition to searching for matching text in an item title, it can search for matches within the body text of all messages or only the current message.

To search for matching items in a list:

1. Choose Edit > Find, press ⌘F, or click the Find toolbar button (the magnifying glass).

   The Find dialog box appears (**Figure 1.13**). (If the Advanced Find dialog box appears instead, click the Fewer Options button.)

   The options presented depend on the currently active folder or window and whether an item (such as a message or note) is selected or open.

2. Make sure that the second radio button is selected and that the correct item type has been chosen from the pop-up menu.

3. Enter the search text in the Find box.

continues on next page

4. If you've chosen a message folder or newsgroup, Entourage proposes to search only the currently selected folder or newsgroup. Set the following options:
   - To limit the search to the current folder, make sure that Search *Folder Name* Only is checked.
   - To search all Entourage folders of the same type simultaneously, remove the checkmark.
   - To limit your search to a different folder, click Cancel, select the desired folder in the Folder list, and return to step 1.
   - When checked, the Search Subjects, Titles, and Names Only checkbox restricts the search to words in the message, note, or task title. If you also want to search the body of each message, note, or task, remove the checkmark.
5. Click the Find button.

   The headers of all matching items are displayed in the Search Results window (**Figure 1.14**).

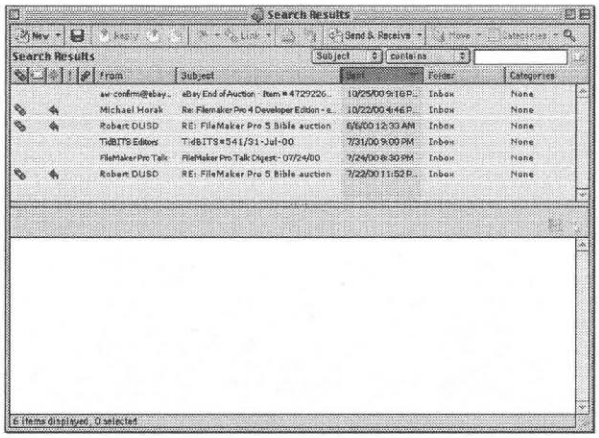


Figure 1.14 When you conduct a Find or Advanced Find, search results are displayed in a separate window. In this example, I searched for messages in the Inbox that contained the word *FileMaker*.

To search the current item for a text string:

1. Select the item in the list (in the case of an email or newsgroup message) or open the item in its own window (in the case of a message, task, note, or Calendar event).
2. Choose Edit > Find, press ⌘F, or click the Find toolbar button (the magnifying glass).

   The Find dialog box appears, as shown in Figure 1.13. (If the Advanced Find dialog box appears instead, click the Fewer Options button.)
3. Click the Current Item radio button (**Figure 1.15**).
4. Enter the search text in the Find box.

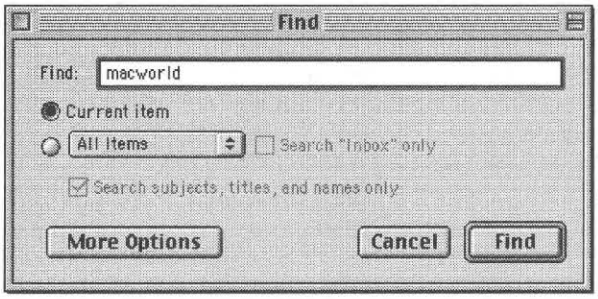


Figure 1.15 To search for matching text within the current message, task, or note, click the Current Item radio button.

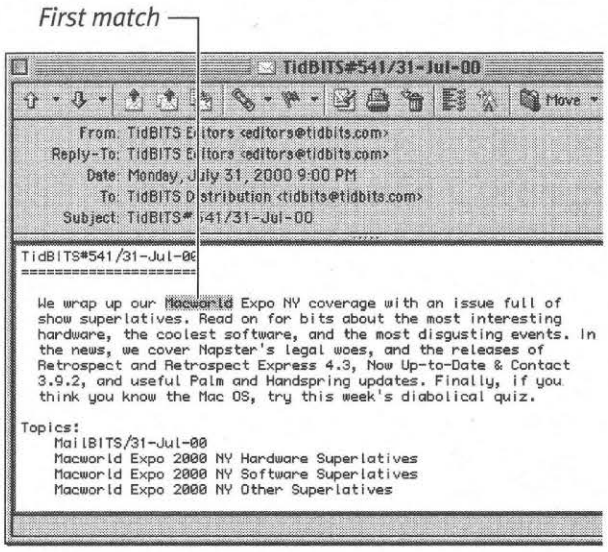


Figure 1.16 When you search for matching text within an item, Entourage highlights the first match, scrolling as necessary to display it.

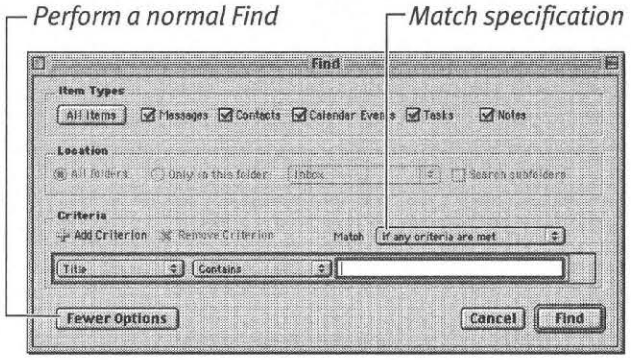


Figure 1.17 The Advanced Find dialog box enables you to search multiple item types simultaneously, specify a location, and use multiple criteria that aren't available to you when you use the Find command.

5. Click the Find button.

   The first instance of the text string (if there is one) is highlighted (**Figure 1.16**). To search for additional instances, press ⌘G.

✔ Tip

- When you search for matching contacts in the Address Book, it doesn't matter whether you check the Search Subjects, Titles, and Names Only checkbox. Regardless of your choice, Find searches only the Name field. To search other Address Book fields, use the Advanced Find command.

The Advanced Find command

When filtering or using the Find command doesn't meet your search needs, you can use the Advanced Find command. Advanced Find allows you to specify multiple search criteria; search multiple item types (messages *and* events, for example); and search any folder, regardless of the one that is currently selected.

To search by using Advanced Find:

1. Choose Edit > Advanced Find or press Option⌘F.

   (If the Find dialog box is already open or appears, click the More Options button.) A modified version of the Find dialog box appears (**Figure 1.17**).

2. In the Item Types section, click the checkboxes of the items you want to search.

   To search all item types simultaneously, click the All Items button.

continues on next page

3. If you are searching for messages as the only item type, you can specify a search location in the Location section of the dialog box by clicking the All Folders radio button or choosing a specific folder from the pop-up menu.

   By default, the current folder is proposed. To select a folder that isn't listed, click the pop-up menu and then choose Choose Folder.

   If you've chosen a specific folder and also want to search its subfolders (if there are any), click the Search Subfolders checkbox.

4. Create the first criterion by choosing options from the pop-up menus and typing a search string in the text box.

   Note that some criteria—such as Category—do not provide a text box.

5. *Optional:* To add a criterion, click Add Criterion, and specify options as you did in step 4.

   Repeat this step for each additional criterion.

6. From the Match pop-up menu, choose an option:
   - *If Any Criteria Are Met:* A message is considered to be a match if at least one criterion is satisfied.
   - *If All Criteria Are Met:* A message is considered to be a match only if all criteria are satisfied.
   - *Unless Any Criteria Are Met:* A message is considered to be a match only if no criteria are satisfied.
   - *Unless All Criteria Are Met:* A message is considered to be a match as long as all criteria are not satisfied.

7. Click the Find button.

   As is the case with the Find command, the headers or titles of all matching items are displayed in the Search Results window (refer to Figure 1.14).

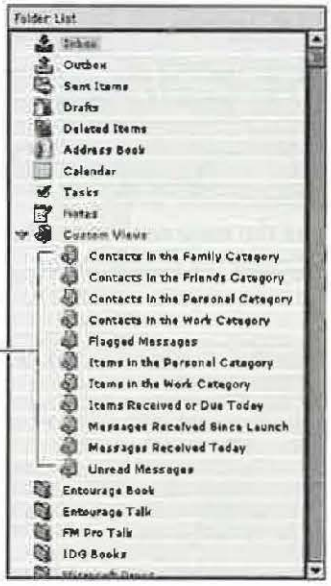


Figure 1.18 Saved search instructions are stored in the Custom Views folder.

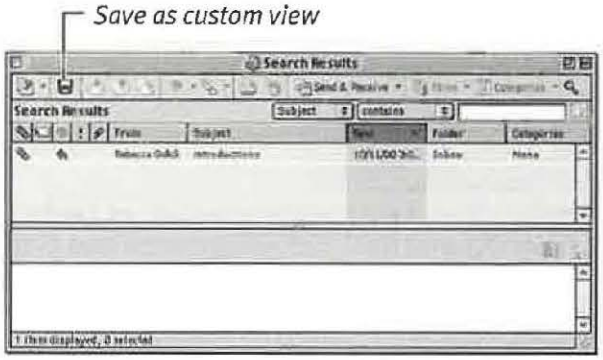


Figure 1.19 When the Search Results window appears, you can save the search specifications as a custom view.

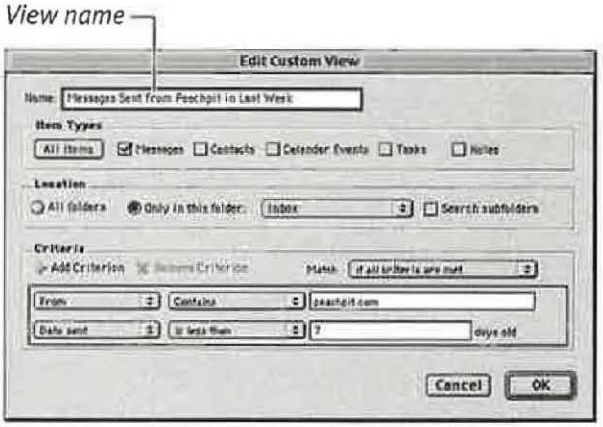


Figure 1.20 The Edit Custom View dialog box presents the search specifications that you just used. To save them unaltered, name the view and click OK. This view shows all email messages received from Peachpit Press in the past week.

Custom views

Although many searches are one-time events, such as searching for a particular message from a business associate, you'll want to repeat others. Rather than reconstruct the search each time, you can save any Find or Advanced Find operation as a *custom view*.

To execute the search again at a later date, all you have to do is select its name in the Custom Views folder. Entourage repeats the search by using your current data and presents the results in the message-list area. To get you started, Entourage includes several common custom views that you may find useful (**Figure 1.18**).

To create a custom view:

1. Perform a Find or an Advanced Find operation.

   The results are displayed in the Search Results window (**Figure 1.19**).

2. Click the Save toolbar button or choose File > Save As Custom View.

   The Edit Custom View dialog box appears (**Figure 1.20**).

3. Enter a name for this custom view.

4. *Optional:* Modify the search instructions, if you want.

5. Click OK.

   The new custom view is added (alphabetically by name) to the Custom Views folder.

To execute a custom view, expand the Custom Views folder in the Folder list and click the name of the custom view. The results appear in the message-list area.

To edit or delete a custom view:

1. Click the Custom Views folder in the Folder list.

   A list of all defined custom views appears in the message-list area.

2. To delete a custom view, select its name in the list and then click the Delete toolbar button, choose Edit > Delete Custom View, press ⌘Delete, or press Delete.

3. To confirm the deletion, click Delete in the dialog box that appears (**Figure 1.21**).

4. To change the name or search criteria for a custom view, select its name in the list and then click the Edit toolbar button or simply double-click the view's name.

   The Edit Custom View dialog box appears (refer to Figure 1.20).

5. Make the desired changes and click OK.



Figure 1.21 You must confirm the deletion of a custom view by clicking the Delete button.

✔ Tip

- You can further customize any custom view by changing, rearranging, and/or changing the widths of the column heads, as well as by specifying a different sort column and sort direction. (See "Customizing the Display" in Chapter 12 for instructions.) These changes are saved when you close or exit the view.

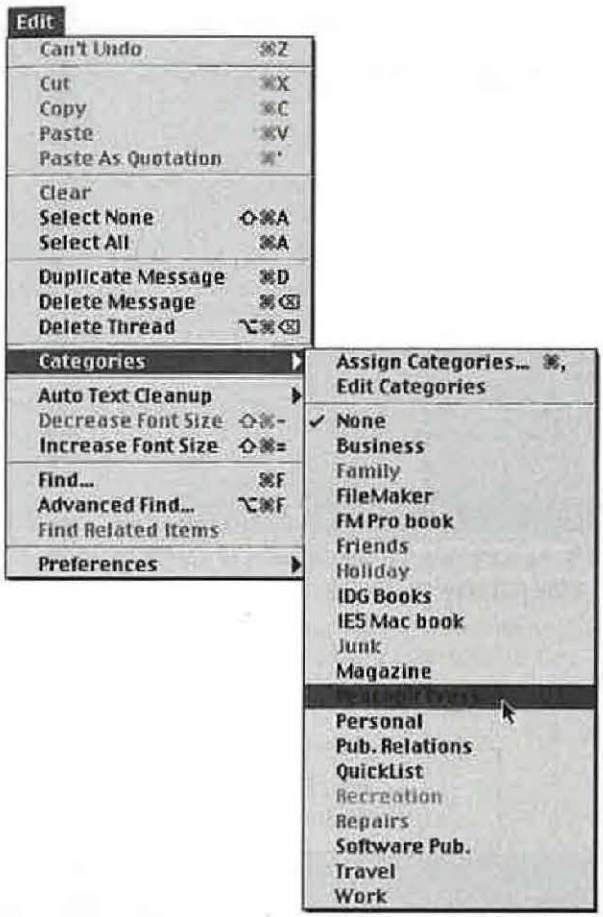


Figure 1.22 One way to assign categories to an item is to choose them from the Edit > Categories submenu.

Using Categories

To help classify and organize your Entourage messages, contact records, notes, and tasks, you can assign one or more *categories* to any item. Every category has its own color, which is applied to message headers, note and task titles, contact records, and the like. You can use the standard categories or add new categories that better represent the classifications *you* want. To make it simpler to find important information in Entourage, you can sort on and search by category.

To assign a category to an item:

1. Select or open the item.
2. Choose a category by doing any of the following things:
   - ▲ Click the Categories toolbar button.
   - ▲ Open the Edit > Categories submenu (**Figure 1.22**).
   - ▲ Control-click the item and open the Categories submenu.
   - ▲ Click and hold down the mouse button in the Categories column for the item until the Categories menu appears.
3. To assign additional categories to an item, repeat any of the actions in step 2.

Every new category that you choose for the item is added to its list. To remove an assigned category from an item, select the category again. Choose None to remove all categories you've assigned to an item.

To create, edit, or delete categories:

1. Choose Edit > Categories > Edit Categories.
   The Categories window appears (**Figure 1.23**).
2. To add a category, click the New button.
   An Untitled category appears in the list (**Figure 1.24**).
3. Enter a name for the category and choose a color for it (if desired) by clicking the down arrow beside the category's assigned color.
4. To edit a category's name, double-click its current name, change it as you want, and press Enter or Return (or click outside the text field).
5. To change a category's color, choose a new color from the pop-up list.
   To assign a custom color to a category, choose Other.
6. To delete an existing category, select the category and click the Delete toolbar button; then confirm the deletion by clicking Delete in the dialog box that appears.
7. When you finish making changes, close the Categories window by clicking its close box.

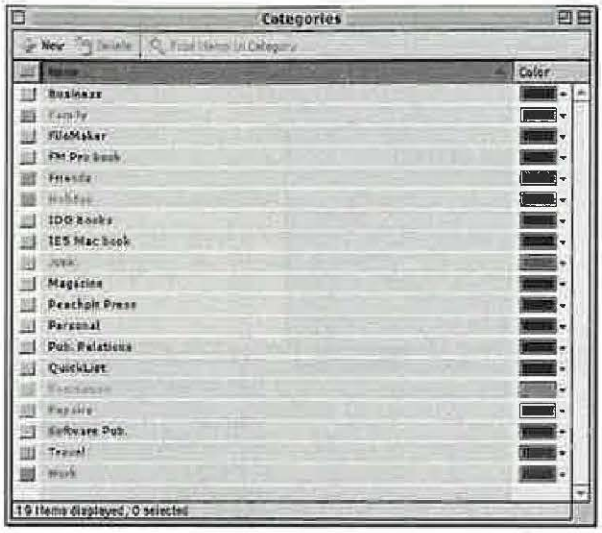


Figure 1.23 You can create, edit, or delete categories in the Categories window.

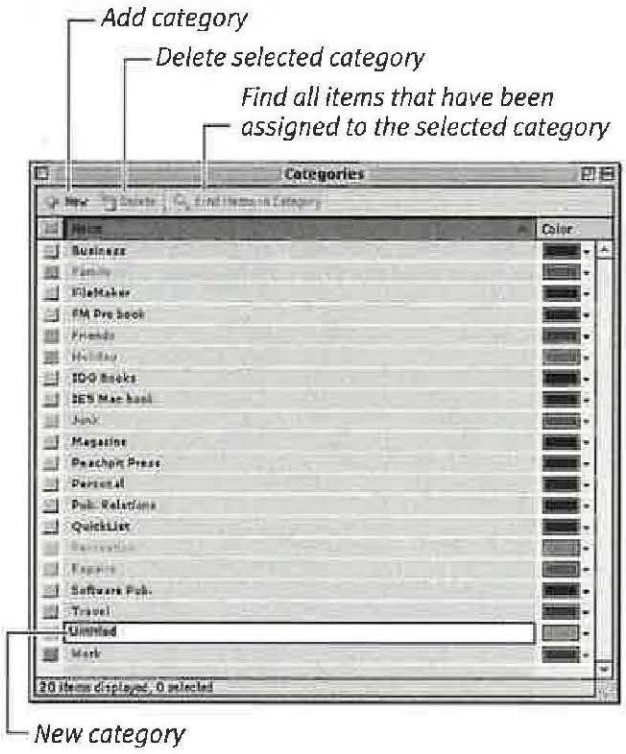


Figure 1.24 When you create a new category, it is initially named Untitled.

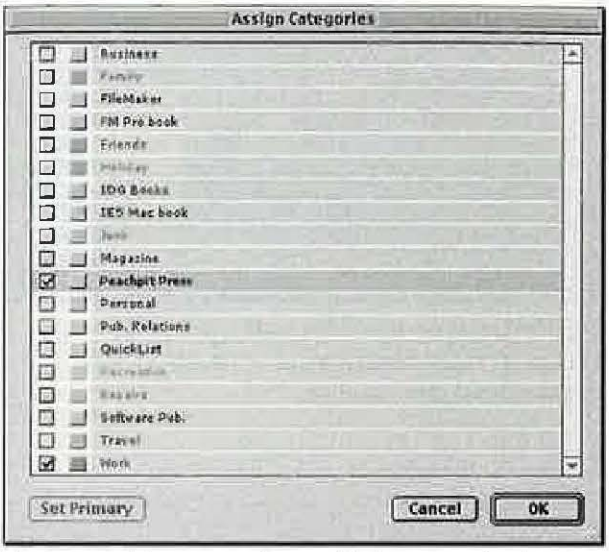


Figure 1.25 You can assign multiple categories to an item in this dialog box. By default, the first assigned category is the item's primary category. To change the order, pick a different category and then click Set Primary.

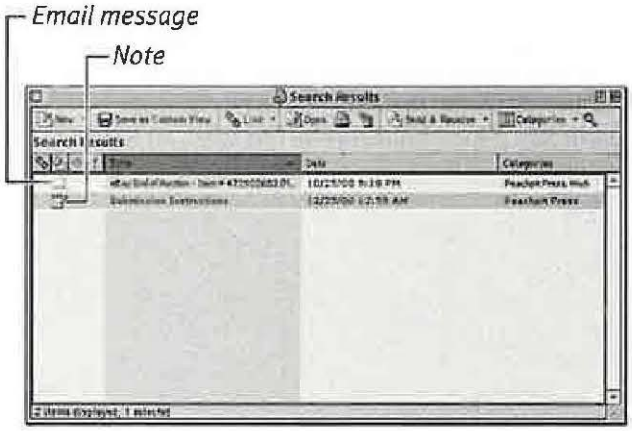


Figure 1.26 This window shows the results of searching for all items that have been assigned the Peachpit Press category.

✔ Tips

- To assign several categories to an item simultaneously, choose Assign Categories from the Categories submenu or press ⌘,. The Assign Categories dialog box appears (**Figure 1.25**). Check all the categories you want to assign to the item and then click OK.
- When you've assigned multiple categories to an item, you can specify which category should be listed first for the item when viewed in a message or title list. To do so, choose Assign Categories from the Categories submenu or press ⌘,. In the Assign Categories dialog box, select the item's main category and then click the Set Primary button (refer to Figure 1.25).
- To view all Entourage items to which you've assigned a particular category, select the category in the Categories window (refer to Figure 1.23) and click the Find Items in Category button. Matching items are listed in a Search Results window (**Figure 1.26**).

Printing in Entourage

Unlike Outlook Express, Entourage allows you to print virtually *anything* other than Entourage Help text. Regardless of the component you're currently working in, printing involves the same basic steps.

To print in Entourage:

1. Display the Entourage window or pane that contains the material you want to print.

   Click the appropriate folder or icon in the Folder list, open an Entourage window by choosing its name from the Window menu, or open a particular item (such as a message, task, contact, note, or event).

2. If you want to print one item or a subset of items, select the appropriate message header(s) or title(s).

   You can select multiple items by Shift-clicking or ⌘-clicking them.

3. Choose File > Print, click the Print toolbar button, or press ⌘P.

   An Entourage-specific Print dialog box appears (**Figure 1.27**).

4. Set print options by choosing from the pop-up menus, clicking buttons, and/or clicking checkboxes.

5. Click OK.

   The normal Print dialog box for your printer appears (**Figure 1.28**).

6. Set options and click the Print button.

For a discussion of the print options available in each Entourage component, refer to the chapter in which the component is covered.

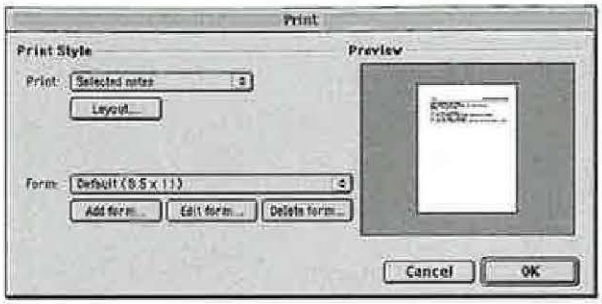


Figure 1.27 When you print most types of items, an Entourage-specific dialog box appears, allowing you to set special print options.

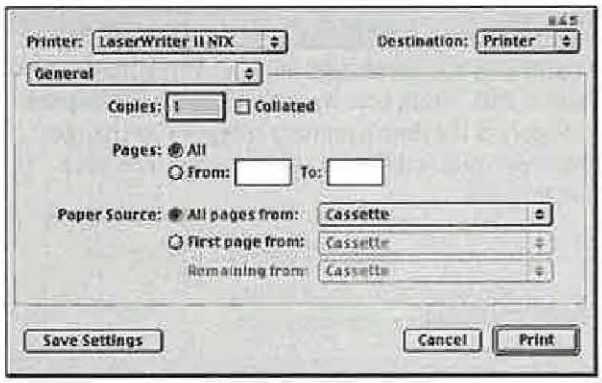


Figure 1.28 Next, the Print dialog box for your particular printer appears—in this case, an Apple LaserWriter.

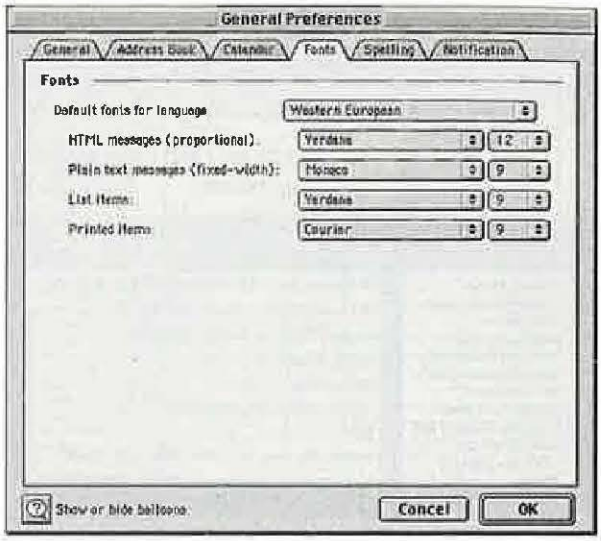


Figure 1.29 You can choose a font and size to be used when printing Entourage items.

✔ Tips

- When you are printing a Web page that was sent or forwarded to you in an email message, Entourage's Print dialog box may not appear before your printer's Print dialog box does.
- To print only part of a message, select the text of interest, issue the Print command, and then check the checkbox labeled Print Selection Only.
- To bypass the normal Print dialog box and print using default settings, choose File > Print One Copy or press Option ⌘ P. (This command isn't available for all items.)
- You can change the font used to print different types of items. Choose Edit > Preferences > General, click the Fonts tab (**Figure 1.29**), choose fonts and sizes from the pop-up menus, and click OK.

Getting Help

To obtain help with Entourage features and procedures, choose Help > Microsoft Entourage Help, choose Help > Contents and Index, or press the Help key (not available on all keyboards). The MS Entourage Help window appears (**Figure 1.30**).

To get help in Entourage:

- To select a help topic to view, click topics or triangles in the left pane.
- To view related information, click the underlined text in the right pane.
- To view an alphabetical list of help topics, click the Index button.
- To search for information in the help file, click the Search button, type a question or search term (**Figure 1.31**), and click Search.
- To return to a previously viewed page, click the Back button. If you're returned to a previously viewed page, you can click the Forward button to move forward through those pages.
- To view an interactive introduction to Entourage in your Web browser, choose Help > Microsoft Entourage Tour.
- Choose Help > Help on the Web to view up-to-date information, download product updates and add-ons, and read "how-to" articles. (You'll need an active Internet connection to use this feature.)

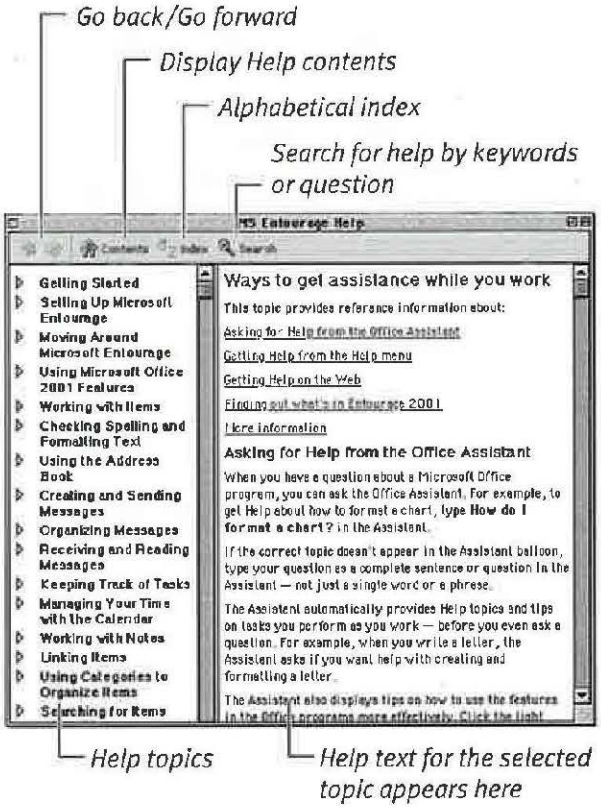


Figure 1.30 Entourage Help is presented in this window.

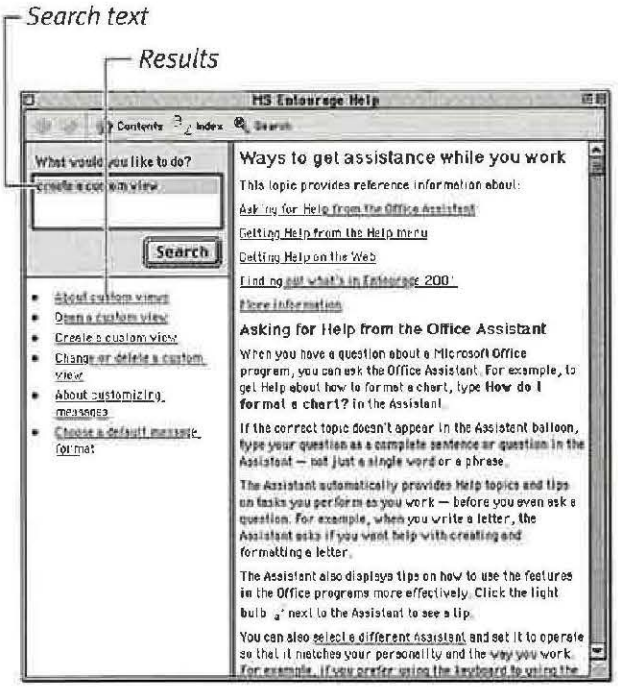


Figure 1.31 You can search the Help text for the information you need.

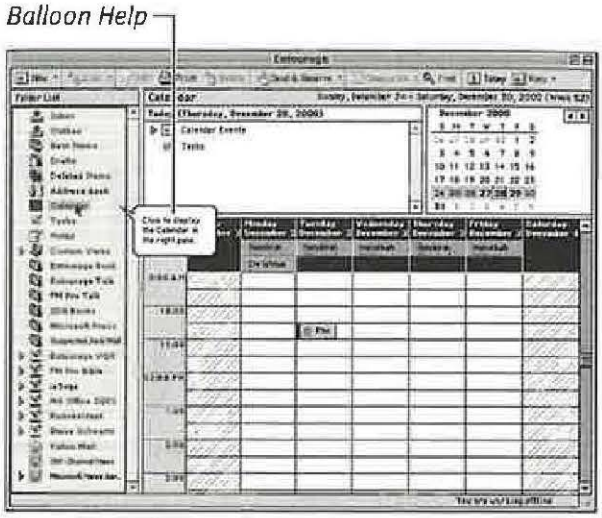


Figure 1.32 When Balloon Help is enabled, pop-up help balloons appear when you pass the pointer over important elements.



Figure 1.33 When it is enabled, you can click the Assistant to request help.

- You can turn on Balloon Help by choosing Help > Show Balloons. When enabled, Balloon Help (**Figure 1.32**) explains the purpose of various column headings, toolbar buttons, Folder list icons, and options in the General Preferences and Mail & News Preferences dialog boxes. To turn Balloon Help off, choose Help > Hide Balloons. (Note that when it's enabled, Balloon Help is available in *every* open application—even the Finder.)

✔ Tips

- When the pointer moves over any clickable text or object in Entourage Help, it turns into a pointing hand.
- Help is a special window. You cannot reach it via the Window > Cycle Through Windows command.
- You can copy selected text in Entourage Help and paste it into documents in other programs (such as Word).
- If you prefer the friendlier help offered by those lovable animated assistants, choose Help > Turn Assistant On. When the assistant is enabled (**Figure 1.33**), you can pose help questions by clicking the assistant, typing your question or search term, and clicking Search. To dismiss the assistant, click its close box or choose Help > Turn Assistant Off.

2 SETTING UP ENTOURAGE

Setting up Entourage consists of:

- Installing the software from the Microsoft Office 2001 CD-ROM
- Recording one or more email accounts
- Optionally, importing messages and contact records from your current email program (if you have one)

The first time you run Entourage, you are given an opportunity to record your primary email account and to import contact records and messages from it. This chapter shows how to record *additional* ISP and Hotmail email accounts you may have—after the first run. In addition, if you want to share Entourage (and other Office 2001 programs) with multiple users on the same computer, this chapter explains how to do so.

✔ Tips

- If you are an America Online (AOL) customer, you cannot use Entourage to send or receive email. Similarly, you cannot use Entourage to read AOL's newsgroups. To work with AOL email or newsgroups, you must log onto AOL using its proprietary software.
- Refer to Chapter 15 for instructions on setting up Entourage to read newsgroups.

Recording and Creating Email Accounts

Before you can use Entourage, you must configure the program so that it knows about your email accounts. If you already have an email account with an ISP and/or free Hotmail accounts, you can configure Entourage to send and receive email using those accounts.

To record an existing ISP email account:

1. Choose Tools > Accounts.

   The Accounts window appears, open to the Mail tab (**Figure 2.1**).

2. Click the down arrow beside the New button, and choose Mail from the pop-up menu that appears.

   The Account Setup Assistant appears, open to the Your Name window.

3. Enter the name that will appear in the message header when others receive messages from this account (**Figure 2.2**); then click the right arrow to continue.

   The Internet E-Mail Address window appears (**Figure 2.3**).

4. Click the first radio button and enter your current email address (in the form *username@domain*, such as `zero37@ispworld.com`); then click the right arrow to continue.

   The E-Mail Server Names window appears (**Figure 2.4**). You can obtain the necessary information for this dialog box from your ISP or network administrator.

5. From the pop-up menu, choose the type of mail server your ISP uses.

   If you aren't sure, choose POP.

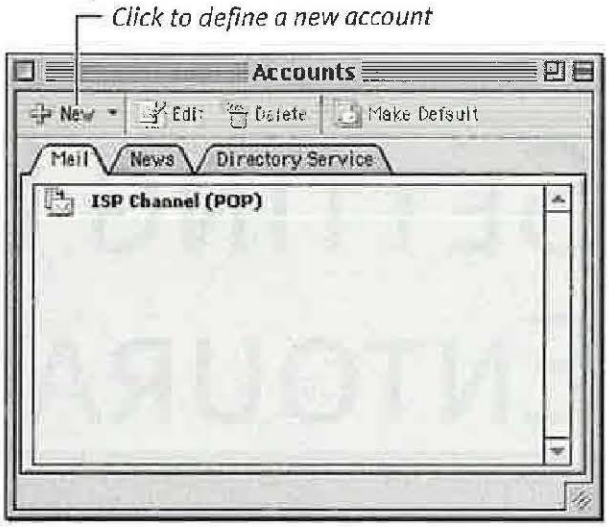


Figure 2.1 The Accounts window lists all defined Mail, News, and Directory Service accounts.



Figure 2.2 Enter the name that you want to appear on all outgoing messages.

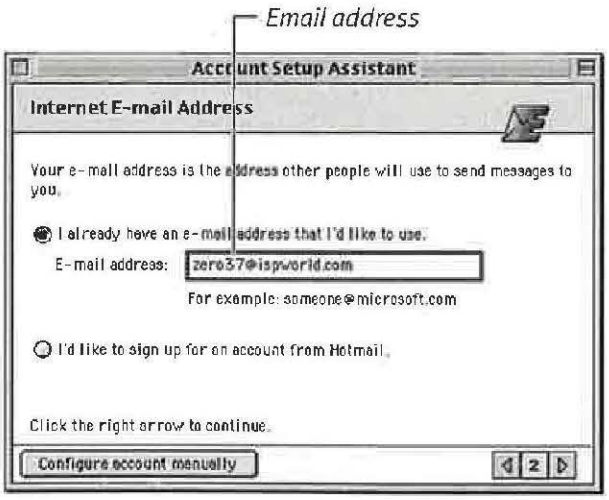


Figure 2.3 To record an existing email account, click the first radio button and enter your email address.

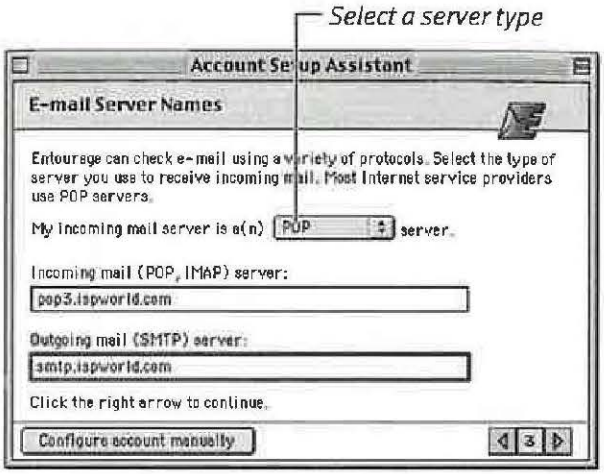


Figure 2.4 You must obtain server names and types from your ISP.

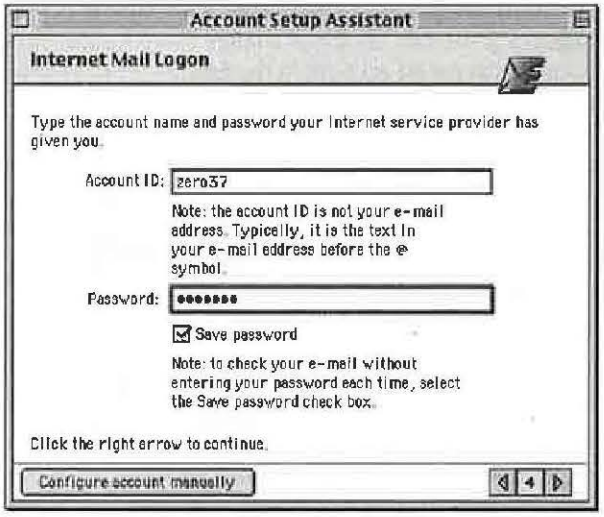


Figure 2.5 Enter your account ID (user name) and password.



Figure 2.6 Enter an identifying name for this account, such as the name of the ISP.

6. Enter the names of your incoming and outgoing mail servers; then click the right arrow to continue.

   Server names are in the form *server.domain*, such as `pop3.ispworld.com` and `smpt.ispworld.com`.

   The Internet Mail Logon window appears (**Figure 2.5**).

7. Enter your user name in the Account ID box.

   Usually, this is the name or text string that precedes the @ symbol in your email address.

8. In the Password box, enter the password that you use to log onto your Internet account.

   To prevent anyone from seeing your password, it is shown as a series of bullet characters.

9. If you want to be able to log onto the mail servers automatically without having to enter your password manually each time, click the Save Password checkbox; then click the right arrow to continue.

   The Congratulations window appears (**Figure 2.6**).

10. In the Account Name box, enter an identifying name for this email account.

11. If you want this account to be included whenever you issue a Send & Receive All command, check the checkbox; then click the Finish button.

    The email account is added to the list in the Accounts window.

continues on next page

✔ Tips

- To view or edit your account settings, select the account name in the Accounts window and click Edit. The Edit Account window appears (**Figure 2.7**).
- To see whether your account has been set up correctly, try sending an email message to yourself. If it successfully sends and you are able to receive it (after a minute or so), you're in business!
- When you need to create additional accounts for yourself, family members, or co-workers, you can create them without the help of the Account Setup Assistant. Just click the Configure Account Manually button (refer to Figure 2.2). To go back to using the Account Setup Assistant, click Assist Me in the New Account dialog box (**Figure 2.8**).

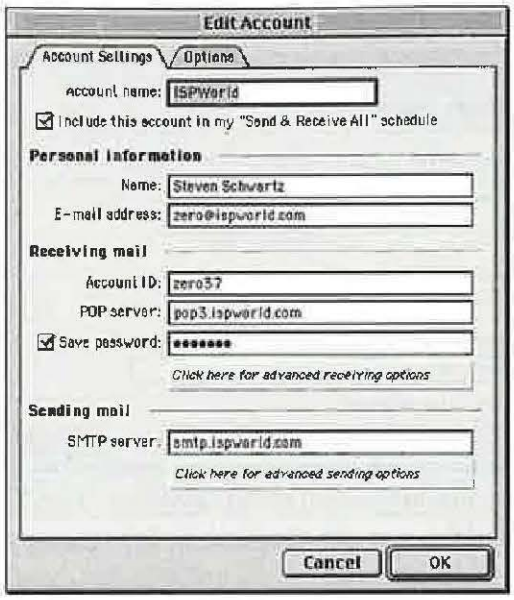


Figure 2.7 You can review or change information for an account in the Edit Account window.

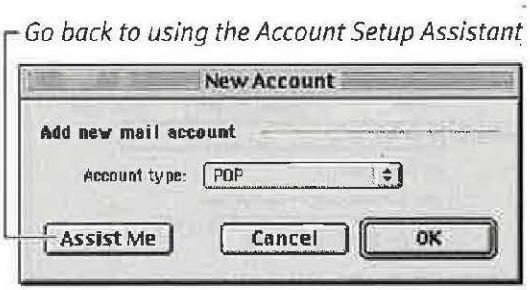


Figure 2.8 This window appears when you click the Configure Account Manually button.

To record an existing Hotmail account:

1. Choose Tools > Accounts.

   The Accounts window appears, open to the Mail tab (refer to Figure 2.1).
2. Click the New button, and choose Mail from the pop-up menu that appears.

   The Account Setup Assistant appears, open to the Your Name window (refer to Figure 2.2).
3. Enter the name that will appear in the message header when others receive messages from this account; then click the right arrow to continue.

   The Internet E-Mail Address window appears (**Figure 2.9**).
4. Click the first radio button, and enter the name of your current Hotmail account (in the form *username@hotmail.com*); then click the right arrow to continue.

   The Hotmail Logon window appears (**Figure 2.10**).

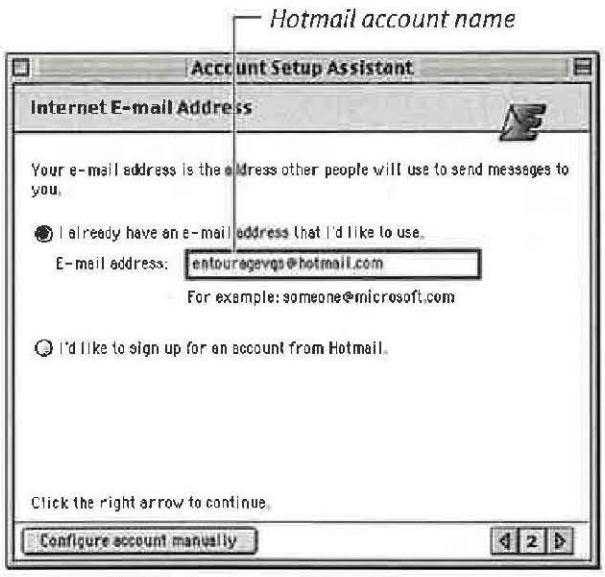


Figure 2.9 Click the first radio button, and enter the name of your existing Hotmail account.

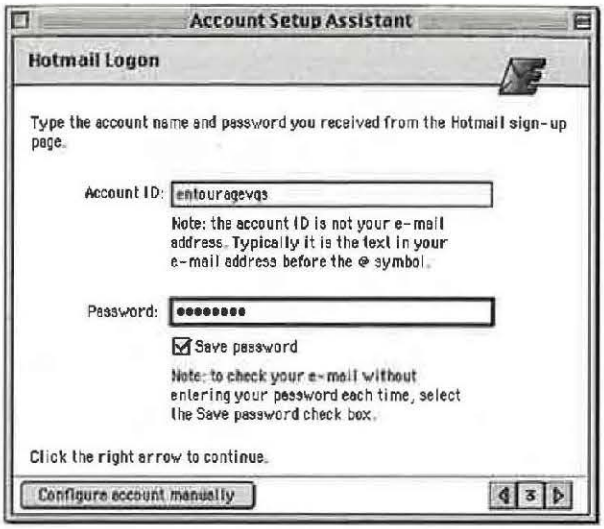


Figure 2.10 Enter the Hotmail account ID (user name) and password.



Figure 2.11 Enter an identifier for the Hotmail account, and indicate whether it will be included in Send & Receive All commands.

5. Enter your user name in the Account ID box.

   This is the name or text string that precedes `@hotmail.com` in your email address.

6. In the Password box, enter the password you use to log onto your Hotmail account.

   To prevent anyone from seeing your password, it is shown as a series of bullet characters.

   Note: All Hotmail account passwords must now contain eight or more characters. If your old accounts have shorter passwords, you must go to `www.hotmail.com` and change them.

7. If you want to be able to log on without having to enter your password, click the Save Password checkbox; then click the right arrow to continue.

   The Congratulations window appears (**Figure 2.11**).

8. In the Account Name box, enter an identifying name for this email account.

9. If you want this account to be included whenever you issue a Send & Receive All command, check the checkbox; then click the Finish button.

   The Hotmail account is added to the Accounts window.

10. To complete the account setup, double-click the account name in the Folder list section of the Entourage window.

    The folder names associated with the Hotmail account are downloaded to Entourage. To download the contents of the folders, click the folder name in the Folder list.

continues on next page

✔ Tip

- If you seldom use a particular email account, you may prefer to check the account for new mail manually rather than include it with every Send & Receive All (remove the checkmark in step 9 of the preceding exercise). To check an account for new mail manually, choose the account name from the Tools > Send & Receive submenu (**Figure 2.12**).

List of email accounts

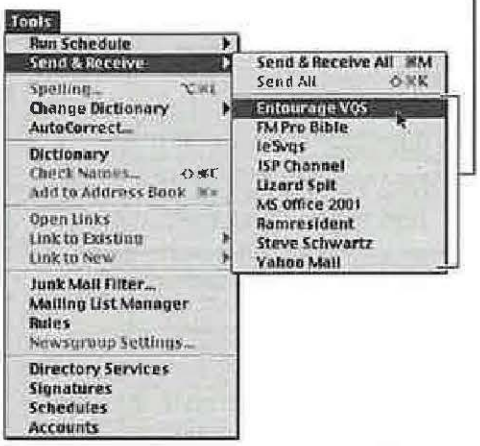


Figure 2.12 You can check for new mail on any account manually by choosing its name from the Tools > Send & Receive submenu.

To sign up for a new Hotmail account:

1. Choose Tools > Accounts.

   The Accounts window appears, open to the Mail tab (refer to Figure 2.1).

2. Click the New button, and choose Mail from the pop-up menu that appears.

   The Account Setup Assistant appears, open to the Your Name window (refer to Figure 2.2).

3. Enter the name that you want to appear in the message header when others receive messages from this account; then click the right arrow to continue.

   The Internet E-Mail Address window appears (**Figure 2.13**).

4. Click the second radio button, labeled I'd Like to Sign up for an Account from Hotmail; then click the right arrow to continue.

5. In the window that appears (**Figure 2.14**), click the Hotmail Sign-Up button.

   Your Web browser launches and takes you to the Hotmail Web site (**Figure 2.15**).

6. Click the *Sign up now!* link to sign up for a new account and—when you're through—return to Entourage.

Sign up for a new Hotmail account



Figure 2.13 Click the second radio button to create a new Hotmail account.



Figure 2.14 Click this button to launch your Web browser and go to the Hotmail site.

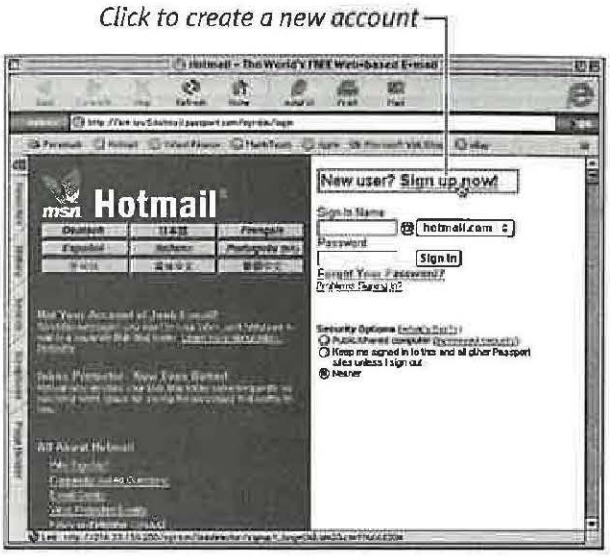


Figure 2.15 The Hotmail home page.

7. In the Account Setup Assistant, click the right arrow to continue.

   The Hotmail Logon window appears (refer to Figure 2.10).

8. Enter the user name and password for this Hotmail account; then click the right arrow to continue.

   The Congratulations window appears (refer to Figure 2.11).

9. In the Account Name box, enter an identifying name for this email account.

10. If you want this account to be included whenever you issue a Send & Receive All command, check the checkbox; then click the Finish button.

    The Hotmail account is added to the Accounts window.

11. To complete the account setup, double-click the account name in the Folders section of the Entourage window.

    The default folders for the Hotmail account are downloaded to Entourage.

✔ Tips

- You don't have to use the Account Setup Assistant to create new Hotmail accounts. If you like, you can use your browser to go directly to the Hotmail Web site (`www.hotmail.com`), create the new account, and then follow the steps in "To record an existing Hotmail account."
- Hotmail accounts are free! Create as many as you need. I create a new one for each book, providing a way for readers to contact me. You can use `entouragevqs@hotmail.com` to send me comments about *this* book, for example.
- You can still create and retrieve email from your Hotmail accounts by launching your Web browser and visiting the Web site.

Importing Contact Data and Messages

When you install Office and run Entourage for the first time, you're given an opportunity to import data from your current email program. If you neglected to use this option or now have additional data that you'd like to incorporate into Entourage, you can do so by choosing the File > Import command. Depending on the data source, you can import contact records, email messages, notes, tasks, and/or calendar events. **Table 2.1** shows the types of data that Entourage can import from several popular Macintosh programs. The exercises that follow explain how to perform the various types of import procedures.

Table 2.1

Importing Data into Entourage

Data Source	Data Types
Outlook Express	Messages, contacts, accounts, rules, signatures
Qualcomm Eudora	Messages, contacts, accounts, rules, signatures
Netscape Communicator	Messages, contacts, accounts, rules, signatures
Claris Emailer 2.0v3	Messages, contacts, signatures
Now Contact	Contacts
Now Up-To-Date	Calendar events, tasks, notes
Claris Organizer	Contacts, calendar events, tasks, notes
Palm Desktop	Contacts, calendar events, tasks, notes
Tab- or comma-delimited text file	Contacts
MBOX text file	Messages

To import data from an installed email or personal information management program:

1. Choose File > Import.

   The opening screen of the Import dialog box appears (**Figure 2.16**).

2. Click the radio button labeled Import Information from One of These Programs, click the radio button for one of the programs, and then click the right-arrow button to continue.

   The Ready to Import screen appears (**Figure 2.17**).

3. Click checkboxes to indicate the type(s) of data you want to import into Entourage; then click the right-arrow button to continue.

   Entourage searches your hard disk for the chosen program, and—if it finds it—imports the data into Entourage.

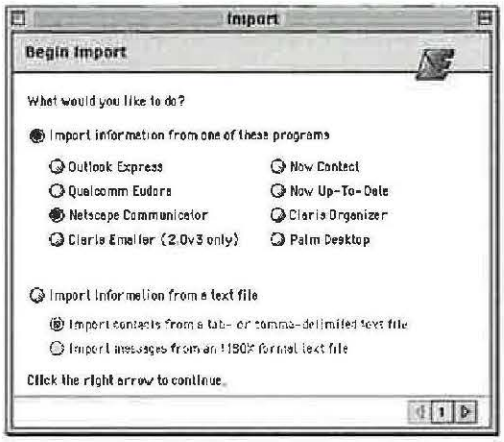


Figure 2.16 In this screen, you choose a source for the data you intend to import.

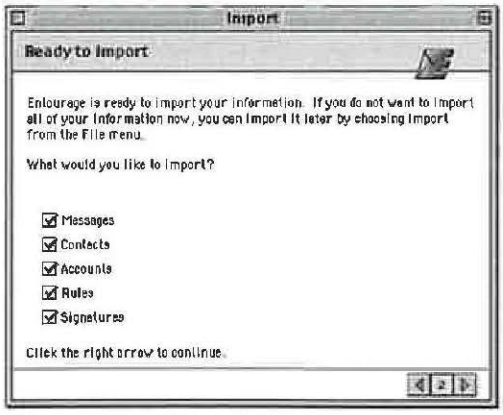


Figure 2.17 Click checkboxes to indicate the types of data you want to import.

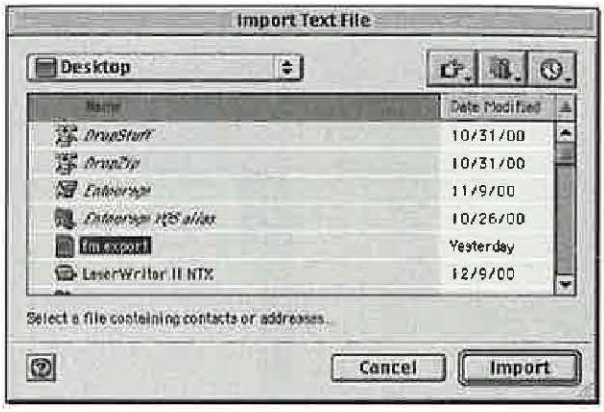


Figure 2.18 Select a text file to import in this dialog box.

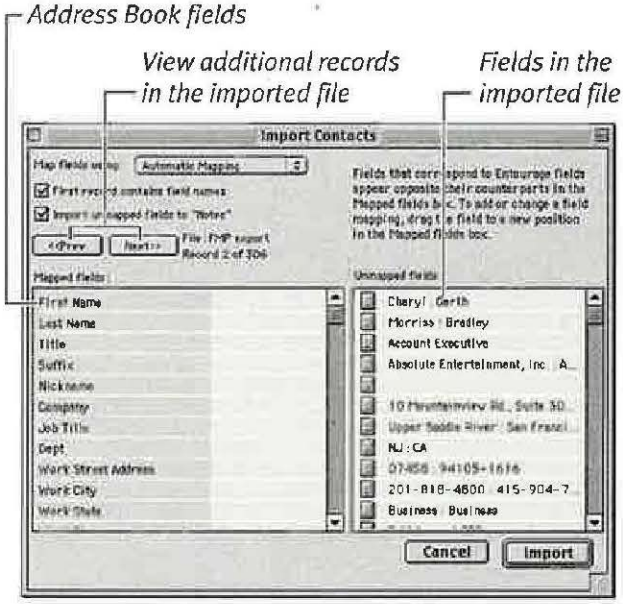


Figure 2.19 In the Import Contacts dialog box, it is your job to show how fields in the file to be imported are to be mapped to the fields in the Entourage Address Book.

To import contacts from an unsupported program:

1. In the program that contains your contact records, use its Export or Save command to create a tab-delimited or comma-delimited text file from its contact records.
2. In Entourage, choose File > Import.

   The opening screen of the Import dialog box appears (refer to Figure 2.16).
3. Click the radio button labeled Import Information from a Text File, click the radio button immediately below it (labeled Import Contacts from a Tab- or Comma-Delimited Text File), and click the right-arrow button to continue.

   The Import Text File dialog box appears (**Figure 2.18**).
4. Select the text file that you created in step 1, and click Import.

   The Import Contacts dialog box appears (**Figure 2.19**), displaying the Entourage field list (Mapped Fields) and the fields to be imported from your data file (Unmapped Fields).
5. If the exported file does not have a field list as the first record, uncheck the checkbox labeled First Record Contains Field Names.
6. Match fields from your exported file with corresponding Entourage fields by dragging field icons from the Unmapped Fields list to the proper position in the Mapped Fields list.

   If your data file has a first-name field, for example, drag its icon to the First Name field in the Mapped Fields list.

continues on next page

7. Continue dragging fields until you've matched as many as you can (**Figure 2.20**); then click the Next and Prev buttons to scan the records to see that the matching is correct.

8. To ignore all unmapped fields, uncheck the checkbox labeled Import Unmapped Fields to "Notes."

   If you leave this option checked, all unmapped fields will be copied into each contact record's Notes field.

9. Click the Import button.

10. You will be given an opportunity to save the mapping so that you can reuse it later, generally with the same data source; if you want to do so, click Save and enter a mapping name.

    The mapping name will be added to the Map Fields Using pop-up menu in the Import Contacts dialog box.

    The new records are imported into the Address Book.

11. Click the Finish button.

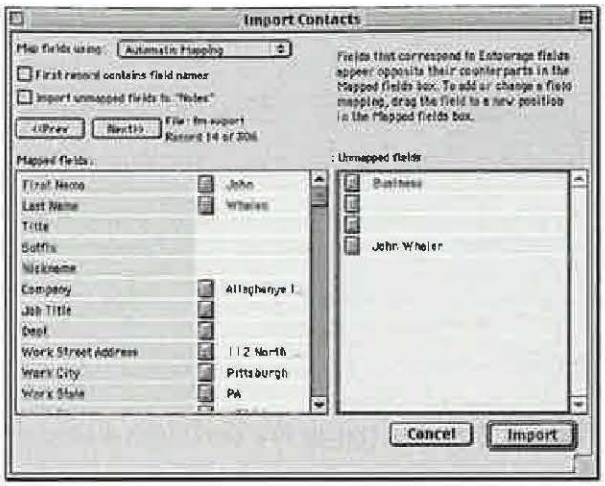


Figure 2.20 When you've completed the field matching, the Import Contacts dialog box will look something like this.

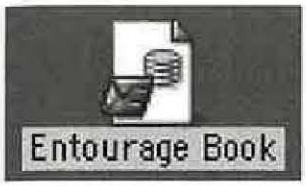


Figure 2.21
When dragged to the desktop, an Entourage folder creates a file icon like this.

Some programs, such as Entourage, allow you to export selected message folders as MBOX text files. The following steps explain how this export/import process works. You can use this procedure to move message folders between two copies of Entourage, for example.

To import messages from an MBOX file:

1. Export a message folder (Inbox, Sent Items, or another folder) from your email program.

   To accomplish this task in Entourage, you can drag a message folder icon from the Folder list to your desktop.

2. Copy, transmit, or otherwise move the resulting MBOX file (**Figure 2.21**) to the target computer.

3. To import the folder into Entourage, drag the MBOX file to the Folder list on top of a destination folder, such as the Inbox.

   Note: To be imported successfully, the MBOX file must initially be treated as a subfolder—that is, you must drag it to the icon of an existing folder in the Folder list. You can later change it to a primary folder by dragging it above the Inbox folder icon and releasing the mouse button.

✔ Tip

- Nothing stops you from importing data from *several* programs. You may have contact records scattered all over your hard disk—in an older email program, an address-book utility, a FileMaker Pro database, and a couple of Excel worksheets, for example. After completing the Entourage import(s), you should scan the Address Book for duplicate records and then delete the ones that aren't necessary.

Configuring Entourage for Multiple Users

If you share your computer with others (family members or co-workers, for example), you can configure Entourage so that each person's email, newsgroups, Calendar, Address Book, tasks, and notes are kept separate. To do this, you create *identities*.

To create a new identity:

1. Choose File > Switch Identity or press Shift ⌘ Q.
   A dialog box appears (**Figure 2.22**).
2. Click the Switch button.
   A new dialog box appears (**Figure 2.23**).
3. Click the New button.
   The New Identity dialog box appears (**Figure 2.24**).
4. Enter a name for the identity (such as the person's name); then click OK.
   You can base the new identity on Entourage defaults or on any other existing identity.
   The Entourage Setup Assistant appears (**Figure 2.25**).
5. Go to "To set up Entourage" in Chapter 12 and continue beginning with step 3.



Figure 2.22 To work with identities, you must first close the current one.

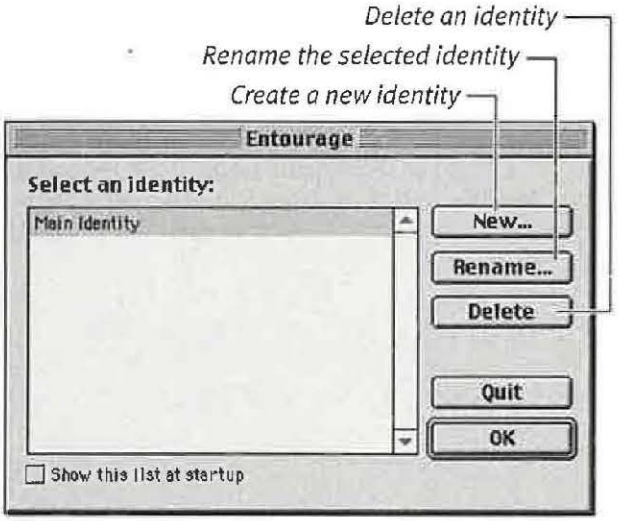


Figure 2.23 Click New to create a new identity.



Figure 2.24 Name the new identity, and specify its initial settings.



Figure 2.25 The Entourage Setup Assistant walks you through the process of registering account information for the new user.

Managing identities

Using the File > Switch Identity command, you can create identities (as explained earlier in this chapter), switch identities, specify an identity startup action, and rename identities.

To switch identities:

1. Choose File > Switch Identity or press Shift ⌘ Q.
   A dialog box appears (refer to Figure 2.22).
2. Click the Switch button.
   A dialog box appears (refer to Figure 2.23).
3. Select an identity, and click OK.
   The program closes and reopens, using the new identity and its settings.

To choose an identity at startup:

1. Choose File > Switch Identity or press Shift ⌘ Q.
   A dialog box appears (refer to Figure 2.22).
2. Click the Switch button.
   A dialog box appears (refer to Figure 2.23).
3. Check the checkbox labeled Show This List at Startup; then click OK.
   As long as this option remains checked, you can choose the appropriate identity each time you launch Entourage. If you remove the checkmark, Entourage automatically switches to the most recently used identity each time you run the program.

Identities and Office 2001

Other Office applications use identities to distinguish one user's documents from another's. Similarly, when referenced by an Office application, each person's reminders, Calendar, Address Book, and other Entourage components are distinguished from every other user's data. When you do a mail merge in Word, for example, it is critical that you first switch to your own identity to ensure that the correct contact records are used. Thus, whenever a new user takes over the Mac, that person *must* run Entourage and establish himself or herself as the current user by issuing the File > Switch Identity command. Then—and only then—should he or she launch any of the other Office applications.

To rename an identity:

1. Choose File > Switch Identity or press Shift ⌘ Q.
   A dialog box appears (refer to Figure 2.22).
2. Click the Switch button.
   A new dialog box appears (refer to Figure 2.23).
3. Highlight the identity you want to rename, and click Rename.
   The Rename Identity dialog box appears (**Figure 2.26**).
4. Enter a new name for this identity, and click OK.

To delete an identity:

1. Following the steps in "To switch identities" earlier in this chapter, switch to any identity other than the one you want to delete.
   You cannot delete the currently active identity.
2. Choose File > Switch Identity or press Shift ⌘ Q.
   A dialog box appears (refer to Figure 2.22).
3. Click the Switch button.
   A new dialog box appears (refer to Figure 2.23).
4. Highlight the identity you want to eliminate, and click Delete.
   A dialog box appears (**Figure 2.27**).
5. Confirm that you want to delete the selected identity by clicking Yes.
6. Click OK.

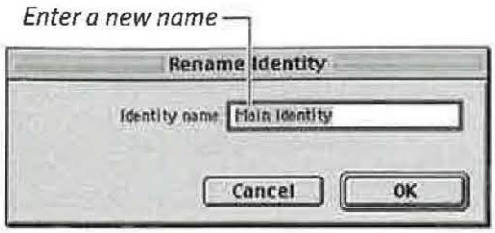


Figure 2.26 Replace the current name with a new one.

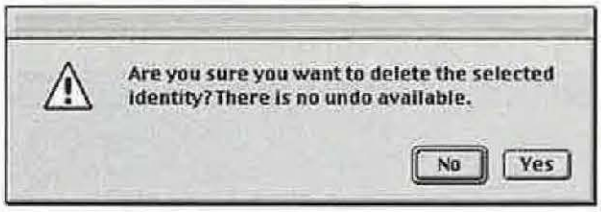


Figure 2.27 Click Yes to confirm the deletion of the selected identity.

✔ Tips

- Although Entourage supports multiple identities, it won't stop one user from reading another's email. But you *can* (in the Edit Account dialog box) instruct Entourage not to save your email accounts' passwords. Although you will still be able to read one another's email, this technique prevents others from being able to *retrieve* your new email.
- You *must* use Entourage to switch identities. None of the other Office applications has the Switch Identity command. Whenever you try to switch to a different identity, you will be prompted to first close any currently running Office 2001 applications.

3

THE ADDRESS BOOK

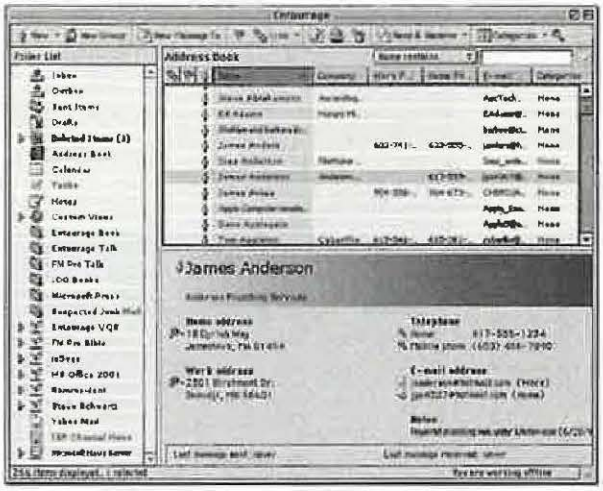


Figure 3.1 The Address Book has many of the features of stand-alone address-book applications.

The Address Book (**Figure 3.1**) handles the email addresses and contact information for your business associates, family, and friends. Once you enter your contacts in the Address Book, you can address a message simply by typing part of the recipient's name.

You may notice that the Address Book is similar in design and function to many stand-alone address-book programs. In addition to storing email addresses, it can hold other information, such as a company name, address, and phone numbers; a home address and phone numbers; Web-site addresses; children and spouse names; notes; and a picture.

Here are more uses for the Address Book:

- Record multiple email addresses, mailing addresses, and phone numbers for each contact.
- Create custom fields to store other information, such as important dates.
- Create groups to organize contacts.
- Print address books or phone lists.
- Import and export contact information.
- Synchronize a Palm handheld device with the Entourage Address Book.

Opening the Address Book

To work with your contact data, open the Address Book by doing one of the following:

- To view the Address Book in the Entourage main window, click the Address Book icon in the Folder list.
- To open the Address Book in its own window, choose Window > Address Book, or press ⌘2.

✔ Tips

- The Address Book window is resizable. To change its size, drag the bottom-right corner of the window (**Figure 3.2**).
- You can also open the Address Book by Control-clicking the main-window toolbar or a message-window toolbar and then choosing Address Book from the pop-up menu that appears (**Figure 3.3**).
- To find a contact in the Address Book, scroll through the list. You can also filter the list by contact name, company, or assigned category by choosing an option from the Filter pop-up menu and typing a full or partial text string in the text box (**Figure 3.4**). To restore the list so that it shows the complete contact list, delete the text in the filter box. (You can delete the text quickly by clicking the eraser button to the right of the box.)
- When you filter by name, you aren't restricted to entering contact names; you can enter many other types of text. To search for all contacts who have an America Online account, for example, enter `aol.com`.
- If you've configured Entourage for multiple users, be aware each user has a separate version of the Address Book. Use the File > Switch Identity command to switch to your identity whenever you run Entourage.

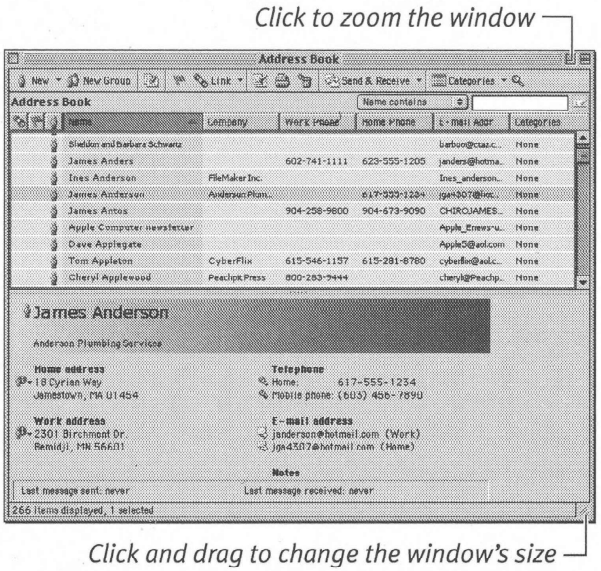


Figure 3.2 There are two ways to change the size of the Address Book window.

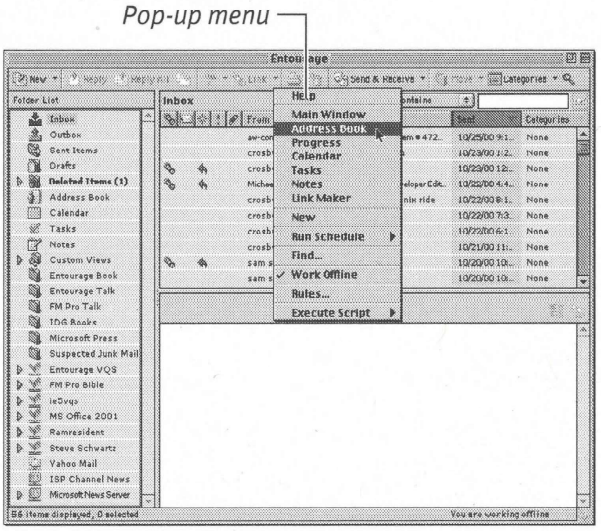


Figure 3.3 You can also open the Address Book by choosing its name from this pop-up menu.

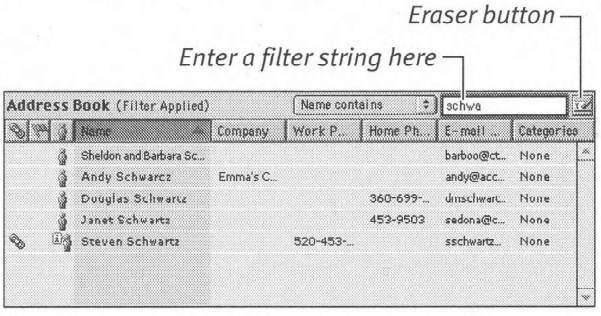


Figure 3.4 You can limit the display to records that contain a particular text string.



Figure 3.5 Choose columns to display in the Address Book.

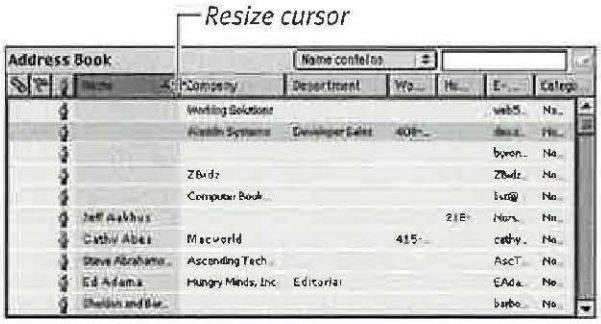


Figure 3.6 Click and drag to change column widths.



Figure 3.7 The current sort column is shown as indented and darkened.

Setting Display Options

You can't change the Address Book's toolbar, but you can choose the columns to display, change the order of the columns, change column widths, and set a sort order.

- To specify Address Book columns to display, choose them from the View > Columns submenu (**Figure 3.5**). Checked columns are displayed; unchecked columns are hidden.
- You can change the order in which Address Book columns are displayed by dragging the column headings to different positions—that is, to the left or to the right.
- You can widen or shrink Address Book columns. Move the pointer to the right edge of any column heading so that it changes to a double arrow (**Figure 3.6**); then drag to the right to widen the column or to the left to shrink the column.
- To sort the Address book, click a column heading to sort the contacts by that field (**Figure 3.7**). To change between ascending and descending sorts, click the same column heading again. The triangle in the chosen sort column indicates whether the sort is ascending (up) or descending (down).

continues on next page

✔ Tips

- You can use a shortcut to choose the columns to display: Control-click one of the column headings and make choices from the pop-up menu (**Figure 3.8**).
- If you don't find the toolbars useful, you can hide them by choosing View > Toolbars. When the checkmark is removed, the toolbars are hidden. Note, however, that this command hides *all* toolbars—not just the one for the Address Book.
- If you're having difficulty reading phone numbers on the Summary tab, click the tiny magnifying glass beside the number. An enlarged version of the number appears in a new window (**Figure 3.9**). Close the window when you're through.

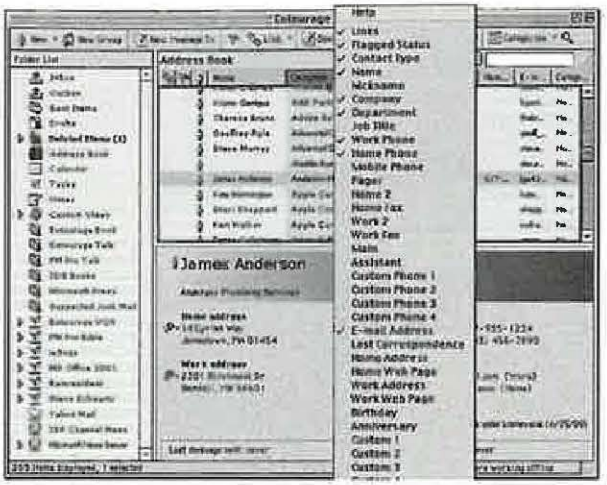


Figure 3.8 You can choose Address Book columns to display from this pop-up menu.

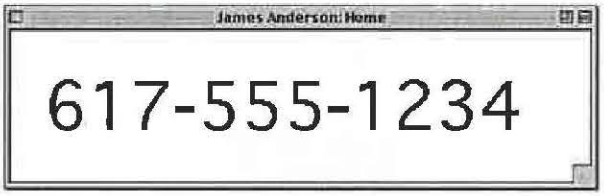


Figure 3.9 Phone numbers in contact records can be magnified for easy reading.

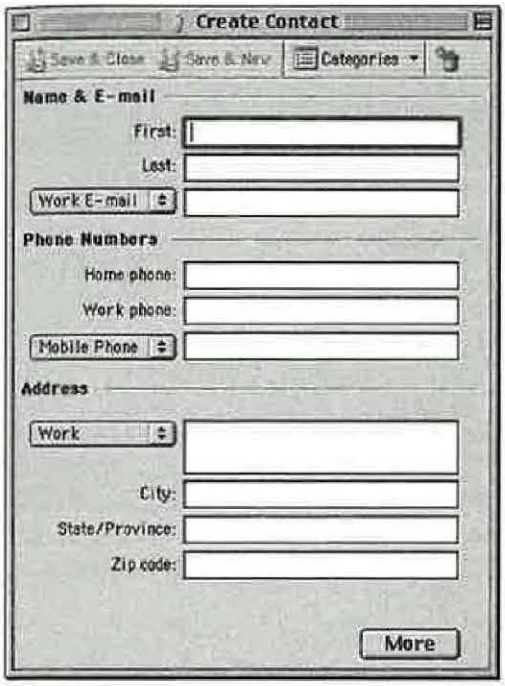


Figure 3.10 You enter basic information for each new contact in this dialog box. Click the More button to enter more advanced information.

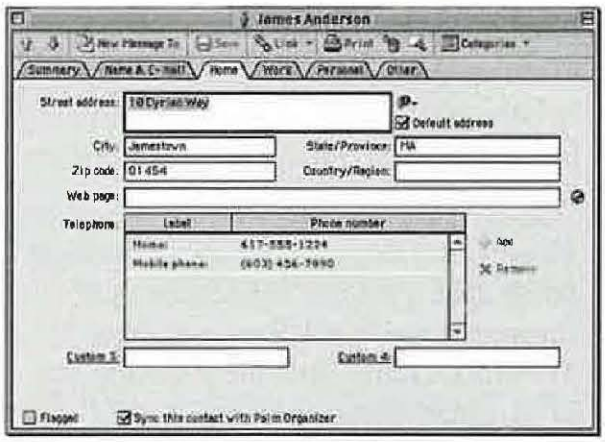


Figure 3.11 You can enter more detailed contact information in this window. This window is what appears when you open any previously saved record.

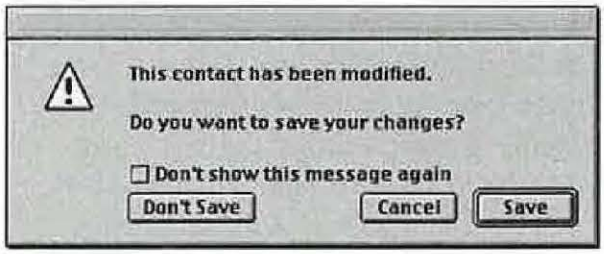


Figure 3.12 This dialog box appears if you close a contact record without saving your changes.

Creating and Editing Contacts

You can create new contacts, as well as edit or delete existing contacts. You can type the contact information or extract it from a received message.

To create a new contact manually:

1. Choose File > New > Contact, or click the New toolbar button and choose Contact.

   If the Address Book pane or window is active, you can also create a new contact by pressing ⌘N.

   The Create Contact dialog box appears, open to the First name field (**Figure 3.10**).

2. Fill in the fields.

   To move from field to field, press Tab to go forward or Shift Tab to go backward.

3. If you're done entering information for this contact, click the Save & Close button; if you want to create additional contact records, click the Save & New button.

4. If you want to enter additional information for this contact, click the More button.

   A tabbed contact window appears (**Figure 3.11**). Click the tabs to go to different sections (such as Home and Personal), filling in any information that you want. Click Save to save the record and then close it by clicking the close box in the top-left corner of the window.

✔ Tip

- If you close an edited contact window without saving it, a dialog box appears (**Figure 3.12**). It offers you the opportunity to save the record (Save), continue editing the record (Cancel), or close the record without saving (Don't Save).

To create a new contact record from a received message:

1. Do one of the following:
   - ▲ Select the message header in the message list, and choose Tools > Add to Address Book or press ⌘=.
   - ▲ Control-click the message header in the message list and choose Add Sender to Address Book.
   - ▲ If the message is open in its own window, choose Tools > Add to Address Book or press ⌘=.

   The person or company is added as a new contact.
2. *Optional:* Open the Address Book, double-click the new record to open it, and fill in the other fields.

Whether you want to correct a mistake or update a person's information, you can modify contact records whenever you want.

To edit a contact record:

1. Open or display the Address Book.
2. Highlight the record in the address list.
3. Open the record by using one of these methods:
   - ▲ Double-click the record.
   - ▲ Choose File > Open Contact or press ⌘O.
   - ▲ Press Enter or Return.
   - ▲ Control-click the record and choose Open Contact.
4. Make the necessary changes.
5. Click the Save button to save the record.
6. Close the record by clicking the close box in the top-left corner of the window.

Using Custom Fields

Entourage includes eight custom text fields and two custom date fields that you can define and use as you like. If you use online chat programs, for example, you could use one of the fields to record chat handles. The custom fields appear on the Name & E-Mail, Home, Work, and Other tabs of every contact record.

To assign a name to or rename any of these fields, open a contact record and click the underlined name, such as Custom 7. The Edit Custom Label dialog box appears. Enter a new name, and click OK. The new field name now appears in that position on every contact record.

Entourage also provides four custom fields for phone labels. Open a contact to either the Home or Work tab, click the Label column, and choose Edit Custom Labels from the pop-up menu that appears. Name or rename any of the four labels. You could add labels for phone numbers to be used for Sales, Customer Service, and Support, for example.

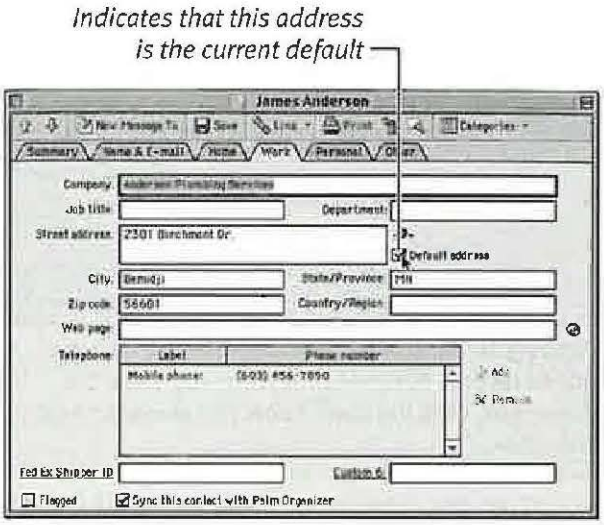


Figure 3.13 You can set either the work or home address as a contact's default.

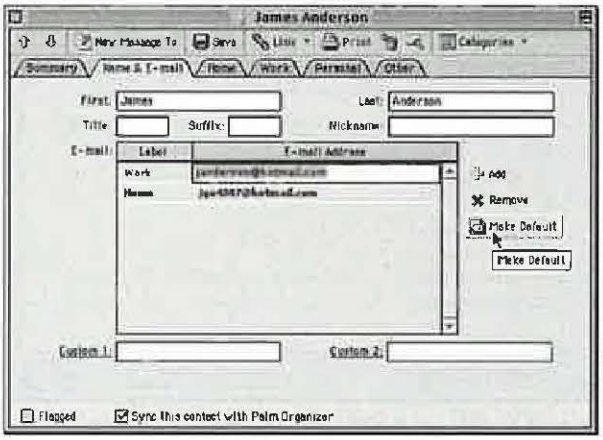


Figure 3.14 If a contact has multiple email accounts, you can specify his or her default email address.



Figure 3.15 This dialog box appears when you attempt to delete a contact record.

Setting defaults

Because a contact can have multiple mailing addresses and email addresses, you can choose the ones you want to use as the defaults.

- A person's home or work address can be his or her default mailing address. To change a person's default address to the work address or another address, open the record, click the Work or Home tab, and then click the Default Address checkbox (**Figure 3.13**).
- The first email address entered for each contact normally is the default. When you choose an email address for an outgoing message, the default address is listed first. When you view the Name & E-Mail tab of a record, the label for the default email address (Work, Home, or Other) is displayed in boldface.

  To make a different email address the default, switch to the record's Name & E-Mail tab, select the email address, and click the Make Default button (**Figure 3.14**).

✔ Tips

- Almost all fields are optional. You should always try to enter basic identifying information (the person's name or a company name), however, as well as at least one email address.
- To delete a contact record, select it in the address list and then click the Delete toolbar button, choose Edit > Delete Contact, or press ⌘ Delete or Delete. Confirm the deletion by clicking Delete in the dialog box that appears (**Figure 3.15**).

continues on next page

- If you get tired of clicking Save after creating or editing contacts, you can set Entourage to save all changes automatically. To do so, edit a record and close it without saving. In the dialog box that appears (**Figure 3.16**), click the Don't Show This Message Again checkbox. Changes will be saved automatically when you close a contact window. To revert to the normal save procedure, choose Edit > Preferences > General, click the Notification tab, click Reset Confirmation Dialogs (**Figure 3.17**), and then click OK.

- To add a picture to a contact record, switch to the Personal tab, and drag the picture's file icon from your hard disk into the box on the right (**Figure 3.18**). You can click the picture to view an enlarged version of it.

  To delete a picture, drag it to the Trash. To replace one picture with another, drag the replacement's file icon into the picture box.



Figure 3.16 If you want Entourage to save new and edited records automatically when you close the dialog box, click the Don't Show This Message Again checkbox.

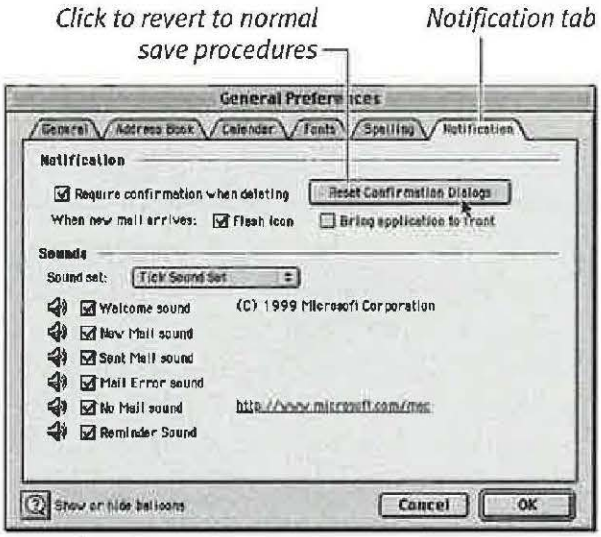


Figure 3.17 Open the General Preferences dialog box to the Notification section to reset all confirmation dialog boxes.

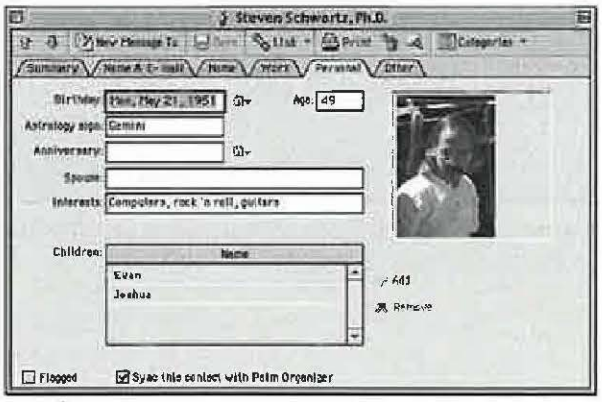


Figure 3.18 You can add a picture to any contact record by dragging its file icon into the box on the Personal tab.

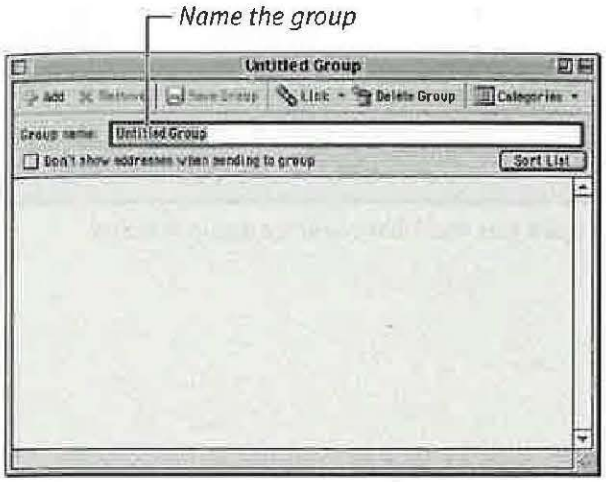


Figure 3.19 This window appears when you create a group.

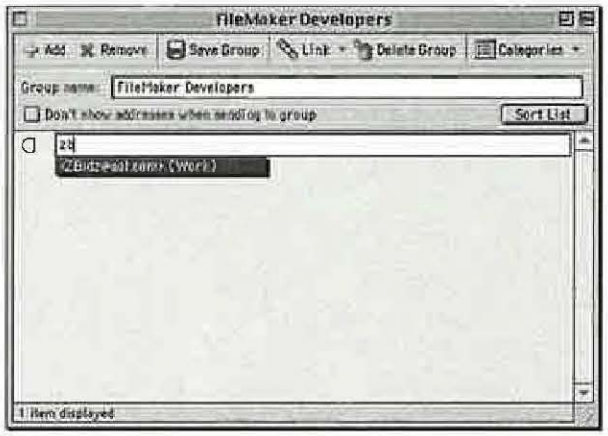


Figure 3.20 To add a group member from the Address Book, begin by typing part of the contact's name.

Working with Address Groups

If you sometimes send the same message to multiple contacts, you may find it helpful to define those contacts as a *group*. The next time you need to send all those contacts a message, you can simply address the message to the group name.

Creating a group

Creating a group is simpler than creating a contact record. All you have to do is name the group and pick who you want to include as members.

To create a group:

1. Do one of the following:
   - ▲ Choose File > New > Group.
   - ▲ Click and hold the New button and choose Group from the pop-up menu.
   - ▲ Click the New Group button (available only when the Address Book is open or displayed).

   The Untitled Group dialog box appears (**Figure 3.19**).

2. Enter a name for the group in the Group Name box.

   The dialog box's name changes to match the name of the group.

3. You can use any of the following methods to add people to the group:
   - ▲ To choose an existing contact from the Address Book, click Add or click below the last group member, type part of the person's name, and then choose the person from the list that appears (**Figure 3.20**).

continues on next page

- ▲ Drag contacts from the Address Book into the group definition window. (You can ⌘-click to select multiple members.)
- ▲ To add a person who doesn't have a contact record in the Address Book, click the Add button and then type or paste the person's email address into the box.

4. *Optional:* To keep member names and email addresses private from the other members, click the checkbox marked Don't Show Addresses When Sending to Group.
5. Click the Save Group button.
6. Click the window's close box.

   The group name is added to the Address Book. A group is denoted by a two-person icon.

✔ Tip

- If you'd like to skip the usual process of adding group members one by one, you can preselect members in the Address Book. When you issue the New Group command, all selected members are added to the group.

Modifying a group

You can modify any existing contact group by deleting it, changing its name, or changing its members.

To delete a contact group:

1. Open or display the Address Book.
2. Select the group name in the address list, and do one of the following:
   - ▲ Click the Delete button in the toolbar.
   - ▲ Choose Edit > Delete Group.
   - ▲ Press ⌘ Delete or Delete.
   - ▲ Control-click the group name, and choose Delete Group from the pop-up menu.
3. Confirm the deletion by clicking Delete (**Figure 3.21**).



Figure 3.21 You must confirm a group deletion.

To rename a contact group:

1. Open or display the Address Book.
2. Select the group name in the address list, and choose File > Open Group; click the Open toolbar button; double-click the group record; or press ⌘O, Enter, or Return.
3. Type a new name in the Group Name box.
4. Click the Save Group button.
5. Click the window's close box.

To change a group's members:

1. Open the Address Book by using any of the methods mentioned earlier in this section.
2. Select the group name in the address list, and choose File > Open Group; click the Open toolbar button; double-click the group record; or press ⌘O, Enter, or Return.
3. To add a member, use any of the methods listed in step 3 of "To create a group" earlier in this chapter.
4. To delete a member, select the member's name, and click the Remove toolbar button.

   Deletions are immediate; there is no chance for you to confirm or cancel the member's removal. If you delete someone by mistake, close the dialog box and click Don't Save.
5. To save all changes, click the Save Group button or close the dialog box and then click the Save button in the dialog box that appears.

   If you want to leave the membership unchanged, close the dialog box and then click the Don't Save button in the dialog box that appears.

continues on next page

✔ Tips

- You can include one group as a member of another group.
- To quickly create a new group whose membership is similar to an existing group, select the existing group in the Address Book and choose Edit > Duplicate Group or press ⌘D. Open the duplicate, rename it, and make the necessary changes in its membership.
- Another way to delete a group is to open the group window and click the Delete Group button (**Figure 3.22**).
- You cannot undo a group deletion.
- When you delete a group, only the group definition is deleted—not the contact information for the group members.
- To send email to all members of a group, add the group name as a recipient in the To, Cc, or Bcc box of the outgoing message.
- A group's icon is different from an individual's icon. Also, a group has no identifying information other than its name, making it easy to spot.



Figure 3.22 You can also delete a group from the group window.

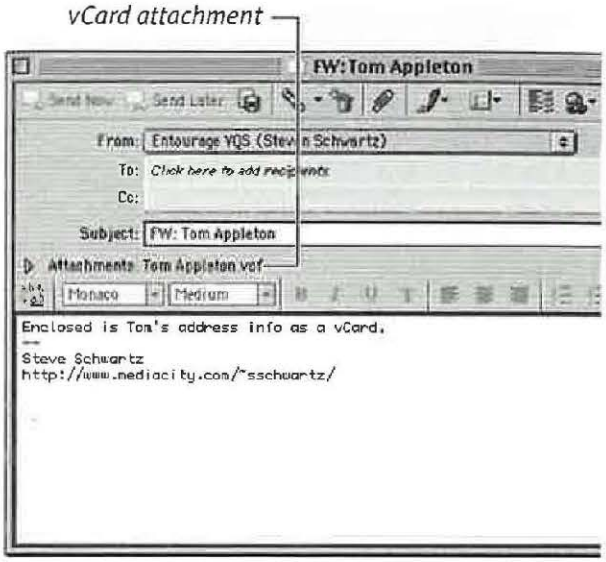


Figure 3.23 The selected contact record is attached automatically as a vCard (.vcf) file.

Sending and Receiving Contact Data as vCards

By now, you're probably sick to death of repeatedly typing your contact information in outgoing messages and using the copy-and-paste method to transfer received address data to your Address Book. Entourage supports the vCard (Virtual Business Card) standard for exchanging address information over the Internet. If you and the person with whom you're swapping information both have vCard-capable email programs (such as Entourage, Microsoft Outlook, or Outlook Express), you can send each other your personal vCards.

To send contact information as a vCard:

1. Open the Address Book, displaying it in the main Entourage window or as a separate window.
2. Select the contact that you want to email as a vCard.
3. Choose Contact > Forward as vCard.

   A new message window appears, containing the selected contact as an attached vCard file (**Figure 3.23**).
4. Complete the message by selecting one or more recipients, writing the message text, and sending it.

To create a contact record from a received vCard:

1. Open the Address Book, displaying it in the main Entourage window or as a separate window.
2. Position the message window so that you can see both the Attachments box and the Address Book.

   A vCard as an attachment in a received message is denoted by a file name that ends with `.vcf`.

continues on next page

3. Drag the attachment into the Address Book.
   The vCard data is added to your Address Book as a new record.



Figure 3.24
Dragging a contact record onto the desktop or into a folder creates a vCard file from it.

✔ Tips

- Unlike Microsoft Outlook 2000 (Windows), Entourage does *not* check for duplicate names when you add a received vCard to your Address Book. You should check for duplicates periodically by sorting the Address Book.
- Although the vCard you'll send out most of the time will be your own, you can send the contact info of *anyone* in your Address Book by using the same procedure.
- Another way to add a vCard as an attachment is to drag a record from the Address Book into a message's Attachments box.
- You can create a vCard file from any contact record simply by dragging the record from the Address Book onto the desktop (**Figure 3.24**). Such files can also be used as message attachments.
- You are not given an opportunity to choose which contact information is included in an emailed vCard; *all* information goes. To avoid sending very personal information to strangers, you have two options:
  - ▲ Edit your contact record to eliminate all information that you don't want to make public.
  - ▲ Make two or more copies of your contact record. Each copy can contain different bits of contact data. You could make one copy that lists your business address and phone and another that lists your home address and phone, enabling you to respond to business and personal contacts with different vCards.

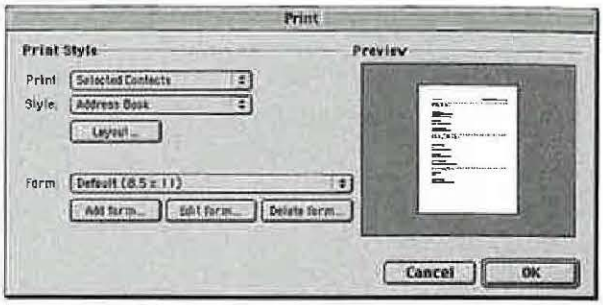


Figure 3.25 When you issue the Print command to print one or more contact records in Entourage, this special dialog box appears, enabling you to set print options.

Printing Address Book Records

Although Outlook Express doesn't allow you to print Address Book records, Entourage provides several useful record-printing capabilities. By choosing options in Entourage's custom Print dialog box, you can print the currently selected contact or contacts, flagged contacts, or all contacts. You can print in address-book or phone-book style, and you can format the output to fit many popular paper-based organizers.

To print contact records:

1. Switch to the Address Book by clicking its icon in the Folder list or opening the Address Book window.
2. If you want to print only one record or a selected set of records, select the record(s) in the Address Book.

   To select multiple contiguous records, Shift-click to select the first and last record. To select noncontiguous records, ⌘-click them. These selection techniques can be combined.
3. Click the Print toolbar button, choose File > Print, or press ⌘P.

   A special Print dialog box appears (**Figure 3.25**).
4. From the Print pop-up menu, choose All Contacts, Selected Contacts, or Flagged Contacts.

   One or both of the latter options may be grayed out if no contacts are currently selected or no contacts have been flagged.

continues on next page

5. Choose Address Book or Phone List from the Style pop-up menu.

   A thumbnail version of the printout style appears in the Preview box.

6. *Optional:* Click the Layout button to set layout options (such as the name format, whether the paper will have to be punched, and data to be included).

   The Print Layout dialog box appears (**Figure 3.26**). Make your choices and click OK.

7. To print on standard printer paper, choose Default (8.5 x 11) from the Forms pop-up menu.

   or

   To print to a custom planner page size (such as that used by a Day Runner, Day Timer, or Franklin organizer), choose its name from the Forms pop-up menu.

8. Click OK.

   The standard Print dialog box appears (**Figure 3.27**).

9. Click the Print button.

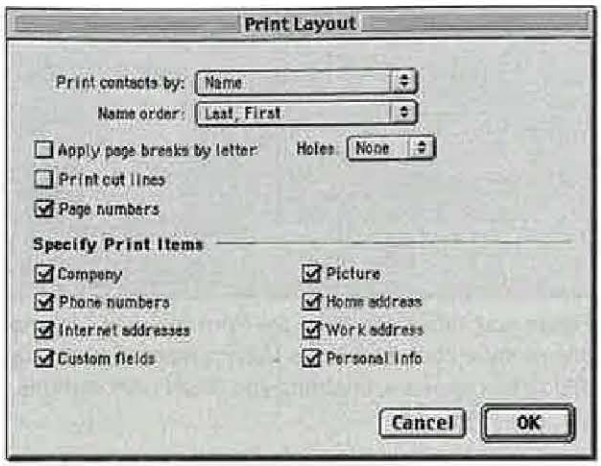


Figure 3.26 Use the Print Layout dialog box to specify items to print and to exclude, set a sort order, and so on.

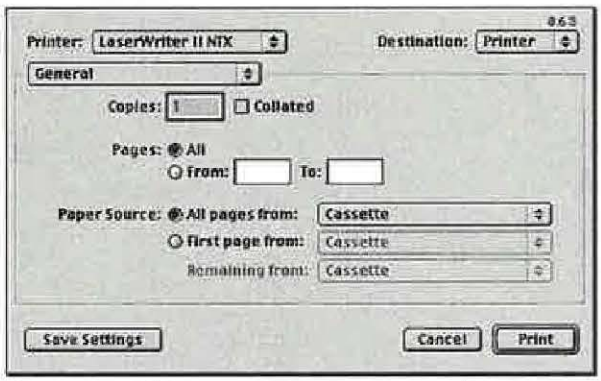


Figure 3.27 After you set Entourage-specific print options, the normal Print dialog box for your particular printer appears.

✔ Tip

- You can print a single record by opening it in its own window and then issuing the Print or Print One Copy command.

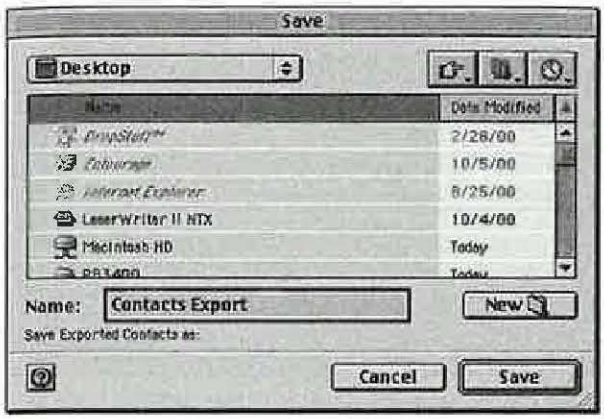


Figure 3.28 When you export contact records, the normal Save dialog box appears. Specify a name for the export file, choose a location on disk for it, and click Save.

Exporting Contact Information

You can import existing address data and email messages into Address Book, as explained in Chapter 2. You can also export the Address Book as a *tab-delimited text file*—a format that can be interpreted by many address-book programs, spreadsheets, databases, and other applications.

To export Address Book data:

1. Choose File > Export Contacts.

   The Save dialog box appears (**Figure 3.28**).

2. Select a location for the file, accept or edit the proposed filename, and click Save.

   The Address Book is exported to disk as a tab-delimited text file. The first paragraph of the file is a list of the Entourage field names.

✔ Tip

- The exported data is saved as a SimpleText file. If your Address Book contains many records, the file may be too large to be opened in SimpleText. To view it, you can open the file in a word processing program, such as Microsoft Word.

Synchronizing Entourage Files with a Palm Organizer

If you have a Palm Pilot or Palm-compatible handheld organizer, you can synchronize Entourage's Address Book, Notes, Tasks, and Calendar with the Palm's Address, Memo Pad, ToDo, and Date Book data files. Note, however, that your Palm device can be synchronized only with Entourage data or Palm Desktop data—not both. If you elect to synchronize with Entourage, you should stop using the Palm Desktop program and enter all your information in Entourage.

To use Entourage in conjunction with a Palm organizer, you must do the following:

1. Install the Palm OS software on your Macintosh (per the instructions that came with your Palm).
2. Install the Handheld Synchronization software that's included on the Office 2001 CD-ROM.
3. Open the Conduit Settings utility on your Macintosh, and specify settings for the first synchronization.
4. Synchronize the matching sets of data files.
5. Return to the Conduit Settings utility, specify settings for all future synchronizations, and set advanced options.

These procedures are explained in the following sections.

To install the Entourage conduit:

1. Insert the Office 2001 CD-ROM, open the Value Pack folder, and double-click the Value Pack Installer.

   The Value Pack Installer dialog box appears (**Figure 3.29**).

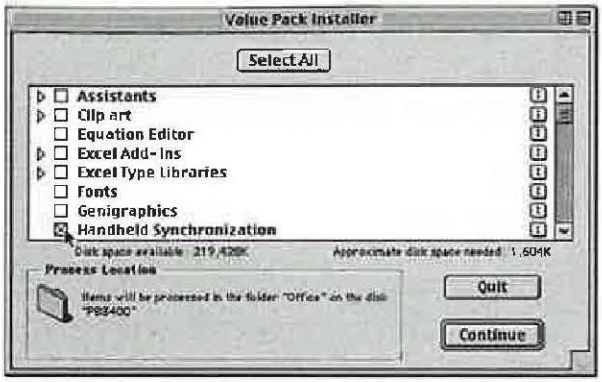


Figure 3.29 To install the Entourage conduit, click the Handheld Synchronization checkbox.

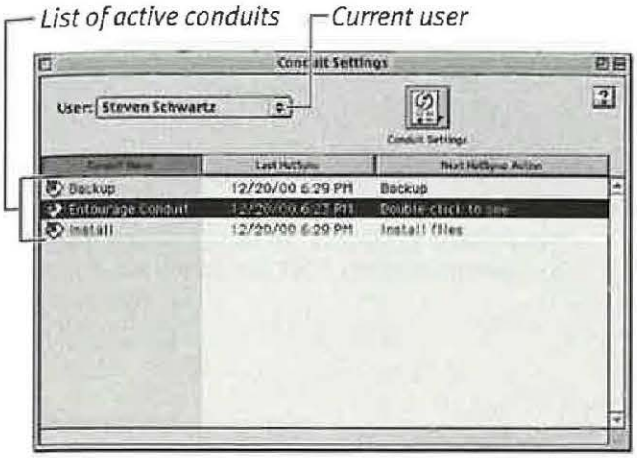


Figure 3.30 The Entourage Conduit Settings window.

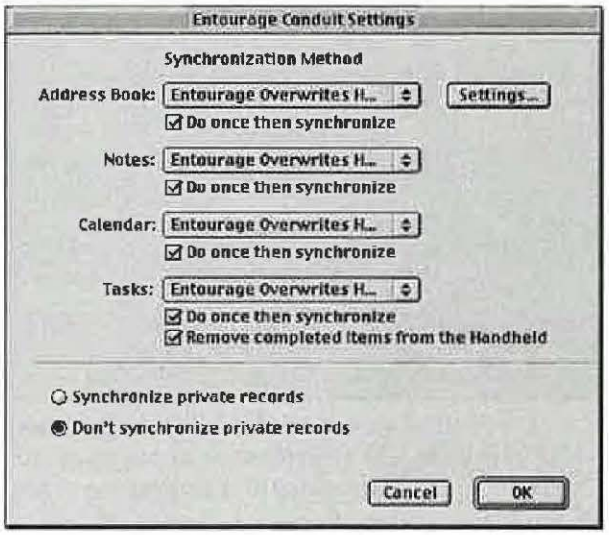


Figure 3.31 Choose a HotSync action for each of these four Entourage components.

2. Click the Handheld Synchronization checkbox and then click Continue.

   A warning dialog box appears.

3. Click OK to disable the normal Palm Desktop conduits.

   The normal Palm conduits for Address, Datebook, Memo, and ToDo are moved to a new folder named Disabled Conduits (inside your Palm folder). The Entourage Conduit replaces the Palm conduits.

4. In the dialog box that appears, informing you that installation was successful, click Quit.

To perform the first synchronization:

1. Launch the Conduit Settings utility on your Mac by clicking the Palm icon in the Mac's menu bar and then choosing HotSync (*user name*) > Conduit Settings.

   The Conduit Settings window appears (**Figure 3.30**).

2. Double-click the Entourage conduit.

   The Entourage Conduit Settings dialog box appears (**Figure 3.31**).

3. Synchronize the components by choosing among the following options:

   - *Synchronize.* This option synchronizes the two files. (Note, however, that if matching data—such as a contact record—has been changed in Entourage and on the Palm, two records are created.)
   - *Entourage Overwrites Handheld.* The selected Entourage database will replace the matching Palm database.
   - *Handheld Overwrites Entourage.* The selected Palm database will replace the matching Entourage database.

continues on next page

- *Do Nothing.* During synchronization, the matching databases are neither be synchronized nor copied. Each remains unchanged.

For the first synchronization, rather than choose Synchronize for each data file, it may be preferable to choose the second or third option—depending on which data file you initially want to take precedence. If you've just set up Entourage but have been using your Palm for some length of time, you can choose Palm Overwrites Handheld to create your initial Entourage data files.

4. *Optional:* If you select *either* of the Overwrites options, you can then check the Do Once Then Synchronize checkbox.

   Doing so sets up your data files and then reverts to normal synchronization for all future syncs.

5. To record your choices, click OK and then close the Conduit Settings window.

6. Perform your initial synchronization by inserting your Palm device into its cradle and pressing the HotSync button.

To set default synchronization settings and other options:

1. Launch the Conduit Settings utility on your Mac by clicking the Palm icon in the Mac's menu bar and then choosing HotSync (*user name*) > Conduit Settings.

   The Conduit Settings window appears (refer to Figure 3.30).

2. Double-click the Entourage conduit.

   The Entourage Conduit Settings dialog box appears (refer to Figure 3.31).

3. Choose a synchronization method for each of the four components, as explained in step 3 of "To perform the first synchronization" earlier in this chapter.

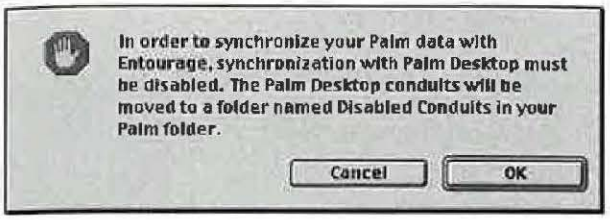


Figure 3.32 To enable the Entourage conduit, you must move the normal Palm conduits moved to a different folder.

Choose a default address

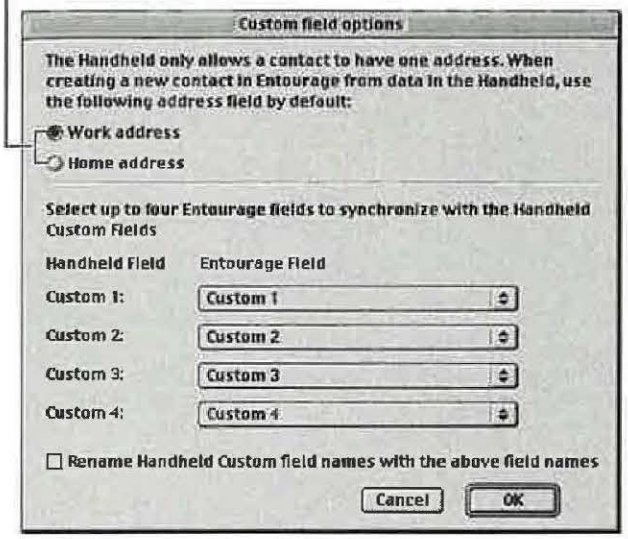


Figure 3.33 If you've defined custom fields in Entourage, you can specify up to four of them to be used in conjunction with your handheld.

4. Palm records marked Private are visible when transferred to Entourage; if you don't mind, click the Synchronize Private Records radio button.

   Otherwise, choose Don't Synchronize Private Records.

5. Click the Settings button to set additional options.

   A warning dialog box appears (**Figure 3.32**).

6. Click OK.

   The Custom Field Options dialog box appears (**Figure 3.33**).

7. Contacts on the Palm can have only one address, so when you transfer a newly created contact record from the Palm to Entourage, indicate whether the address should be considered to be the person's home or work address.

8. Although you can define up to 10 custom fields in Entourage's Address Book, the Palm's Address program supports only four such fields. Choose Entourage custom fields from the pop-up menus to indicate how you want them to map between the two programs.

9. If you want the Entourage custom field names to replace the Palm field names, click the checkbox at the bottom of the dialog box.

10. Click OK to save your settings.

    You return to the Entourage Conduit Settings window.

11. Click OK again to dismiss the window and save your changes.

    The chosen settings will be used in all future synchronizations.

continues on next page

✔ Tips

- Your Palm must be running Palm OS 2.0 or later, and you must have Palm Desktop 2.6.1 or later installed on your Macintosh (version 2.6 for Handspring devices). If you are using an earlier version of either component, visit `www.palm.com` and download the current software.
- If you have defined multiple identities in Entourage (see Chapter 2), the name of your Entourage identity *must* be identical to your Palm user name; if it is not, no synchronization will be allowed. To determine your Palm user name, open the Palm menu (**Figure 3.34**). Then follow the instructions in Chapter 2 ("To rename an identity") to change your Entourage identity to match your Palm user name.
- Before the first synchronization, it's a good idea to back up your files in case the operation doesn't turn out as you intended. Open the following nested folders on your hard disk: Documents > Microsoft User Data > Office 2001 Identities. Inside the latter folder, you'll find one or more named folders. Copy your user data folder to another disk.
- You'll find Palm/Entourage troubleshooting information in the MS Entourage Read Me file.

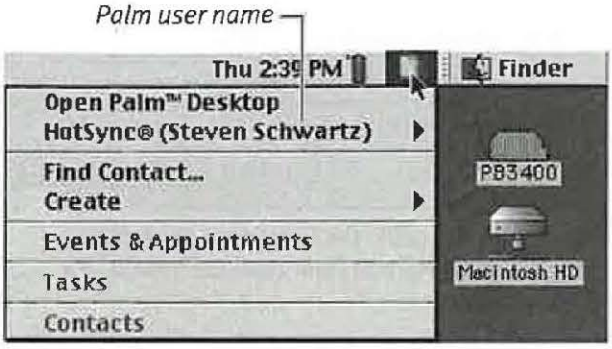


Figure 3.34 This pop-up menu lists your Palm user name. If the Palm is configured for multiple users, you can view all the user names by choosing HotSync > Edit Users.

Selective Synchronization

You can decide which contact records you want to synchronize and which ones you don't. You may want to keep only business contacts on your handheld while storing your personal contacts in Entourage, for example. At the bottom of each contact record in Entourage is a checkbox labeled Sync This Contact with Palm Organizer. By default, this option is on for every contact. To prevent certain contacts from being included in synchronizations, open the contact record in Entourage, remove the checkmark from this checkbox, and save and close the record.



Figure 3.35 If you need to work with names and addresses in Microsoft Word, you can add the Contact toolbar.

Using Other Address Book Features

You may find several additional Address Book features to be useful.

Using Address Book data in Word

Address information is available for use by Word 2001. You can use contact data to address letters, for example. You can also copy a contact's name and address to the Clipboard and then paste it into another Office application or any other program, for that matter.

To insert contact data into a Word document:

1. Add the Contact toolbar (**Figure 3.35**) to Microsoft Word by choosing View > Toolbars > Contact.
2. Position the insertion point in the document and then choose a contact name from the Contacts pop-up menu.
3. Highlight the contact name in the document.

   Word indicates the types of available data for the selected contact by enabling commands in the Contacts toolbar: Include Address, Include E-mail, and/or Include Phone.
4. Click the desired option in the Contact toolbar and then select the data you want to insert.

   The data is inserted into your document.

✔ Tip

- When working in Word, you can also open the Address Book by choosing Tools > Address Book.

To copy a contact's name and address to the Clipboard:

1. Select the contact record in your Address Book.

   The contact's summary information is displayed in the Preview pane.

2. Click the icon next to the address you want to copy.

3. From the pop-up menu that appears, choose Copy Name and Address to Clipboard (**Figure 3.36**).

   The contact's name and address are copied to the Clipboard, making that information available for pasting into Entourage and other programs by choosing Edit > Paste or pressing ⌘V.

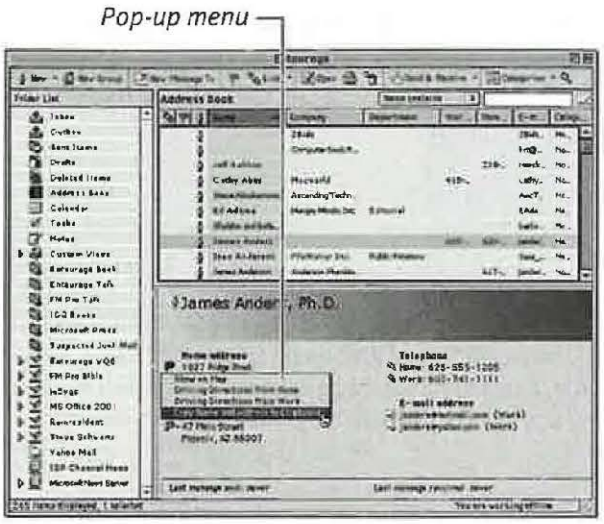


Figure 3.36 The Summary section of every contact record contains pop-up menus.

Viewing maps and driving directions

If you've entered a home or work address for a contact, you can request driving directions to his/her home or office or a map showing the address.

To request driving directions or a map:

1. Select the contact record in your Address Book.

   The contact's summary information is displayed in the Preview pane.

2. Click the icon beside the home or work address.

3. From the pop-up menu that appears, choose Show on Map, Driving Directions from Home, or Driving Directions from Work, as shown in Figure 3.36.

   Your Web browser launches and displays the appropriate page in Expedia.com (**Figures 3.37** and **3.38**).



Figure 3.37 Choose Show on Map from the pop-up menu to view a map for the person's work or home address.

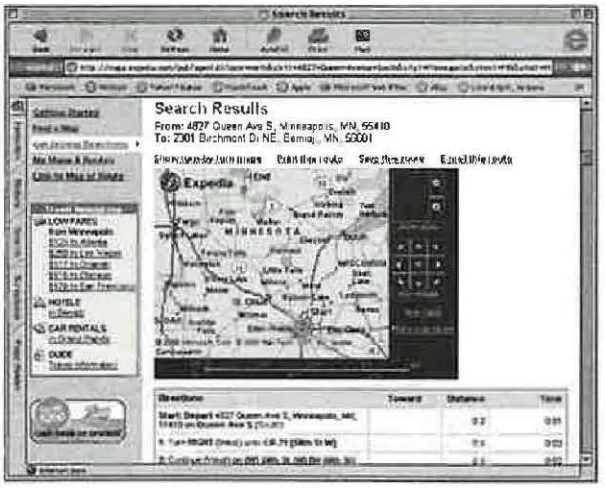


Figure 3.38 You can get detailed driving directions from your home or office to any contact's home or office.