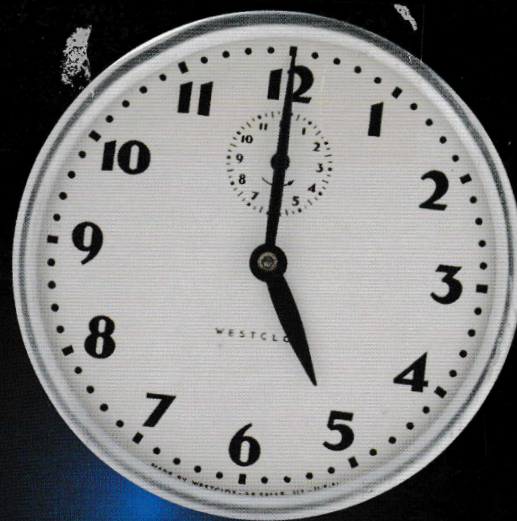


Gordon Padwick

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SPECIAL EDITION USING MICROSOFT® OUTLOOK® 2000

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PUTTING OUTLOOK INTO PERSPECTIVE



This chapter puts Outlook 2000 into perspective and provides an overall understanding of what Outlook is, how it works, and what you can do with it. The chapter also contains information about how you can start Outlook in various ways.



INTRODUCING THE OUTLOOK FAMILY

This book is primarily about Microsoft Outlook 2000 (subsequently referred to in this book as Outlook), one of the applications included in the various versions of Microsoft Office 2000. Outlook is also supplied with Microsoft Exchange Server.

One of the significant differences you'll notice in Outlook 2000, if you've used previous versions of Outlook, is its high degree of integration with the Internet.

With Outlook, you can

- Send and receive e-mail and faxes
- Maintain information about the people and organizations with whom you are in contact
- Keep a calendar of your appointments, events, and meetings
- Keep track of your to-do list
- Maintain a journal of your activities
- Save miscellaneous notes
- Directly access Web pages

You can also use Outlook as an enhanced version of Windows Explorer. Outlook is tightly integrated with Internet Explorer so that you can access Internet sites and Internet newsgroups from within Outlook.

Outlook is the primary client for Microsoft *Exchange Server*. Although you can use Outlook on standalone computers and on computers that use messaging systems other than Exchange, the Exchange environment offers sophisticated collaboration facilities. With Outlook as a client for Exchange, you can benefit from such capabilities as group scheduling and public folders.

Although Microsoft offers Outlook primarily to satisfy the needs of business users, it's an excellent *Personal Information Manager* (PIM) that you can use at home as well as at the office. Why pay extra for a PIM when Outlook comes as part of the Office 2000 package?

Microsoft also offers *Outlook Express*, which you get when you install Internet Explorer, Windows 98, and Office 2000 for Macintosh. It is intended to satisfy home users. You can use Outlook Express to send and receive Internet e-mail, to maintain an address book, and to communicate with Internet newsgroups. Outlook uses facilities within Outlook Express to provide access to newsgroups.

DELETING A MESSAGE

If, from the message header, or from the first few lines in the AutoPreview, you quickly decide you don't want to bother with a message, you can immediately delete it. To do so, click the message to select it, then choose the Delete button  in the Information viewer's Standard toolbar. In some cases, you might want to take a quick look at the message in the Preview pane before deleting it.

Tip #23 from



When you delete a message in this way, Outlook moves it to your Deleted Items folder, from which you can retrieve it if necessary.

→ For more information about deleting messages, see "Deleting Messages and Other Outlook Items," p. 124.

READING A MESSAGE

As explained a couple of pages previously, you can read a message by selecting it in the Message pane so that it's displayed in the Preview pane, and then scroll down the message in that pane.

Alternatively, you can double-click the message to display it in a Message form that's similar to the form you use to create new messages, as shown in Figure 3.55.

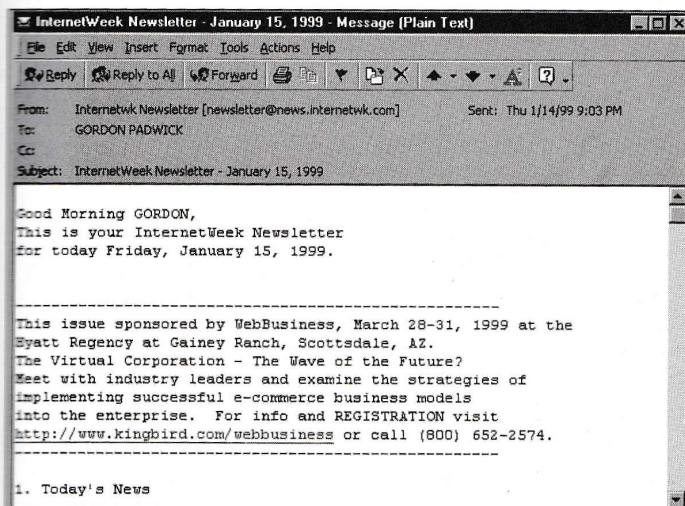


Figure 3.55

All the information in the Message form in which you can see messages you've received is read-only if it was created using the HTML or Plain Text formats. You can directly edit messages that were created in the Rich Text format.

You can use this form's menus and toolbars to work with the message in various ways.

As the message first appears, you can't edit it (unless it was created in Rich Text). However, you can choose Edit, Edit Message to make the received message editable.

WHAT ARE PROFILES?



This chapter applies only to C/W Outlook. That's because everyone who uses C/W Outlook has at least one Outlook *profile*, whereas IMO Outlook users don't have an Outlook profile. You don't need to read this chapter if you're using IMO Outlook.

Before going into detail about Outlook profiles, it's important to understand that Windows uses several types of profiles. In addition to the Outlook profiles that are the subject of this chapter, Windows has hardware profiles and user profiles. Each hardware profile defines a computer hardware configuration. Each user profile defines user *settings* (page 19) such as a user's preferred desktop settings.

Note

Throughout this book, the word *profile* refers to an Outlook profile.

Outlook profiles are quite separate from hardware and user profiles. If you use *C/W Outlook* (page 54), profiles are an essential part of your Outlook environment. Your profile contains information that defines how Outlook works for you.

The main reason for choosing to install C/W Outlook is that you want to be able to access services provided by specific mail servers such as Exchange Server, Microsoft Mail, or cc:Mail. If you don't need to access these mail servers or other facilities that depend on *MAPI* (page 39) services, you should probably be using IMO Outlook.

Note

Outlook does not support OpenMail (Hewlett-Packard), Groupwise (Novell), or Notes Mail (Lotus). Lotus does provide a MAPI transport that works with Outlook but that's supported by Lotus, not by Microsoft.

When you install C/W Outlook, you automatically have one profile. You can modify this profile to satisfy your specific needs and you can create additional profiles. This chapter explains how to do so.

A profile contains the following information:

- Information Services—A list of information services and the properties of each of them.
- Delivery—The location to which new e-mail should be delivered, and where other Outlook items are saved. Delivery also defines the order in which you want Outlook to use information services when attempting to send e-mail.
- Addressing—The default address book to use when addressing e-mail, the address book in which you want to save information about new contacts, and the order in which address books should be searched to verify recipients' e-mail addresses.

You may have more than one profile. For example, suppose you have a laptop. Most of the time you use the laptop in your office and have it connected to your LAN. You take your laptop with you when you travel—it's not connected to anything when you use it on a plane; it may be connected to your LAN by way of a dial-up connection when you're in your hotel room. In this situation, it's convenient to have three profiles:

- One to use when you're in your office
- Another to use while you're flying
- Yet another to use in your hotel room

Or, suppose you share a computer with other people. Each person should have his or her own profile in order to keep Outlook information separate from other users' information.

VIEWING A PROFILE FROM THE WINDOWS DESKTOP

You can examine and modify a profile either from the Windows desktop or from within Outlook. You can create additional profiles from the Windows desktop or from within Outlook, and also copy and delete profiles from the Windows desktop but not from within Outlook. This section first describes how to work with profiles from the Windows desktop.

If you've not previously used Outlook or Windows Messaging on your computer, you'll have the default Outlook profile named Microsoft Outlook Internet Settings; if you have previously used Outlook or Windows Messaging, you'll have whatever profile or profiles you've previously used. The following paragraphs assume that you've just installed C/W Outlook and haven't previously created or modified profiles.

To view a Profile from the Windows desktop:

1. Choose Start, move the pointer onto Settings, and choose Control Panel to display the Control Panel.
2. In the Control Panel, choose Mail (or Mail and Fax) to display the Properties dialog box that contains information about your current default profile, as shown in Figure 5.1.

An alternative to steps 1 and 2 is to right-click the Outlook icon on the Windows desktop to display a context menu and then choose Properties.

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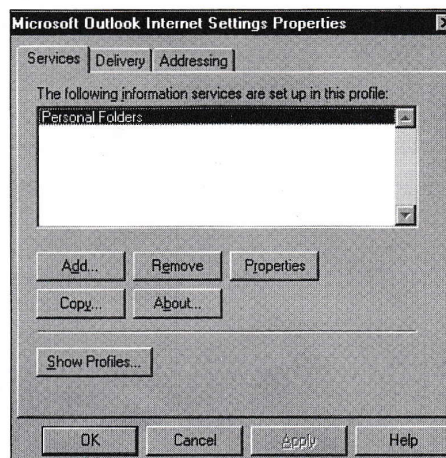
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Figure 5.1

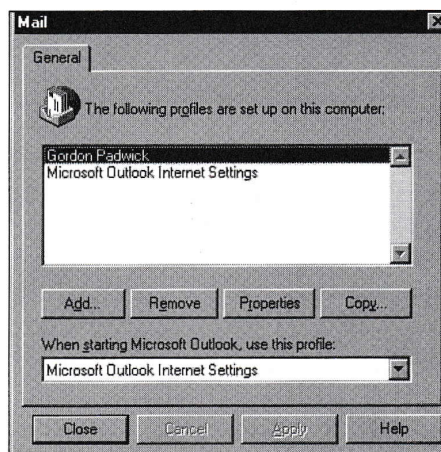
The information services listed in your profile are probably different from those you see here.



3. Choose Show Profiles to display a list of profiles available on your computer, as shown in Figure 5.2.

Figure 5.2

Only one profile is listed if you haven't previously used Outlook or Windows Messaging.



EXAMINING AND MODIFYING INFORMATION SERVICES

Open the Windows Control Panel and choose Mail (or Mail and Fax) to display the information services in your default profile. If you want to work with a different profile, choose Show Profiles, select the profile you want to use, and choose Properties to display the

profile's Properties dialog box that lists the information services in that profile, as shown previously in Figure 5.1. Notice that the Properties dialog box opens with the Services tab selected.

Depending on whether you're looking at the Outlook default profile or a previously used profile, you may see one or more of the following information services listed in the profile. Each information service provides a way for Outlook to handle information:

- **Internet E-mail**—Provides the capability to communicate with Internet and intranet mail servers.
- **Microsoft Exchange Server**—Provides the capability to communicate with Exchange Server.
- **Microsoft Fax**—Provides the capability to send and receive faxes. You may see a fax information service other than Microsoft Fax.
- **Microsoft Mail**—Provides the capability to send and receive e-mail by way of a Microsoft Mail postoffice.
- **Outlook Address Book**—Provides access to e-mail addresses and fax numbers in your Contacts folder.
- **Outlook Support for Lotus cc:Mail**—Provides access to cc:Mail post office facilities.
- **Personal Address Book**—Provides access to e-mail addresses and fax numbers in your Personal Address Book.
- **Personal Folders**—Provides access to Outlook items in folders within your Personal Folders file (your e-mail, calendar, contacts list, tasks list, and personal journal).

If you've installed Outlook *add-ins* and *add-ons*, you may see other information services listed. These can include services that give Outlook the capability to connect to information providers such as AOL and CompuServe, and to send messages to pagers.

You can add any or all of these information services to your profile.

Add only those information services you intend to use. The more information services you add, the more time Outlook takes to open.

→ For information about adding specific information services to your profile, see "Adding a Personal Address Book Information Service to a Profile," p. 336, "Adding the Personal Folders Information Service to a Profile" p. 172, "Adding the Exchange Server Information Service to a Profile," p. 665, and "Adding the Microsoft Mail Information Service to a Profile," p. 765.

ADDING AN INFORMATION SERVICE TO A PROFILE

This chapter provides general information about adding information services to a profile. Information that's specific to each information service is included in the chapter that covers that information service.

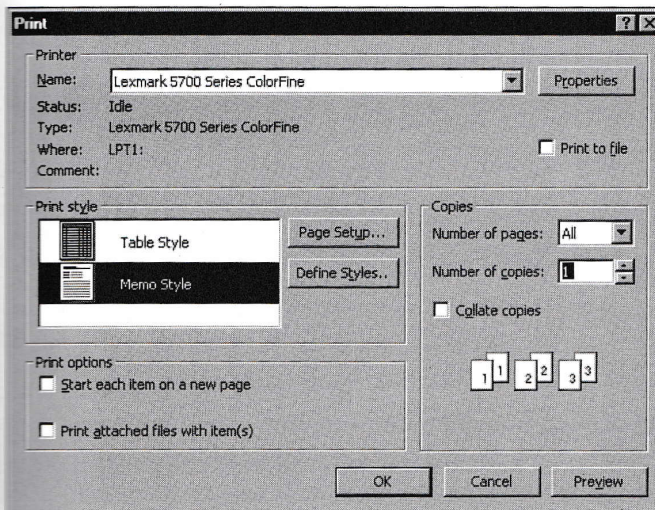


Figure 6.52
Use this dialog box
to choose how you
want to print the
message.

REPLYING TO A MESSAGE

To reply to a message, select that message in the Inbox Information viewer, then choose **Reply** in the viewer's Standard toolbar. Alternatively, if you want to send a reply to everyone to whom the original message was addressed (including those people on the Cc list), choose **Reply to All**. You can't send replies to people the message originator placed on the Bcc list because the message you receive doesn't identify those people.

Note

You can make the same choices when you open a message in the Message form.

Enter your reply in the space at the top of the form. You can also make comments within the text of the original message (known as *annotating* the message). If the original message is long, you might want to delete all but its first few lines, leaving just enough to remind the originator about the message—there's little point in cluttering up e-mail servers and other people's inboxes with copies of this material.

Note

The preceding information about replying to a message covers Outlook's default behavior. To modify the default behavior, display any Outlook Information viewer, choose **Tools**, **Options**, and select the Preferences tab in the Option dialog box. Choose **E-mail Options**. Choose the options you want in the On Replies and Forwards section of the dialog box.

WHAT ARE CONTACTS?



IMO



C/W

A *contact* in Outlook is a person or an organization. Outlook can save information about contacts in various places, as described in this chapter. Typically, Outlook saves such information as a contact's name, address, phone and fax number, and e-mail address. But Outlook can save much more information than this, including a contact's photograph.

Outlook uses contacts for various purposes:

- Addressing e-mail messages
- Addressing conventional mail
- Placing phone calls
- Sending faxes
- Arranging meetings
- Assigning tasks

Because so much of what you do with Outlook involves contacts, an understanding of how Outlook deals with contacts is crucial to your efficient use of Outlook.

WHERE OUTLOOK SAVES CONTACT INFORMATION

Outlook saves the information about each contact, a person or an organization, as a *Contact item*. Each Contact item contains many fields of information, only a few of which you use for most contacts.

Outlook saves Contact items in the *Outlook Address Book* that provides access to information in the Contacts folder within your Personal Folders file or, if you're using C/W Outlook as a client for Exchange, in the Contacts folder within your Exchange store; you can choose one or the other. In addition, C/W Outlook can access information about contacts stored in your *Personal Address Book* (PAB), in a *Global Address Book* (GAB), or other address book maintained by Exchange.

The first part of this chapter covers using the Outlook Address Book. Later parts of this chapter cover the additional capabilities in C/W Outlook.

PREPARING TO SAVE CONTACTS



C/W

If you're working with C/W Outlook and intend to save Contact items in a *Personal Folders file* on your computer, you must have a profile that contains the Personal Folders information service. This isn't necessary if you're using IMO Outlook.

Also in C/W Outlook, if you intend to use items in your Contacts folder as an address book, you must add the Outlook Address Book information service to your profile.

You can add the Personal Address Book information service only once into a profile.

To add the Personal Address Book information service:

1. With any Information viewer displayed, choose **T**ools, **S**ervices to display the Services dialog box with the Services tab selected.
2. Choose **A**dd to display the Add Service to Profile dialog box. Select **P**ersonal Address Book and then choose **O**K to display the Personal Address Book dialog box shown in Figure 9.32.

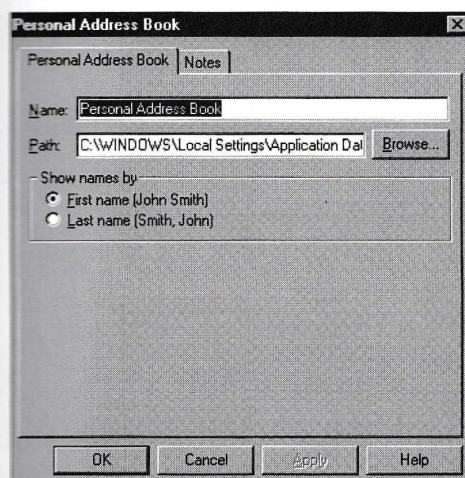


Figure 9.32
The Personal Address Book dialog box opens with a proposed name displayed in the Name box and path displayed in the Path box.

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3. Outlook proposes to use the name **P**ersonal Address Book as the name used within Outlook.
4. Outlook proposes to name the Personal Address Book file **M**ailbox.pab. It's a good idea to replace this name with your own last name or initials.
5. Select whether you want names to be listed in first name or last name order.
6. You can select the **N**otes tab in which you can enter notes about your Personal Address Book.
7. Choose **O**K. Outlook displays a message telling you that you must exit and restart Outlook before the service can be used. Choose **O**K twice.
8. Choose **E**ile, **E**xit and **L**og **O**ff to close Outlook. Then restart Outlook.

If you choose **T**ools, **S**ervices, you'll see that the Personal Address Book information service is now in your profile.

Special Edition

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- Understand all the differences between Corporate/Workgroup and Internet Only installations
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