

Contents

Acknowledgments	xiii
About the Author	xv
Introduction.....	xvii

Chapter 1

A Tour of Outlook **1**

The Explorer Window	1
Back to the Future	2
Where the Action Is	3
Mail.....	3
The Navigation Pane	3
Out of Sight, If You Don't Mind	5
The Message List	6
Reading Pane.....	7
The To-Do Bar.....	8
Calendar.....	9
Navigation Pane	9
Contacts.....	14
Navigation Pane	14
Tasks	17
Navigation Pane	17
Journal.....	18
Navigation Pane	18
By Type View	18
By Contact View	18
Last Seven Days View	19

The Other Three	19
Folder List	19
Notes	20
Shortcuts	20
Quick Access Toolbar (QAT)	20
Summary	21

Chapter 2

E-mail **23**

Why an Empty Inbox?	23
Arranging Your Messages: Sorting and Grouping	24
Processing Mail	26
Subfolders	28
Categories	30
Flag for Follow-up	30
Forwarding/Delegating	32
Creating Rules	32
Client-Side Rules Versus Server-Side Rules	37
Dealing with Attachments	37
Finding Your Mail	38
Instant Search	38
Search Folders	38
Creating a New Message	39
Addressing the Message	40
Subject	40
Body	41
Signatures	41
Attachments	42
Encryption and Digital Signatures	45
Resending a Message	48
Reading and Replying	48
The Reading Pane	48
AutoPreview	50
Quoting	51
Editing	52
Dealing with Spam and Viruses	52
Outlook Junk E-mail Filter	52
Third-Party Anti-Spam Tools	53
Antivirus and Antispyware Software	55
Going Away?	56
Blackberries, Treos, and Other Little Addictions	56
Outlook Web Access	58

Three Ways Your Assistant Can Review Your E-mail Without Compromising Your Pass Phrase	58
Why the Out-of-Office Message Is a Dubious Proposition	59
Unified Messaging	60
Faxes	60
Voicemails	60
RSS	61
Summary	62

Chapter 3

Handling To-Dos 63

To-Do Bar	63
Sorting	63
Adding E-mails	67
Adding Tasks	67
Completing Items	68
Task Items	68
Creating New Task Items	68
Assigning a Task	73
Recurrence	75
Send Status Report	76
Viewing the Tasks Folder	77
Simple List	77
Detailed List	78
Active Tasks	78
Next Seven Days	78
Overdue Tasks: AKA the Nagging View	78
Task Timeline	79
The To-Do List: A Custom View	79
Finding Tasks	85
Summary	86

Chapter 4

Calendaring 87

Arrange Your Calendar	87
Day	87
Week	90
Month	90
Adding Items	91
Subject	92
Location	93

Start/End Time	93
Recurrence	93
Inviting Others	94
Notes Field.	96
Rescheduling Items	96
Edit the Item	96
Drag and Drop.	96
Sharing Your Calendar	97
iCalendar	98
E-mail	98
Viewing Other People's Calendars	98
Printing.	99
The Tri-Fold.	100
Weekly Style	101
Calendar Details	102
Summary	102

Chapter 5

Managing Your Contacts

103

Adding Contacts	103
Name and Company	103
File As.	104
Internet Info.	105
Phone Numbers	105
Addresses	106
Notes	107
Pictures and Other Stuff	107
Finding Contacts	110
TypeTo.	110
Search Address Books.	110
AlphaTabs	111
Search Contacts	111
Working with Groups of Contacts	112
Ad Hoc	112
Distribution Lists	112
Sharing Contacts with Others.	114
vCards	114
Public Folders	114
The Activities Tab	116
Calling from Outlook	116
Putting Them on the Map	117
Sending Mail	118
Summary	118

Chapter 6	
The Journal	119
<hr/>	
Creating a New Journal Entry	119
Taking Meetings	120
Logging Calls	121
Finding and Working with Journal Entries	122
Associating with a Contact Item.	122
Sharing a Journal Entry with Others	122
Shared Journal Folder	122
Via E-mail.	122
Summary	123
Chapter 7	
When You're Done with the Case	125
<hr/>	
Calendars, Contacts, Tasks, and Journal Entries	127
Long-Term Storage	129
Summary	129
Chapter 8	
Using Outlook with the Rest of the Office Suite	131
<hr/>	
Word	131
Excel	134
OneNote	136
Sending to OneNote	136
Sending from OneNote.	138
SharePoint	139
What Is SharePoint?	139
Windows SharePoint Services 3.0 (WSS)	140
Microsoft Office SharePoint Server 2007 (MOSS)	140
Calendars	140
Contacts.	141
Summary	141
Chapter 9	
Managing and Maintaining	143
<hr/>	
The Tools Menu	143
Options.	143
Preferences Tab	143
The Advanced E-mail Options Button.	150
Tracking Options	155

Planner Options	159
Add Holidays	159
Free/Busy Options	160
Resource Scheduling	161
Time Zone	162
Tasks	163
Contacts	164
Journal Options	165
Notes Options	167
Search Options	167
Mail Setup Tab	169
E-mail Accounts	170
Send/Receive	175
Mail Format Tab	177
The Spelling Tab	177
The Other Tab	178
Backing Up Your Data	178
AutoArchive	179
Mailbox Cleanup	181
Emptying Deleted Items	181
Emptying Junk E-mail	181
Summary	181

Chapter 10

Troubleshooting

183

Nondelivery Reports (NDRs)	183
Profiles	185
Personal Folder Files (PST)	186
Upgrading Your PST	186
ScanPST	188
Corrupted OST Files	188
Detect and Repair	189
System Restore	190
Outlook Safe Mode	190
Getting Help	191
Help	191
How to Call Support	191
Microsoft Technical Communities	192
Popular Web Resources	194
Sync Issues	194
Synchronization Logs	194
Conflicts	195

Local Failures	195
Server Failures	195
Summary	196

Chapter 11

Mistakes Lawyers Make with Outlook **197**

Deleted Items Storage	197
Misaddressing Messages	198
Tasks on the Calendar	198
Many Are the Outlook Windows	199
Printing E-mail	199
Where's My Toolbar?	200
Where Are My Messages?	200
Summary	201

Chapter 12

Tricks to Impress Your Law School Classmates **203**

Natural Language Dates	203
Customized Views	204
Open in a New Window	207
Delayed Delivery	207
Clean Out the AutoComplete	209
Clean House	209
One by One	209
Hide When Minimized	209
Folder Home Pages	210
Find Items in Any Folder	211
Summary	213

Chapter 13

Keyboard Shortcuts to Make You Smile **215**

Create New Items	215
Working with Existing Items	216
Navigate Outlook	217
Insert Things into an Item	219
Searching	219
Summary	220

Index	221
-------------	-----