

## Microsoft Outlook 2010 Overview

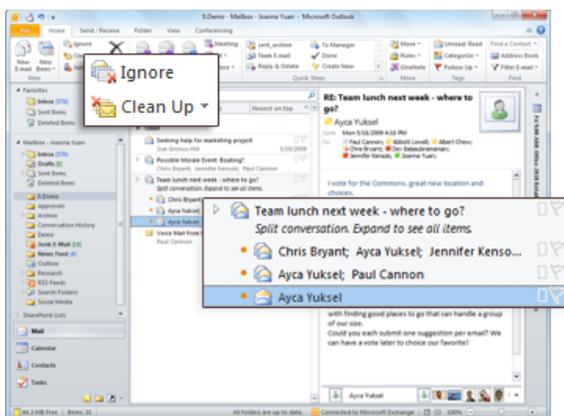
Microsoft® Outlook® offers premium business and personal e-mail management tools to the more than 500 million Microsoft Office users worldwide. With the release of Outlook 2010, you get a richer set of experiences to meet your communication needs at work, home and school. From a redesigned look to advanced e-mail organization, search, communication and social networking features, Outlook 2010 provides you with a world-class experience to stay productive and in touch with your personal and business networks.

### 1 Manage multiple e-mail accounts from one place

You can easily manage e-mail messages from multiple mailboxes. Synchronize multiple e-mail accounts from services such as Hotmail®, Gmail or just about any other provider to Outlook 2010. Improved connectivity with Microsoft Exchange Server supports the use and management of multiple Exchange Server e-mail accounts in one location.

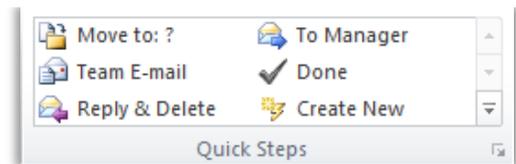
### 2 Manage large volumes of e-mail with ease

Conversation view in Outlook 2010 improves the tracking of e-mail conversations — reducing information overload. Entire conversations can be moved or categorized with a few clicks. And, new conversation management tools enable you to save valuable inbox space by turning dozens of e-mails into just a few conversations using the new Clean Up feature. The Ignore feature sends an entire conversation to your Deleted items.



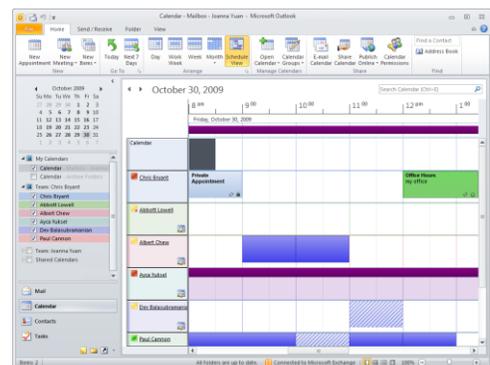
### 3 Customize common tasks into single-click commands

Create and save custom actions in a new way with Quick Steps in Outlook 2010. You can save time by creating and defining multistep tasks that you can execute with a single click, including reply and delete, move to a specific folder, create a new e-mail to assigned groups, and more.



### 4 Make scheduling a breeze

Conveniently and efficiently schedule appointments, share your calendar availability, and manage your work schedule. With the E-mail Calendar feature, you can send your schedule to others so you can quickly find time for your next appointment. The new Schedule View provides a streamlined horizontal display of multiple calendars to help simplify your scheduling tasks. New calendar management tools enable you to save frequently used groups of calendars so they can be quickly redisplayed whenever you need them.



**5 Search to easily find what you're looking for**  
With Outlook 2010, you can easily sort through high volumes of data. The enhanced Search Tools provide you with ways to quickly find and manage large quantities of e-mail, calendar, task and contact items.

**6 Create e-mail messages that capture attention**  
Dynamic graphics and picture-editing tools are not just for Word and PowerPoint® anymore. With Outlook 2010, you can grab your readers' attention by using compelling visuals such as prebuilt SmartArt® graphics, Office themes and Styles. You also can more easily bring your ideas across to your readers by inserting and formatting screenshots in Outlook.



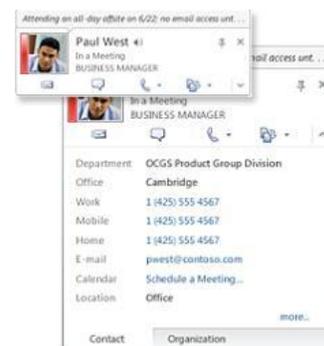
**7 Stay connected to your social and business networks**  
Outlook 2010 is your hub for colleagues, customers, and friends. Use Outlook Social Connector to quickly view history of e-mails, meetings or attachments you receive from individuals. Get additional information about people, such as mutual connections and other social information, through SharePoint My Site, Windows Live™ or other popular third-party sites, to stay on top of your business and social circles.

**8 Ensure that your e-mail messages get to the intended audience**

For business users, sending unnecessary e-mail messages to out-of-office contacts, accidentally replying to a large distribution list or distributing confidential information outside the company are frequent concerns. The new MailTips feature alerts you when you are about to send e-mail to a large distribution list, to someone who is out of the office or outside the organization, and more.<sup>1</sup>

**9 Receive voice mail transcripts in your inbox**  
With Outlook 2010 and new technology in Exchange Server 2010, voice messages are automatically transcribed. A voice-to-text preview of a recorded voice message is sent along with the voice mail recording directly to your inbox. Access them from almost anywhere using your computer, Microsoft Outlook Mobile, or Microsoft Outlook Web App.<sup>2</sup>

**10 Initiate live conversations from Outlook**  
Keep in touch with your contacts. By using Microsoft Office Communicator or your instant messaging application, Outlook 2010 provides presence and status information for those on your contact list.<sup>3</sup> Hover over names, see their availability and then easily initiate conversations directly through instant messaging. With Office Communicator, you can also start a voice call without leaving Outlook.



*This information is about pre-release software and therefore is subject to change. It is provided without warranty of any kind, express or implied.*

<sup>1</sup> Exchange Server 2010 and IT staff administration is required for setup.

<sup>2</sup> An appropriate device, Internet connection and supported Internet Explorer, Firefox or Safari browser are required. Outlook Mobile 2010 is not included in Office 2010 applications, suites or Web Apps but will be pre-installed on Windows phones (Windows Mobile 6.5 or later) when Microsoft Office 2010 is publicly available. Outlook Web App will be available to Microsoft Exchange customers.

<sup>3</sup> Instant messaging and presence require one of the following: Microsoft Office Communications Server 2007 R2 with Microsoft Office Communicator 2007 R2, Windows Live Messenger or another instant messaging application that supports IMessenger. Voice calls require Office Communications Server 2007 R2 with Office Communicator 2007 R2 or an instant messaging application that supports IMessengerAdvanced.