



Frequently Asked Questions

Outlook 2010

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Outlook 2010 Frequently Asked Questions (FAQs)

1) Can I install Outlook 2010 without installing the other Office 2010 applications?

Yes you can.

Note that Outlook 2010 cannot coexist with previous versions of Microsoft Outlook (see the last FAQ below). If users or tools require a previous version, do not install Outlook 2010 until your environment can support Outlook 2010 or deploy Outlook 2010 with application virtualization.

To install Outlook 2010 before you install Office 2010, do the following:

- Use the Office Customization Tool (OCT) that MailStreet has made available to our customers for download and use.
- Customize Office Setup to install only Outlook 2010 from a network installation point.

2) What are some of the advantages of installing Outlook 2010 before Office 2010?

If you deploy Outlook 2010 prior to Office 2010, users can start to use the new features available of Outlook 2010 without waiting for testing or technical support to become available for a complete upgrade.

3) What are some of the disadvantages of installing Outlook 2010 before Office 2010?

Installing Outlook 2010 before you install the rest of Office 2010 has a few disadvantages:

- The Outlook 2010 editor has reduced functionality unless Word 2010 is also installed.
- Attachment Preview in Outlook 2010 does not work for Microsoft Office file types. You are able to double click on the files to open them; you just cannot preview the attachment from within the Outlook client.
- When you deploy the other Office 2010 applications later, you must customize the installation process to preserve your original Outlook 2010 settings.

4) Are there functions of Outlook 2010 that will be affected by not running the full Office 2010?

Many Microsoft Word 2010 features and commands are fully integrated with Microsoft Outlook 2010 to make a comprehensive e-mail message editor. The Word-based e-mail editor built into Outlook 2010 does not require that Word 2010 be installed. However, additional features and commands are available when you install Word 2010 with Outlook 2010. In the table below, you can compare the features and commands available with or without Word 2010 installed.

Feature comparison: Outlook 2010 with and without Word 2010 installed

Feature	Without Word 2010 installed	With Word 2010 installed
Message thread shading in open messages and the Reading Pane	Yes	Yes
Panning through messages on Tablet PCs	Yes	Yes
Search results highlighting for Instant Search	Yes	Yes
New and improved fonts	Yes	Yes
Smart tag recognition	Yes	Yes
New Save as options	Yes	Yes

Quick Styles gallery	Yes	Yes
Themes	No	Yes
Automatic formatting of bulleted and numbered lists	No	Yes
Automatic formatting of tables	No	Yes
Proofing tools like the dictionary and thesaurus.	No	Yes
SmartArt graphics drawing, charting, and diagramming tools	No	Yes
Captions	No	Yes
Equation Builder	No	Yes
WordArt	No	Yes

5) Do other MailStreet services (e.g., Web Conferencing, Secure Mail, etc.) that have plugins to Outlook work properly with Outlook 2010?

MailStreet has tested the other services to ensure they continue to work with Outlook 2010. All of the services work properly with the exception of MailStreet Secure Mail. As of June 2010, this plug in does not work with Outlook 2010. MailStreet is working on a resolution to this and should have a new release for this client very soon.

6) Can I maintain Outlook 2007, or Outlook 2003, as a backup in case I do not like using Outlook 2010?

It is not recommended. Typically, it is not a good idea to have multiple installations of the same program (Outlook) on your PC, and therefore any earlier versions of Outlook (2007, 2003, etc.) should be uninstalled prior to downloading and installing Outlook 2010. We recommend the following:

- 1) Uninstall any current versions of Outlook from your PC
- 2) Download, install, and configure Outlook 2010 using the download and OCT tools available from the MailStreet website (<https://ondemand.MailStreet.net/oct/login.aspx>) .
- 3) Use and test Outlook 2010. If you are not happy with the use of Outlook 2010 you may reinstall Outlook 2007 from the MailStreet website, or optionally, reinstall Outlook from any Office Software that you own.