

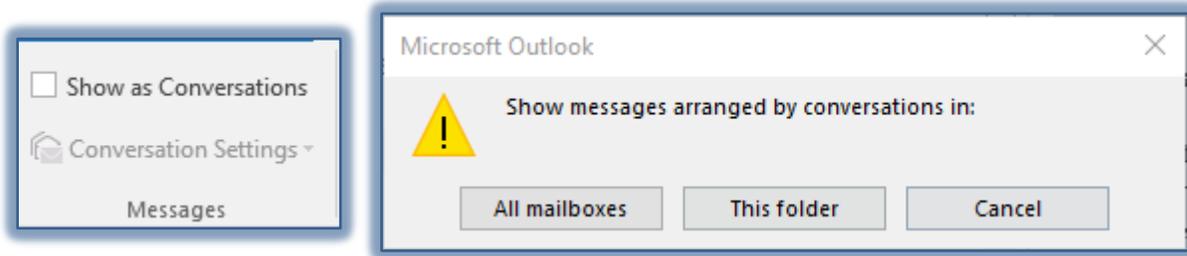
## Conversation View

This is an arrangement of messages grouped by subject. All messages with the same subject appear together in the Inbox under one Conversation header. The header provides information about the messages within the Conversation. This includes number of unread messages, whether any of the messages contain an attachment, is categorized, or is flagged for follow up.

When a message is received that is part of a Conversation the entire Conversation moves to the top of the list. The new message will appear when the Conversation header is clicked.

### Change View

- † Click the **View Tab**.
- † In the **Conversations Group**, click the **Show as Conversations** button.



- † You will be asked to choose whether you want the messages to appear as **Conversations** in **All Mailboxes** or **This Folder**.
- † Make the selection that best suits the way you want to group your messages.
- † The messages will be displayed as **Conversations** in the **Inbox**.
- † Arrows will be displayed to the left of the messages that have more than one message within the Conversation.
- † Click the arrow to view all the messages.

### Split Conversations

In a conversation, messages can branch off to other messages when more than one person is responding. A conversation that contains multiple branches is called a split conversation. Within a split conversation, individual conversation branches are marked by orange and gray dots. Larger orange dots indicate the most current message. Smaller orange dots indicate older messages. Messages within each conversation branch are connected by orange and gray lines. These are referred to as visual threads.

### View Conversations

Differing levels of Conversations can be displayed within a Conversation.

- † Do one of the following to view the most recent message in the Reading Pane or to display the most recent message in each branch of a split Conversation.
  - \* Click the **Conversation Header** once.
  - \* Click the **Expand Conversation** button to the left of the **Conversation** header once.
- † To expand the **Conversation** and display all messages in the **Conversation**, click the **Conversation Header** again.
- † Click the most recent message in a split **Conversation** to display the visual thread of that message branch.

### Conversation View Settings

- † Click the **Conversation Settings** button to change the options for the Conversation. A check mark beside the item indicates that it has been selected.

- \* **Show Messages from Other Folders** – Select this option to specify that messages from all other Inbox folders, including Sent Items, are to display in the Conversation.
- \* **Show Senders Above the Subject** – With this setting, the order of the information in the conversation header is reversed. The names of the Conversation participants will appear above the subject.
- \* **Always Expand Selected Conversations** – To display all messages in a conversation when the conversation header is clicked, rather than clicking it twice, select this setting.
- \* **Use Classic Indented View** – When this option is selected, older messages will be indented within individual message threads. Because a single message might be the root of multiple branches, this setting is not as effective as the default display.

## Managing Conversations

The greatest function of Conversation View is as a Message-Management Tool. When Contact Groups are being used to send messages to several participants, this feature can be used to remove redundant messages. To manage all the messages within a Conversation Group:

- † Click the **Conversation** header.
- † This will select all the messages in the header.
- † Click the **Home Tab**.
- † In the **Delete Group**, click the **Ignore** or **Clean Up** button. These options are explained below.



- \* **Ignore Conversation** – This command will move the selected conversation and all related messages you receive in the future directly to the **Deleted Items** folder. When using this tool, be very careful as Outlook identifies **Conversations** based on message subjects. If an unrelated message arrives in the future with the same subject matter, that message will be ignored.
  - \* **Clean Up Conversation** – Redundant messages are removed when this tool is used. This means that messages whose text is wholly contained within later messages will also be removed. Outlook doesn't clean up messages that have been categorized, flagged, or digitally signed. Conversation Clean Up settings can be modified on the Mail page of the Outlook Options dialog box.
- † You can also press **Ctrl + Del** to ignore the current active **Conversation**.

## Take Action on a Conversation

Actions can be taken in a Conversation, or messages within a Conversation, in the same way they are in single messages.

- † Do one of the following:
  - \* Click the Conversation header.
  - \* Click the message to which the action is to be taken.
- † Do any of the following:
  - \* Reply to the Message
  - \* Reply to all to whom the message was sent.
  - \* Forward the message to others.
  - \* Categorize the Conversation or individual message.
  - \* Ignore the Conversations.
  - \* Clean Up the Conversation by removing redundant messages.