PURPOSE:

This document provides an overview of some of the <u>new features</u> and functionality that are available to users in the new **Intertek Hosted Exchange 2010** server environment.

NEW SYSTEM FEATURES:

1. **Improved Outlook Web App (OWA):** Significant improvements have been made to the web-based email in Exchange 2010. Microsoft now refers to the new web-based mail application as Outlook Web App (OWA). Microsoft designed the look-and-feel of Outlook Web App to be very similar to the Outlook client.

   Additional Web Browser Support:
   - Internet Explorer 7 and later versions.
   - Firefox 3.0.1 and later versions.
   - Chrome 3.0.195.27 and later versions.
   - Safari 3.1 and later versions.

   Light Version of OWA: The light version of Outlook Web App is optimized for accessibility, such as for users who are blind or have low vision. The light version provides fewer features and is faster for some operations. You may want to use the light version if you're on a slow connection or using a computer with unusually strict browser security settings. The light version can be used with almost any browser and has the same features across all browsers.

   Conversation View: Outlook Web App provides a default view for emails called "conversation view". Conversation view is a new way of viewing email in OWA that groups email messages into conversations based on the subject of the message, no matter where the message is stored or filed. This can help to reduce the clutter in your mailbox and help you manage email more efficiently. Conversation view is enabled by default for every mail folder in your mailbox. To disable conversation view for a specific folder, use the View drop down and uncheck "Use Conversations".

   Auto-suggestion of contact names: When typing the name of an email recipient Outlook attempts to auto populate this field. In previous versions OWA had its own database. i.e. the auto fill options where only associated with emails you had originated in OWA. Now, this is based on the Exchange server and available from either location.

   End-to-end Message Tracking: From within the new OWA client, simply right-click on a message under the Sent Items folder and select the option **Open Delivery Report**.

   Advanced Filters: You've always been able to search your mail when using Outlook Web App. Now you also have the option to use a set of advanced filters to refine your search. For more information, see [Search for an Item](#).

   New Favorites folder: You can now drag any folder up to Favorites to create a shortcut to that folder. Favorites can make it easier to access the folders you use the most.

   Attach Messages to Messages: Sometimes you want to send a message as an attachment. In the past, you could attach almost any type of file to a message, but you couldn't attach a message from inside your mailbox to a message you were composing. Now you can.

   Checking Mailbox Storage Quota: A user can check their quota at any time by hovering over the name of their mailbox to get a pop-up box with the current mailbox size and quota. If the quota for a mailbox is approaching the limit, a warning message will be emailed to the user.

   Right-clicking almost anywhere in Outlook Web App will display a menu of things you can do. The actions available in the right-click menus have been expanded and made more consistent across your mailbox. Right-click a message, a folder, or a calendar entry to see the options that are available now.

2. **Remote Device Wipe**: If your mobile device is lost, an option is provided within Outlook Web App to perform a remote wipe on your mobile phone to prevent anyone from obtaining personal information. The remote wipe functionality is found on the Options page after clicking on Phone. The Wipe Device button is located above the listing of your mobile phone (if one exists).

3. **New Out of Office feature**: Provides the ability to schedule starting and ending date/times, plus the ability to customize different messages to internal and external recipients.

4. **Mailbox moves:** New ability for the hosting provider to move mailboxes while the end user is still accessing it. This feature will allow certain types of mailbox maintenance to be completed without a need to schedule down time.