Outlook 2010 — Conversations

Turning On/Off Conversations

1. Click the View Tab.
2. Click or remove Show as Conversations, in the Conversations group.
3. Click the All Folders or This Folder button.

Viewing Conversations

By default, your Inbox messages are grouped by date and arranged by the time they were received. By using Conversations, messages with the same subject are grouped together and can be expanded and collapsed by clicking the expand button ( ) in the messages list. If there are unread messages in a conversation, the heading is bold. If more than one message is unread, the number of unread messages is also indicated.

To view a conversation:
1. Click the expand button once, the newest message displays in the Reading Pane and information about the conversation displays below the heading.
2. Click the expand button again to expand the list and see all of the messages in the conversation. The collapse icon ( ) indicates that the conversation has been fully expanded.

Note: If a message has two or more responses, it can split. Since the messages share the same heading, they are still related and grouped within the same conversation. When a message is selected, threads show the message’s connection to other messages in the conversation.

Ignoring a Conversation

If a conversation is not important to you, you can ignore the conversation. The messages for that conversation are deleted and any new messages related to that conversation are sent directly to the Deleted Items folder.

To ignore a conversation:
1. Click the conversation or one of the conversation’s messages.
2. On the Home tab, click the Ignore button in the Delete group.
3. If prompted by a dialog box, click Ignore Conversation.

To stop ignoring a conversation:
1. Open the Deleted Items folder.
2. If the Deleted Items folder is not arranged by conversation, turn on conversations.
3. Click the conversation or one of the conversation’s messages.
4. On the Home tab, click the Ignore button in the Delete group.
5. If prompted by a dialog box, click Stop Ignoring Conversation.
Cleaning Up Conversations

When an email is sent to several recipients and there are many responses, conversations can be cluttered with redundant messages. Use Conversation Clean Up to quickly remove redundant messages.

To clean up conversations:
1. On the Home tab, click Clean Up in the Delete group.
2. Click a Clean Up option.
   - Clean Up Conversation
     (Before clicking this button, make sure you have the correct conversation or a message within the correct conversation selected.)
   - Clean Up Folder
   - Clean Up Folder & Subfolders
3. If prompted, click Clean Up.
4. If prompted, click Ok.

Changing Clean Up Settings

1. On the File tab, click Options.

The General Options dialog box appears.

2. Click the Mail button.

3. Scroll to the Conversation Clean Up section.
4. Change any of the following settings:
   - Cleaned-up items default folder (by default cleaned-up items are sent to the deleted items folder)
   - In the destination folder, recreate folder structure when folders and subfolders are cleaned up.
   - Keep unread messages from being removed during clean up.
   - Keep categorized messages from being removed during clean up.
   - Keep flagged messages from being removed during clean up.
   - Keep digitally-signed messages from being removed during clean up.
   - Keep the original message from being removed, if it is changed in a reply.