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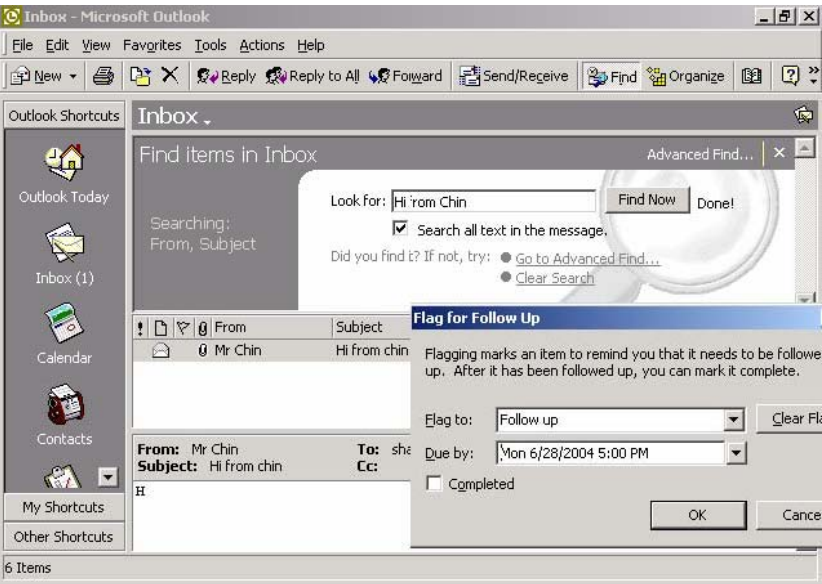
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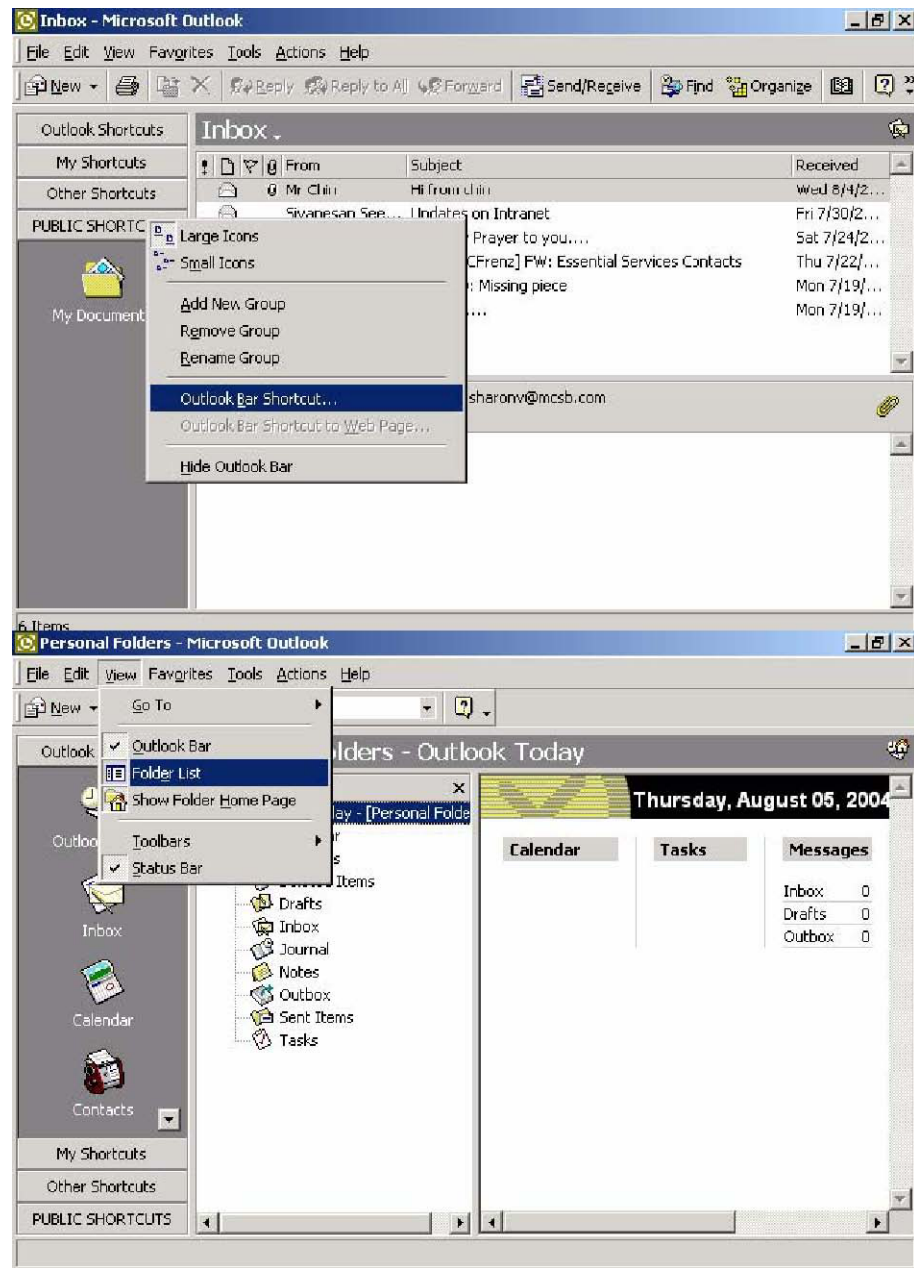
QUESTION 1 Find and open the message with the subject Education Policy. One you have located the message, set a follow up flag that will be due on Monday, June 28, 2004

Answer:



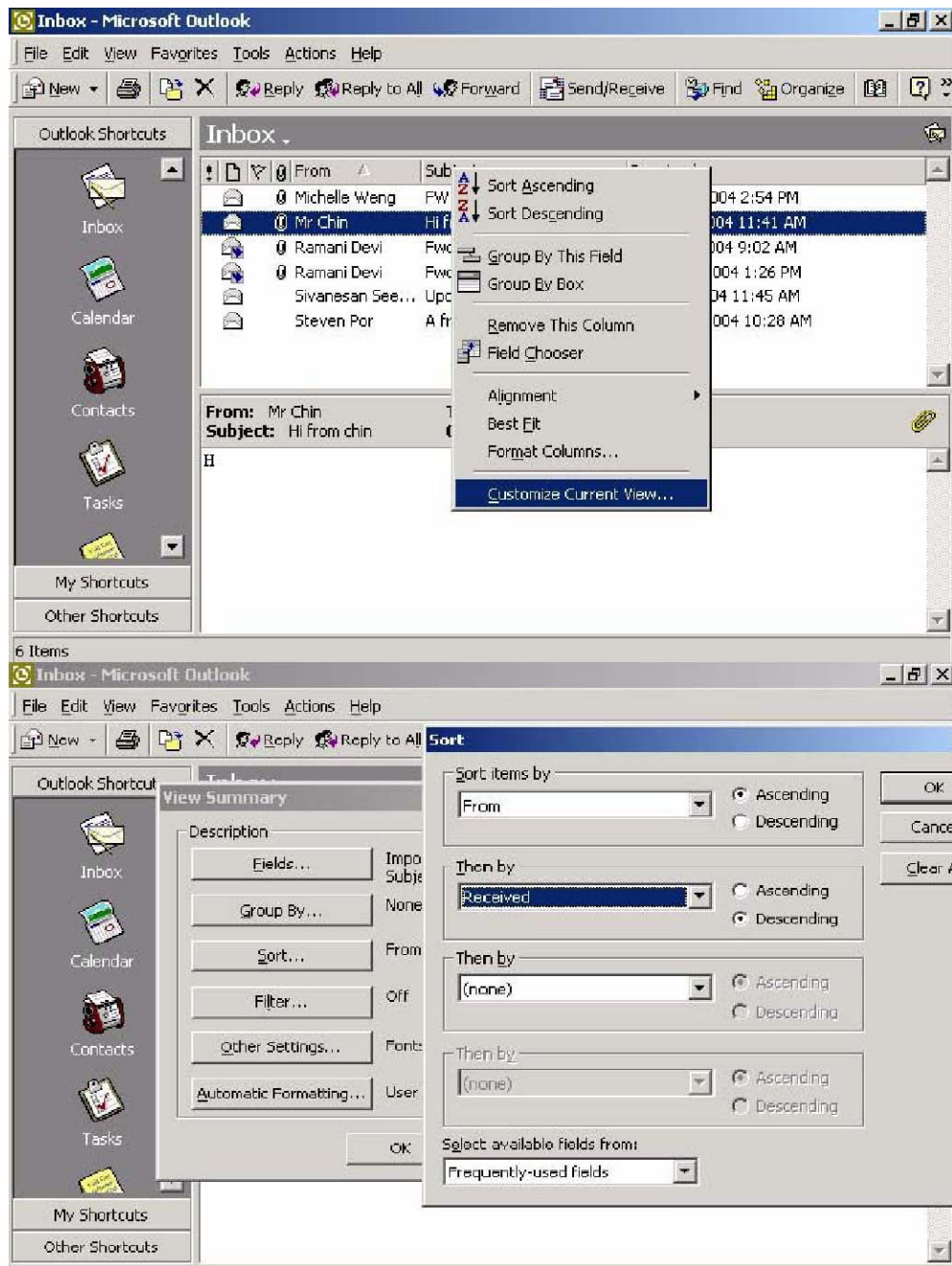
QUESTION 2 Create and display a new Outlook Bar group named Public Shortcuts. In this new group Create shortcut to the Public folder named Customers Issues and to the file system folder name my documents.

Answer:



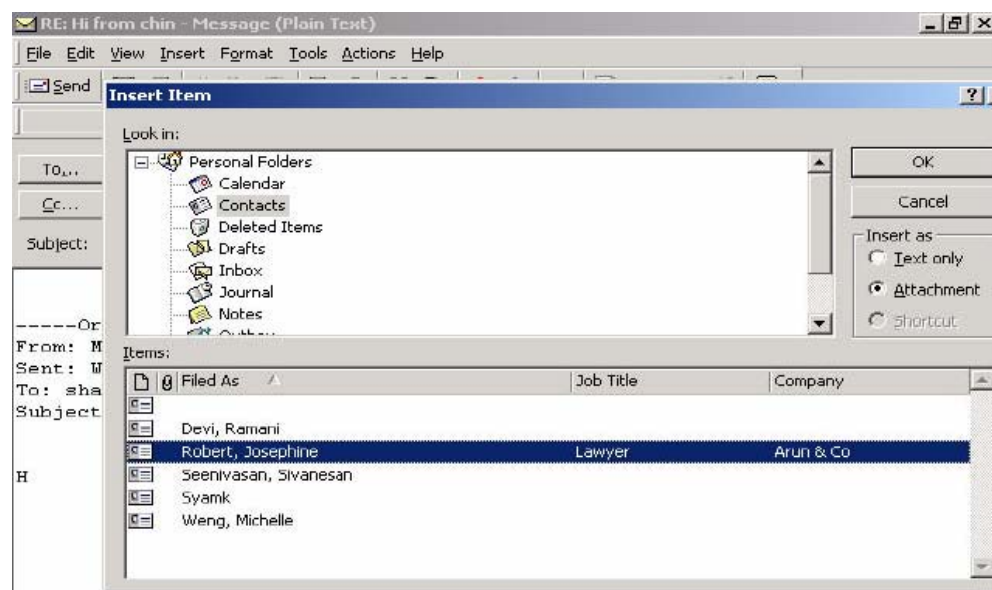
QUESTION 3 Change the order of the message in the Inbox so they are displayed first by sender in ascending order, and then by the date received in descending order. Filter the messages in the Inbox so that only messages with the word class in the subject field are displayed.

Answer:



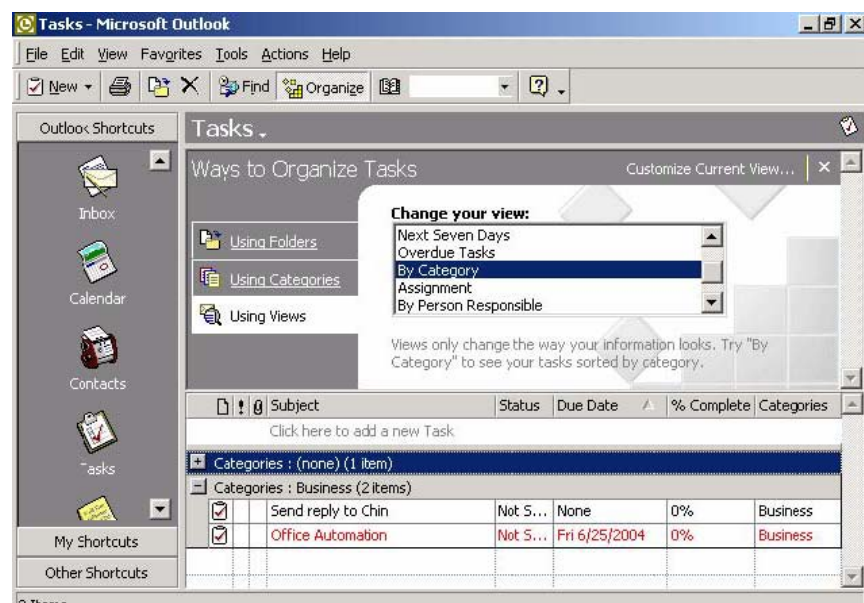
QUESTION 4 Find and open the messages that contain the next Contact Request. Send reply to the message which includes the John Steel Contact as an attachment.

Answer:



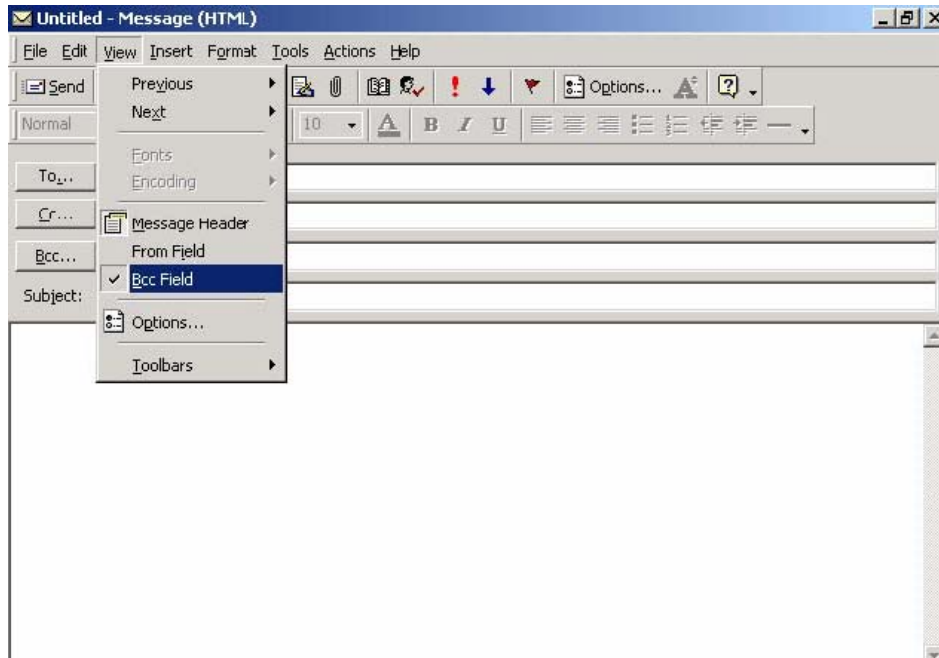
QUESTION 5 Create a new task with the subject office Automation that will begin on Friday, June 25, 2004 and must be completed within two days. Set the priority to high and add a reminder for tomorrow at 9.00am. After create the task, organize the Tasks folder so that tasks are grouped by category and then expand the (none) category.

Answer:



QUESTION 6 Create a message with the subject E-learning Solution and the message text Do we have an E-learning Solution? Address the messages to Don Funk and a blind copy to Prasama Samarawiclerama, both on the Global address list. Send the messages.

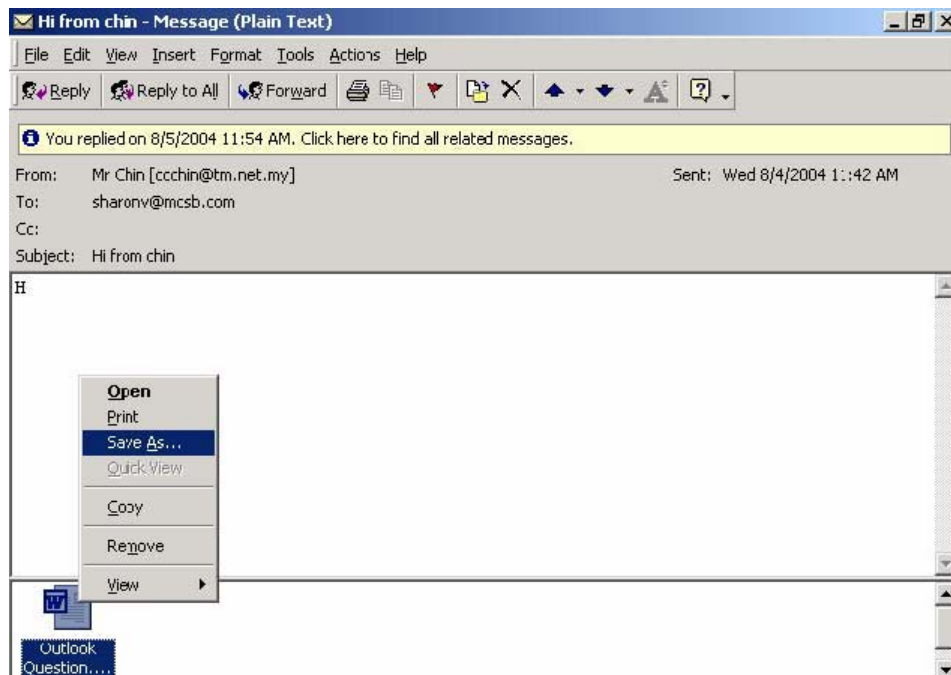
Answer:



QUESTION 7

Create a new folder in the Human Resource folder name Employee Evaluations.

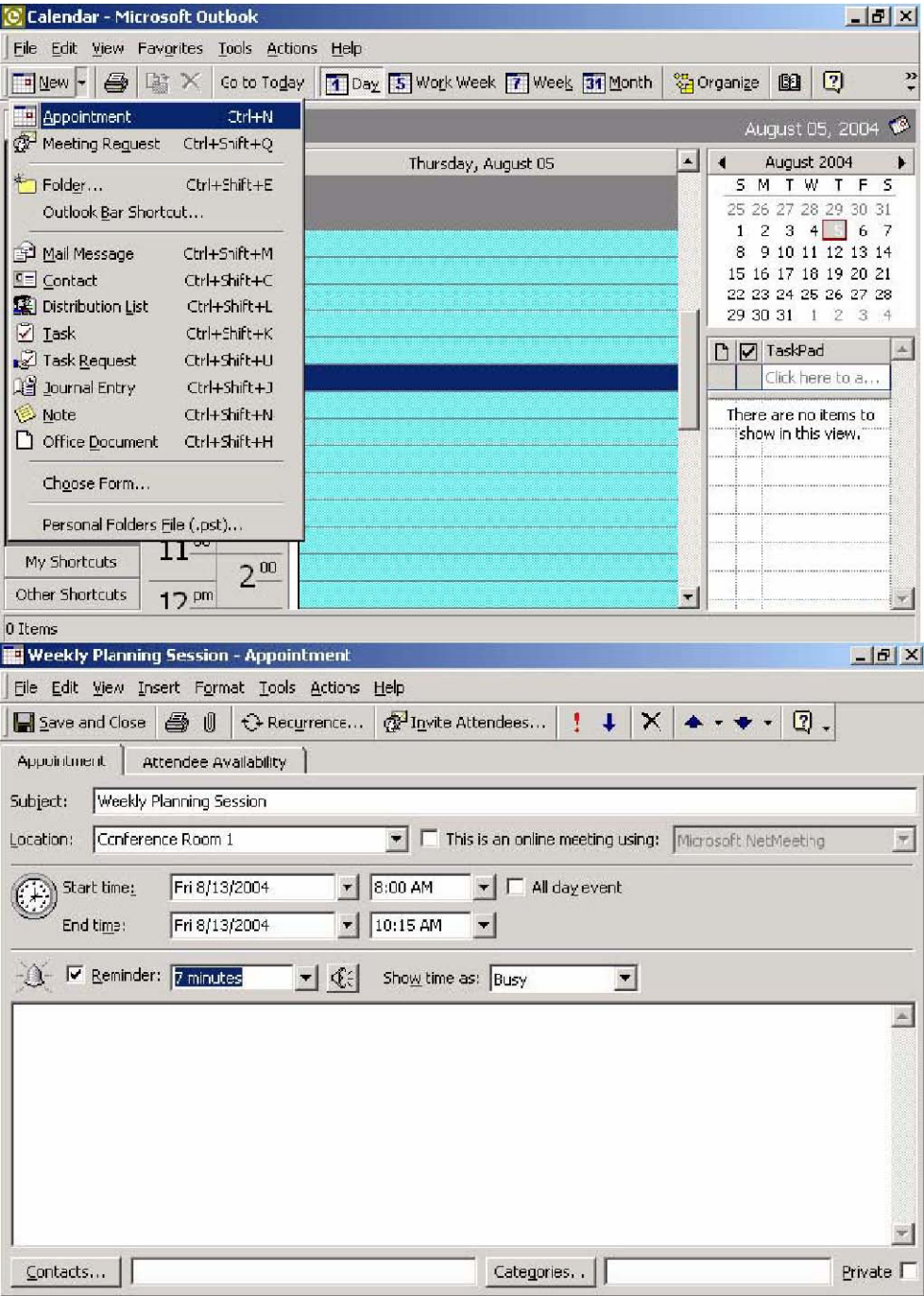
Answer:



QUESTION 8 Open the E-mail messages with the subject Department Budget and save the attached spreadsheet using

the default name in the My Document folder.

Answer:



QUESTION 9 Create an appointment with the subject Weekly Planning Session that will be held in the Conference Room 1 on Tuesday, July 06, 2004. The meeting will begin at 8.00 am and will last for two hours and 15 minutes. Set option to

display a reminder 7 minute be the appointment begin.

Answer:

Sales Conference - Appointment

FileEditViewInsertFormatToolsActionsHelp

Save and Close

Recurrence...

Invite Attendees...

AppointmentAttendee Availability

Subject:Sales Conference

Location:Lymn, Cheshire, UK.

☐ This is an online meeting using:Microsoft NetMeeting

Start time:

Fri 8/6/20042:00 PM

☐ All day event

End time:

Fri 8/6/20042:30 PM

☒ Reminder:15 minutes

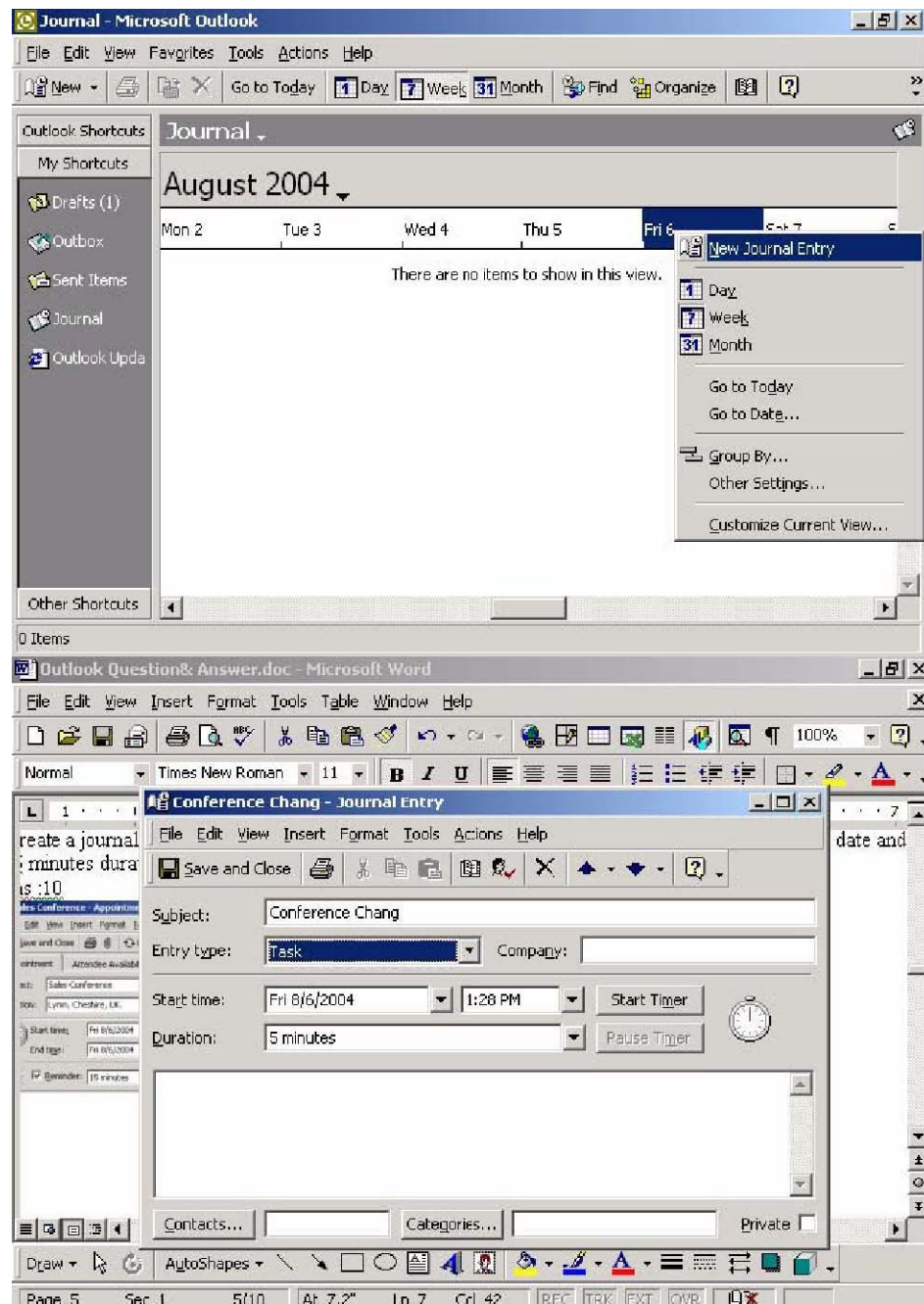
Show time as:Out of Office

Contacts ..

Categories...

Private☐

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QUESTION 10 Create a five day event with the subject Sales Conference that will begin Tuesday, June 07, 2004 in Lymn, Cheshire, UK. Ensure that others viewing your calender know you are out of the office during the event. Create a journal entry with the subject Conference Chang using the Tasks entry type, the current date and time and a 5 minutes duration. (Do not enable automatic journaling)

Answer:

QUESTION 11 Create a new named Jose Pavarotti based upon the company information for the Francisco Chang Contact. Filter the Contents folder so that only contacts assigned to the Business category are displayed. (Once the Contacts folder has been filtered, it will remain filtered until changed. The filter may need to be removed to answer other questions correctly.

Answer:

QUESTION 12 Assign the ideas category to the Evaluate E-learning Solutions task and change the view for the tasks folder so that the task are grouped by category. Once the view has been properly grouped, displayed only the ideas category.

Answer:

QUESTION 13 Create a new task with the subject office Automation that will begin on Friday, June 25, 2004 and must be completed within two days. Set the priority to high and add a reminder for tomorrow at 9.00am

Answer:

QUESTION 14 Find and open the message with the Subject Education Policy. Once you have located the message, set a follow up flag that will be due on Monday, June, 28, 2004.

Answer:

QUESTION 15 Change that sort order of the messages in the Inbox to display by file size, with the largest messages at the top (Do not display additional columns).

Syamk - Contact

File Edit View Insert Format Tools Actions Help

Save and Close Print

General Details Activities Certificates All Fields

Full Name... Syamk

Job title:

Company:

File as: Syamk

Business Home Business Fax Mobile

Address... Business

E-mail: syamk@yahoo.com

Web page address:

☐ This is the mailing address

Syamk's Birthday

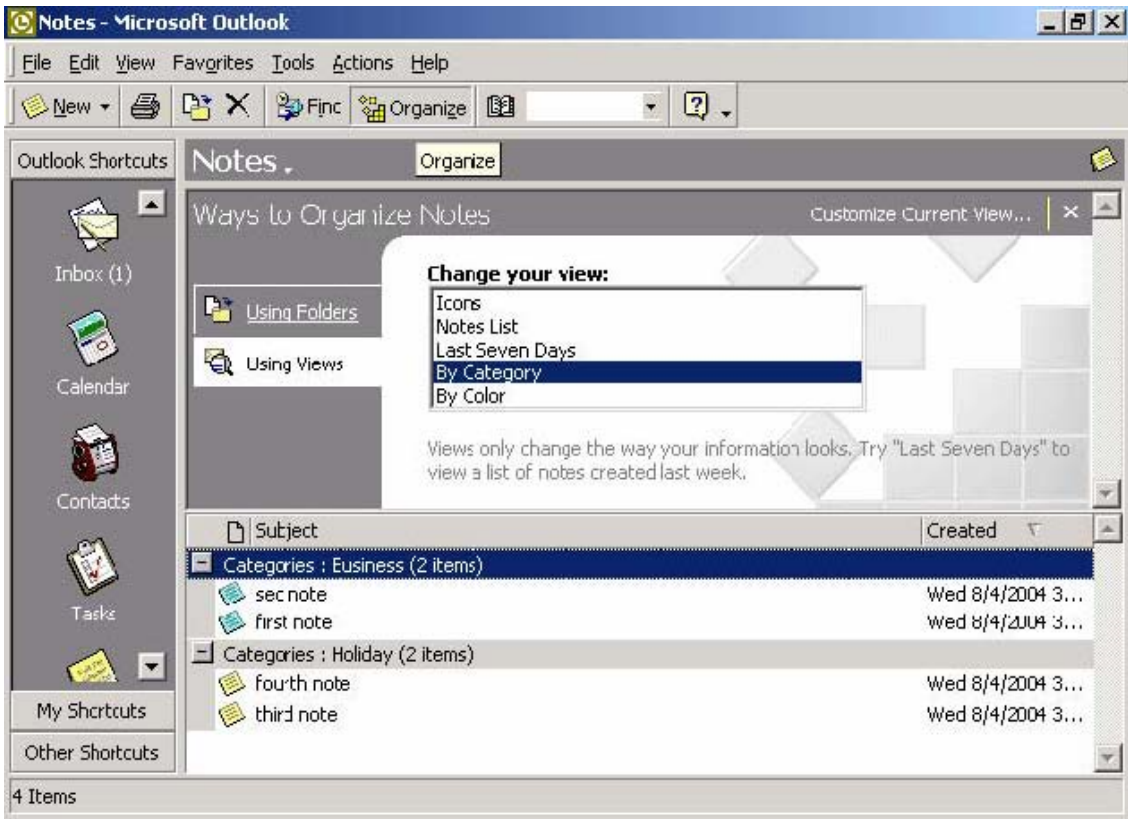
Contacts... Josephine Robert Categories... Private ☐

Answer:

Answer:

QUESTION 17 Use the message from Don Funk with the subject Job Promotion to look up Nixon's contact information change Liz Nixon's job title to manager of Budgets and then save the update contact information.

Answer:



Answer:

QUESTION 19 Use the Howard Snyder create a new and category named Primary contact. Assign the Primary contact category to the Paulo Accorti contact. Modify the view of the contacts folder so that is grouped by category. One the view has been grouped, display only the contacts in the Primary contact category to ensure the Paulo Accorti contact is properly listed.

Answer:

QUESTION 20 You want to send a Microsoft word form letter to three individuals in your contacts folder. Which one of the following methods allows you to address and send existing form letter quickly and easily? a) Begin with the form letter open in word from the tools menu click letters and mailing and then click mail merge. Use the mail merge wizard, locating your contacts in My Data Sources, to complete the step. Go to outlook to send the form letter to your contacts as

an e-mail attachment. b) Begin with the contact folder open in outlook, from the tool menu click mail merge then use the mail merge contact dialog box to open locate the form letter in word and use the mail merge Wizard to complete the steps. Returns to outlook to seat the letter. c) Begin with the Inbox folder open In Outlook. On the standard toolbar click new and address your new e-mail to your three contacts, Attach and then open the form letter in word, type the name and address of your contacts on the letter, then save and close the letter. Return to outlook to send the letter as an e-mail attachment.

Answer:

QUESTION 21 Create new category named Primary Contact. Assign the Primary Contact Category to the Paolo Accorti Contact. Modify the view of the contacts folder so that it is grouped by category once the view has been grouped, display only the contact.

Answer:

QUESTION 22 Create a new folder in the Human Resources folder named Employee Development, with a shortcut this new folder in the My shortcuts group. Move the message with the subject Certification Benefits from the Human Resources folder into the new Employee Development.

Answer:

QUESTION 23 Create a note named Ideas for E- learning and associate the contact Maria Anders with this note. Change the note color to pink and close the note. Then drag the note icon to the Contact Icon on the Left Pane and this screen appears and go to Contacts button to add in Maria Anders(e.g: Josephine Robert).



File Edit View Insert Format Tools Actions Help

Save and Close

General Details Activities Certificates All Fields

 Full Name...
 Job title:
 Company:
 File as:

 Business
 Home
 Business Fax
 Mobile

 Address...
 Business
☐ This is the mailing address

 E-mail
 Web page address:

Modified: Wed 8/4/2004 3:15 PM
 IDEAS FOR E-LEARNING

Contacts... Josephine Robert Categories... Private ☐

Answer: