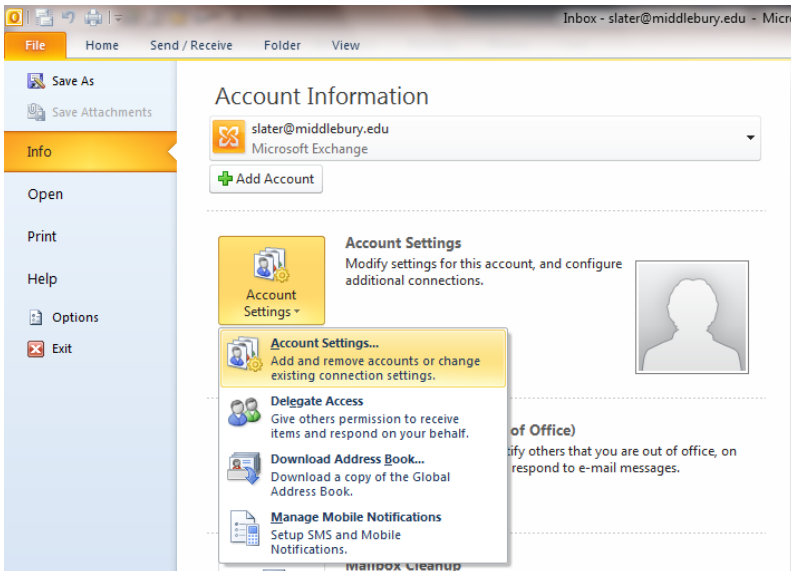


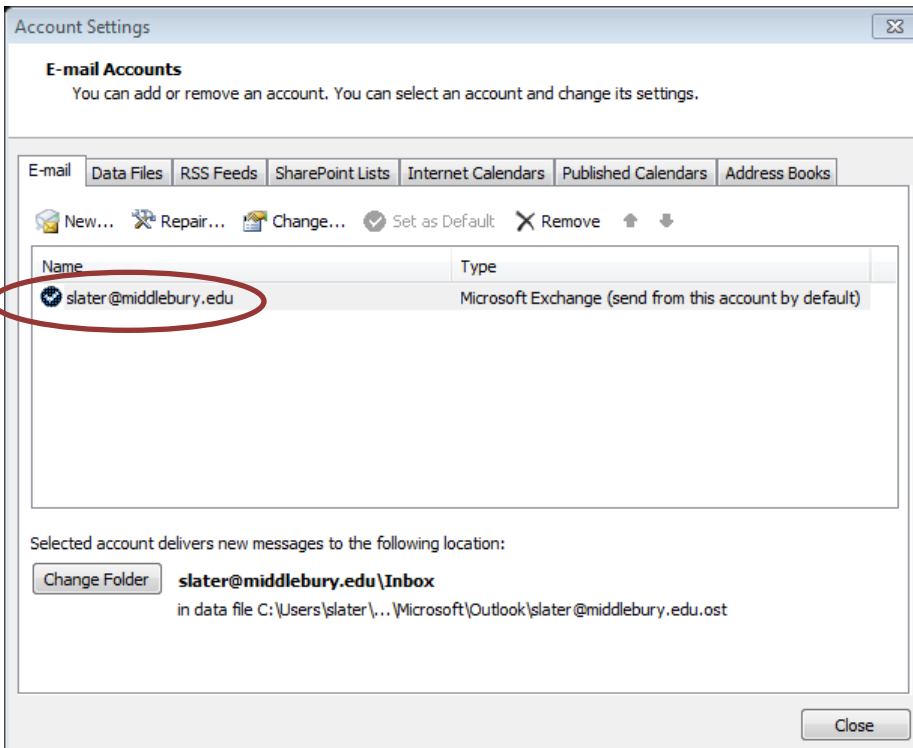
# OUTLOOK 2010: How to Turn Off Cached Mode for Shared Folders

In general “cached mode” should always be turned on. An exception is for users who connect to multiple accounts – even if they are not large ones – particularly when calendaring is involved as “oddities” often result. In these cases we recommend leaving cached mode turned on for the person’s main account, but turning it off for the shared folders. This can be done as follows:

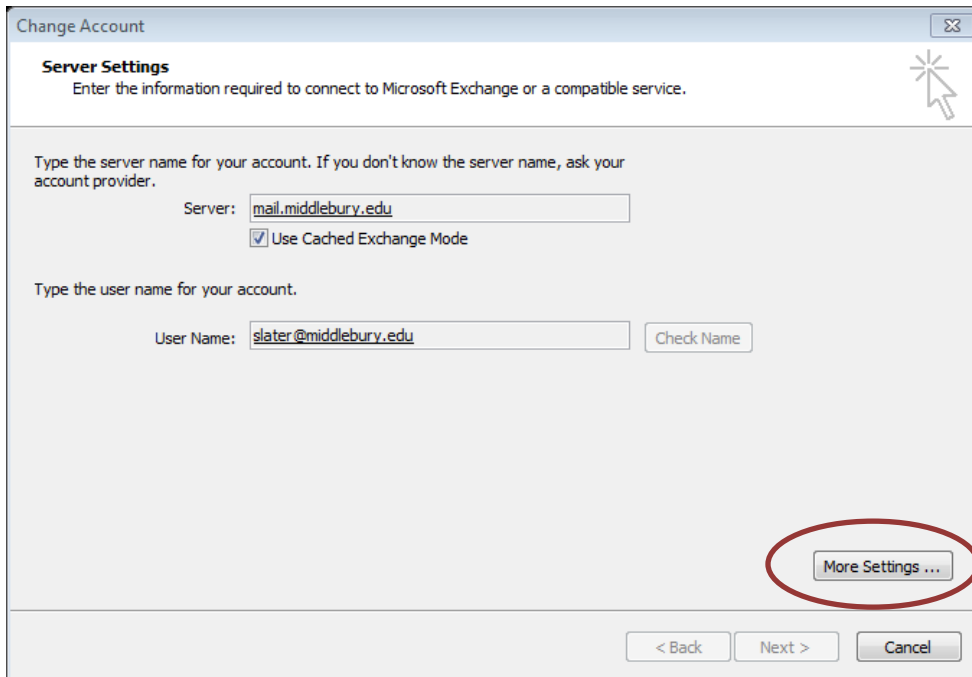
1. Choose File/Info. Click “Account settings” button, then select “Account Settings” as shown below:



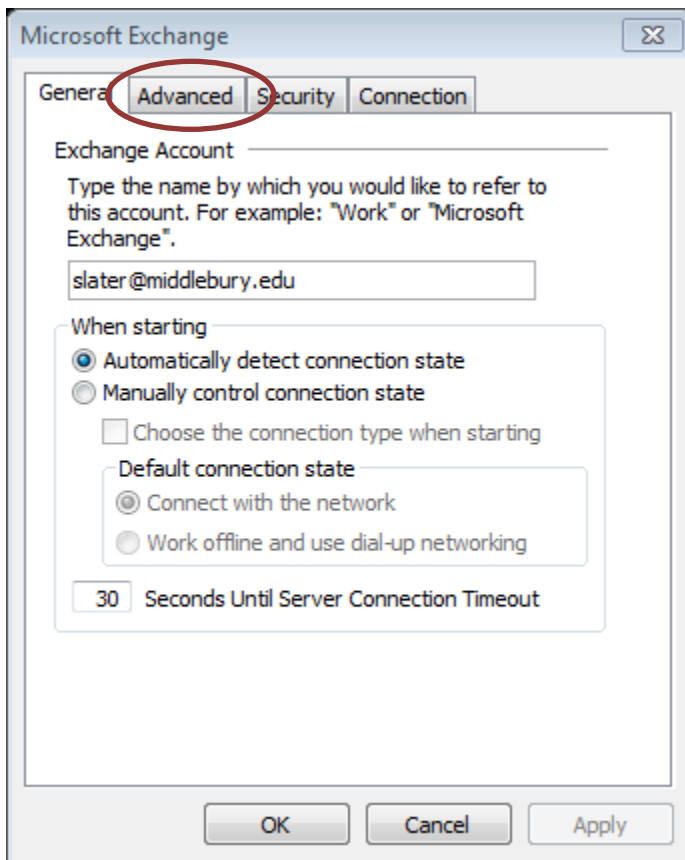
2. The Account settings window will be displayed, similar to the one shown below. Double-click the account name to open the “change” dialogue window



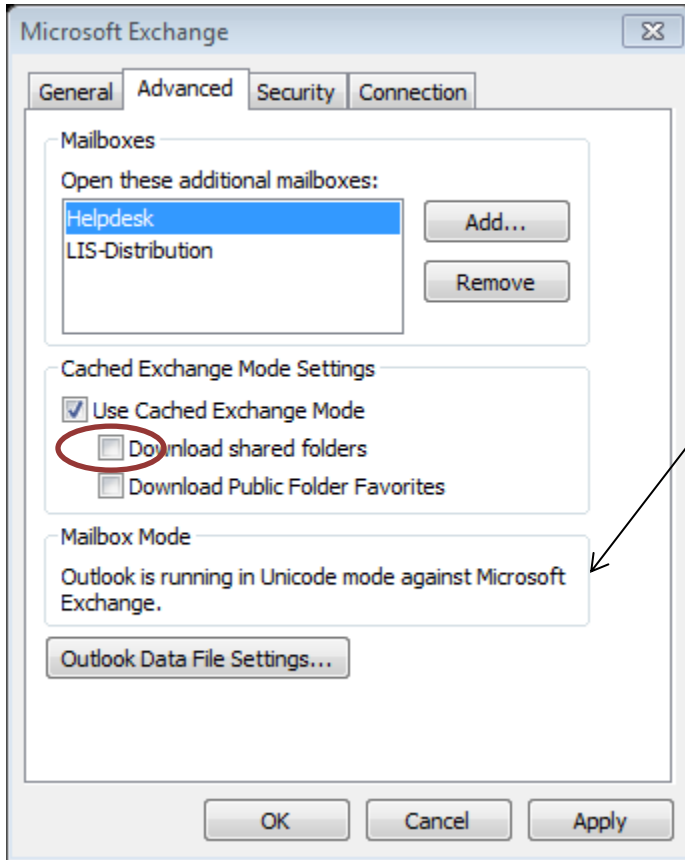
3. . Click the “More Settings” button.



4. Click the Advanced tab.



5. And now... UNcheck the box beside “Download shared folders” as shown below. Leave the “Use Cached Exchange Mode” box checked.



Random Tidbit: If you notice that something other than “Unicode mode” is mentioned here, you should create a new profile for the customer. Unicode mode offers a larger capacity.

6. Click the “Apply” button, the “Next” then “Finish.”