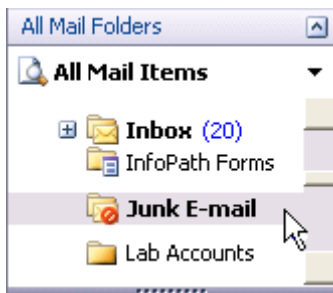


Overview of the Junk E-mail Filter

Microsoft Office Outlook 2007 contains a Junk E-mail Filter designed to reduce the "unwanted" incoming e-mail. The junk e-mail, also known as spam, is routed by the filter to a **Junk E-mail** folder, where it can be more effectively managed by adjusting its settings. The Outlook Junk E-mail Filter does not stop junk e-mail from being delivered, but rather diverts suspected spam to the Junk E-mail folder instead of the inbox.

The **Junk E-mail Options** dialog box controls many of the Junk E-mail Filter settings: Open **Inbox**, click the **Actions** menu, point to **Junk E-mail** and then click **Junk E-mail Options**.

How the Junk E-mail Filter Works



The Junk E-mail Filter evaluates each incoming message to assess whether it may be spam. Any message caught by the Junk E-mail Filter is moved to a special **Junk E-mail** folder.

It is a good idea to review the messages in the Junk E-mail folder periodically; some legitimate messages may end up in the Junk folder and can be moved back to the Inbox by marking them as not junk, or dragging them to any folder.

By default, the Junk E-mail Filter is turned on and the protection level is set to Low catching only the most obvious spam. Change the level of protection and update the Junk E-mail Filter periodically for more aggressive protection. (Go to Downloads on Office Online for Outlook 2003 or Microsoft Office Outlook 2007 Junk E-mail updates. Under **Office Update**, click **Check for Updates**.)

Change the level of junk e-mail protection

1. On the **Tools** menu, click **Options** to open the Options dialog box.
2. On the **Preferences** tab of the Options dialog box, under **E-mail**, click **Junk E-mail** to open the Junk E-mail Options dialog box.
3. Select the desired level of protection:
 - **No Automatic Filtering:** Although this turns off the automatic Junk E-mail Filter, Outlook continues to evaluate messages by using the domain names and e-mail addresses in the Blocked Senders List, and also continues to move messages from blocked senders to the **Junk E-mail** folder. To fully disable the Junk E-mail Filter, remove entries in the Junk E-mail Filter Lists.
 - **Low:** To filter out only the messages that are most obviously junk select this option.
 - **High:** Set if receiving lots of junk e-mail messages, to maintain incoming receipt of messages from senders on the safe lists. Note: Periodically review messages moved to the Junk E-mail folder, because some legitimate messages might also end up there.
 - **Safe Lists Only:** Any e-mail message is treated as junk with the exception of e-mails sent from someone on the Safe Senders List and sent to a mailing list on the Safe Recipients List.

Changing the level of protection affects only those mail accounts that deliver and save e-mail messages to the computer. This includes all e-mail accounts that use a Personal Folders file (.pst), including POP3 and IMAP, and Microsoft Exchange accounts that are configured to use Cached Exchange Mode, which use an Offline Folders file (.ost).

To Mark Messages as NOT Junk

1. On the **Go** menu, click **Folder List**.
2. In the **Folder List**, click the **Junk E-mail** folder.
3. Right-click any messages that you want marked as not junk.
4. On the shortcut menu, point to **Junk E-mail**, and then click **Mark as Not Junk**. Messages marked as not junk are moved to your **Inbox** or to the folder in which they were stored previously. When you mark a single message as not junk, you are prompted to add the sender or mailing list name to your Safe Senders List or Safe Recipients List.

Delete messages instead of moving them to the Junk E-mail folder

1. On the **Tools** menu, click **Options** to open the Options dialog box.
2. On the **Preferences** tab of the Options dialog box, under **E-mail**, click **Junk E-mail** to open the Junk E-mail Options dialog box.
3. Select the **Permanently delete suspected junk e-mail instead of moving it to the Junk E-mail folder** check box. Messages are immediately deleted with this setting, and are not moved into the **Deleted Items** folder.

Five Junk E-mail Filters

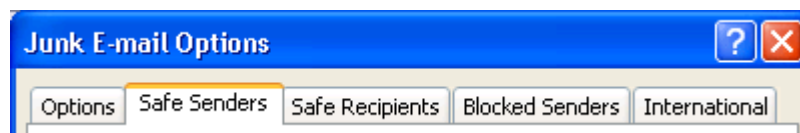
Five Junk E-mail Filter Lists provide settings to allow messages from trusted sources, or block messages that arrive from specific e-mail addresses and domains that you don't know or trust. Note: Add a message sender or recipient to any Junk E-mail Filter list by right-clicking the message in the Inbox or other mail folder, point to Junk E-mail, and click on the desired option.

- Safe Senders List
- Safe Recipients List
- Blocked Senders List
- International - Blocked Top-Level Domains List
- International - Blocked Encodings List

Managing Filter Lists

1. On the **Tools** menu, click **Options** to open the Options dialog box.
2. On the **Preferences** tab, under **E-mail**, click **Junk E-mail** to open the **Junk E-mail Options** dialog box.
3. Click the **Safe Senders** tab.
4. Click **Add**.
5. In the **Enter an e-mail address or Internet domain name to be added to the list** box, enter the name or address that you want to add. For example, you can add:
 - a specific e-mail address, such as someone@example.com
 - an Internet domain, such as @example.com, or simply example.com.
6. Click **OK**.

Safe Senders List



Safe Senders List

- All of the e-mail addresses in Contacts are included in this list if the **Also trust e-mail from my Contacts** check box in Junk E-mail Options is selected (the default setting). With this setting, messages from people in the **Contacts** folder will never be treated as junk e-mail messages.
- E-mail addresses of people who are not listed in Contacts but are regular correspondents are included in this list if selecting the **Automatically add people I e-mail to the Safe Senders List** check box. (This check box is not selected by default.)
- A recipient's e-mail address is saved in the list by default only when creating and sending a message manually in Outlook, instead of the message being generated automatically by a program.
- Personal distribution lists cannot be added by using this check box.

If accidentally replying to a spammer's e-mail message (for example, by sending a request to unsubscribe from the spammer's mailing list) while this check box is selected, that spammer's e-mail address will be added to the Safe Senders List; add the spammer's e-mail address to the Blocked Senders List and remove the corresponding entry from the Safe Senders List if spammer's messages appear in the Inbox. If the same address appears in both the Blocked Senders List and the Safe Senders List, the Safe Senders List takes precedence, and the address will not be considered unsafe.

If using an Exchange account (used more often in business settings than for home or personal e-mail), all names and e-mail addresses in the Global Address List are automatically considered safe.

You can also configure Outlook so that it accepts messages only from people in your Safe Senders List. This configuration is in a click-box in the Options tab in Junk E-mail Options.

If the filter mistakenly marks an e-mail message as a junk e-mail message, add the sender of that message to the Safe Senders List, as well as manually building a Safe Senders list in the Junk E-mail Options dialog box. E-mail addresses and domain names in the Safe Senders List are never treated as junk e-mail, regardless of the content of the message.

Safe Recipients List



If belonging to a mailing list or a distribution list, add the list sender to the Safe Recipients List. Messages sent to these e-mail addresses or domain names are never treated as junk, regardless of the content of the message.

Blocked Senders List



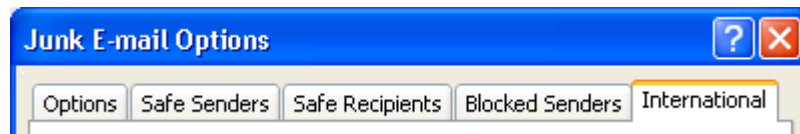
Blocked Senders List

Easily block messages from particular senders by adding their e-mail addresses or domain names to the Blocked Senders List. When you add a name or e-mail address to this list, Outlook moves any incoming message from that source to the **Junk E-mail** folder.

Existing lists of safe or blocked names and addresses can also be imported into Outlook.

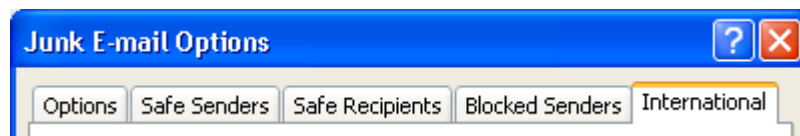
1. On the **Tools** menu, click **Options**.
2. On the **Preferences** tab, under **E-mail**, click **Junk E-mail**.
3. Click the **Safe Senders**, **Safe Recipients**, or **Blocked Senders** tab.
4. Click **Import from File**.
5. In the **Look in** list, click the drive, folder, or Internet location that contains the text file that you want to import.
6. In the folder list, locate and open the folder that contains the text file.
7. Click the text file that you want to import, and then click **Open**. Repeat to import additional file(s).

International - Blocked Top-Level Domains List



To block unwanted e-mail messages that come from another country/region, add country/region codes to the Blocked Top-Level Domains List. This list enables blocking e-mail addresses that end in a specified top-level domain. For example, selecting the **CA [Canada]**, **US [United States]**, and **MX [Mexico]** check boxes in the list would block messages from e-mail addresses that end in .ca, .us, and .mx. Additional country/region codes appear in the list.

International - Blocked Encodings List



To block unwanted e-mail messages that appear in another language, add encodings to the Blocked Encodings List. This list enables blocking of all e-mail addresses in a specified language encoding, also known as a *character set*. Today, most junk e-mail is sent in US-ASCII encoding. The remainder is sent in various other international encodings. Messages that have unknown or unspecified encodings will be subject to filtering by the regular Junk E-mail Filter.

Additional information can be found in Microsoft Outlook Help, and online:

<http://office.microsoft.com/en-us/outlook/default.aspx>