



Exam : MOS-OXP

Title : Microsoft Outlook 2002 Core

Ver : 11.06.06

QUESTION 1:

Describe the procedures for assigning the Personal category to an e-mail message. Assume you are currently viewing the contents of the Inbox folder. Select all that apply.

- A. Right click the message, and select Categories from the shortcut menu. Click the Personal check box, and click Ok.
- B. Open the message by double clicking it. Select Edit, Categories on the menu bar. Click the Personal check box, and click Ok.
- C. Select the message. Select Edit, Categories on the menu bar. Click the Personal check box, and click Ok.
- D. Select the message. Select File, Categories on the menu bar. Click the Personal check box, and click Ok

Answer: A, C

Explanation: The Tools menu does not contain the Categories command. When a message is open, the Categories command is not on the Edit menu. Answers A and C are the most common methods of assigning a category to a message.

QUESTION 2:

Select all methods that can be used to open a message. Select all that apply.

- A. Left click the message and select Open from the shortcut menu
- B. Select the message, and perform a Ctrl-O on the keyboard.
- C. Right click the message and select Open from the shortcut menu.
- D. Select the message and press Enter on the keyboard.

Answer: B, C, D

Explanation: Answers B, C, and D are less familiar methods of opening a message. The most common method is to double click the message. Answer A is incorrect, as left clicking does not call up a shortcut menu.

QUESTION 3:

Donald is reading a new message without opening it. How can he do this?

- A. The message is selected and he is reading it in the view pane.
- B. The message is selected and he is reading it in the inbox pane.
- C. The message is selected and he is reading it in the preview pane.
- D. The message is selected and he is reading it in the window pane.

Answer: C

Explanation: If the Preview Pane is turned on, selected messages in the message pane can be read in the preview pane. The preview pane is turned on by selecting View, Preview Pane on the menu bar or by clicking the Preview Pane button on the Advanced toolbar.

QUESTION 4:

You have created a new mail message that you will send to a co-worker and you want to build and send an Excel worksheet along with the message. How can you accomplish this task without separately launching Excel?

- A. Select File, New, Office Document on the menu bar. When the New Office Document dialog box displays, double click the Excel program icon
- B. Select Tools, Office Document on the menu bar. When the New Office Document dialog box displays, double click the Excel program icon
- C. Select New, Excel Workbook on the menu bar. When the New Excel Workbook dialog box displays, double click the Excel worksheet icon.
- D. Select File, New, Excel document on the menu bar. When the New Excel Document dialog box displays, double click the Excel worksheet icon.

Answer: A

Explanation: After executing the commands in Answer A, a dialog box displays asking you if you want to Post the document in this folder or Send the document to someone. When you select Send the document to someone, a new message window appears with a second Document window behind it containing the specified MS Office file such as Excel, Word, or PowerPoint.

QUESTION 5:

When a task has been marked as completed by placing a check mark in the task, how does the task Subject and Due Date appear in the Tasks folder?

- A. A single line goes through the task
- B. A double line goes through the task
- C. That task disappears
- D. The task becomes bold

Answer: A

Explanation: When a task is marked as completed, a single line goes through the task and the % of Completion is changed to 100%. A task is created by selecting the Tasks folder from the folder list and selecting the New Task button on the toolbar. Tasks are usually assigned to other people who can either Accept or Reject

QUESTION 6:

Pick the most efficient way to add a contact to a category.

- A. Select the contact from the Contacts folder, select View, Categories on the menu bar, select the desired category and click Ok.
- B. Select the contact from the Contacts folder, select Tools, Categories on the menu bar, select the desired category and click Ok.
- C. Select the contact from the Contacts folder, select File, Categories on the menu bar, select the desired category and click Ok.
- D. Right click the contact from the Contacts folder, select Categories from the shortcut menu, check the desired category, and click Ok.

Answer: D

Explanation: Answers A, B, and C have erroneous menu commands. The Edit menu is used to display the Categories dialog box. In this case, D is the most efficient way to add a contact to a category.

QUESTION 7:

Select all of the methods that can be used to create a new appointment. Select all that apply.

- A. Select the Inbox folder from the folder list. Select the dropdown arrow on the New Message toolbar button and select New Appointment on the dropdown list.
- B. Select the Calendar folder from the folder list, and click the New Appointment button on the toolbar. Click the 1-Day button on the toolbar and double click a time block.
- C. Select Inbox from the folder list. Click the 1-Day button on the calendar toolbar. Double click a time block in the calendar.
- D. Perform a Ctrl-Shift-A on the menu bar.

Answer: A, B, D

Explanation: Although Answer A is a little inefficient, it would still work. Answer C would not work as the appointment toolbar does not display when the Inbox folder is selected. Answers B and D are the two most common ways to create a new appointment.

QUESTION 8:

You currently have a message open. What is the correct menu bar sequence to save the message as a text only file to the disk in drive A:?

- A. Select File, Save As on the menu bar. Select the 3 1/2 Floppy (A:. option from the Look in drop down list at the top of the Save As dialog box. Select Text Only (*.txt. from the Save as type dropdown list. Click the Save button.

MOS-EXP

- B. Select Tools, Save As on the menu bar. Select the 3 ½ Floppy (A:) option from the Look in drop down list at the top of the Save As dialog box. Select Text Only (*.txt) from the Save as type dropdown list. Click the Save button.
- C. Select File, Save As on the menu bar. Select the 3 ½ Floppy (A:) option from the Look in drop down list at the top of the Save As dialog box. Select Rich Text Format (*.rtf) from the Save as type dropdown list. Click the Save button.
- D. Select File, Save As Text File on the menu bar. Select Text Only (*.txt) from the Save as type dropdown list. Click the Save button.

Answer: A

Explanation: Answer B is incorrect as the Save As command is not on the Tools menu. Answer C saves the file as a Rich Text Format file. Answer D is incorrect because there is no Save As Text File command on the menu bar. By default, the default folder would be My Documents which is on drive C.

QUESTION 9:

Select all methods that can be used to create a contact. Select all that apply.

- A. Select the Contacts folder in the folder list. Click the New Contact button on the toolbar. Key in the contact information, and click the Save and Close button on the toolbar.
- B. Select Tools, New Contact on the menu bar. Key in the contact information, and click the Save and Close button on the toolbar.
- C. Select the Contacts folder in the folder list. Perform Ctrl-N on the keyboard. Key in the contact information, and click the Save and Close button on the toolbar.
- D. Select the Contacts folder in the folder list. Right click anywhere in the contacts window, and select New Contact on the shortcut menu. Key in the contact information, and click the Save and Close button on the toolbar.

Answer: A, C, D

Explanation: All are valid methods of creating a contact except answer B. The Tools menu does not have any contact options.

QUESTION 10:

By what three attributes can notes be changed? Select all that apply.

- A. Size
- B. Color
- C. Font
- D. Icon

Answer: A, B, C

MOS-EXP

Explanation: Note sizes are small, medium, and large. Note colors include, white, blue, pink, green, and yellow. To change Note color, right click the note, and select Color from the shortcut menu. To modify other note settings, select Tools, Options on the menu bar. Select the Note Options button from the Preferences tab on the Options dialog box. Set the options from the Note Options dialog box, and click Ok.

QUESTION 11:

Select all TRUE statements in reference to attaching files to messages. Select all that apply.

- A. Only one message can be attached to a message.
- B. A file can be attached to a new message by selecting the paper clip button on the toolbar.
- C. Multiple files can be attached to a message.
- D. Select File, Insert File on the menu bar to attach a file to a message.

Answer: B, C

Explanation: Any type of file(s) can be attached to an e-mail message. When a file is attached to a message, an icon within the message represents the file. When a recipient receives an e-mail message with a file attachment, there is a paperclip icon next to the message when viewed in the Inbox.

QUESTION 12:

Which choice below is NOT an option when delivering a message?

- A. Delivery Receipt
- B. Sensitivity
- C. Open Receipt
- D. Read Receipt
- E. Voting buttons

Answer: C

Explanation: Open Receipt is not a message option. Other message options include Importance Levels and Have replies sent to. To set message options, create a new message and click the Options button on the toolbar.

QUESTION 13:

When invitations are sent out for a meeting, they can be any of three roles. Which role is not available to a meeting attendee?

- A. Resources
- B. Required
- C. Mandatory

D. Optional

Answer: C

Explanation: People who must attend the meeting are set as Required. People who can come to the meeting if they wish, are Optional. Conference rooms and equipment such as video projectors and televisions are Resources. Mandatory is not a meeting attendee role.

QUESTION 14:

Jack has just created a folder called Important Mail. How can he move messages from the Inbox into the newly created folder? Select all that apply.

- A. Select the messages in the Inbox. Drag and drop them into the Important Mail folder.
- B. Select the messages in the Inbox. Right click the selected messages, and select Move to Folder on the shortcut menu. Select the Important Mail folder from the dialog box, and click Ok.
- C. Select the messages in the Inbox. Right click the selected messages, and select Locate to Folder on the shortcut menu. Select the Important Mail folder from the dialog box, and click Ok
- D. Select the messages in the Inbox. Right click the selected messages, and select Copy to Folder on the shortcut menu. Select the Important Mail folder from the dialog box, and click Ok

Answer: A, B

Explanation: Answer C is incorrect because Locate to Folder is not a shortcut menu option. Answer D is incorrect because the shortcut menu option is Move to Folder not Copy to Folder. Answers A and B are the most common methods of moving messages between folders.

QUESTION 15:

Select the proper procedures for assigning the Favorites category to a single note? Select all that apply.

- A. Select the note. Select Edit, Categories on the menu bar. Check the Favorites category check box, and click Ok.
- B. Select the note. Select File, Categories on the menu bar. Check the Favorites category check box, and click Ok
- C. Right click the note and select Categories on the shortcut menu. Check the Favorites category check box, and click Ok
- D. Select the note. Select View, Categories on the menu bar. Check the Favorites category check box, and click Ok

Answer: A, C

Explanation: Categories can be assigned to notes by either using answers A or C. Answers B and D contain incorrect menu bar commands.

QUESTION 16:

Gayle is creating a new mail message. What levels are available when she selects the Sensitivity dropdown list located in the Message Options dialog box? Select all that apply.

- A. Private
- B. Classified
- C. Restricted
- D. Confidential
- E. Secret

Answer: A, D

Explanation: There are four sensitivity levels that can be applied to a message: Private, Personal, Confidential, and Normal. Normal is the default level assuming the default settings have not been changed. Classified, Secret and Restricted do not exist. To set sensitivity levels from a new mail message window, select the Options button on the toolbar.

QUESTION 17:

Pick the TRUE statements in reference to printing an open message. Select all that apply.

- A. The print button is located on the Standard toolbar.
- B. Activate the Print dialog box by performing a Ctrl-P on the keyboard.
- C. Select Tools, Print on the menu bar.
- D. Select File, Print on the menu bar.

Answer: A, B, D

Explanation: Answers A, B, and D are the most common methods of printing an open e-mail message. There is not a print option on the Tools menu.

QUESTION 18:

Besides the File menu, what other menu bar item can be used to create a new mail message?

- A. Tools
- B. View
- C. New
- D. Actions

Answer: D

MOS-EXP

Explanation: Selecting Actions, New Mail Message on the menu bar is a less common method of creating a new mail message. The most common method is to either click the New Message button on the toolbar or by double clicking a blank area of the message pane.

QUESTION 19:

Kyle wants to create a meeting that takes place every third Thursday of the month. How can Kyle accomplish this task? Select all that apply.

- A. Select the Calendar folder from the folder list. Select Tools, New Meeting Request on the menu bar. Select the Recurrence button on the toolbar.
- B. Select the Inbox folder from the folder list. Select Actions, New Meeting Request on the menu bar. Select the Recurrence button on the toolbar
- C. Select the Calendar folder from the folder list. Select File, New, Meeting Request on the menu bar. Select the Recurrence button on the toolbar
- D. Select the Calendar folder from the folder list. Select Actions, New Meeting Request on the menu bar. Select the Recurrence button on the toolbar

Answer: C, D

Explanation: To create a recurring meeting, select the Calendar folder in the folder list. Select Actions, New Meeting Request on the menu bar. Select the Recurrence button on the toolbar.

QUESTION 20:

When a folder has been archived, what default filename extension is assigned to the archived file?

- A. PTS
- B. STP
- C. PST
- D. SPT

Answer: C

Explanation: When a folder is archived, the file which contains the archived information has a pst extension by default. An example of an archived filename is oldmail.pst. To archive a folder, select the folder in the folder list, click File, Archive on the menu bar, key the filename, and click Ok.

QUESTION 21:

Sean has opened a message and he wants to send a reply. He also wants the reply to be sent to everyone that was carbon copied on the original message. What button can he select on the toolbar so everyone will receive his reply?

- A. Reply to Everyone
- B. Reply to All
- C. Reply
- D. Send to all

Answer: B

Explanation: Selecting the Reply to All button will send the reply to everyone that was carbon copied the message. Answers A and D do not exist. Answer C would send the reply to the original sender only.

QUESTION 22:

You have created a meeting and you need to reserve Conference Room A for the meeting. What role will the conference room play in the meeting?

- A. Required
- B. Resources
- C. Support
- D. Optional

Answer: B

Explanation: Resources are non-human support for meetings. Resources include conference rooms, multi-media equipment, and anything else needed for a meeting. Resources have their own mailboxes that are maintained by administrators within the company.

QUESTION 23:

You have just completed keying a message and you want to place a setting on the message that tells the recipient to call. How can this objective be achieved?

- A. Click the Follow-up button on the toolbar and select Call from the Flag for follow-up dialog box.
- B. Select the Please Call button on the toolbar.
- C. Select the Options button on the toolbar and click the Call flag button in the dialog box.
- D. Select the High Importance button on the toolbar.

Answer: A

Explanation: There is no Please Call Button. The Call flag is not located in the Options dialog box, and High Importance has nothing to do with having the message recipient call you. To set a message flag, click the Follow-up button on the toolbar and select the desired flag from the Flag to field dropdown list. Other examples of message flags are Follow-Up,

For Your Information, and Review. You can also key your own flag, such as Call ASAP, into the Flag to field.

QUESTION 24:

Pick the correct procedure for assigning a contact to a note.

- A. Left click the Note. Select Assign Contact from the shortcut menu. Select the Contacts button on the Contacts for Note dialog box, and click Ok.
- B. Right click the Note. Select Assign Contact from the shortcut menu. Select the Contacts button on the Contacts for Note dialog box, and click Ok
- C. Open the note. Select the control button in the upper left of the note and select Contacts from the menu. Select the Contacts button, and click Ok.
- D. Open the note. Select the control button in the upper right of the note and select Contacts from the menu. Select the Contacts button, and click Ok

Answer: C

Explanation: When a contact is assigned to a note, the note can be viewed from the Activities tab of the contact window. Right clicking a note cannot be used to assign a contact to a note. Left clicking a note does not call up a shortcut menu.

QUESTION 25:

Julies selects the Calendar folder. She wishes to save it as a web page. What format are web pages saved in?

- A. HTLM
- B. HMTL
- C. HTML
- D. HLTM

Answer: C

Explanation: HTML, which stands for Hypertext Markup Language is the file format used so documents can published to the Internet and company Intranets. To save the calendar as a web page, select the Calendar folder on the folder list. Click File, Save as Web Page on the menu bar.

QUESTION 26:

Select the proper procedures for calling up the View Summary dialog box. Select all that apply.

- A. Right click in the message pane and select Customize Current View on the shortcut menu.
- B. Right click a folder in the folder list, and select Customize Current View on the shortcut

menu.

C. Select File, Customize Current View on the menu bar.

D. Select View, Current View, Customize Current View on the menu bar.

Answer: A, D

Explanation: Customizing the view enables you to change how folder contents are viewed. Examples include grouping, filtering, and sorting.

QUESTION 27:

Select the proper method to create a meeting?

A. Select the Calendar folder from the folder list. Click the New Meeting button on the toolbar. Invite people and it will automatically switch from Meeting to Appointment.

B. Select the Calendar folder from the folder list. Click the New Appointment button on the toolbar. Invite people and it will automatically switch from Appointment to Meeting.

C. Select the Inbox folder from the folder list. Click the New Appointment button on the toolbar.

D. Select the Calendar folder from the folder list. Click New Meeting from the Tools menu.

Answer: B

Explanation: Meetings can be created from the New Appointment window. As soon as you invite someone to an appointment, it automatically changes to a meeting. Answer A is incorrect because the sequence of commands is reversed.

QUESTION 28:

Mia has opened the Sort dialog box while in her Contacts folder. What button can she select in the dialog box to clear all sort fields and put the setting back to (none. ?

A. Clear All

B. Clear

C. Reset

D. Erase All

Answer: A

Explanation: Right click a blank area of the contacts pane and select Sort from the menu bar to display the Sort dialog box. Select the Clear All button to reset all sort fields to (none. .

QUESTION 29:

You have created an appointment. When you activate the shortcut menu by right clicking the appointment, what option allows you to set conditions on how the appointment is

formatted?

- A. Automatic Formatting
- B. Conditional Formatting
- C. Pre-set Formatting
- D. Repeat Formatting

Answer: A

Explanation: To set automatic formatting for an appointment, right click the appointment in the Calendar folder and select Automatic Formatting on the shortcut menu.

QUESTION 30:

Pick the proper procedure for assigning an appointment to the Favorites category.

- A. Double click the appointment and select Categories on the shortcut menu. Check the Favorites category check box, and click Ok.
- B. Left click the appointment and select Categories on the shortcut menu. Check the Favorites category check box, and click Ok
- C. Right click the appointment and select Categories on the shortcut menu. Check the Favorites category check box, and click Ok
- D. Right click the appointment and select Categories on the shortcut menu. Check the Business category check box, and click Ok

Answer: C

Explanation: Assigning categories to appointments make it easy to search for the appointment later. Left clicking an appointment does not display a shortcut menu.

QUESTION 31:

Joe has received an e-mail message with an attachment. How can Joe put the file onto his hard disk drive?

- A. Right click the attachment icon and select Save As on the shortcut menu. Select a folder on his hard disk such as My Documents, and click the Save button.
- B. Left click the attachment icon and select Save As on the shortcut menu. Select a folder on his hard disk such as My Documents, and click the Save button.
- C. Right click the attachment icon and select Save on the shortcut menu. Select a folder on his hard disk such as My Documents, and click the Save button.
- D. Left click the attachment icon and select Save on the shortcut menu. Select a folder on his hard disk such as My Documents, and click the Save button.

Answer: A

Explanation: Answers B and D are incorrect as you don't get a shortcut menu when you left click an attachment icon. Answer C is wrong because there is not a Save option on the shortcut menu, only Save As.

QUESTION 32:

When receiving a meeting request, which is not an option when responding to the request?

- A. Decline
- B. Accept
- C. Tentative
- D. Uncertain

Answer: D

Explanation: When accepting, declining, or tentatively accepting a meeting, you are given the option of sending your response to the meeting organizer.

QUESTION 33:

Gayle wants to create a Task and assign two users to the task. How can she accomplish this objective?

- A. Select the Tasks folder from the folder list. Select the New Task button on the toolbar. Click the Assign Task button. Select the To button and double click each name that you want the task assigned to.
- B. Select the Tasks folder from the folder list. Select Tools, New Task on the menu bar. Select the To button and double click each name that you want the task assigned to.
- C. Select the Inbox folder from the folder list. Select the New Task button on the toolbar. Select the To button and double click each name that you want the task assigned to.
- D. Select the Outbox folder from the folder list. Select the New Task button on the toolbar. Select the To button and double click each name that you want the task assigned to.

Answer: A

Explanation: Tasks are created and stored in the Tasks folder. Tasks are assignments or projects that you assign to yourself or another user. You can also keep track of the progress your user is making by opening the task window.

QUESTION 34:

Which style is NOT available when printing a calendar?

- A. Tri-fold
- B. Yearly
- C. Monthly

D. Weekly

Answer: B

Explanation: To print the calendar in a certain view, select File, Print on the menu bar. Select the desired style from the Print Style section. Yearly is not a print style. The other missing print style is Daily.

QUESTION 35:

Your Inbox contains ten messages. You want to copy the first five messages into a newly created folder called Old Mail. What method can be used to accomplish this task?

- A. Select the messages in the Inbox, and drag and drop them into the Old Mail folder.
- B. Select the messages in the Inbox. Select Edit, Copy on the menu bar. Select the Old Mail folder. Click inside the message pane. Select Edit, Paste on the menu bar.
- C. Select the messages in the Inbox. Right click the selected messages, and select Copy on the shortcut menu. Right click the Old Mail folder and select Paste on the shortcut menu.
- D. Select the messages in the Inbox. Right click the selected messages, and select Cut on the shortcut menu. Right click the Old Mail folder and select Paste on the shortcut menu

Answer: B

Explanation: the key here is the word Copy in the question. Answer A would work but the messages are relocated and not copied. Answers C and D wouldn't work because Cut/Copy and Paste options are not on the shortcut menu.

QUESTION 36:

You are currently viewing the contacts in the Contacts folder. How can you view the e-mails, Notes, and Appointments associated with the Myles Cyrlong contact?

- A. Right click the contact for Myles Cyrlong. Click the Tracking tab on the shortcut menu. Select All items from the Show dropdown list.
- B. Double click the contact for Myles Cyrlong. Click the Tracking tab. Select All items from the Show dropdown list.
- C. Double click the contact for Myles Cyrlong. Click the Activities tab. Select All items from the Show dropdown list.
- D. Double click the contact for Myles Cyrlong. Click the Actions tab. Select All items from the Show dropdown list.

Answer: C

Explanation: By default, when a contact is created, all subsequent activity is tracked from the main default folders such as the Inbox, Calendar, and Notes.

QUESTION 37:

Alicia has opened her task and is attempting to update the status. What options are not on the Status dropdown list? Select all that apply.

- A. In Progress
- B. Completed
- C. Assigned to someone else
- D. Finished

Answer: C, D

Explanation: To update the status on a task, open the task and select the desired status on the Status dropdown list. In addition to answers A and B, Not Started, Waiting on someone else, and Deferred are other choices on the dropdown list.

QUESTION 38:

You have received an e-mail from an external client indicating that her phone number and department have changed. You have a contact for this client. What is the best and fastest method of updating her contact information?

- A. Delete the original contact and create a new one.
- B. Have someone else in your department e-mail you the clients newly created contact information.
- C. Select the Contacts folder, double click the clients contact, edit the information, then click the Save and Close button..
- D. Wait for her to e-mail you her contact information as an attachment.

Answer: C

Explanation: Although all four methods could be used to update the clients contact information, answer C is, by far, the most efficient.

QUESTION 39:

Nelson has a note with several important phone numbers. How can Nelson save the note as a text file?

- A. Right click the note icon and select Save As on the shortcut menu. Key a filename and select Text Only (*.txt. from the Save as type dropdown list, and click Ok.
- B. Open the note. Select the control button in the upper left hand corner of the note and select Save As on the shortcut menu. Key a filename, select Text Only (*.txt. from the Save as type dropdown list, and click Ok.
- C. Open the note. Select the control button in the upper right hand corner of the note and select Save As on the shortcut menu. Key a filename, select Text Only (*.txt. from the Save as type

MOS-EXP

dropdown list, and click Ok

D. Open the note. Select the control button in the upper left hand corner of the note and select Save on the shortcut menu. Key a filename, select Text Only (*.txt. from the Save as type dropdown list, and click Ok

Answer: B

Explanation: Answer A is wrong, as right clicking the note does not give any save options. Answer C is wrong because the control button is in the left hand corner not right-hand corner. Answer D is wrong because it is the Save As command, not Save.

QUESTION 40:

Joe wants to create a task that repeats every third Thursday of the month. What toolbar button can he select in the new Task window to accomplish this objective?

- A. Re-occur
- B. Recurrence
- C. Repeating
- D. Replicate

Answer: B

Explanation:

When the Recurrence button is selected from the toolbar in the new task window, the recurrence can be set from the Recurrence Pattern section of the dialog box. An example of a recurring task would be a monthly corporate newsletter.

QUESTION 41:

Select all available methods of assigning a category to a contact. Select all that apply.

- A. Right click the contact and select Categories on the shortcut menu.
- B. Select the contact, and click Tools, Categories on the menu bar.
- C. Select the contact, and select Edit, Categories on the menu bar.
- D. Select the contact, and perform a Ctrl-C on the keyboard.

Answer: A, C

Explanation: Categories is not a command on the Tools menu nor is the Ctrl-C method a keyboard shortcut for assigning categories.

QUESTION 42:

Pick the false statement in reference to contacts.

MOS-EXP

- A. Contacts can be created only when the Contacts folder is selected on the folder list.
- B. Contacts are used to store information about frequently contacted people or groups.
- C. When the Contacts folder is selected from the folder list, perform a Ctrl-N on the keyboard to create a new contact.
- D. Contacts can be edited after they are created.

Answer: A

Explanation: Although it is most common to create a contact from the Contacts folder. You can create a contact no matter what folder you are in if you select File, New, Contact on the menu bar.

QUESTION 43:

You are creating a new appointment. How can you attach the Myles Cyrlong contact to the appointment so it can be tracked?

- A. Click the Contacts button at the top of the Appointments window.
- B. Click the Contacts button at the bottom of the Appointments window.
- C. Click the Contacts button on the toolbar.
- D. Click Contacts, Add on the menu bar.

Answer: B

Explanation: Contacts can be attached to appointments and tasks so they can be tracked from the Contacts folder.

QUESTION 44:

David has decided to sort the contacts in his Contacts folder. What is the maximum number of fields will he be able to sort by?

- A. 3
- B. 4
- C. 5
- D. 2

Answer: B

Explanation: The easiest way to sort a contact list is to select the Contacts folder from the folder list. Right click a blank area of the contact pane, and select Sort from the shortcut menu. The Sort dialog box contains four sort field dropdown lists.

QUESTION 45:

Besides the File menu, what other menu bar item can be used to create a new mail

message?

- A. Tools
- B. View
- C. New
- D. Actions

Answer: D

Explanation:

Selecting Actions, New Mail Message on the menu bar is a less common method of creating a new mail message. The most common method is to either click the New Message button on the toolbar or by double clicking a blank area of the message pane.

QUESTION 46:

Pick all TRUE statements in reference to notes. Select all that apply.

- A. Categories can be assigned to notes.
- B. The note color cannot be changed.
- C. Note text can be saved as a text file.
- D. The font of note text cannot be changed.

Answer: A, C

Explanation: Assign a category to a note by right clicking the note and selecting Categories on the shortcut menu. Save note text as a text file by selecting the note control button and selecting Save As on the menu bar. Change note font by selecting Tools, Options on the menu bar, and selecting the Notes Options button from the Preferences section of the Options dialog box. Select the font button on the Notes Options dialog box, and click Ok.

QUESTION 47:

Pick the FALSE statement in reference to creating appointments.

- A. Once an appointment is created, it can be edited.
- B. Appointments can be created from the Calendar folder.
- C. Appointments change to events as soon as someone from the address book is invited.
- D. An appointment that takes place every Tuesday is called a recurring appointment.

Answer: C

Explanation: Answer C is false because when an appointment is created, and someone is invited, it changes to a Meeting not an Event. An appointment changes to an event if the All day event checkbox is checked when in the Appointment window

QUESTION 48:

You have created a new mail message that needs the recipient's immediate attention. You also want definite confirmation that the message was delivered and read by the recipient. What message options can you apply to the message so the objectives are satisfied?

- A. Set the importance level to High and request a read receipt
- B. Set the importance level to High and request a delivery and read receipt.
- C. Set the importance level to High and request a delivery receipt
- D. Set the importance level to Normal and request a delivery and read receipt
- E. Set the sensitivity level to Private and request a delivery and read receipt

Answer: B

Explanation: Answer A is missing Delivery confirmation. Answer C is missing a Read receipt. Answer D uses the Normal priority level, which doesn't satisfy the urgency objective. Answer E uses the Low priority level, which doesn't satisfy the urgency objective. Answer B satisfies all objectives: High importance, Delivery Receipt, and Read Receipt. Answer E is incorrect as sensitivity was not an objective in the question.

QUESTION 49:

Jerry has created a new message and his default signature named Business displays in the new message. He wants to use the signature named Personal for this one message. What is the most efficient way he can replace the Business signature with the Personal signature for this one message?

- A. He should highlight the existing signature text in the message window and hit the DEL (delete. key. He should then go to the Create New Signature dialog box, delete the Business signature, and create a new signature named Personal.
- B. He should highlight the existing signature text in the message window and hit the DEL (delete. key. He should then select the Personal signature choice from the Signature button on the Formatting toolbar.
- C. He should highlight the existing signature text in the message window and hit the DEL (delete. key. He should then select the Personal signature choice from the Signature button on the Standard toolbar.
- D. He should highlight the existing signature text in the message window and hit the DEL (delete. key. He should then select the Personal signature choice from the Signature button on the Advanced toolbar.

Answer: C

Explanation:

Answer A would work but is very inefficient. In answer D, there is no Advanced toolbar in a new message window. The Formatting toolbar is used to format data not insert

signatures. Selecting the Signature button on the Standard toolbar gives you a dropdown list of available signatures.

QUESTION 50:

You want to assign a newly created task to three of your existing contacts. How can this be done from the Task window?

- A. Select the Assign Task button on the toolbar. Select Contacts from the Show Names from the dropdown list. Single click each name that will be assigned the task.
- B. Select the Assign Task button on the toolbar. Select Contacts from the Show Names from the dropdown list. Double click each name that will be assigned the task.
- C. Select the Task Distribution button on the toolbar. Select Contacts from the Show Names from the dropdown list. Double click each name that will be assigned the task.
- D. Select the Task Assignment button on the toolbar. Select Contacts from the Show Names from the dropdown list. Double click each name that will be assigned the task.

Answer: B

Explanation: Answer A is incorrect as single clicking a name does not move to the To window. Answers C and D are incorrect as there is no Task Distribution or Task Assignment buttons on the toolbar.

QUESTION 51:

Select all methods that can be used to create a contact. Select all that apply.

- A. Select the Contacts folder in the folder list. Click the New Contact button on the toolbar. Key in the contact information, and click the Save and Close button on the toolbar.
- B. Select Tools, New Contact on the menu bar. Key in the contact information, and click the Save and Close button on the toolbar.
- C. Select the Contacts folder in the folder list. Perform Ctrl-N on the keyboard. Key in the contact information, and click the Save and Close button on the toolbar.
- D. Select the Contacts folder in the folder list. Right click anywhere in the contacts window, and select New Contact on the shortcut menu. Key in the contact information, and click the Save and Close button on the toolbar.

Answer: A, C, D

Explanation: All are valid methods of creating a contact except answer B. The Tools menu does not have any contact options.

QUESTION 52:

You currently have over 100 contacts in your Contacts folder. Seventeen of these contacts have been added to the Favorites category. How can you run a search so only those

contacts display in the Contacts folder?

- A. Select the Contacts folder from the folder list. Select the Search button on the toolbar. Key Favorites into the Look for field. Select the Find Now button.
- B. Select the Contacts folder from the folder list. Select the Find button on the toolbar. Key Favorites into the Look for field. Select the Search Now button
- C. Select the Contacts folder from the folder list. Select the Look for button on the toolbar. Key Favorites into the Look for field. Select the Find Now button
- D. Select the Contacts folder from the folder list. Select the Find button on the toolbar. Key Favorites into the Look for field. Select the Find Now button

Answer: D

Explanation: Categories are used to store related Outlook items so they are easy to search for later. To add a contact to a category, right click the contact and select Categories on the shortcut menu. Check the desired category that will store the contact, and click OK.

QUESTION 53:

Pick the TRUE statements about scheduling resources for a meeting. Select all that apply.

- A. Resources are always required attendees.
- B. Resources consist of conference rooms, projectors, and any other meeting support materials and equipment.
- C. Resources have their own mailboxes that are maintained by administrators.
- D. A conference room which is specified as a resource will automatically accept a meeting request if the room is available and the person requesting it is authorized to do so.

Answer: B, C, D

Explanation: Resources are primarily non-human elements needed for a meeting. Resource examples include conference rooms, media projectors, and other support materials. Resources have their own mailboxes which can accept or decline meeting requests. These mail boxes are maintained by an administrator within the company.

QUESTION 54:

Thomas wants to print a four-page e-mail message, and have his name appear at the top right corner of each page. How can he accomplish this objective?

- A. Select File, Print on the menu bar. Select the Page Setup button on the Print dialog box. Select the Header/Footer tab. Click the left box of the Header section, key his name, and click Ok.
- B. Select File, Print on the menu bar. Select the Paper Setup button on the Print dialog box. Select the Header/Footer tab. Click the left box of the Header section, key his name, and click Ok
- C. Select File, Print on the menu bar. Select the Page Setup button on the Print dialog box. Select

MOS-EXP

the Header/Footer tab. Click the left box of the Footer section, key his name, and click Ok
D. Select File, Print on the menu bar. Select the Page Setup button on the Print dialog box. Select the Header/Footer tab. Click the right box of the Footer section, key his name, and click Ok

Answer: D

Explanation: Answers C and D are wrong as the questions states top right and answers C and D specify footers. Answer B is incorrect because there is no Paper Setup dialog box.

QUESTION 55:

You have updated several contacts in your contacts folder but whenever you return to the contact, the changes are not there. What is the most likely cause of this situation?

- A. The contacts were created in the wrong folder.
- B. You did not save the changes when you exited the contact after editing.
- C. You should have deleted the contact and started fresh.
- D. You are not allowed to save changes.

Answer: B

Explanation: Whenever you make changes to a contact, you should click the Save and Close button on the toolbar. If the contact is not saved, the changes will not take effect.

QUESTION 56:

Pick the FALSE statements about formatting an appointment. Select all that apply.

- A. Automatic formatting can be set according to user specified rules.
- B. Appointments cannot be formatted according to user specified rules.
- C. Automatic formatting is applied by right clicking the appointment, and selecting Automatic Formatting on the shortcut menu.
- D. Automatic formatting is applied by left clicking the appointment.

Answer: B, D

Explanation: To set automatic formatting for a message, right click the appointment and select Automatic Formatting on the shortcut menu. Click the Condition button on the Automatic Formatting dialog box.

QUESTION 57:

Marcia has set the For Your Information follow-up flag on her newly created message. How will the flag look when the recipient receives and opens the message?

- A. It will be within the message body

MOS-EXP

- B. It will appear at the bottom of the message window on the status bar.
- C. It will show as a yellow bar going across the top of the message window.
- D. It will display as red bar going across the top of the message window

Answer: C

Explanation: Flags are used as reminders for the sender or receiver. They appear as a yellow bar the top of the message and are set in a new message by clicking the Follow?up button on the toolbar.

QUESTION 58:

Bill is performing an advanced search for messages in his Inbox folder but the search is taking longer than expected. What button can Bill select to halt the search?

- A. Clear
- B. Quit
- C. Exit
- D. Stop

Answer: D

Explanation: Selecting the Stop button causes Outlook to stop searching.

QUESTION 59:

Toni has six new e-mail messages in the Inbox folder. Two of the messages have attachments. How does Toni know this without opening the messages?

- A. Staple symbols next to the messages.
- B. Paper clip symbols next to the messages.
- C. The word "attachment" is part of the subject line.
- D. The filename appears in the subject line

Answer: B

Explanation: Small paper clip symbols appear next to messages with attached files when viewing the messages in the Inbox.

QUESTION 60:

Pick the FALSE statements in reference to moving e-mail messages? Select all that apply.

- A. Messages can be moved into a folder by dragging and dropping them into the target folder.
- B. When messages are moved into another folder, the original messages remain in the original folder.

- C. Only one message can be moved at a time.
- D. When a folder that contains messages is moved to the Deleted Items folder, the messages within the folder are deleted as well.

Answer: B, C

Explanation: Multiple messages can be moved at the same time. Dragging and dropping is the most common method of moving messages. When messages are moved, they are removed from the original folder.

QUESTION 61:

David has decided to sort the contacts in his Contacts folder. What is the maximum number of fields will he be able to sort by?

- A. 3
- B. 4
- C. 5
- D. 2

Answer: B

Explanation: The easiest way to sort a contact list is to select the Contacts folder from the folder list. Right click a blank area of the contact pane, and select Sort from the shortcut menu. The Sort dialog box contains four sort field dropdown lists.

QUESTION 62:

What is the default file format for all newly created e-mail messages?

- A. Rich Text Format
- B. PDF
- C. Text
- D. HTML

Answer: D

Explanation: The default file format for new messages is HTML. This format supports most mail server formats. Attributes such as bold, underline, italics, font colors, and bullets and numbering are formatted by this format.

QUESTION 63:

How can John create a new category called Office so he can assign it to his already existing appointment?

MOS-EXP

- A. Right click the appointment and select Categories on the shortcut menu. Key Office into the window and click the Add button. Check the box for the newly created Office category, and click Ok.
- B. Left click the appointment and select Categories on the shortcut menu. Key Office into the window and click the Add to list button. Check the box for the newly created Office category, and click Ok
- C. Double click the appointment and select Categories on the shortcut menu. Key Office into the window and click the Add to list button. Check the box for the newly created Office category, and click Ok
- D. Right click the appointment and select New Categories on the shortcut menu. Key Office into the window and click the Add to list button. Check the box for the newly created Office category, and click Ok

Answer: A

Explanation: Categories can be assigned to appointments so they can be easily searched for later. The Categories dialog box can also be accessed from the Edit menu.

QUESTION 64:

Three days ago you created a meeting and invited 15 people. Everyone has accepted your meeting invitation. This morning, you realize you had a previous engagement with an out of state sales representative on the same day as the meeting. What is the best method of cancelling the meeting and letting the 15 attendees know that the meeting has been cancelled?

- A. Delete the meeting from the calendar, and call each attendee to inform him/her that the meeting has been cancelled.
- B. Leave the meeting on the calendar and when the people show up on the meeting date, tell them that the meeting has been cancelled.
- C. Delete the meeting from the calendar. When the dialog box displays, select the Send cancellation and delete meeting option button, and select Ok.
- D. Delete the meeting from the calendar. When the dialog box displays, select the Delete without sending a cancellation option button.

Answer: C

Explanation: Answer A is effective but grossly inefficient. Answers B and D would have many people upset with you. Answer C is the best method to use when canceling a meeting. Answer C is the most common method of deleting a meeting and sending an update e mail to all meeting attendees.

QUESTION 65:

Jerry is creating a new meeting request and has invited six people to the meeting. What tab can he select in the Meeting window to see if the attendees will be available and will most

likely accept the meeting request?

- A. Attendee Availability
- B. Attendee Timetable
- C. Attendee Access
- D. Attendee Contact

Answer: A

Explanation: Clicking the Attendee Availability tab at the top of the Meeting window allows you to see if your meeting attendees will be available for the meeting. This is a positive step in determining if your attendees will accept or decline your meeting request.

QUESTION 66:

Josh selects his Tasks folder and notices that several tasks contain a check mark. What does this check mark indicate?

- A. New task
- B. Task not yet started
- C. Task halfway complete
- D. Task completed

Answer: D

Explanation: When someone who has been assigned a task checks the task checkbox, the task is marked as completed and a message is sent to the person who delegated the task informing them that the task has been completed.

QUESTION 67:

Tom wants to only see messages that were sent yesterday. How can he accomplish this task?

- A. Click View, Current View, Customize Current View on the menu bar. Select the Filter button on the View Summary Dialog box. Select Received and Yesterday from the Date: dropdown lists. Click Ok two times.
- B. Click File, Current View, Customize Current View on the menu bar. Select the Filter button on the View Summary Dialog box. Select Received and Yesterday from the Time: dropdown lists. Click Ok two times
- C. Click View, Current View, Customize Current View on the menu bar. Select the Filter button on the View Summary Dialog box. Select Received and Yesterday from the Time: dropdown lists. Click Ok two times
- D. Click Tools, Current View, Customize Current View on the menu bar. Select the Filter button on the View Summary Dialog box. Select Received and Yesterday from the Time: dropdown lists. Click Ok two times

Answer: C

Explanation: Customizing views allows you to see only the messages you want to see. Messages can be sorted, filtered, and grouped.

QUESTION 68:

Pick the FALSE statements in reference to assigning categories to messages. Select all that apply.

- A. Assign a category when the message is open by selecting Edit, Categories on the menu bar.
- B. Right click the message in the Inbox and select Categories on the shortcut menu.
- C. Categories cannot be assigned to messages
- D. Assign a category when the message is selected in the Inbox, and click Edit, Categories on the menu bar.

Answer: A, C

Explanation: The key to this type of question is to isolate the TRUE answers. In this case, B and D are true so A and C are the answers. The Edit menu does not have a Categories command when the message is open.

QUESTION 69:

Select the true statements in reference to assigning tasks to contacts. Select all that apply.

- A. Tasks cannot be assigned to contacts
- B. Only one contact can be assigned to a task.
- C. Tasks can have multiple contacts assigned to it.
- D. Contacts can be removed from a task.

Answer: C, D

Explanation: To assign a task to multiple contacts, click the Assign Task button on the toolbar. Click the To button. Select Contacts from the Show Names from the dropdown list and double click each contact that will be assigned the task. Click Ok.

QUESTION 70:

You have just received six messages which are now in your Inbox folder. Three of these messages have the High Importance message setting. What symbol is used to indicate a message has been set with High Importance?

- A. &
- B. #

- C. !
- D. @

Answer: C

Explanation: A red exclamation mark next to a message indicates that it has been sent with High Importance and the message should be read immediately.

QUESTION 71:

You currently have a message open. What is the correct menu bar sequence to save the message as a text only file to the disk in drive A:?

- A. Select File, Save As on the menu bar. Select the 3 1/2 Floppy (A:.) option from the Look in drop down list at the top of the Save As dialog box. Select Text Only (*.txt.) from the Save as type dropdown list. Click the Save button.
- B. Select Tools, Save As on the menu bar. Select the 3 1/2 Floppy (A:.) option from the Look in drop down list at the top of the Save As dialog box. Select Text Only (*.txt.) from the Save as type dropdown list. Click the Save button.
- C. Select File, Save As on the menu bar. Select the 3 1/2 Floppy (A:.) option from the Look in drop down list at the top of the Save As dialog box. Select Rich Text Format (*.rtf.) from the Save as type dropdown list. Click the Save button.
- D. Select File, Save As Text File on the menu bar. Select Text Only (*.txt.) from the Save as type dropdown list. Click the Save button.

Answer: A

Explanation: Answer B is incorrect as the Save As command is not on the Tools menu. Answer C saves the file as a Rich Text Format file. Answer D is incorrect because there is no Save As Text File command on the menu bar. By default, the default folder would be My Documents which is on drive C.

QUESTION 72:

What is the keyboard shortcut to insert an Office Document into your message?

- A. Ctrl-Shift-T
- B. Ctrl-Shift-P
- C. Ctrl-Shift-H
- D. Ctrl-Shift-O

Answer: C

Explanation: To see keyboard shortcuts, click File, New on the menu bar. Keyboard shortcuts are listed to the right of the command. Performing a Ctrl-Shift-H on the

keyboard calls up the New Office Document dialog box where you can select to insert a Word, Excel, Excel Chart, or PowerPoint document.

QUESTION 73:

Gayle has a folder named Important Mail. The folder contains over 100 messages. She wants to be able to empty the folder but she doesn't want to lose the important messages within the folder. How can she archive the folder?

- A. Select the Important Mail folder from the folder list. Select Tools, Backup on the menu bar. Key the filename and path into the Archive File field, and click Ok.
- B. Select the Important Mail folder from the folder list. Select File, Archive on the menu bar. Key the filename and path into the Archive File field, and click Ok
- C. Select the Important Mail folder from the folder list. Select Tools, Archive on the menu bar. Key the filename and path into the Archive File field, and click Ok
- D. Select the Important Mail folder from the folder list. Select File, Backup on the menu bar. Key the filename and path into the Archive File field, and click Ok

Answer: B

Explanation: Archiving a folder takes all of the messages in the selected folder and places them into a user specified file with the pst filename extension.

QUESTION 74:

Pick the two best methods of changing a meeting time. Select two answers?

- A. Double click the meeting in the calendar; change the start and time then click the save and Close button. Click Yes on the dialog box so the update is sent to all meeting attendees. Click the Send Update button on the toolbar.
- B. With the Calendar folder selected, click and drag the meeting to a different time. Click Yes on the dialog box so the update is sent to all meeting attendees. Send the update to the attendees.
- C. Delete the meeting then re-create it re-inviting all attendees.
- D. Don't change the meeting time, just call all of the attendees and tell them verbally of the new meeting time.

Answer: A, B

Explanation: Although all answers could be used, the question stated select the two BEST methods. Answers A and B are the most common methods of updating a meeting time.

QUESTION 75:

Jane wants to update her task so that it is marked as urgent. How can she accomplish this objective?

MOS-EXP

- A. Set the Priority level to High
- B. Set the Priority level to Low
- C. Set the Priority level to Urgent
- D. Set the Priority level to ASAP

Answer: A

Explanation: To set the priority level of a task, open the task and select the desired priority level from the Priority dropdown list. Normal, Low, and High are the three priority levels that can be set for a task.

QUESTION 76:

Lyle has just accepted a task from his boss. When he clicks the Accept button to accept the task, what two options appear on the Accepting Task dialog box? Select two answers.

- A. Edit the Response before Sending
- B. Send Response Now
- C. Add and Send Response Now
- D. Apply and Send Response Now

Answer: A, B

Explanation: To accept a task, open the task from the Inbox folder by double clicking it. Click the Accept button at the top of the task window. When accepting a task, you have the option of sending the acceptance response to the person assigning the task, or you can edit the task before sending the response.

QUESTION 77:

Lyle has attached the Henry Jones contact to a note. How can Lyle view the note when he opens Henry's contact?

- A. Open the contact. Select the Details tab, and double click the note icon.
- B. Open the contact. Select the General tab, and double click the note icon.
- C. Open the contact. Select the Assignments tab, and double click the note icon.
- D. Open the contact. Select the Activities tab, and double click the note icon.

Answer: B

Explanation: When viewing the activities for a contact, you can see all information pertaining to the contact including notes, tasks, appointments, and meetings.

QUESTION 78:

You currently have over 100 messages in your Inbox folder. What procedure can you use

to search for those messages that contain the word Meeting in the subject line?

- A. Click the Search button on the toolbar. Click the Advanced Find button. Key Meeting in the Search for the words field and select Messages from the Look for dropdown list. Click the Find Now button.
- B. Click the Find Now button on the toolbar. Click the Advanced Find button. Key Meeting in the Search for the words field and select Messages from the Look for dropdown list. Click the Find button
- C. Click the Search Now button on the toolbar. Click the Advanced Find button. Key Meeting in the Search for the words field and select Messages from the Look for dropdown list. Click the Search Now button
- D. Click the Find button on the toolbar. Click the Advanced Find button. Key Meeting in the Search for the words field and select Messages from the Look for dropdown list. Click the Find Now button.

Answer: D

Explanation: Other search criteria that can be searched from the Advanced Find dialog box are whom the message is from, whom the message was sent to, and the time the message was created, among others.

QUESTION 79:

You have assigned a task to Carol and she has accepted it. Later, you tell Carol to go ahead and delete the task from her Task folder. When Carol deletes the task, she is presented with the Delete Incomplete Task dialog box. What three options are on the dialog box? Select three answers.

- A. Decline and Delete
- B. Accept and Delete
- C. Mark Complete and Delete
- D. Delete

Answer: A, C, D

Explanation: When you attempt to delete a task that has been assigned to you, you are presented with the Delete Incomplete Task dialog box displaying the choices in answers A, C, and D. In the question scenario, Carol would most likely select the Delete option from the dialog box.

QUESTION 80:

Pick the FALSE statements in reference to changing a meeting time. Select all that apply.

- A. Meeting times cannot be updated
- B. When a meeting has been changed updates are not sent to the attendees

MOS-EXP

- C. Meeting times can be changed by clicking and dragging the meeting when in viewing the calendar.
- D. When meeting times conflict with each other, you are not notified.

Answer: A, B, D

Explanation: When you schedule a meeting time that conflicts with another time on the calendar, you are prompted with a message indicating that there is a conflict. This message appears as a long yellow bar across the top of the window. When you change the meeting date and/or time, you are given the option to send updated meeting requests to the attendees

QUESTION 81:

You are attempting to assign a category to three of your most important contacts. How can you select all three contacts and assign the Favorites category to the clients in one operation?

- A. Hold down Alt while selecting each contact.
- B. Hold down Shift while selecting each contact
- C. Hold down Spacebar while selecting each contact
- D. Hold down Ctrl while selecting each contact

Answer: D

Explanation: To assign the Favorites category to three contacts, select the first contact then click each of the other two contacts. With all three contacts selected, click Edit, Categories on the menu bar. Check the Favorites check box, and click Ok.

QUESTION 82:

Joe is attempting to print his calendar using the Daily style. He currently has the Calendar folder selected and the Print dialog box displayed. How can he see how the page will look when it is actually printed without wasting paper?

- A. Click the Page View button on the dialog box.
- B. Click the Preview button on the dialog box.
- C. Click the Print View button on the dialog box.
- D. Click the Paper View button on the dialog box.

Answer: B

Explanation: Selecting the Preview button on the Print dialog box opens a window and displays the page as it will appear when printing.

QUESTION 83:

Select two examples of meeting resources. Select two answers.

- A. Conference room
- B. Tom from the media center.
- C. Overhead projector
- D. The person who scheduled the meeting

Answer: A, C

Explanation: Resources are non-human elements of a meeting. Resources have their own mail boxes and can automatically accept and decline meeting requests. The person who created the meeting is the meeting organizer. Other resources could be televisions, conference centers, and speakers.