**Frequently asked questions about Outlook Connector 12.1**

[View products that this article applies to.](http://support.microsoft.com/?id=939894#appliesto)

|  |  |  |
| --- | --- | --- |
| Article ID | : | 939894 |
| Last Review | : | December 10, 2008 |
| Revision | : | 1.1 |

**INTRODUCTION**

When Microsoft Office Outlook Connector is installed, you can use Microsoft Office Outlook 2007 or Microsoft Office Outlook 2003 to access and to manage a Windows Live Hotmail account or a Microsoft Office Live Mail account.

For information about how to obtain Outlook Connector, visit the following Microsoft Download Center Web site:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=9a2279b1-df0a-46e1-aa93-7d4870871ecf>

This article answers some frequently asked questions about Outlook Connector.

**MORE INFORMATION**

|  |  |
| --- | --- |
|  | **Outlook Connector does not synchronize unless I click Send/Receive in Outlook 2003. Is that expected?**Yes. This behavior is expected. Outlook 2003 does not send and receive e-mail messages automatically like Outlook 2007 does. If you use Outlook 2003, click **Send/Receive** in order to force synchronization. Or, schedule an automatic send-and-receive operation. To schedule an automatic send-and-receive operation, point to **Send/Receive** on the **Tools** menu, point to **Send/Receive Settings**, and then click **Define Send/Receive Groups**. |
|  | **Why can I not connect?**In addition to an Internet connection and an installed copy of Outlook, Outlook Connector has one other requirement. Accounts must be updated to the new Windows Live Hotmail. To update your account, follow one of these procedures, and then try to connect by using Outlook Connector:

|  |  |
| --- | --- |
| • | Visit the following Microsoft Web site, and then click **Update your account now**: <http://get.live.com/bgg> (http://get.live.com/bgg) |
| • | Visit the following Microsoft Web site, sign in by using your Windows Live ID and password, and then click the green **Join Windows Live Hotmail** button in the upper-left corner: <http://www.hotmail.com> (http://www.hotmail.com) |

If you continue to have trouble connecting, restart Outlook. If this does not resolve the issue, contact Microsoft. To provide your feedback, visit the following Microsoft Web site: <http://support.microsoft.com/oas/default.aspx?Gprid=6998> (http://support.microsoft.com/oas/default.aspx?Gprid=6998)**Note** If you receive a message that states that a premium subscription is required in order to use Outlook Connector, ignore the message. Repeat the appropriate bulleted procedure from question 2.  |
|  | **Why do more items go to my Outlook Junk folder than to my Windows Live Hotmail Junk folder or than to my Office Live Mail Junk folder?**Outlook Connector uses Outlook's junk e-mail filter in addition to the Hotmail junk filter. Therefore, more items may be marked as "junk" in Outlook than in Windows Live Hotmail or than in Office Live Mail. |
|  | **My Calendar data is stored in a MSN Premium account, can I migrate it to the Windows Live Calendar?**Yes, please install the OLC 12.1 on the same machine you are currently using OLC 12.0 or 12.1 on and connect to your Premium account - OLC B2 will automatically migrate your data to WLC. Note that items created or changed in the MSN Calendar after migration will no longer be synched to OLC, as WLC will have become your web calendar. If you want to continue using your MSN calendar for the time being, please continue using OLC 12.0. |
|  |  |
|  | **I want to use a mixed-language configuration, such as the English version of Outlook together with the Japanese version of the Outlook Connector. Are mixed-language configurations supported?**No. Microsoft officially supports Outlook Connector when Outlook Connector is in the same language as the Windows operating system and as the Office programs that are installed on the computer. |
|  | **Why are my messages not saved to the Hotmail Drafts folder?**If your Hotmail account is a secondary account in Outlook, a draft e-mail message will be saved to the Drafts folder of the primary account. The e-mail message will not be saved to the Drafts folder of the Hotmail account. Additionally, the draft will not synchronize to the Hotmail account.  |

**Why are contact names reset to e-mail addresses in distribution lists?**

This is due to a limitation of the way names of contacts that belong to distribution lists are stored by Windows Live. If you save a member as a contact, the individual contact card is saved with the appropriate contact name, but in the distribution list the name field is replaced with the e-mail address of that contact.

**After installing Outlook Connector as part of Windows Live, a message is displayed indicating that Outlook cannot be started correctly**.

This can occur if your computer is pending reboot and Outlook is not closed when the Windows Live Essentials is installed. In order to avoid this from happening, please reboot your restart your computer and close Outlook before installing Windows Live Essentials. If you incur into this issue, please restart your computer and Outlook will boot correctly.