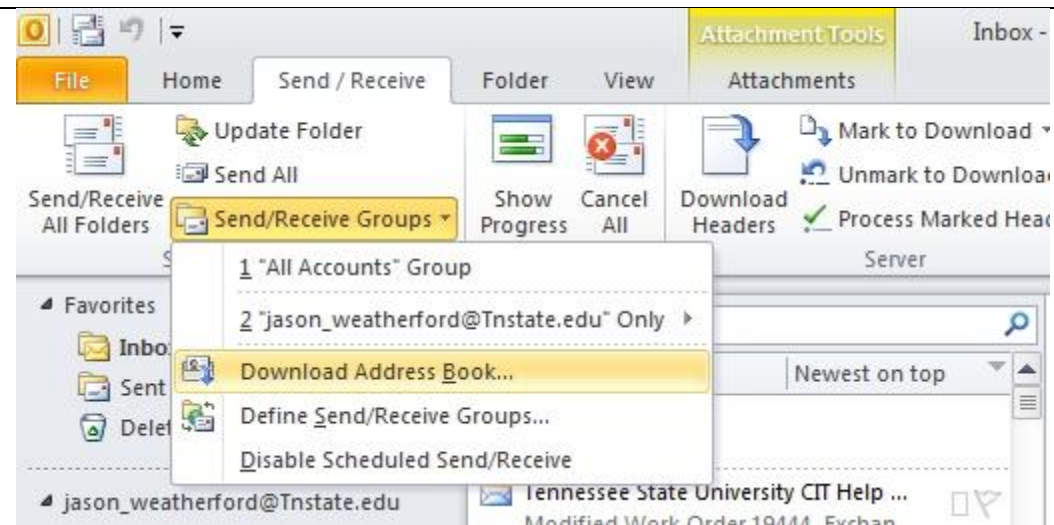


Download Exchange Directory



1. Open Outlook. This next step is crucial to the entire fix. **If you using Outlook 2003 or 2007**, click TOOLS, then SEND/RECEIVE, then DOWNLOAD ADDRESS BOOK. (see above)



2. **If you using Outlook 2010**, click SEND/RECEIVE tab, then SEND/RECEIVE GROUPS, then DOWNLOAD ADDRESS BOOK. (see above)
3. On the next dialog box that appears make sure FULL DETAILS is chosen, then click OK button.