Outlook Cache mode FAQ

Q: What is cache mode?
A: Cache mode changes the way you access emails behind the scenes. Outlook by default works in online mode. This means all emails are stored in Microsoft's cloud environment and Outlook connects to this environment over the internet to present you with your emails. This can cause latency which results in Outlook operating slowly. Cache mode downloads emails to your local computer. Outlook then pulls the emails from your local computer to present them to you. This removes the need to pull information from Microsoft's server over the internet and greatly improves Outlook response time.

Q: How many of my emails will be downloaded?
A: Currently 1 year of emails will be downloaded to your computer.

Q: How can I access emails older than 1 year?
A: When accessing a folder within Outlook, the following message and hyperlink will appear at the bottom.

There are more items in this folder on the server
Click here to view more on Microsoft Exchange

Clicking the hyperlink will allow you to view older messages.

Additionally, when you search within your mailbox, the search results may display the following text at the bottom of the results:

Showing recent results...
More

If you click the More link, additional items that meet your search criteria are displayed in the search results. This occurs because Outlook retrieves the additional items from your mailbox.