How to Recall a Message in Outlook 2010

Most of us using an email client would have found ourselves in a situation where we sent a wrong email to a client or a customer, or inadvertently sent the right email to the wrong recipients. If you are quick and alert, you can rectify the mistake by recalling the message as soon as it is sent. This provides a better chance that the email has not been opened by the recipient. However, if the recipient has opened up the message that you sent, you will not be able to recall the message. So here's what you need to know before you recall a message in Outlook 2010 and the steps to do it.
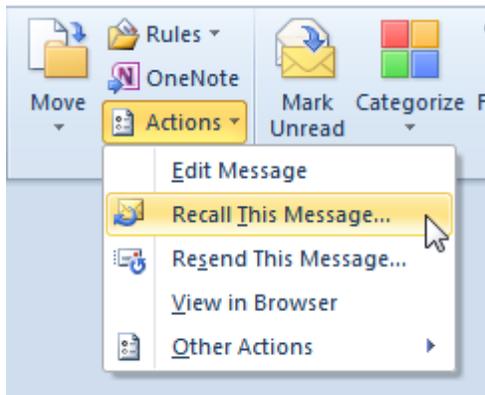
Failure of Message Recall Feature

Recalling a message will be successful only in certain situations. Some of the instances where it won't work include the following.

- When the email recipient is using an email client other than Outlook.
- When the email recipient is not logged on to the mail service provider.
- When the email recipient is working offline or is using Cached Exchange Mode.
- When the message is moved from the Inbox.
- When the message is opened either in the Preview Pane or Reading pane and is marked as Read.

This basically means that to recall a message in Outlook 2010 successfully, both the sender and receiver must be using an Exchange account and the recipient must not have read the email before to initiate the action.
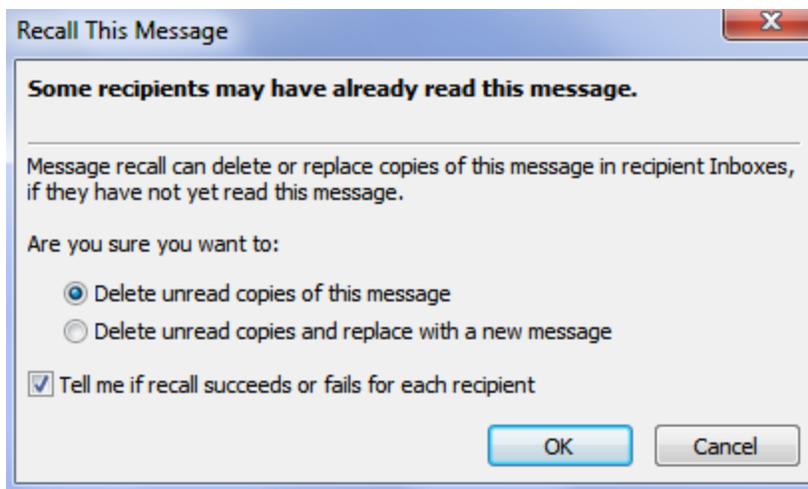
To Recall a Message in Outlook 2010

1. Display the **Sent Items** folder.

2. Open the message you want to recall.

3. On the **Message** tab, in the **Move** group, click **Actions**.

4. From the drop-down list, select **Recall This Message.**

5. The **Recall This Message** dialog box opens. In the dialog box, select an option.

- Select **Delete unread copies of this message** to delete any unread copies of the message in the recipients Inbox.
- Select **Delete unread copies and replace with a new message** to delete any unread copies and replace it with a new message in the recipients Inbox.

6. Click **OK**.

You must remember that you can recall a message only if your email account is configured using the Microsoft Exchange server.