

## When are Outlook events treated as busy in OnceHub?

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Outlook has a number of different availability configurations. This setting can be found in the Appointment Occurrence menu bar of each individual event, as well as within the Appointment tab in the general menu when you highlight an event (Figure 1).

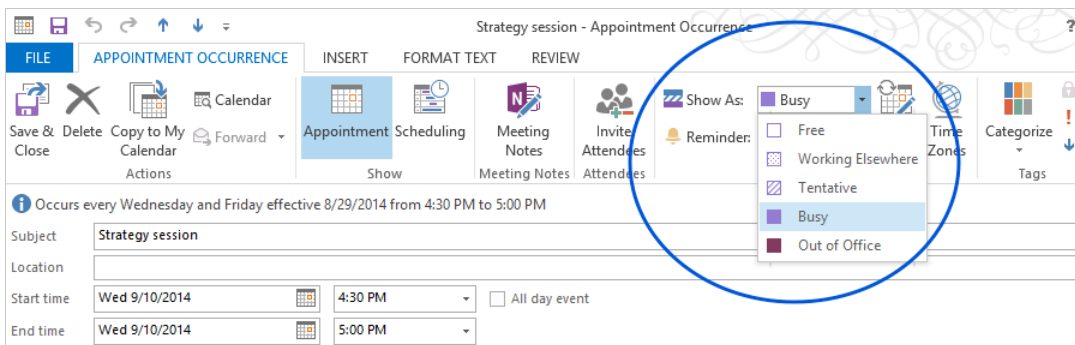


Figure 1: Appointment Occurrence menu bar

1. **Free:** OnceHub will not read this time as busy. This is useful when you want to indicate specific events on your calendar without having those events block your availability.
2. **Working Elsewhere:** OnceHub reads this time as busy and blocks availability. For an Exchange Web Services (EWS) connection, it will reflect as Free.
3. **Tentative:** OnceHub reads this time as busy and blocks availability.
4. **Busy:** OnceHub reads this time as busy and blocks availability.
5. **Out of Office:** OnceHub reads this time as busy and blocks availability.

All-day events in Outlook Calendar are set to Free by default. Regular events are set to Busy by default.

[Learn more about using Outlook Calendar with ScheduleOnce](#)