

# Outlook freezes when I add Bullet Points

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Applies To:  PoliteMail Desktop  PoliteMail Online  PMUA  PoliteMail M365

Version:  4.9  5.0  5.1+

If you encounter a situation where you are trying to add bullets to a Template Section in Outlook and the message freezes, this is likely due to your settings in Outlook conflicting with the COM Addin.

1. Go to **File > Options > Mail > Editor Options > Advanced**
2. Make sure that 'Use Normal style for bulleted or numbered lists' is checked.