

Outlook Duplicate Remover

From PersonalCRM, Inc.

User's Manual

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Outlook Duplicate Remover Help

by PersonalCRM Inc.

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1 Introduction

Welcome to **Outlook Duplicate Remover**, the easiest way to remove duplicate entries from your Outlook system.

Use **Outlook Duplicate Remover's** four step wizard to quickly identify and remove unwanted duplicates.

Features:

- Easy to use wizard style operations.
- Process only desired folders.
- Prioritize folder to determine which items are the original and which are the duplicate.
- Make manual adjustments before processing to unselect duplicates for processing.
- Choose from three dispositions of duplicates: permanent delete, delete to Deleted Items folder, move to a selected folder.

See also:

- [Requirements](#)
- [Purchase and Installation](#)
- [License Agreement](#)
- [Support](#)
- [Contact PersonalCRM](#)

1.1 Requirements

Outlook Requirements:

- Outlook 2000 with service pack SR-1 or above
- Outlook 2002
- Outlook 2003

Operating System Requirements:

- Windows 98
- Windows 98 - SE
- Windows Me
- Windows 2000
- Windows XP
- Windows XP Professional

Additionally:

- 10 MB of hard disk space
- Administrator Privileges if running Windows XP, XP Pro or 2000

1.2 Purchase and Installation

The following describes how to obtain, install and register **Outlook Duplicate Remover**.

1. [Download Software](#)
2. [Purchase License](#)
3. [Install Software](#)
4. [Register Software](#)

Download Software

Use one of the following options to download **Outlook Duplicate Remover**:

- Use the link provided in license purchase confirmation e-mail.
- Go to the **PersonalCRM** homepage: <http://www.personalcrm.com>
- Click here: [Download Outlook Duplicate Remover](#)

You can download **Outlook Duplicate Remover** without purchasing, as a limited time [evaluation version](#). The evaluation version can be upgraded to a registered version.

Purchase License

Outlook Duplicate Remover is made available through the Internet.

To purchase a license click here: [Purchase License](#)

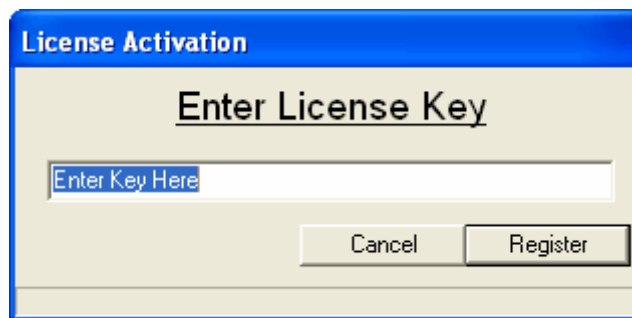
After purchasing, you will receive a confirmation e-mail containing a link to our download site and the license number. It is important to keep the license number as it is required to register the product.

Install Software

Double-click the downloaded executable file, outlook-duplicate-remover.exe, and follow the installation wizard instructions.

Register Software

Use the *Register* option of the *Registration* item in the **Outlook Duplicate Remover** menu. Enter the license number received in your email confirmation of your purchase. Make sure you are connected to the internet and press *Register*.



After registration **Outlook Duplicate Remover** is now fully functional.

1.2.1 Evaluation Version

Try Before You Buy

The demonstration version of **Outlook Duplicate Remover** is 100% fully functional. All features are available but you are limited to validating 100 addresses and the Validation button will no longer function 15 days after installation.

Upgrading Evaluation Versions

Evaluation versions of **Outlook Duplicate Remover** can be upgraded to fully functional registered versions at any time.

To upgrade an evaluation version:

1. [Purchase a License](#)
2. [Register the evaluation version](#)

Unlimited Use Single Address Validator

The Single Address Validator is available for unlimited use in the evaluation version.

1.3 License Agreement

Outlook Duplicate Remover LICENSE AGREEMENT - PERSONALCRM Inc.

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1.4 Support

You can obtain help for [Outlook Duplicate Remover](#) in the following ways:

- **Packaged help file.** The help file provided with [Outlook Duplicate Remover](#) is the most recent help when this version of [Outlook Duplicate Remover](#) was created. We also provide an online version of this help file which may be more up-to-date than the shipped version.
- **Online Help File.** Most updated help file. To access it, [click here](#).
- **PDF Help File.** Download the PDF version by [clicking here](#). To download the Adobe .pdf reader, [click here](#).
- **Outlook Duplicate Remover Discussion Board.** Participate on PersonalCRM's discussion board free of charge and ask questions and exchange ideas with other users of [Outlook Duplicate Remover](#) or other **PersonalCRM** products. All discussion threads are monitored by

PersonalCRM's personnel and you will receive answers to questions that relate to product installation, setup, and use. To access the discussion board, [click here](#).

- **Send a [Support Request](#)** to our staff via the PersonalCRM web. Our staff will reply to the request within 48 hours
- **Free Email Support.** Send email to support@personalcrm.com or use the support form by [clicking here](#). Include as much detail as possible. Include versions of **Outlook Duplicate Remover**, Outlook and Windows.
- **Phone Support.** Contact PersonalCRM at (408)773-9380. Extra charges may apply.
- **Suggestions.** PersonalCRM is driven to provide software solutions that will satisfy our customers. Your input is important to us and we want you to contact us if you have any suggestions on added features or even improvements we can make to our products in order to make them better. [Please click here to submit a suggestion](#).

1.5 Contact PersonalCRM

PersonalCRM is committed to providing the best in ACT! and Outlook add-on software packages.

Home page

<http://www.personalcrm.com>

Email support

support@personalcrm.com

Mail

PersonalCRM Inc.
891 Quetta Court
Sunnyvale, CA 94087

Fax

USA: (240)220-3244

2 Quick Start

This section will quick get you up and running with Outlook Duplicate Remover. The example shows you how to validate and update your default contacts folder.

1. Start **Outlook Duplicate Remover**.
2. Step 1: Select folders to search for duplicates. Press Next.
3. Step 2: Prioritize folders for master item. Duplicates will be removed from the lower of two folders. Press next.
4. Step 3: Review and adjust duplicate details. Items check will be processed. Press next.
5. Step 4: Select disposition for duplicates. Press Finish.

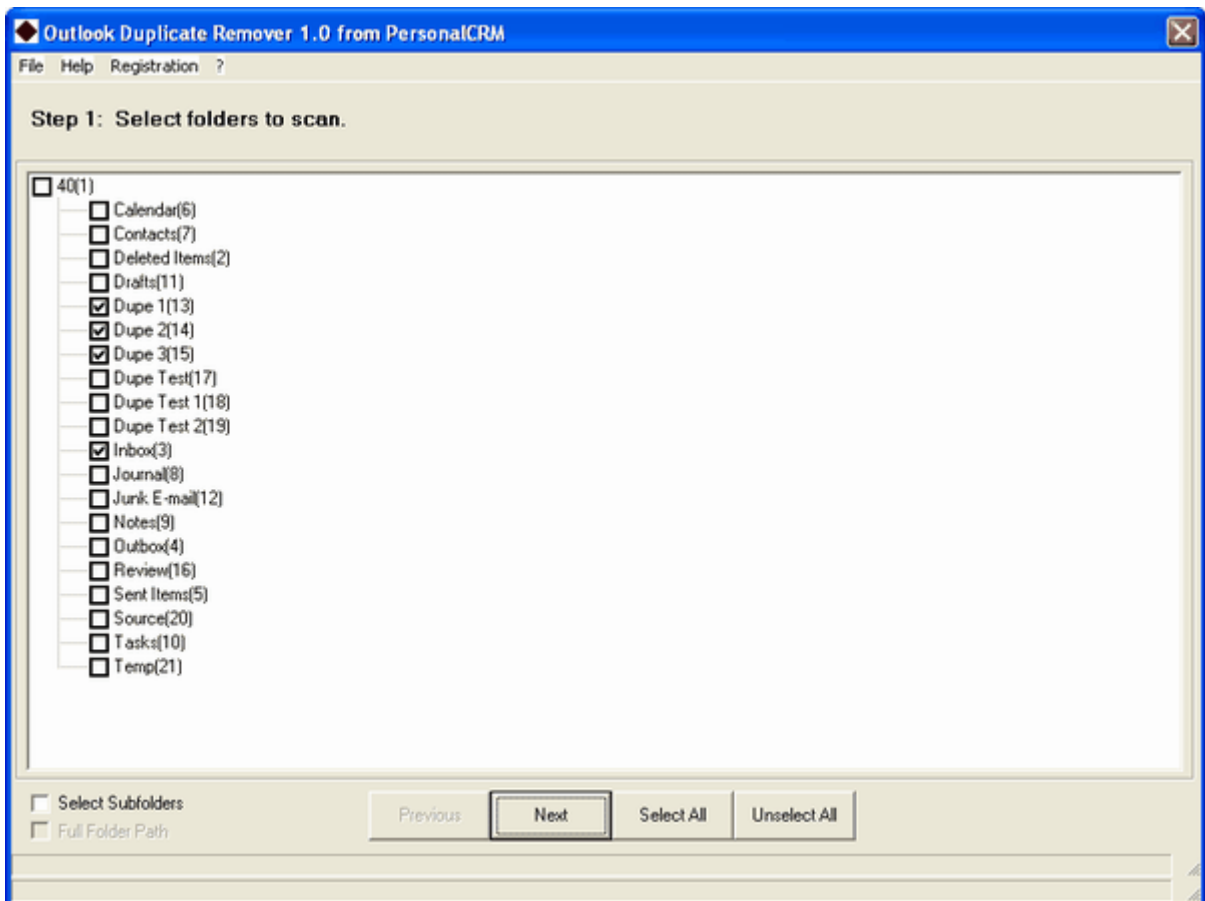
3 Using

Outlook Duplicate Remover features a wizard style interface and process. The wizard includes four steps:

- Step 1: [Select folders to scan.](#)
- Step 2: [Prioritize folders for master items.](#)
- Step 3: [Review and Edit.](#)
- Step 4: [Select disposition and finish.](#)

3.1 Step 1: Select Folders to Scan

Select folders to scan for duplicates by checking boxes next to folder names.



Select Subfolders - When a folder is checked, all subfolders below it will be checked.

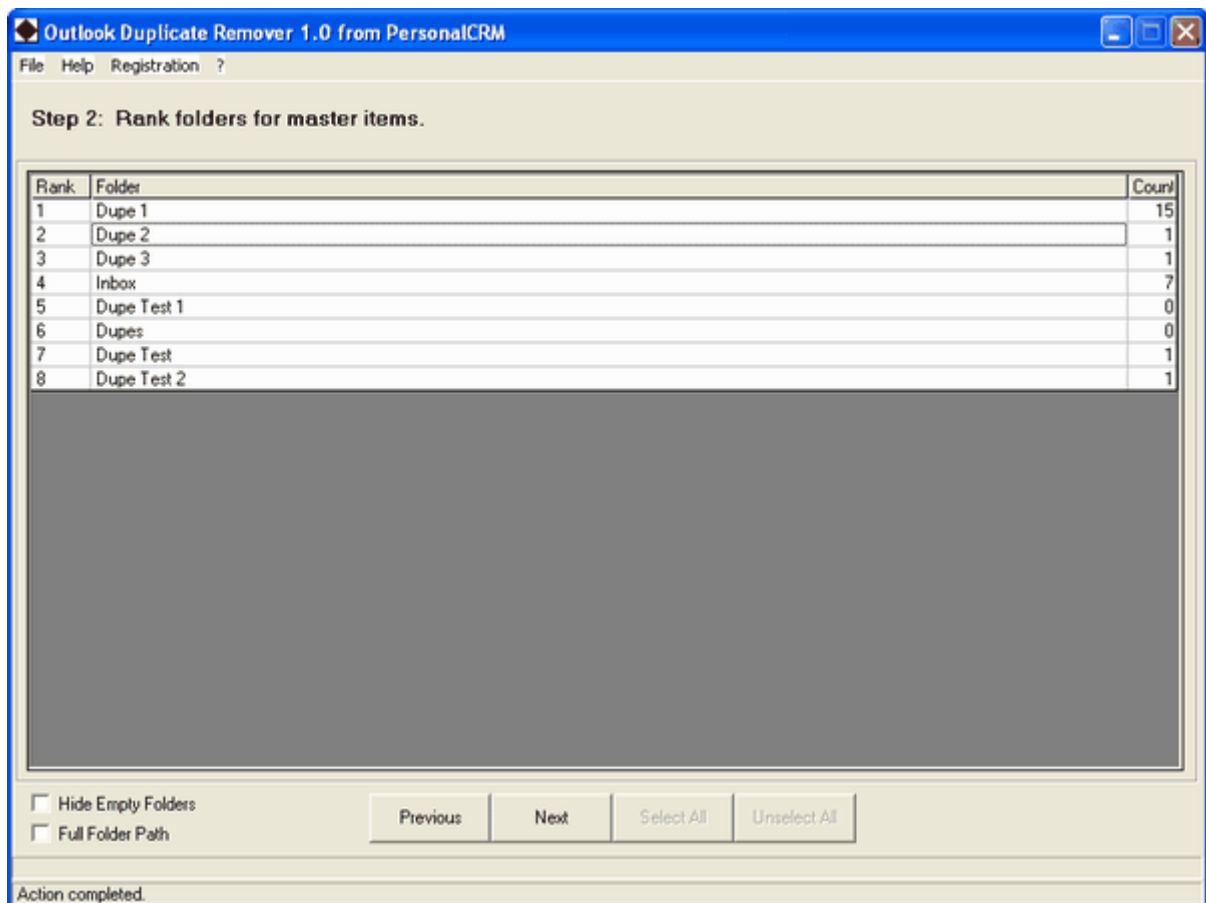
Next - Continue to Step 2.

Select All - Select all folders.

Unselect All - Unselect all folders.

3.2 Step 2: Rank Folders for Master Items

Use the mouse or arrow keys to rank the folders to determine the master item and duplicates. For example, if identical items appear in both folders Dupe 1 and Inbox, as shown below, the item in Dupe 1 will be considered the master and the item in Inbox the duplicate because Dupe 1 is ranked higher than Inbox.

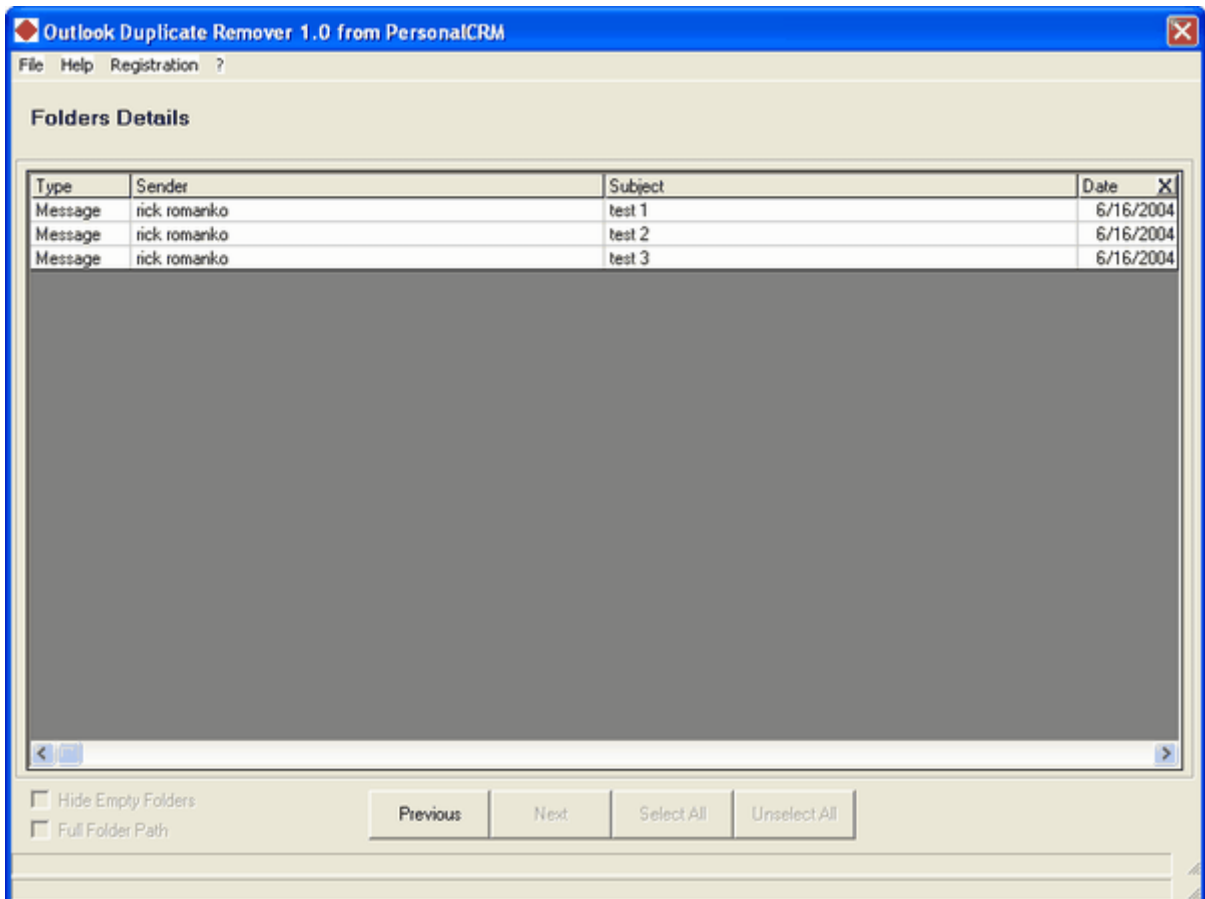


- Hide Empty Folders - Check to hide folders with no duplicates. Uncheck to show all folders selected in Step 1, with or without duplicates.
- Full Folder Path - Check to display the full path of each folder.
- Previous - Go back to Step 1.
- Next - Continue to Step 3.
- Folder Details - Selected folders with the number of duplicates. Click Hide Empty Folders to show only folders with duplicates. Double click folder rows to display details.

If the number of duplicates found exceeds the value set for Details Tree Size, you will be notified before proceeding to step two that not all duplicates will be processed. You will be prompted to finish processing remaining duplicates after processing the currently selected ones. See also Details Tree Size in the [Main Menu](#).

3.2.1 Folder Details

All duplicate items for the selected folders. Double click the item to display.

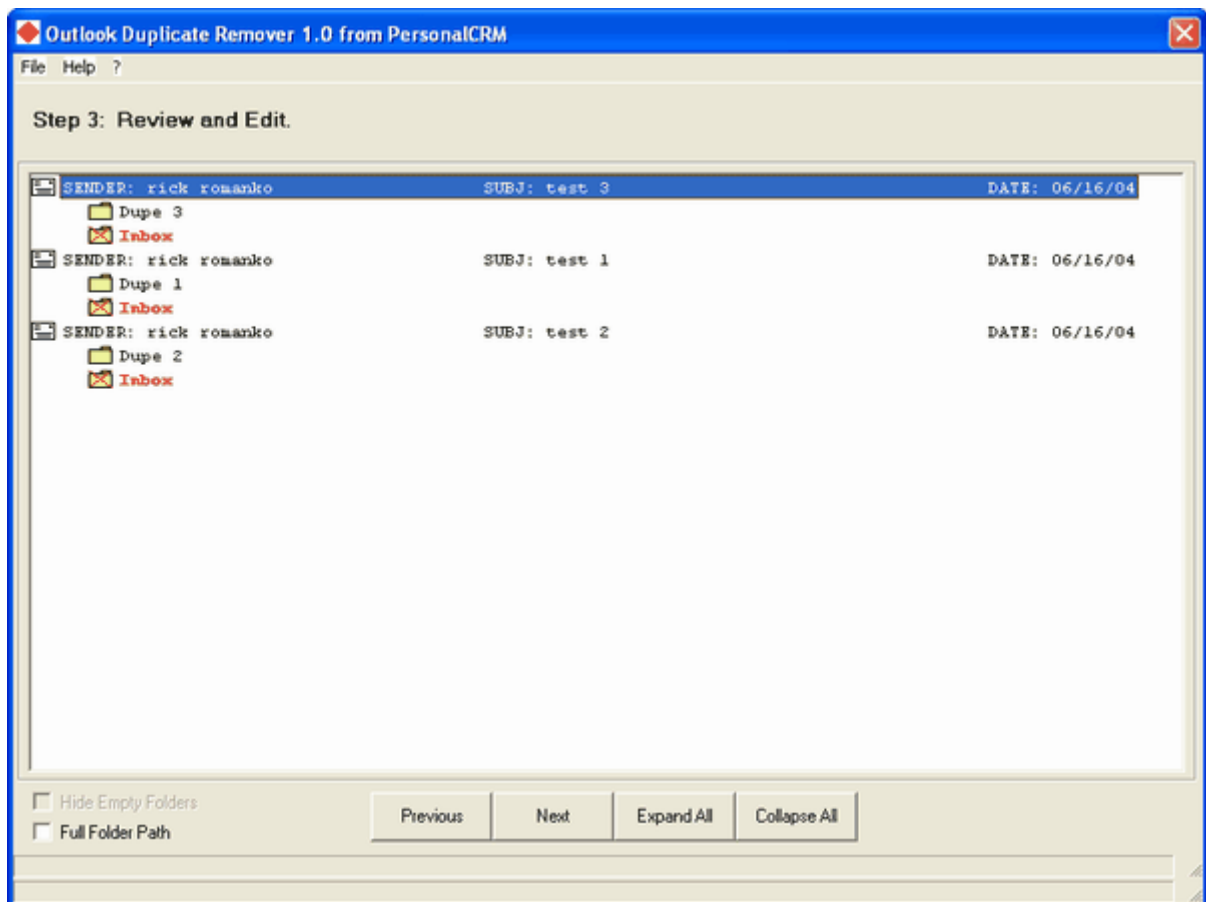


Previous - Go back to Step 2.

Display Item - All duplicate items for the selected folders. Double click the item to display.

3.3 Step 3: Review and Edit

Review duplicates selected for removal. Expand an item to show all instances by folder by double clicking it. Items selected for removal are x-ed out and displayed in red. Double click folder icons to select and unselect items by folder.



Full Folder Path - Check to display the full path of each folder.

Previous - Go back to Step 2.

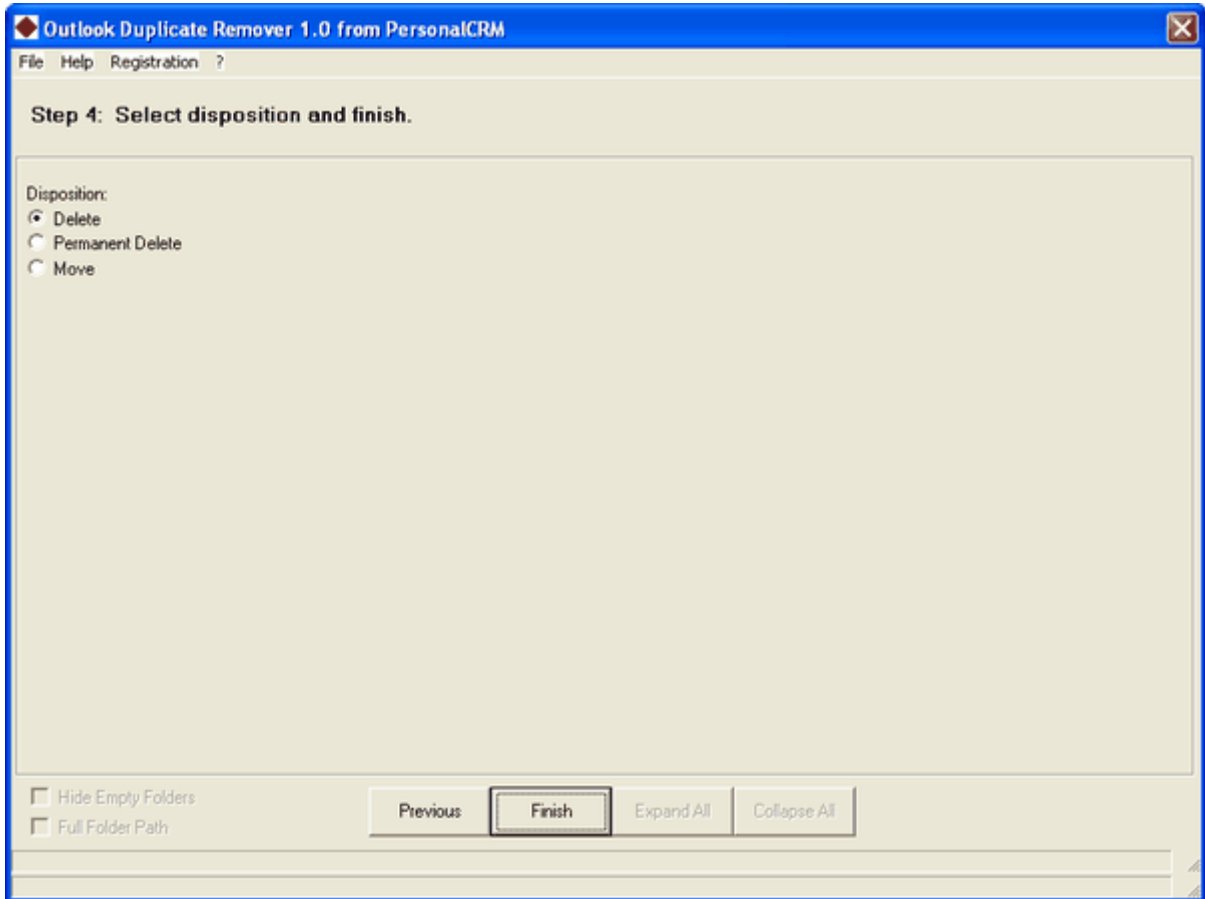
Next - Continue to Step 4.

Expand All - Expand all items to show folders where duplicate items reside.

Collapse All - Collapse all items to hide folders and show only the items.

3.4 Step 4: Select Disposition and Finish

Select the disposition for the duplicates and finish the process.



Delete - Place duplicates into the deleted items folder.

Permanent Delete - Permanently remove duplicates. Items will not be recoverable.

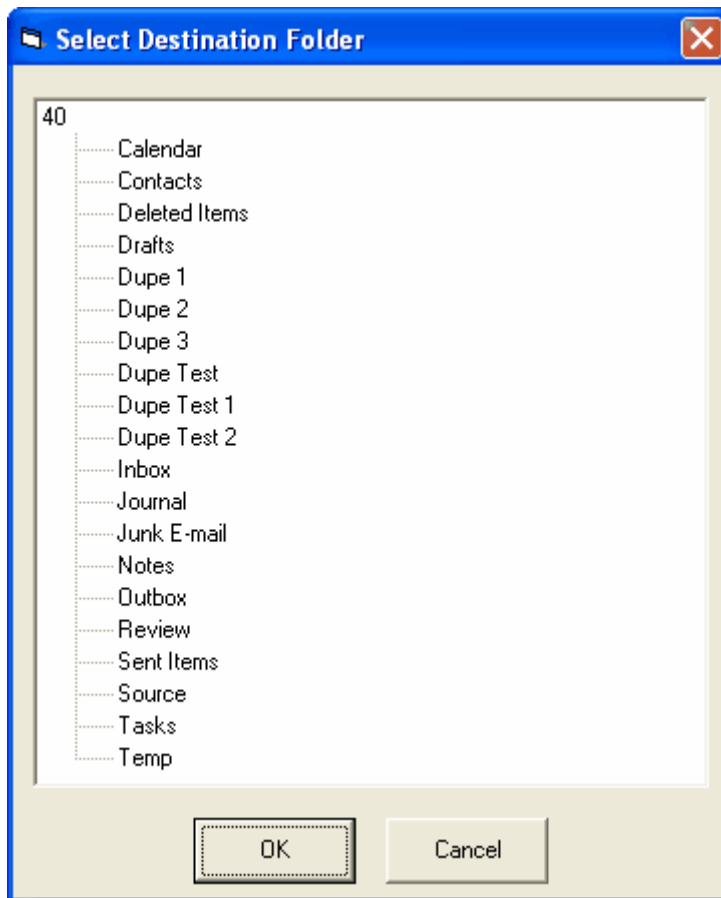
Move - Move duplicates to specified folder.

Previous - Go back to Step 3.

Finish - Remove duplicates in accordance to the specified disposition.

3.4.1 Select Destination Folder

If Move is selected in Step 4, the Select Destination Folder screen is displayed. Select the folder to move the duplicates to and press OK.



3.5 Hot Keys

Hot keys are keyboard combinations that allow you to access screen controls without using a mouse. Hot keys are identified by the underlined letter on the control.

Hold down the ALT key and press the keyboard key corresponding to the underlined letter to activate the hot key.

3.6 Menu Options

Activate the **Outlook Duplicate Remover** menu by pressing the <ALT> key or clicking on a menu item. Additionally, menu items can be accessed via menu hot keys as indicated on the right of the menu item.

■ File

- **Details Tree Size:** Controls how many details records are displayed in Step 3. The default is 3,000 total lines. You can select from 500 to 30,000. The reason for this is two fold: First, software limitations doesn't allow for more than 30,000 records in the field. Second, the more records you add the slower they are added. Depending upon your system, it might be faster to set the value lower, say 1,000 or 2,000 and run multiple passes.

- Quit: Quit [Outlook Duplicate Remover](#).

■ Help

- Help: Activate the [Outlook Duplicate Remover](#) help system.
- Problem Report: Opens the PersonalCRM Problem Report web page.
- Product Survey: Opens the PersonalCRM Product Survey web page.
- On-line help: Most current version of the help manual. Available via the Internet.
- About: Display the [Outlook Duplicate Remover](#) About Screen.

■ Registration

- [Purchase](#): Opens the [Outlook Duplicate Remover](#) purchase web page.
- [License Activation](#): Displays the registration screen.

- [?](#): Activates the [What's This?](#) help cursor.

4 Miscellaneous

4.1 Using Help

Outlook Duplicate Remover Help

Activate the Help system by pressing the F1 key or selecting [Outlook Duplicate Remover](#) Help from the menu.

What's This? Help

Additionally, "What's This?" help provides control level help:

- Click the "What's This" menu option.
- The cursor changes to a question mark, indicating What's This? is active.
- Move the cursor over a control and click.
- The help for the control will display as a pop up.
- Click again to remove the pop up.

4.2 Uninstall

Use the Windows Add/Remove programs feature to uninstall [Outlook Duplicate Remover](#).

1. Select Control Panel from the start menu (or Start then Settings for Win98 users).
2. Select Add or Remove Programs.
3. Find and select [Outlook Duplicate Remover](#) from the list.
4. Press the remove button.

Alternately, run the [Outlook Duplicate Remover](#) installation executable and choose the Remove Application option.

4.3 FAQ

1. Why can't I find Outlook Duplicate Remover on my Outlook menu?

Outlook Duplicate Remover does not run from the Outlook interface. Start Outlook Duplicate Remover from the Start Menu or the desk top icon.

2. Why doesn't the registration work on my notebook? It worked fine on my desktop

Your license is good for only one computer. To run Outlook Duplicate Remover on a second computer, you must purchase another license and obtain another unlock key.

3. How do I register my evaluation copy of Outlook Duplicate Remover?

See [Evaluation Version](#).

4. How do I get my serial number?

Select the About option from the Help menu item.

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