

DUPLICATE REMOVER HELP

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ABOUT DUPLICATE REMOVER

Duplicate Remover is a convenient add-on for managing duplicate items in **Microsoft® Outlook®**. This software solution provides the possibility to detect duplicate Outlook items (e-mail messages, contacts, tasks, notes, journal and calendar items) and apply the preferred actions to them - move to a certain folder, mark with a flag or delete from your workstation. **Duplicate Remover** also allows the user to select and specify the criteria according to which items will be compared.

If you are looking for a handy solution to trace and kill your Outlook duplicates, **Duplicate Remover** is just a tool for you.

Duplicate Remover is a limited version. For more detailed comparison properties, advanced actions, and duplicate merging options, install **Duplicate Killer**. For more information please check out the [Duplicate Killer website](#).



We would like to extend a special "thank you" to our many customers in the USA, the United Kingdom, Australia, Belgium, Germany, Switzerland, France, Singapore, and other countries for using our programs.



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 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

Version 1.00.0057

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 [Duplicate Remover website](#)

HOW TO BUY

➔ To **buy the license**, please [click here](#).


- All of our customers who have purchased the program or who have added a new license are eligible to get free updates for a year from the purchase date.
- If you are looking for other 4Team products for Microsoft® Outlook®, you can get them at significantly reduced prices; just send us an email with your order number, product name, and the number of licenses that you wish to purchase.
- For more information please check out product website.

 [Duplicate Remover demo](#)

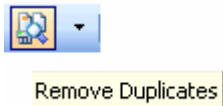
 [Duplicate Remover website](#)

HOW IT WORKS

Duplicate Remover is designed to quickly detect your duplicate Outlook items. After **Duplicate**

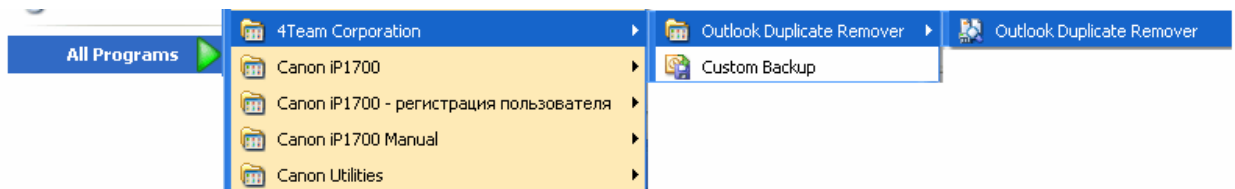
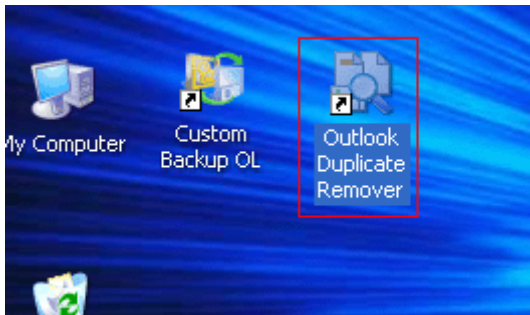
Remover is installed, a new **Duplicate Remover toolbar**  is added to the standard Outlook toolbar.

In order to start processing duplicate items, you only have to select a folder for duplicate search on the Navigation Pane and click the **Duplicate Remover button** on the **Duplicate Remover toolbar**.



Afterwards, you can choose to change the **duplicate search options** and the program will automatically process the duplicate Outlook items according to the specified options.

Duplicate Remover can be easily accessed by clicking the **Desktop icon**, from **Quicklaunch** or **All Programs** menu.



Note: **Duplicate Remover** is a limited version. For more detailed comparison properties, advanced actions, and duplicate merging options, install **Duplicate Killer**. For more information please check out the [Duplicate Killer website](#).

 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

FEATURES

✓ Search duplicates (identical items) in Outlook folders

The program scans the chosen folders according to selected duplicate search settings.

✓ Automatically eliminate and manage any type of Outlook duplicated items

Search and manage (delete, move or mark) e-mail messages, contacts, tasks, notes, journal and calendar items.

✓ Manage Outlook duplicates automatically and select from the actions:

- ▶ Delete/clean duplicates (move to folder "Deleted Items")
- ▶ Move duplicates (with original items) to a folder of your choice
- ▶ Mark duplicates with a flag

✓ Choose between duplicate search modes differentiating the originality of an item:

An item is considered original if:

- ▶ It contains more non-empty fields.
- ▶ It is the oldest.
- ▶ It contains longer values.
- ▶ It is last modified.

✓ Customize the way the program recognizes duplicates

Select all, default or custom item properties to compare the items. For example, the comparison of email messages can be based on the subject, the body, the "from" and "to" address, the number of attachments, importance, the size, the "sent" time and "received" time, etc.

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 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

SYSTEM REQUIREMENTS

▶ **Software:**

- ✓ **Operating system:** Microsoft Windows® 98/2000/XP/2003/Vista.
- ✓ Microsoft Outlook version 2000, XP, 2003, 2007.
- ✓ Incompatible with Outlook Express®, or Outlook versions prior to 2000/XP (SP-2)

▶ **Hardware:**

- ✓ **CPU:** at least Pentium 400 MHz
- ✓ **Memory:** minimum requirement is 64MB (256MB recommended)

▶ **Minimum requirements** for optimum functioning of the program are:

- ✓ Microsoft Windows **Administrator rights** in order to install **Duplicate Remover** for Microsoft Outlook.

 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

DEMO

Before you start working with **Duplicate Remover**, in order to better understand its functionality, please check this demo [link](#).

Note: Be sure that your computer is online (connected to the Internet) if you want to use this link.

 [Duplicate Remover website](#)

DUPLICATE REMOVER VERSIONS

▶ Trial - a fully functional 14-day trial version. The processing of duplicates during the trial is limited to 10 items.

▶ Full - a fully functional version.

Note: **Duplicate Remover** is a limited version. For more detailed comparison properties, advanced actions, and duplicate merging options, install **Duplicate Killer**. For more information please check out [Duplicate Killer website](#).



[Duplicate Remover demo](#)



[Duplicate Remover website](#)

PRODUCT ACTIVATION

▶ What happens if you don't activate your copy of the product?

Before you activate **Duplicate Remover** you may run it for a limited amount of time (trial version). **Duplicate Remover** will go into **Reduced Functionality Mode** when this trial period expires. In **Reduced Functionality Mode**, you will not be able use **Duplicate Remover**. No existing Outlook items or contacts will be harmed, and you can easily get **Duplicate Remover** out of this mode after activation.

▶ Product Activation:

1. Connect to the Internet.
2. Go to Microsoft Outlook Help menu, point to **4Team About** and select **Duplicate Remover**.
3. In the opened Form click the **Activate...** button.
4. Enter your* Activation Code in the Activation Code field.**
5. Click **Next**.

The program will continue functioning as a full version.

If you receive the **Activation failed** dialog, click "< Back" and reenter your Activation Code. If this does not help go to Support by phone or LiveChat.

*An Activation Code will be sent to you by e-mail after you purchase the product. You can purchase the product by clicking [here](#).

In order to activate the product, you need to purchase it and obtain the activation code. Click the **Buy online button in the **About Duplicate Remover** form to go directly to product website.

▶ Software Update

1. **Connect** to the Internet.
2. Go to Microsoft Outlook **Help** menu, point to **4Team About** and select **Duplicate Remover**.
3. In the opened Form Click the **Check for Update** button.
4. If a new version of the product has been released, **remove the old version** (Control Panel→ Add/Remove Programs) and **download and install the new one**.

▶ About product activation

After the trial version period is over, you will need to activate your copy of the product in order to continue using it. This wizard will guide you, step-by-step, through the process of activating via the Internet or over the telephone. 4Team Product Activation is an anti-piracy technology designed to verify that software products have been legitimately licensed. It is quick, simple, and helps protect customer privacy. Product Activation works by verifying that a software activation code, which you must use in order to activate the product, has not been used on more personal computers than intended by the software's license.

Note: Please be aware that your Activation (License) Code is linked to your computer(s), and the program can be installed only on as many computers as licenses you have purchased. If you need to move the program to another computer, please contact our customer support.

An Activation Code will be sent to you by e-mail after you purchase the product. You can purchase it by clicking [here](#).



[Duplicate Remover demo](#)



[Duplicate Remover website](#)

INSTALLATION

▶ Prior to installation:

1. You need to have **Windows® Administrator rights** in order to install **Duplicate Remover for Microsoft® Outlook®**.
2. Please check that you are running Microsoft Outlook 2002 (SP-2) or 2003 as **Duplicate Remover** is **incompatible** with any **Outlook** version **prior to 2002/XP (SP-2)**; check other System Requirements as well. You can update your Microsoft Outlook version [here](#).
3. Download the latest version of **Duplicate Remover** setup file from the [Duplicate Remover website](#) and save it to an easy to find place.

▶ Installation steps:

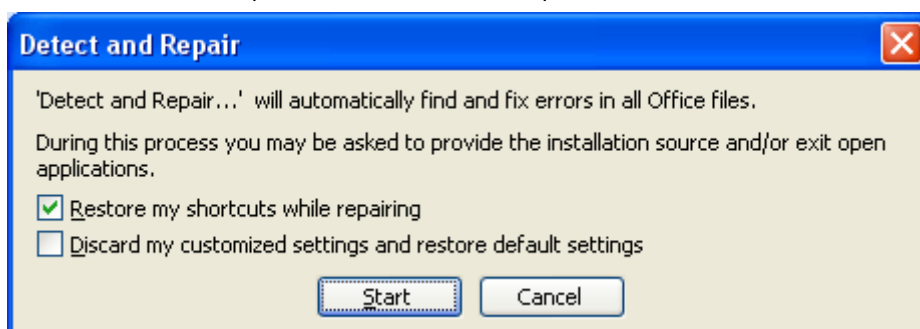
1. **Close** Microsoft® Outlook® and all open programs.
2. **Install** the previously downloaded product by opening/clicking the "setup" file from the location where you saved it. Follow the instruction on the screen.
3. **Start** Microsoft Outlook.
4. You are now ready to start using the program!

If installation was interrupted or incomplete,

...the problem might be related to Microsoft Outlook integrity. Prior to reinstalling **Duplicate Remover**, please perform the following:

1. Uninstall Product (Start→ Control Panel→ Add or Remove Programs).
2. Use the **Detect and Repair** feature in Microsoft Outlook Help menu to make sure it is operating properly. You may need the original Microsoft Office® or Microsoft Outlook CD-Rom. If **Detect and Repair** was unsuccessful, please address the issue to [Microsoft support team](#) or [IT Professionals](#). Installation of 4Team software will not be possible until Microsoft Outlook integrity is restored.

Microsoft Outlook Help menu→ Detect and Repair:



- Please keep in mind that the "Detect and Repair" feature is not related to our software and recommended to be performed each time you experience functional problems with Microsoft Outlook.
- Please refer to our FAQ & Troubleshooting section of the HELP documentation.
- **For IT Professionals in order to restore Microsoft Outlook integrity:**
 - Use the "Detect and Repair" feature in your Microsoft Outlook (you may need the original Microsoft Office or Microsoft Outlook CD-Rom). If this feature is successfully fulfilled, you may proceed to the next step. If not, we recommend that you save your *.pst file and repeat the procedure, but this time with "Discard my..." checked. Use the SCANPST feature, which will check the integrity of your *.pst file. Find this file in your computer and remember the name. Close Microsoft Outlook.
 - Find the SCANPST.EXE file on your hard disk. Launch the program by clicking on SCANPST.EXE.

- In the dialogue box click "Browse..." and choose the path for your *.pst file. Click "Open". Then click "Start". If the program finds any problems, click "Repair". Click "Close". If the problems persist, address them to [Microsoft support team](#).

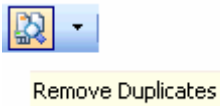
Our **customer support** will be happy to answer all your questions regarding product installation and functionality, by [e-mail](#) or through [Live Help](#) Chat/Feedback on our website at: <http://outlook.duplicate-remover.com/>, over the phone at: (954) 796-8161.

 [Duplicate Remover demo](#)

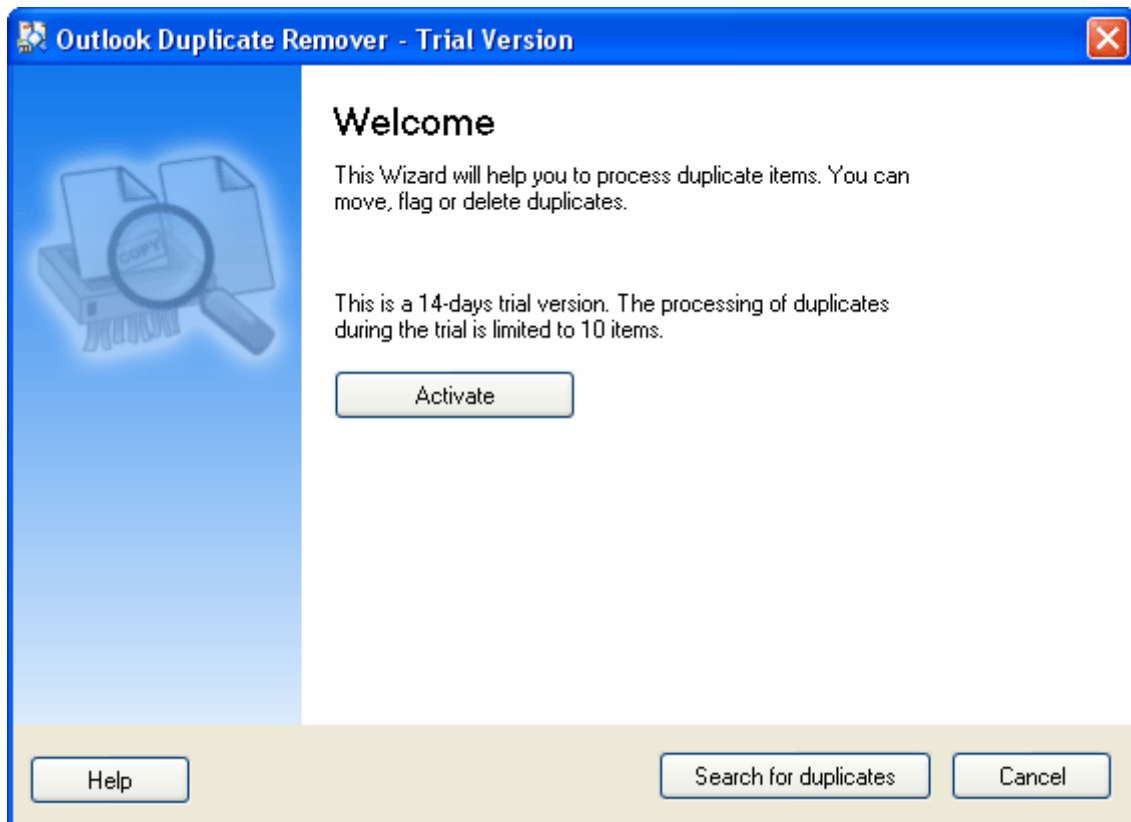
 [Duplicate Remover website](#)

QUICK GUIDE

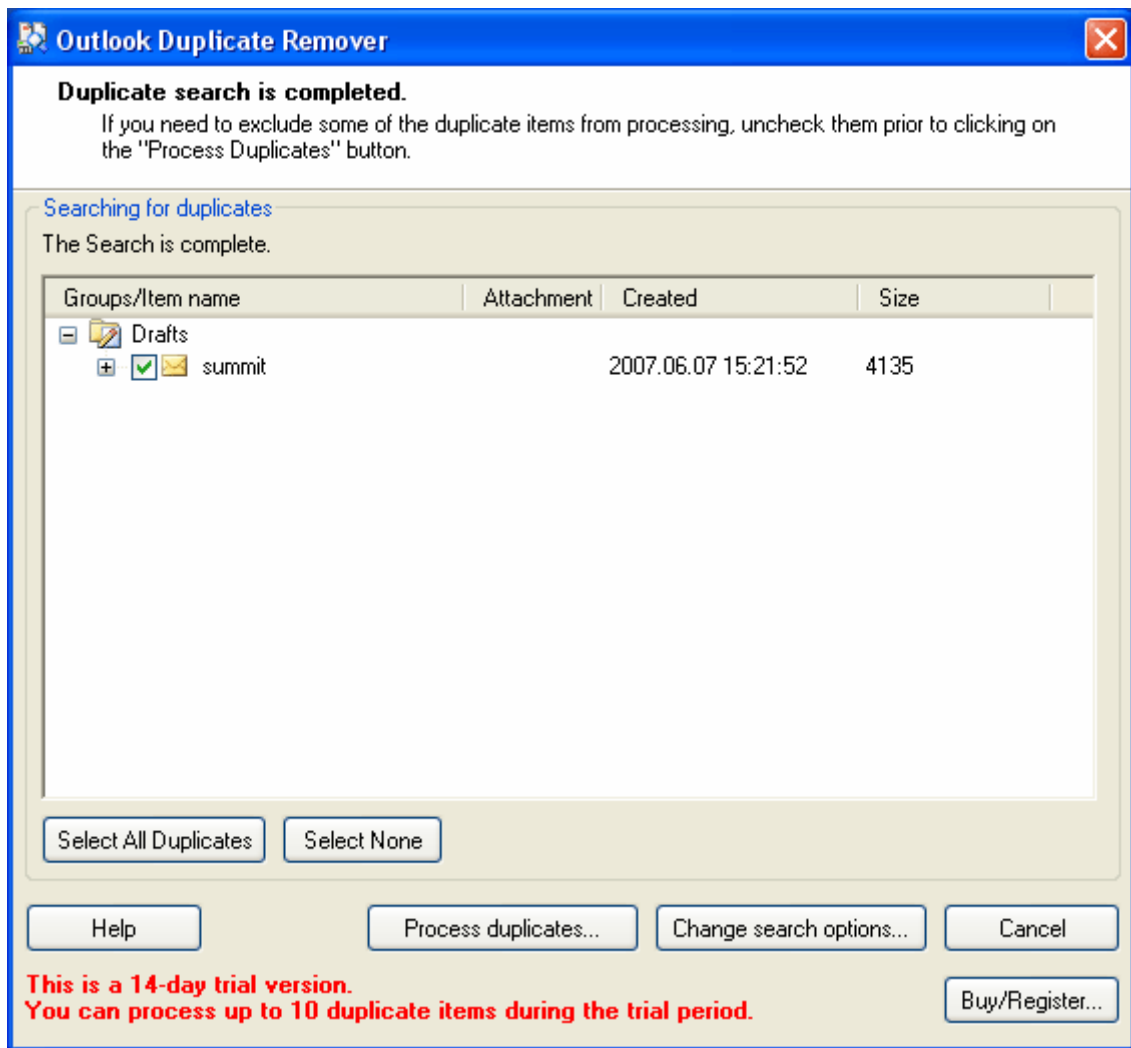
1. Check the **system requirements**.
2. Download the latest version at: <http://www.4team.biz/download.asp> and save the downloaded file to an easy-to-find location.
3. Install the product by clicking the downloaded setup file.
4. Follow the **installation** instructions.
5. Select a folder for the search of duplicates on Outlook Navigation Pane and click the **Duplicate Remover** button on the **Duplicate Remover toolbar**.



6. Click **Search for duplicates** in the **Welcome form** to start the search for duplicates in your selected folder.



6. Then, you will be able to start duplicate processing in **Duplicate Remover form**.



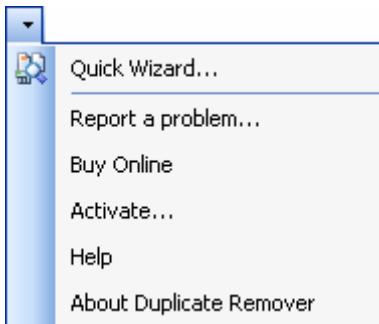
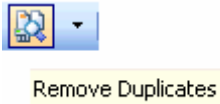
In addition, **Duplicate Remover** allows you to **change settings** for duplicate search.

 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

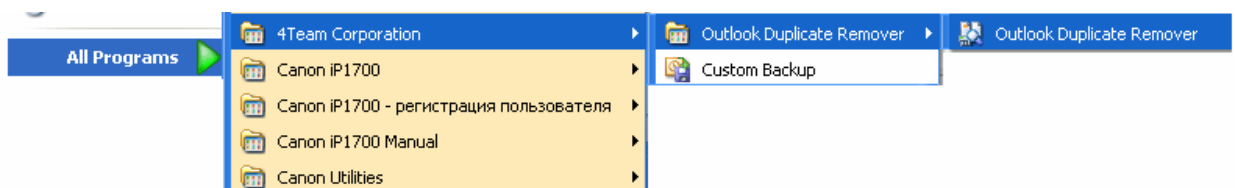
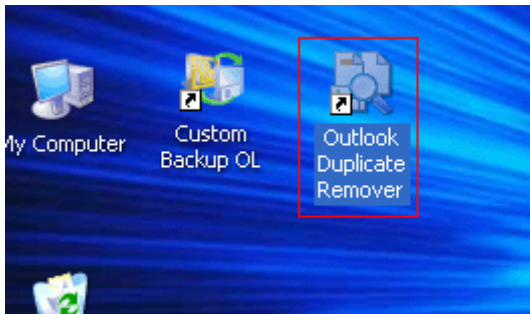
INTRODUCING DUPLICATE REMOVER

After **Duplicate Remover** is installed, a new **Duplicate Remover toolbar**  is added to the Outlook toolbar. The **Duplicate Remover toolbar** consists of the **Duplicate Remover button** and **menu button**.



To process duplicate Outlook items, **run Duplicate Remover**. The wizard will help you to quickly select the preferred options for duplicate processing.

Duplicate Remover can be easily accessed by clicking the **Desktop icon**, from **Quicklaunch** or **All Programs** menu.



Note: **Duplicate Remover** is a limited version. For more detailed comparison properties, advanced actions, and duplicate merging options, install **Duplicate Killer**. For more information please check out the [Duplicate Killer website](#).

 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

REMOVE DUPLICATES WITH DUPLICATE REMOVER

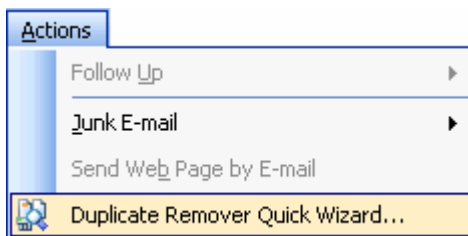
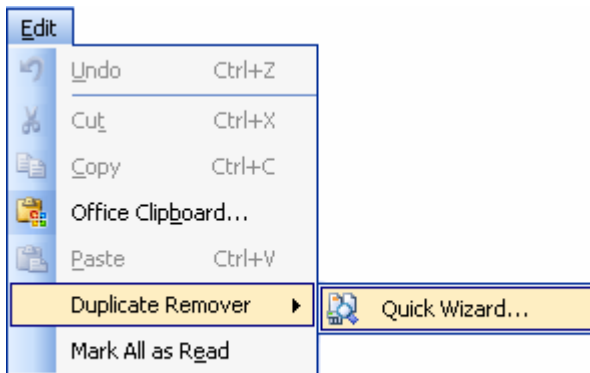
To start the duplicate item processing with **Duplicate Remover**, you have to:

1. Select a folder for the search of duplicates on Outlook Navigation Pane;
2. Initiate **Duplicate Remover** by performing one of the following actions:
 - ▶ Click the Duplicate Remover button on the **Duplicate Remover toolbar**.

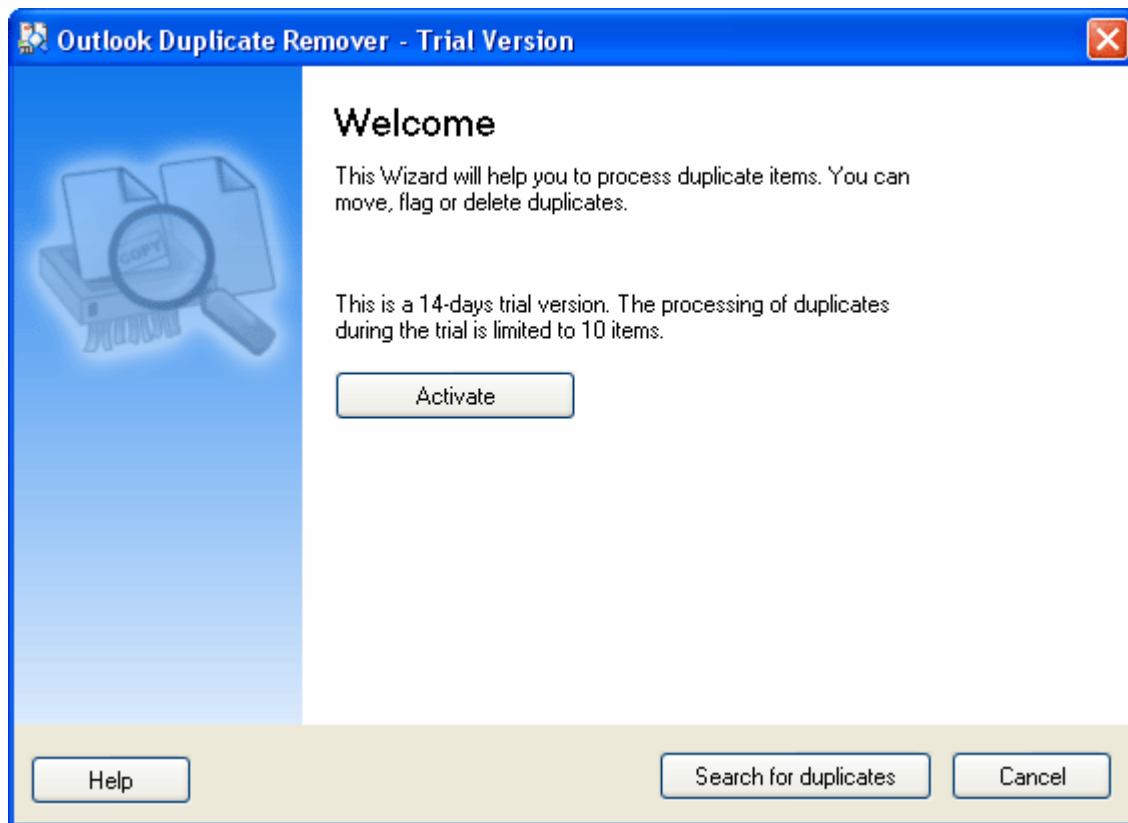


Remove Duplicates

- ▶ Select "**Duplicate Remover Quick Wizard...**" on the Outlook **Actions** or **Edit** menu.

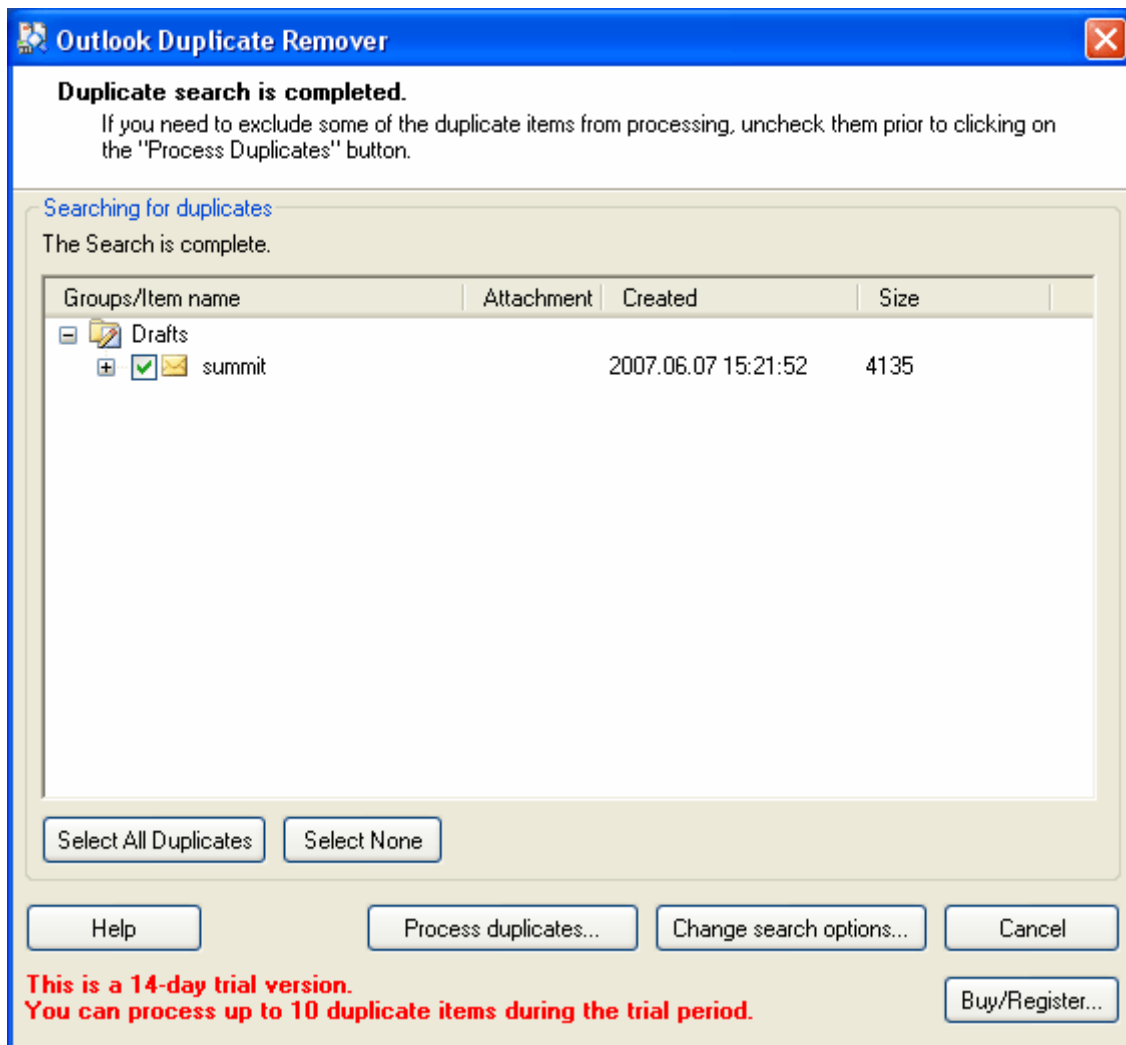


The **Welcome** form of the Duplicate Remover will appear.

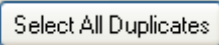
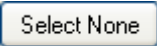
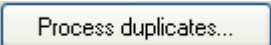


3. Click **Search for duplicates** to start the search for duplicates in your selected folder.

The **Duplicate Remover** form showing search results will appear.



In the Duplicate Remover form you can:

- ▶ Choose all found duplicates for processing by clicking the **“Select All Duplicates”**  button;
- ▶ Unselect all duplicates by clicking the **“Select None”**  button, or select/unselect each duplicate separately by clicking/unclicking a checkbox across a duplicate.
- ▶ Start the duplicate processing by clicking **“Process duplicates...”**  button. **“Move duplicates to the “Deleted Items” folder”** action is selected by default.

Duplicate Remover allows you to **change settings** for duplicate search.

Note: **Duplicate Remover** is a limited version. For more detailed comparison properties, advanced actions, and duplicate merging options, install **Duplicate Killer**. For more information please check out [Duplicate Killer website](#).

 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

CHANGE SEARCH OPTIONS

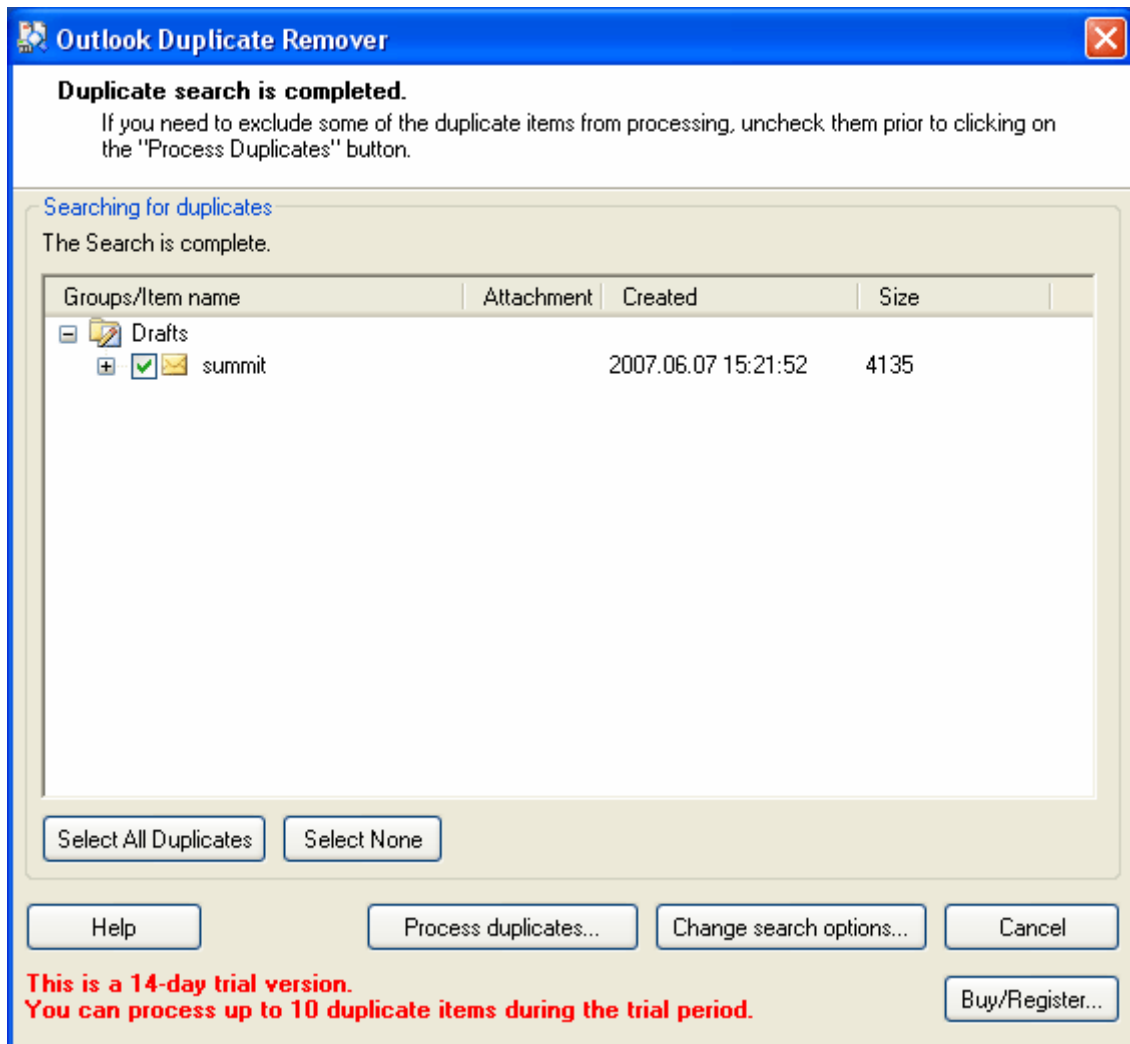
Click the Duplicate Remover button and click the "Change search options..."

Change search options...

button in the **Duplicate Remover** form.

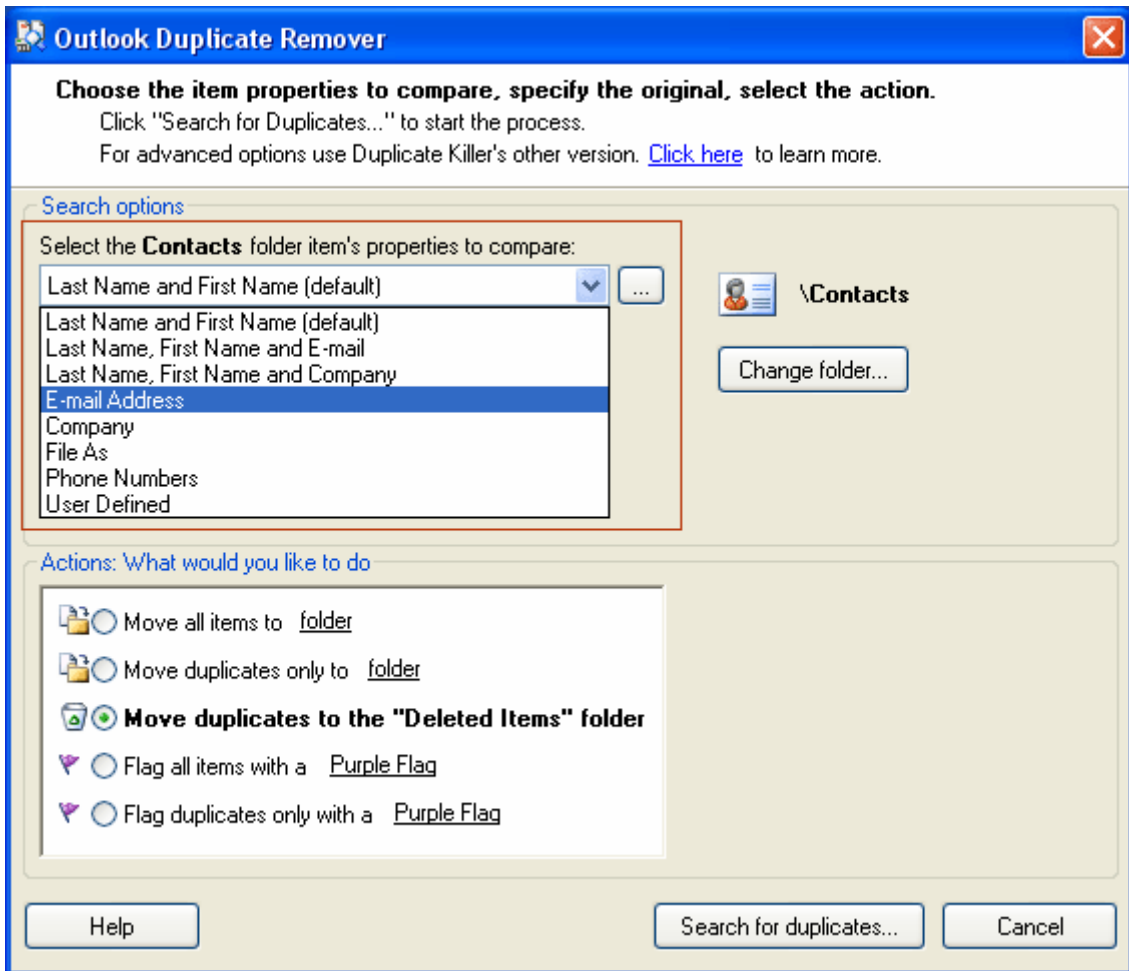



Remove Duplicates

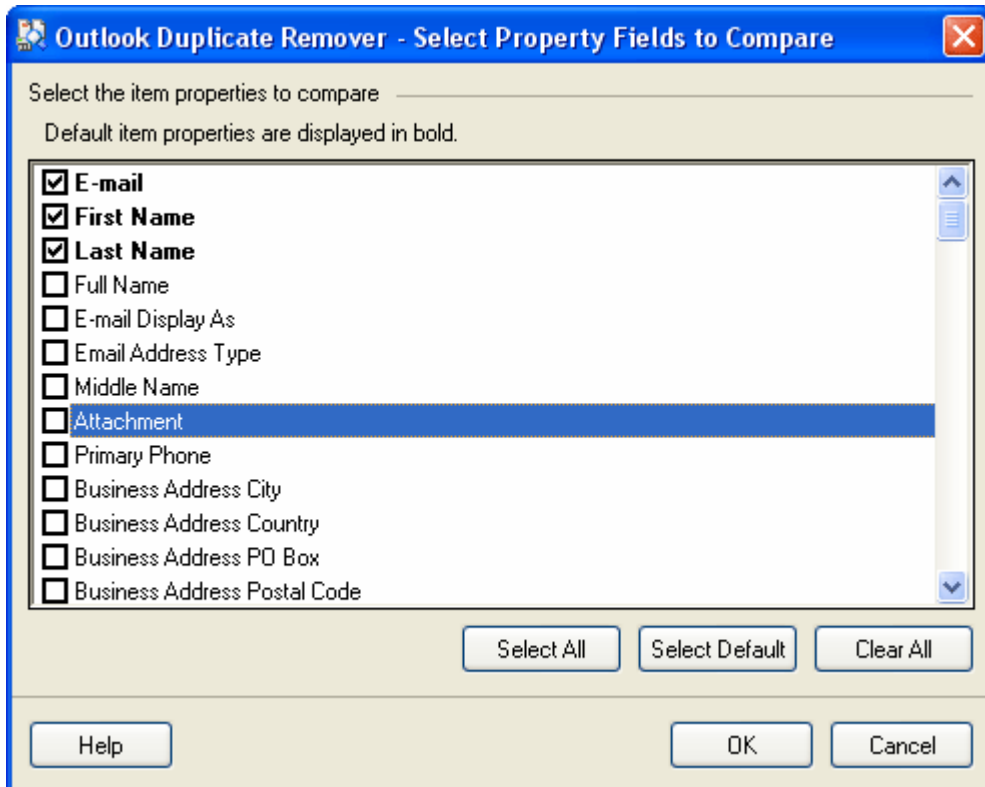


You will be able to:


- ▶ **Choose properties** according to which items will be compared;

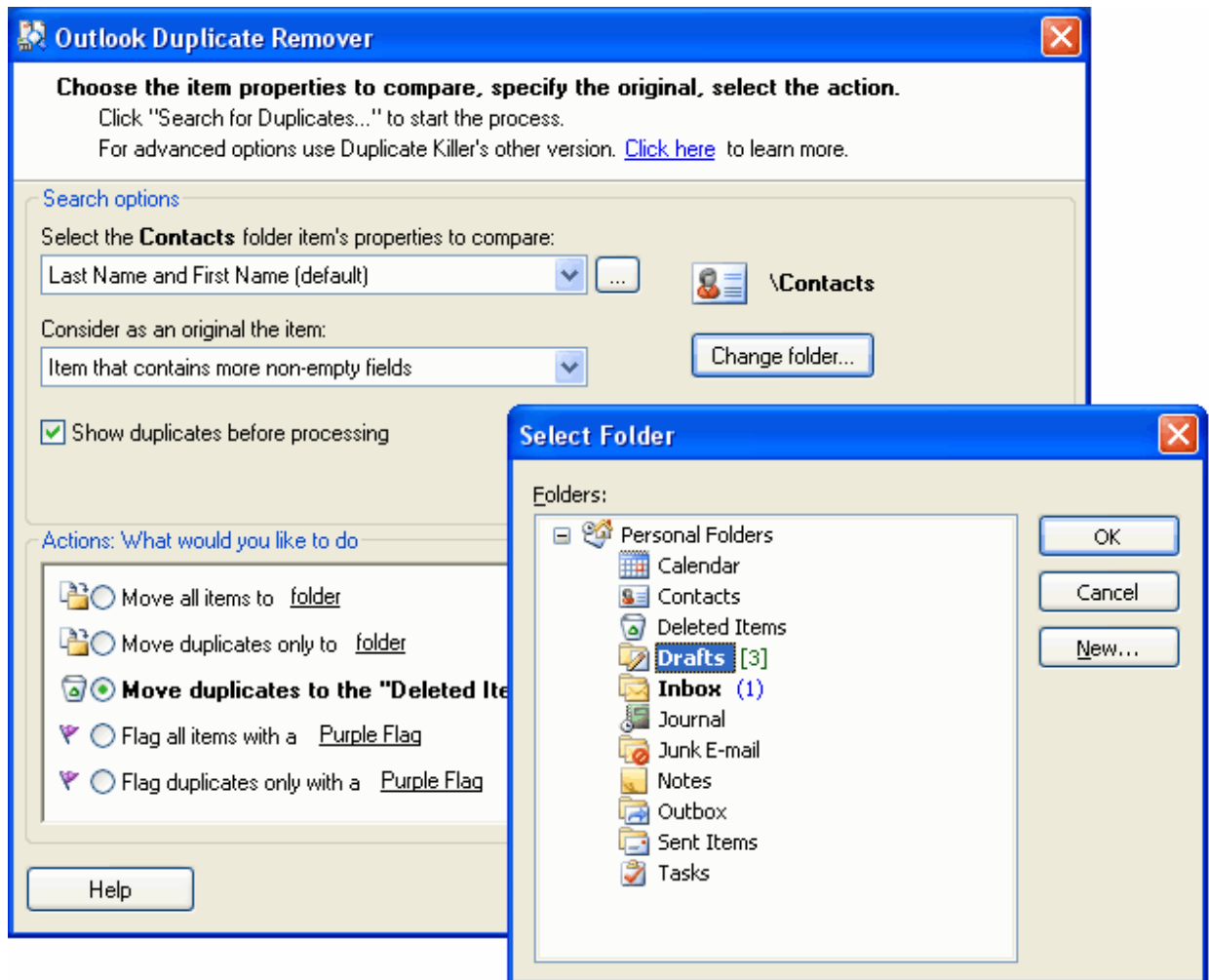


- ▶ Select your own properties by clicking the  button and selecting them from the "Duplicate Remover – Select Property Fields to Compare" form;

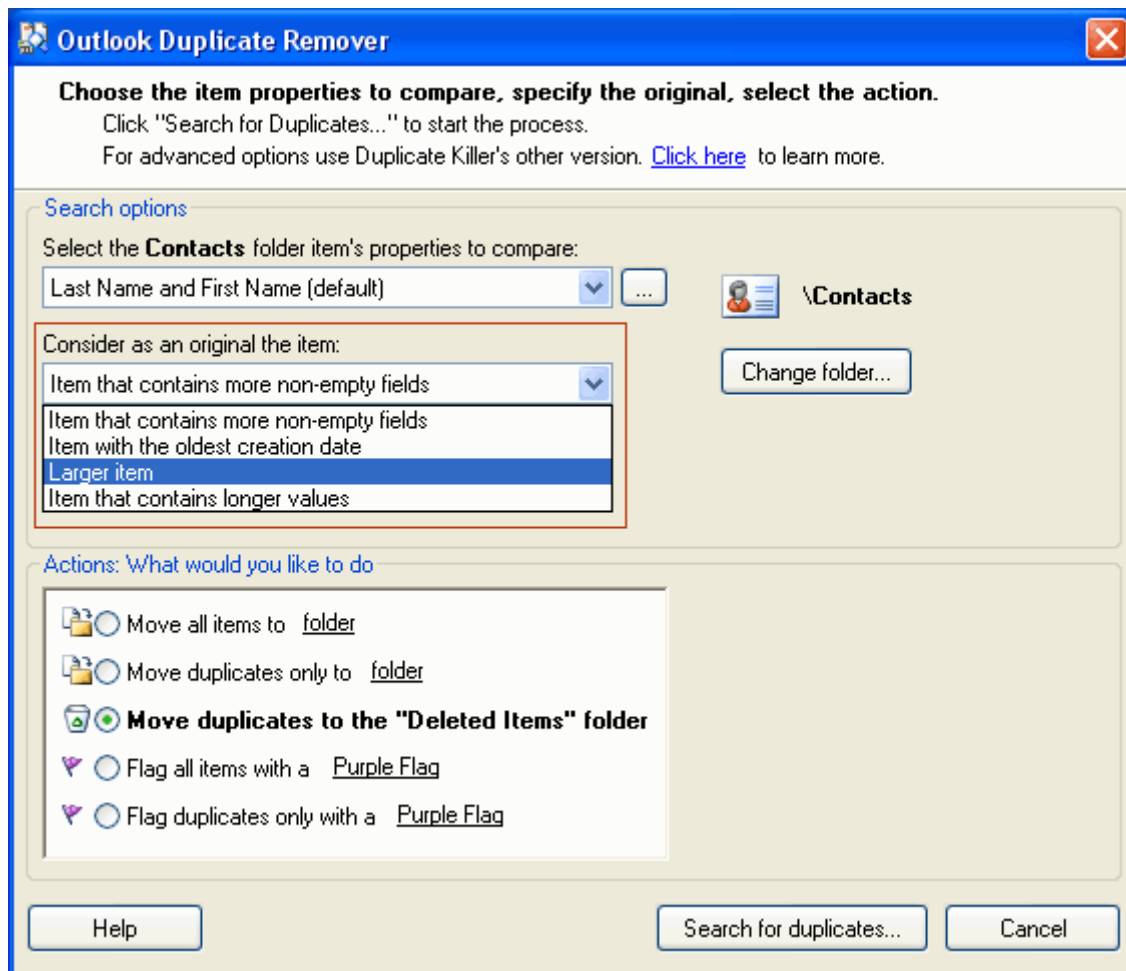


- ▶ Change a folder in which duplicate processing will be initiated by clicking the "Change

folder..."  button and selecting another folder in the "Select Folder" form;

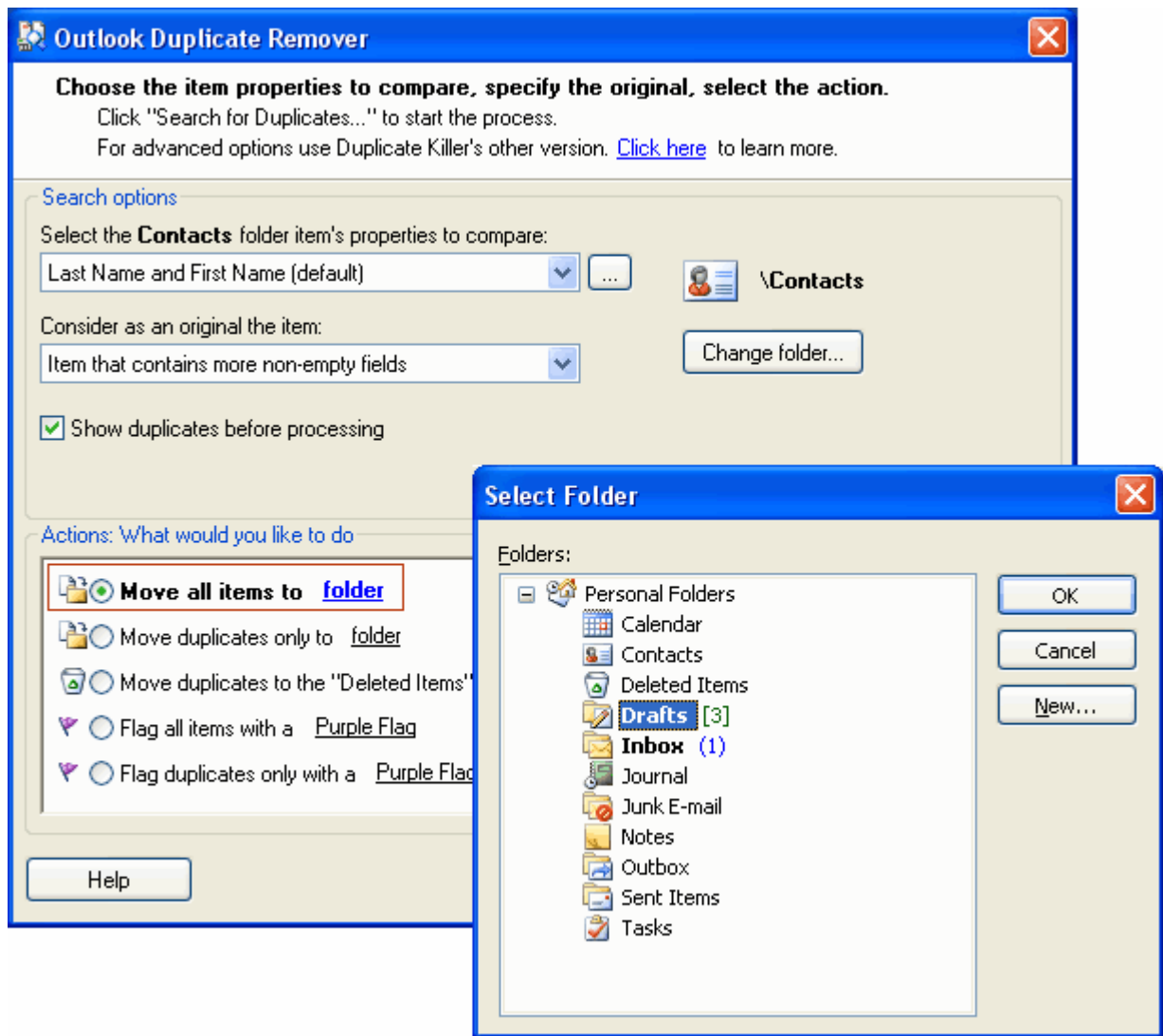


▶ Decide which item will be considered **the original one** in the duplicate processing;

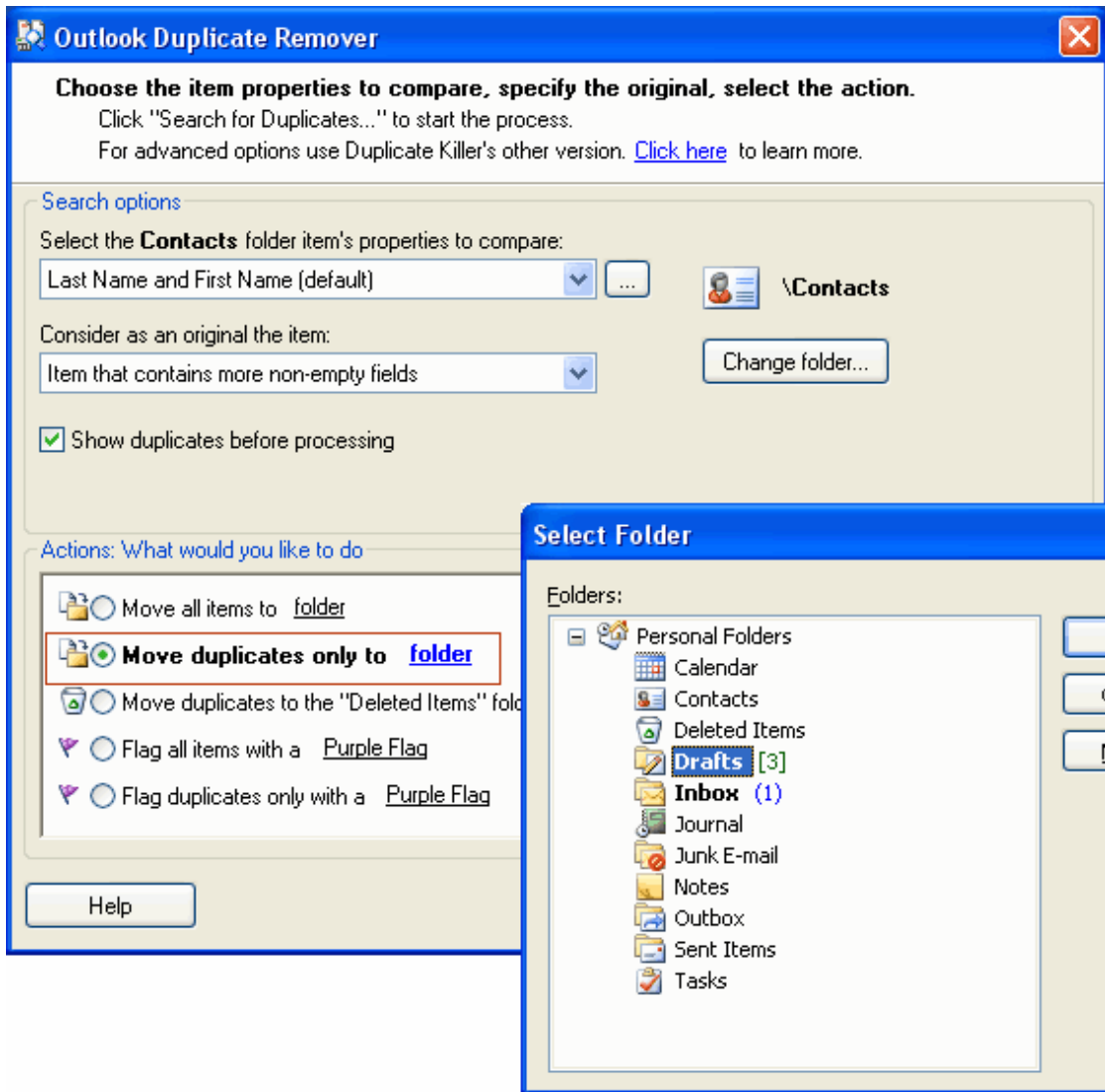


► Choose from the following **actions** that will be applied to duplicates:

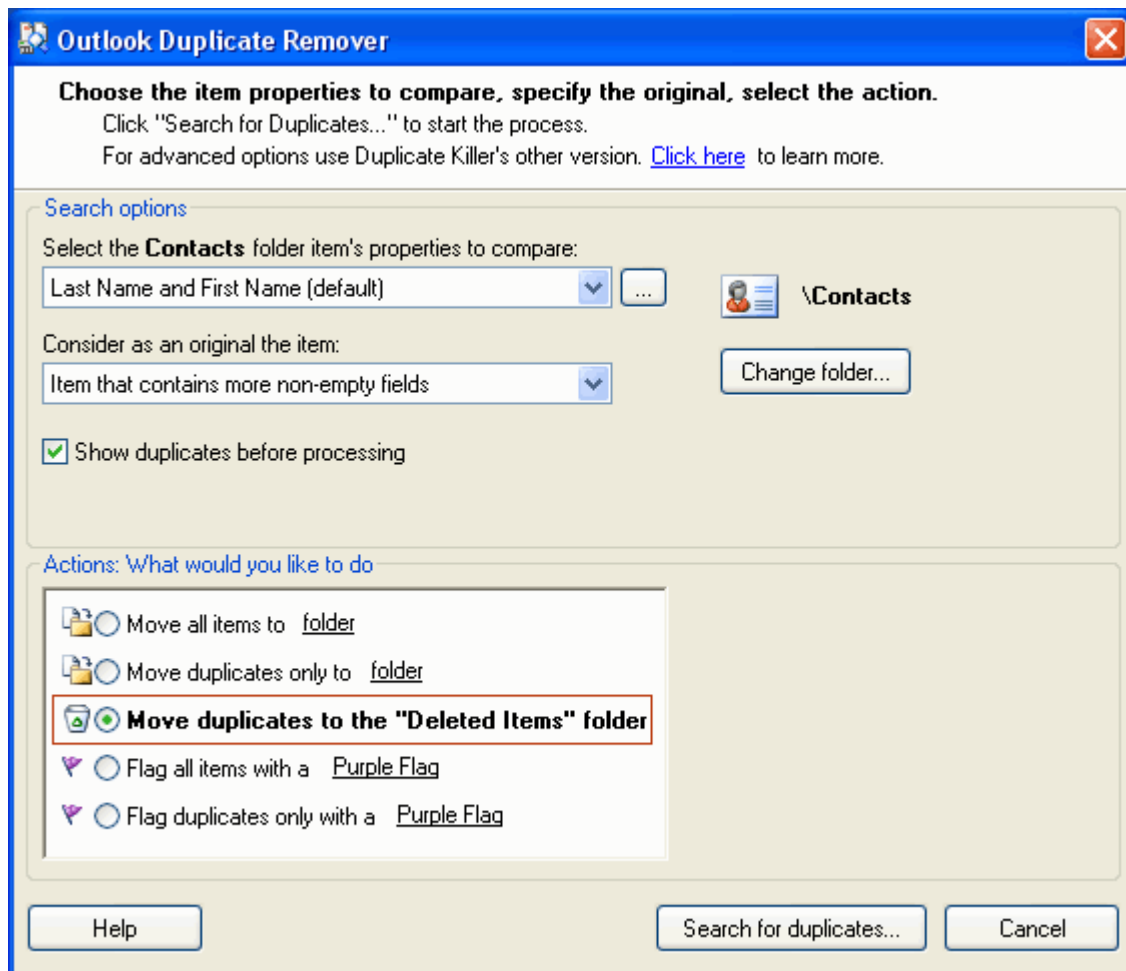
✓ To move all items to a folder, select **“Move all items to folder”** click on the underlined word **“folder”**, and choose a folder in the **“Select Folder”** form to which all items (duplicates and the original item) will be moved.



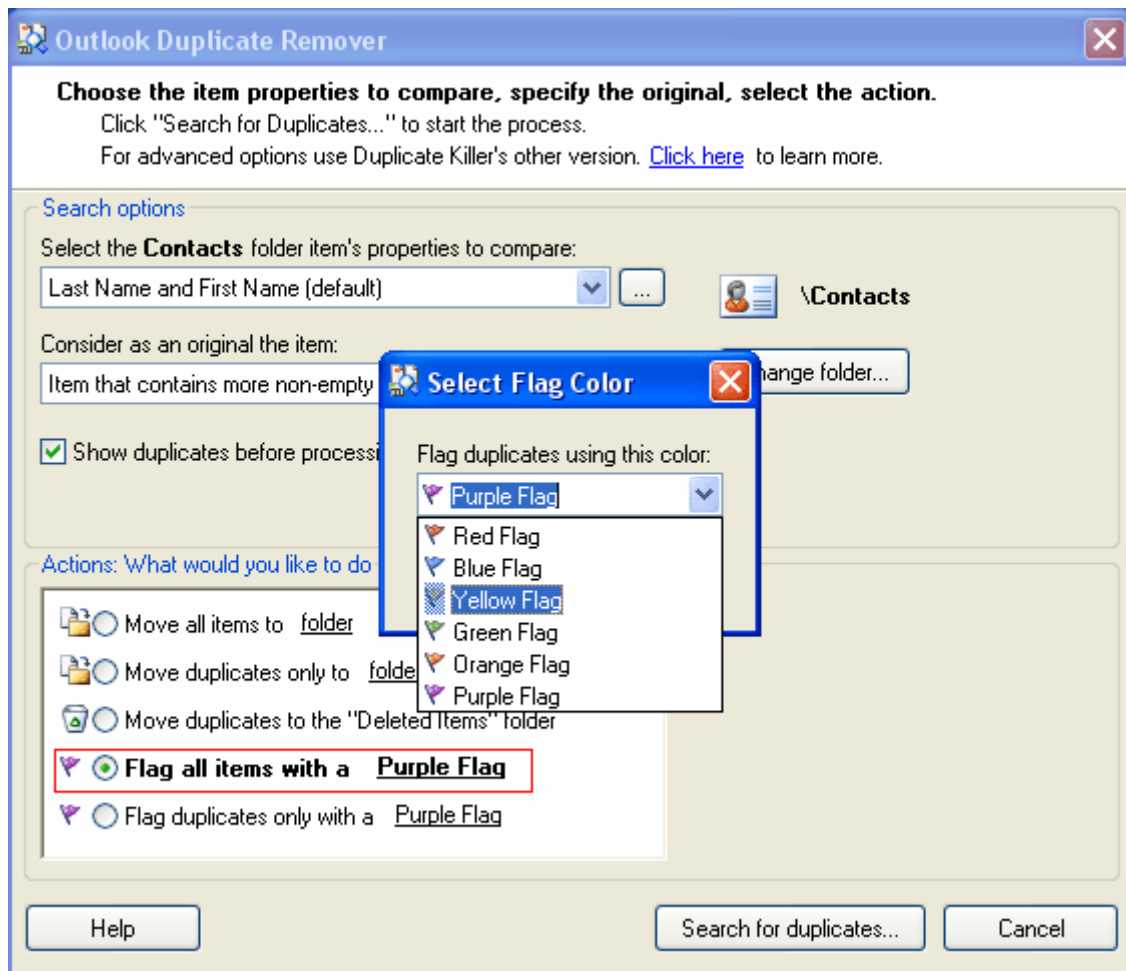
- ✓ To move only duplicates to a folder, select **“Move duplicates only to folder”**, click on the underlined word **“folder”**, and choose a folder in the **“Select Folder”** form to which duplicates (without the original item) will be moved.



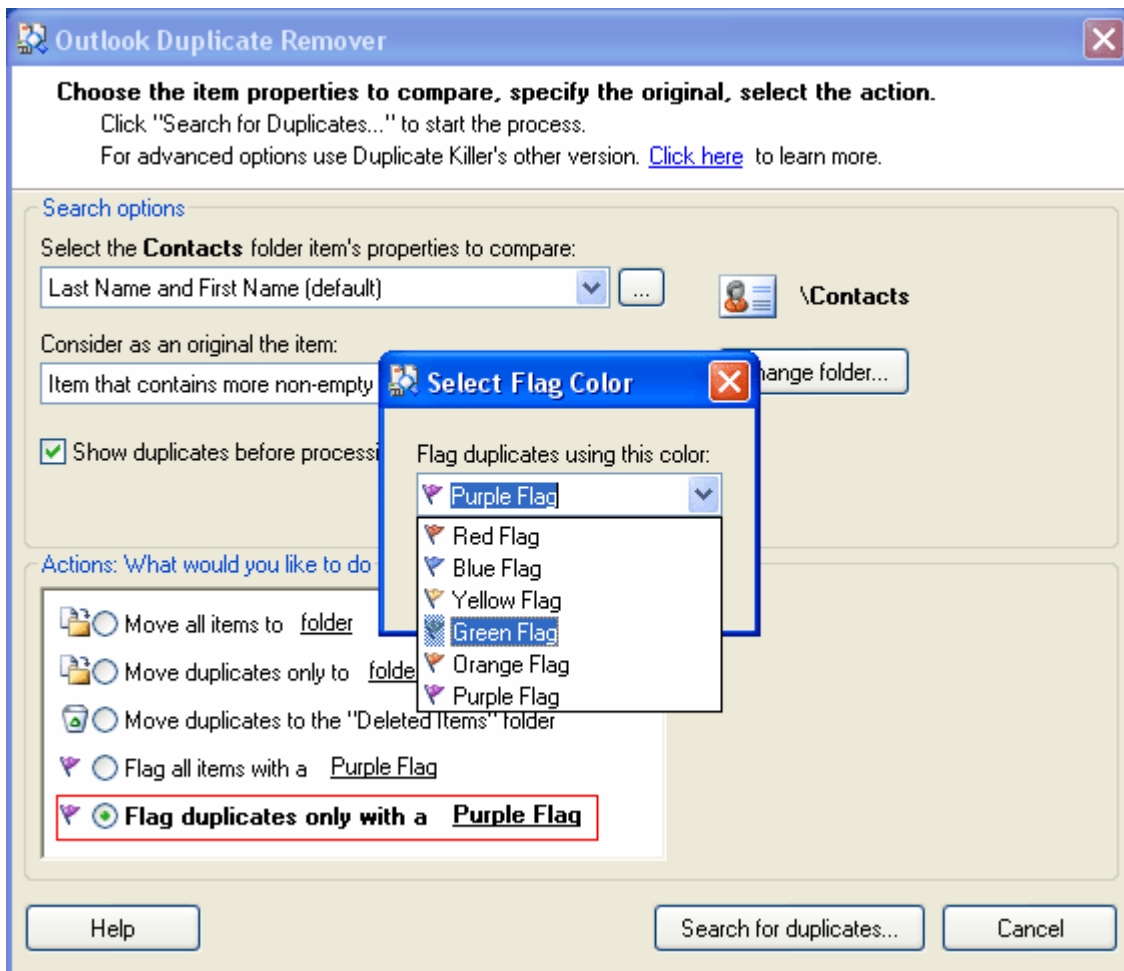
- ✓ To move duplicates to the "Deleted Items" folder, select **"Move duplicates to the "Deleted Items" folder"**.



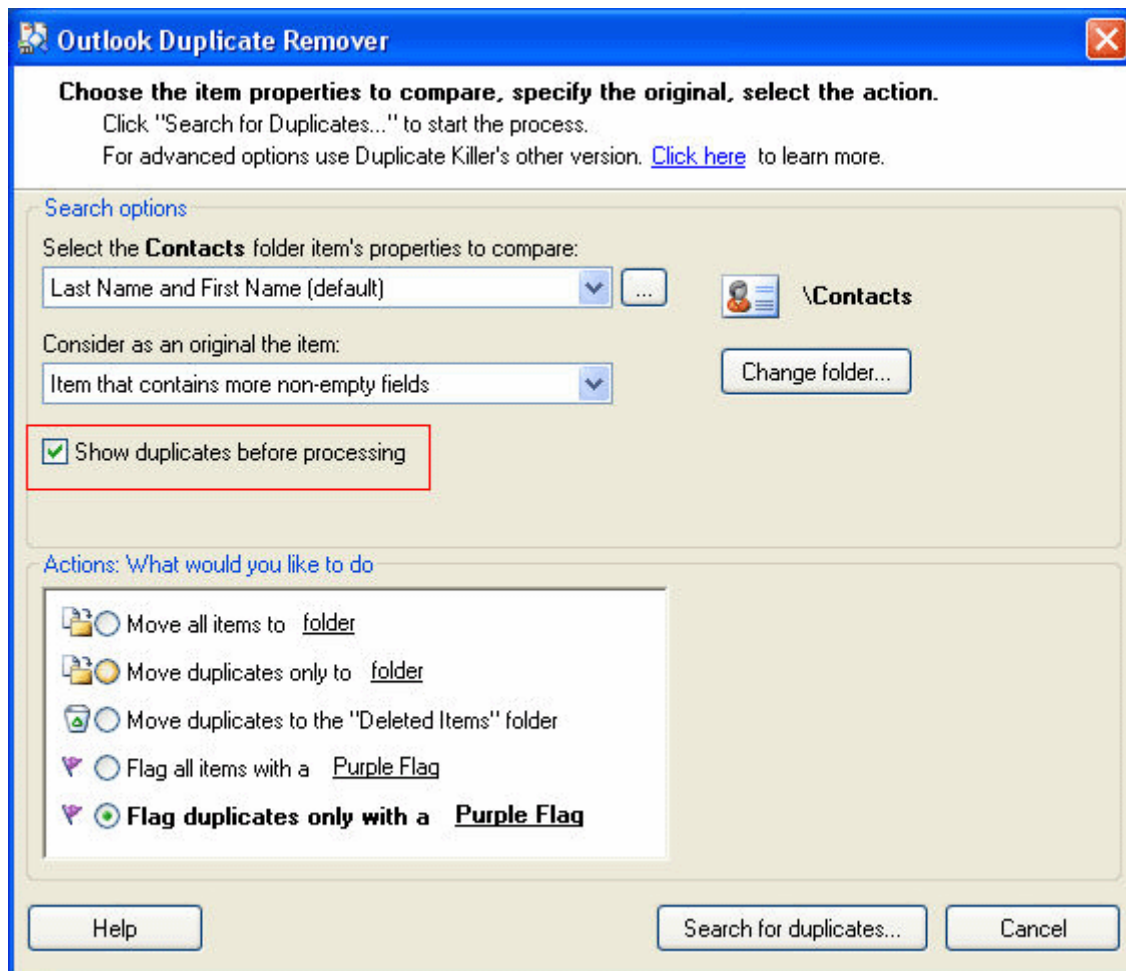
- ✓ To mark all items with a flag, select **“Flag all items with a ... Flag”** and choose a color of the flag.

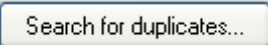



- ✓ To mark only duplicates (without the original item) with a flag, select **“Flag duplicates only with a ... Flag”** and choose a color of the flag.

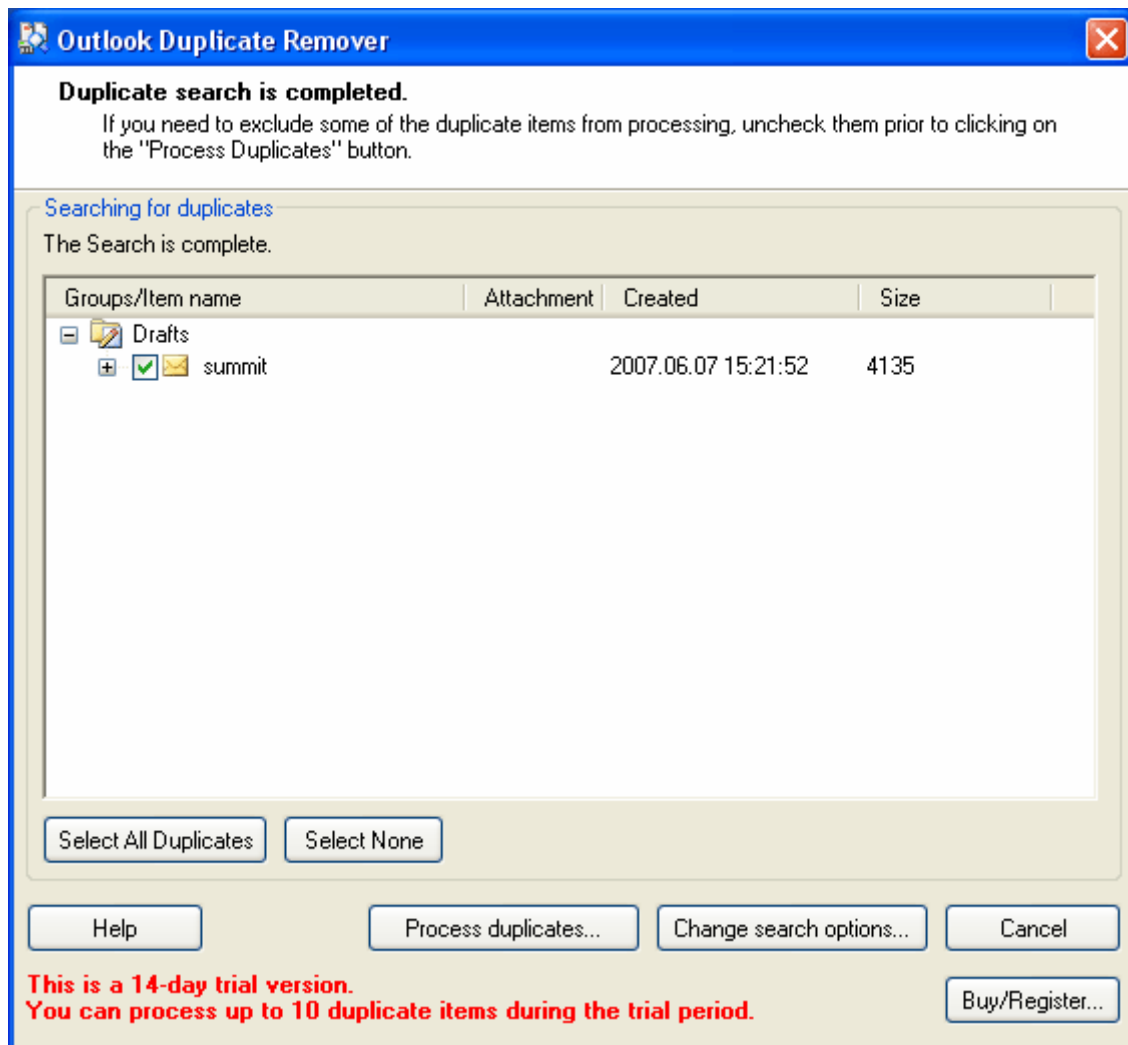


- ✓ To view duplicates before processing, select **“Show duplicates before processing”**.



To start the search for duplicates applying all your selections, click the “**Search for duplicates...**”  button.

To start the duplicate processing applying your chosen action to duplicates, click “**Process duplicates...**”  button in the **Duplicate Remover** form.



Note: **Duplicate Remover** is a limited version. For more detailed comparison properties, advanced actions, and duplicate merging options, install **Duplicate Killer**. For more information please check out [Duplicate Killer website](#).

[Duplicate Remover demo](#)

[Duplicate Remover website](#)

FREQUENTLY ASKED QUESTIONS (FAQ)

▶ Purchase

1. How do I purchase your software? What delivery options do I have?

You can use your a credit card, PayPal, wire transfer, or check (for US only). All these options are available when you order a product from our website. All software from our website is downloadable, but you can also order the 4Team BCD, which contains installation files and documentation and is sent by regular mail.

2. Do you provide a discount for non-profit organizations?

Yes, we do. Send us your NPO statement of exemption by fax and indicate the name of the actual purchaser and his/her email address where we can send the Promo Code that will generate a 15% discount.

3. I've just purchased the program but still don't have the Activation Code.

We email Activation Codes within 24 hours after the purchase. But on workdays we usually send Activation Codes within 1 hour. Please send us an email or call us if you don't receive it within this period.

4. I have purchased additional licenses, but my new activation code activates the wrong number of licenses now. What should I do?

Please send us an email or call us after the purchase, and we will send you a new Activation Code.

▶ Installation

1. I'm not a PC professional. Can I get help to install and tune-up the trial?

Yes, you can get a free email and LiveChat Help support in order to install and tune-up the program properly. Please check the Support part of our Online Help.

2. Must I have administrator's privileges in my computer's Windows user account if I want to install Product?

Yes, you need to have Administrator rights to install **Duplicate Remover**.

3. Will I loose all Product data if I reinstall it?

No.

▶ Trying out Duplicate Remover

1. The Demo that we have downloaded has now expired and we didn't get the chance to test it properly. Is there any way that we can download and try it again for another 14 days?

Please send an extension request to support@4team.biz. Please provide your name, phone number, and your team size and describe the purpose of the extension.

2. I have downloaded the product trial a month ago and now I am trying to install it. But I get message that "Your trial is over". What should I do?

Please refer to 4Team support by e-mail or via live chat.

3. How do I update from the previous product version to a new one?

You must uninstall the previous version (go to Control Panel → Add or Remove Programs) and download and install the new one.

 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

TRIAL VERSION EXPIRED

Your trial version will expire in 14 days.

If you do not renew (activate) the trial version that is about to expire, you will not be able to use **Duplicate Remover**. It is necessary to purchase the license to make the program work.

[Click here](#) to buy.



[Duplicate Remover demo](#)



[Duplicate Remover website](#)

PRODUCT UPDATE

To update **Duplicate Remover** to a newer version, please do as follows:

1. **Check** your current version (Outlook Help menu→ 4Team About→ About Duplicate Remover...).
2. **Connect** to the Internet.
3. **Refer** to the following link http://www.4team.biz/purchase_duplicateremover.asp and check for available version.
4. **Click Try Now** and **download** the latest version of software.
5. **Remove the old version** (Control Panel→ Add or Remove Programs).
6. **Install** the new one. All your product data will be saved and securely translated into a new version. Your Activation Code (your order number) is not required.



[Duplicate Remover demo](#)



[Duplicate Remover website](#)

UNINSTALL

1. Close Microsoft Outlook.
2. Go to Start → Control Panel → Add or Remove Programs.
3. Find **Duplicate Remover** and click **Remove**.

 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

OTHER 4TEAM SOFTWARE

You can get acquainted with the entire 4Team Product line at www.4team.biz.

✓ **Groupware and Sharing tools** for Microsoft® Outlook®:

[ShareO](#) Groupware, sharing any Microsoft Outlook Personal folders without server.

[ShareCalendar](#) Share and synchronize Calendar folders in Microsoft Outlook without a server.

[ShareContacts](#) Share and synchronize Contacts folders in Microsoft Outlook without a server.

[4Team for Microsoft Outlook](#) Manage your teams, create and share projects workspaces in MS Outlook with this powerful groupware without a server.

[Schedules4Team](#) Utilize a Microsoft Outlook workgroup calendar and Free/Busy time without a server.

[Sync2](#) Synchronize Microsoft Outlook on multiple PCs without a server.

✓ **Internet/Intranet Groupware & Services:**

[4Team Online Service](#) Web-based project management, group calendaring & collaborative solutions.

[4Team Online Server](#) Your "in-house" server based on 4Team Online Service.

[4Team Server](#) Server-based collaboration among the users of 4Team for Microsoft Outlook.

✓ **Fax Tools:**

[Fax4Outlook](#) Send and receive fax messages like regular Outlook letters.

✓ **Mail tools for Microsoft Outlook:**

[TabView Organizer](#) Search, filter and sort out e-mails, contacts, tasks, appointments in Microsoft Outlook.

[Send2](#) Send bulk e-mail to recipients from selected folders, e-mails, contacts, meetings, or tasks in one click.

[SendLater](#) Set a schedule for sending your e-mail messages.

[FreeBusy](#) Autoresponse to incoming e-mails, based on your Free/Busy (Out of Office) Status.

[CannedResponses](#) Canned text, templates, emoticons, documents integrated in the Outlook e-mail toolbar.

[ReplyWith](#) Simplify the process of replying repetitive email messages with predefined email templates.

[Duplicate Killer](#) Management of duplicate items in the Contacts, E-mails, Notes, Tasks, Calendar Folders of Microsoft Outlook.

[Notes2](#) Create and stick notes to Outlook e-mails, tasks, contacts, and appointments.

[Voice2Mail](#) Make voice memos and send voice messages with your Microsoft Outlook.

✓ **Contacts tools for Microsoft Outlook:**

[Alphabet4Contacts](#) Alphabet Tabs with Smart filters for your Microsoft Outlook Contacts folder.

[TabView](#) Organizer Search, filter and sort out e-mails, contacts, tasks, appointments in Microsoft Outlook.

[vCard4Outlook](#) Import vCard format files to the chosen Outlook Contact Folder. Export any Outlook Contacts Folder to the vCard format.

[Send2](#) Send bulk e-mail to recipients from selected folders, e-mails, contacts, meetings, or tasks in one click.

[Actual Contacts](#) Keep your Microsoft Outlook address book up-to-date easy and secure.

[ShareContacts](#) Share and synchronize Contacts folders in Microsoft Outlook without a server.

[Signature2Contacts](#) Capture name and address into Microsoft Outlook address book automatically.

[Duplicate Killer](#) Management of duplicate items in the Contacts, E-mails, Notes, Tasks, Calendar Folders of Microsoft Outlook.

[vSync](#) Outlook to vCard, vCalendar, or iCal converter.

✓ **Time saving tools:**

[TabView](#) Organizer Search, filter and sort out e-mails, contacts, tasks, appointments in Microsoft Outlook.

[Alphabet4Contacts](#) Alphabet Tabs with Smart filters for your Microsoft Outlook Contacts folder.

[ActualContacts](#) Keep your Microsoft Outlook address book up-to-date, easy and secure.

[Signature2Contacts](#) Capture name and address into Microsoft Outlook address book automatically.

[Memory Dialer](#) Communicate with your Contacts via MSN Messenger™, Skype™, and regular phone line in one click from one dialer interface.

[Notes2](#) Create and stick notes to Outlook e-mails, tasks, contacts, and appointments.

✓ **Import-Export Utilities for Microsoft Outlook:**

[vCard4Outlook](#) Import vCard format files to the chosen Outlook Contact Folder. Export any Outlook Contacts Folder to the vCard format.

[vSync](#) Outlook to vCard, vCalendar, or iCal converter.

✓ **Dashboards for Microsoft Outlook and 4Team:**

[Dashboard4Team](#) All Outlook and Project information in one place.

[Personal Folders Dashboard](#) All your Outlook Personal Folders information in one easy-to-navigate window.

✓ **Other tools:**

[DVD Labeler](#) DVD Labeler automatically captures the first frame image out of each DVD chapter and creates scene-indexing labels for your DVD movie.

[ActualContacts](#) Keep your Microsoft Outlook address book up-to-date, easy and secure.

[Duplicate Killer](#) Management of duplicate items in the Contacts, E-mails, Notes, Tasks, Calendar Folders of Microsoft Outlook.



[Duplicate Remover demo](#)



[Duplicate Remover website](#)

REPORT PROBLEM, SUGGESTIONS

- By Online Support Form: http://www.4team.biz/support_form.asp
- By “**Live Help**” at <http://outlook.duplicate-remover.com/> or www.4team.biz.
- By e-mail at: support@4team.biz.
- By telephone at: +1 (954) 796-8161.

 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)

SUPPORT, CONTACT US

➔ Troubleshooting and Support procedure (Get Support):

1. Make sure you are running the **latest version** of Duplicate Remover on your workstation(s). You can download the latest product release from the 4Team Corporation [Duplicate Remover website](#) using **Try Now** link.
2. **Update your Office/Outlook** with the latest updates that improve the stability and security of Microsoft Office. [Click here](#) to go to Microsoft Office website.
3. Check System Requirements.
4. Refer to Installation procedure.
5. Search the product FAQ.
6. **Contacting Support:** If you cannot solve your problem by any of the previous steps, please send a Bug Report email (Outlook Help→ 4Team About→ Duplicate Remover→ Report a Problem...) to support@4team.biz, submit the [Online Support Form](#), or use [Live Help](#) with the following information:
 - A **detailed description** of the problem. Include the steps you have already taken to fix the problem, and, where appropriate, the steps to take in order to repeat the problem.
 - The **Product version** that you are running (Outlook Help→ 4Team About→ Duplicate Remover).
 - The **operating system and Office/Outlook** version of the computer running the product.
 - **Screenshots** if available (press PrintScrn on the keyboard and paste (Ctrl + V) to Word® or any available picture editor).

Note: Please remember to keep all of conversation history when you reply to our e-mails. [Click here](#) to submit the **Online Support Form**.

➔ We provide full support for product trial and full version:

- By email at: support@4team.biz and [Online Support Form](#).
- By telephone at: **+1 (954) 796-8161 (pre-sale questions, activations, billing)**.
- By **Live Help** at <http://outlook.duplicate-remover.com/> or www.4team.biz.

➔ To **buy the license** please [click here](#).*

- All our customers who purchased the program or added a new license are eligible to get free updates for one year from the last purchase date.
- If you are looking for other 4Team products for Microsoft Outlook, you can get them at significantly discounted prices; just send us an email with your order number, product name, and number of licenses that you wish to purchase.

!!! Note: We do not provide support for Microsoft Outlook; please refer to the resources at [Microsoft web site](#).

* Make sure that your computer is connected to the Internet if you want to use this page for orders and support.

 [Duplicate Remover demo](#)

 [Duplicate Remover website](#)