

DuoCall Manager Assistant Setup

Welcome To Your Online Outlook Assistant!

ATTENTION: ONLY DOWNLOAD and use the DuoCall Manager Assistant if you want to use Outlook to help you manage your calls and would like to have a POP-Up Window appear on your computer for incoming calls and voice mails that have been deposited. REQUIRES "Windows XP" with SP2 or higher and "Outlook". (Not Outlook Express)

Download The DuoCall Manager Assistant:

*Within your tabs click on "Setting" then "DuoCall Manager Assistant"
Read the information prior to downloading, then click on "download the toolbar installer"*

Follow this link to [download the toolbar installer](#).

Once you have downloaded, you will see a configuration window appear.
If the window doesn't appear, right click on the Toolbar Assistant icon in

your Startup Menu at the bottom right.



Select "Configure", then you will see the "CommPortal Assistant Settings" window appear! (see example in following sheet)

1. You will need to enter your 10-digit telephone number in the "Number" field.
2. Enter your "Password".
3. CommPortal url: <http://callduo.com>
4. Customization: default



DuoCall Manager Assistant Setup Continued

Click “Apply” and then “Ok”.

A window asking to Synchronize with Outlook will appear. Click “OK” to proceed moving contacts from Outlook to your DuoCall Manager contacts!

Contacts will be synchronized every HOUR! Contacts entered in either the web portal or in your Outlook will be shared with the other contact application.

If you want to use the “Redirect Calls” function from the incoming call Pop-Up window, you will need to populate those numbers in the “Incoming Calls” tab of the settings. Click “Apply” then “Ok”.

You are READY to use your DuoCall Manager Assistant!

CommPortal Assistant Settings

General | LDAP Settings | Contact Synchronization | Incoming Calls

CommPortal credentials

Number: 1111111111

Password: *****

CommPortal url: http://callduo.com

Customization: default

Proxy configuration

☐ Use default proxy

☒ No proxy

☐ Manually configure

CommPortal Assistant Settings

General | LDAP Settings | Contact Synchronization | Incoming Calls

Options

☒ Display a popup when your phone rings

Call Redirection

You can redirect incoming calls to the following numbers.

Name (Optional)	Number

Delete all

Send to Voicemail Redirect to: Select

OK Cancel Apply

If you need further assistance you can review our tutorials again or contact our business office during normal business hours.

343-3131 (Russell), **378-4141** (Adair), and **433-2121** (Cumberland)