

# Managing Your Contacts

## Table of contents

Safety First .....	1
Introduction .....	2
Here's what happened to Me.....	2
Restoring your iPhone Contacts .....	3
Backup your iPhone Contacts with Google Drive .....	4
Backing up Microsoft Outlook .....	4
Restoring your Google Contacts .....	4
Transfer iPhone Contacts to Outlook.com .....	4
Import Contacts to Outlook.com from Gmail.....	5
Force iPhone to upload contacts to iCloud .....	5
To refresh contacts on your iPhone .....	5
Where are new contacts stored? .....	5
Transfer contacts from iCloud to Gmail .....	6
Transfer iPhone Contacts to Microsoft Outlook.....	6
Sync iPhone Contacts with Microsoft Outlook.....	7
Refreshing your Outlook.com Connected Devices .....	7
Copying Google Contacts to your iPhone .....	8
Syncing Contacts Examples.....	8
Duplicate Contacts.....	8
Create Contact Groups on iPhone .....	8
Deleting Multiple Contacts from your iPhone.....	9
Cleaning up your Mess .....	9
Resources and Tools .....	10

## Safety First

Stuff happens. Before proceeding perform the following:

- Make sure that your iPhone is being backed up to iCloud.
  - Connect your device to a Wi-Fi network.
  - Tap Settings > iCloud > Backup.
  - Turn on iCloud Backup if it isn't already turned on.

- Make sure you are on a Wi-Fi connection and tap Back Up Now
- Check your backup by tapping Settings > iCloud > Storage > Manage Storage, and then select your device. You should see your latest backup listed.
- Backup your mobile contacts; use CopyTrans Contacts, seen [here](#), or an App called My Contacts Backup for free, seen [here](#), (Pro Version is \$1.99) seen [here](#). CopyTrans costs \$19.99 but you can evaluate the trial version first.
- Backup other contacts such as your Gmail, Outlook and Outlook.com. These can all be backed up by Exporting. If not sure how to do this, see the sections on Backing up your Contacts below.

Secondly, working with contacts can be a daunting task and if you aren't sure about performing any action – don't do it until you seek advice. Apple Care, 800-275-2273, is always a good place to start.

## Introduction

There's a lot of information in this document. Just browse through it and use what you need. Otherwise, just enjoy knowing that the art and science of contacts is a very broad subject.

Contacts can be in the following places depending on the email services and programs that you use. Here are several example locations:

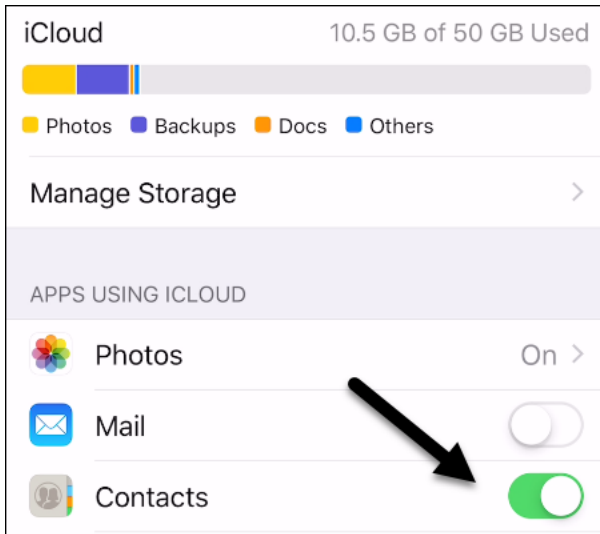
- Gmail, both on your mobile devices and online
- Microsoft Outlook
- Outlook.com
- Your iPhone or iPad
- iCloud.com

## Here's what happened to Me

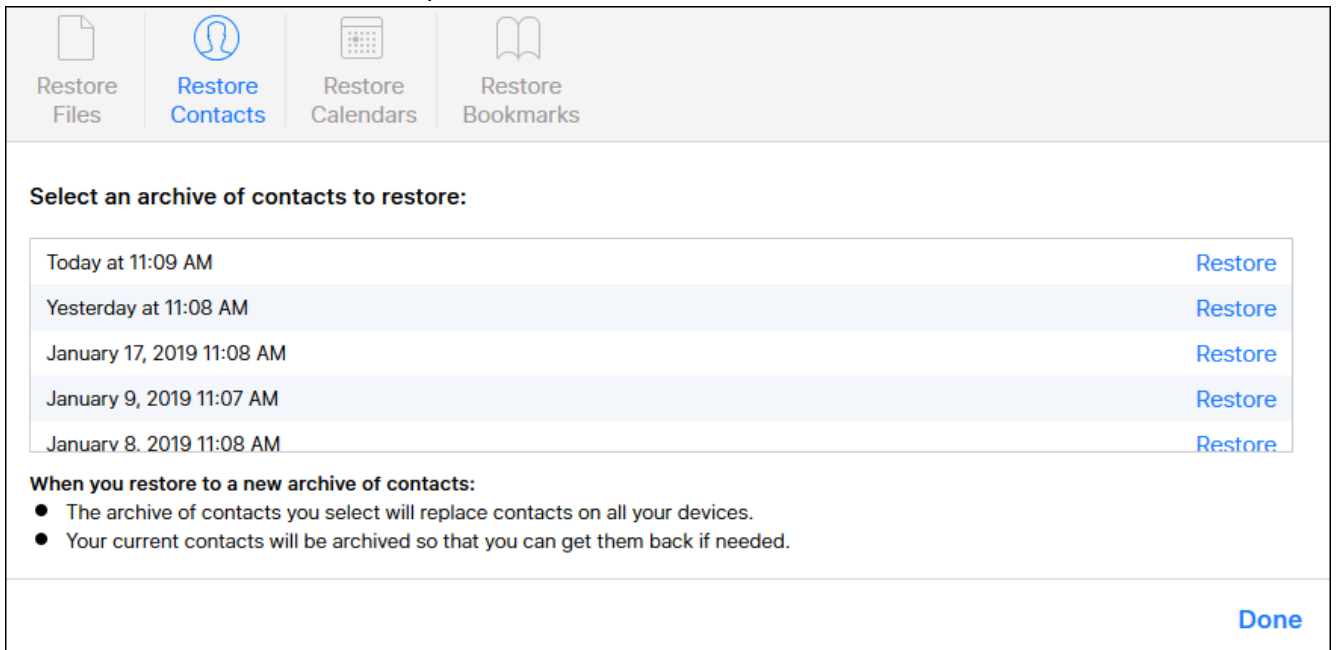
In preparing this document and experimenting, I accidentally deleted all my contacts on my iPhone. I quickly grabbed my iPad and turned off the W-Fi so it would not sync with my contacts and delete them. Next, I used CopyTrans to backup the contacts from my iPad and, again, used CopyTrans to restore them to my iPhone. Lesson learned. **Also, I could have used iCloud to restore my contacts as discussed in this document.**

## Restoring your iPhone Contacts

- This assumes that you are backing up your contacts to iCloud. To check if this is the case, go to Settings, Your Name, iCloud and make sure that Contacts is enabled as shown below.



- Log in to iCloud.com and select Setting
- Under Advanced at the bottom select Restore Contacts
- A window as shown below will open

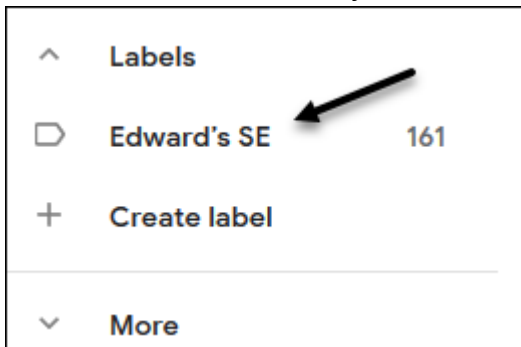


- You can scroll through the backups and select the one you want to restore.
- Select one and a window will pop up asking if you want to proceed
- Click Done. To abort without making a selection, use the Escape key on your keyboard
- Be sure to read the notes at the bottom, especially the note that says your current contacts will be archived.

## Backup your iPhone Contacts with Google Drive

You probably do not need to do this since your iPhone contacts are most likely sync'd with iCloud. But, if you don't use iCloud for backup, this is a good alternative.

- On your iPhone, install and open the Google Drive app.
- In the top left, tap Menu
- At the top, tap Settings
- Tap Backup.
- Choose to backup Contacts, Calendar events or Photos and videos
- Tap START BACKUP.
- If you go to Gmail contacts online, you will see that your contacts are no backed up with their own label as seen below. I just backed up my iPhone SE.



## Backing up Microsoft Outlook

It's a good idea to backup your Outlook Data file periodically in case something goes wrong. Here's how:

- Click File, Open and Export, Import/Export
- Select Export to a File
- Click Next and choose Outlook Data File (.pst)
- Click Next and make sure Include Subfolders is checked
- Browse to a location for saving the file
- Check the top option
- Click Finish – leave the password blank
- See more info [here](#).

## Restoring your Google Contacts

- You can use this feature from a web browser on your PC. You can only restore from 30 days in the past.
- Go to Gmail and open Contacts. If not in the older version click switch to old version
- Click More, Restore Contacts

## Transfer iPhone Contacts to Outlook.com

- Use CopyTrans to import iPhone contacts to a CSV file

- Go to Outlook.com and import from the CSV file

## Import Contacts to Outlook.com from Gmail

- Go to Gmail Contacts
- If using the new version called Contacts Preview
  - Select one or more contacts
  - Select More at the top
  - Select Export as Google CSV
- If using the Old Version, select More at the top and select Export
  - Choose Google CSV format
- Go to Outlook.com
  - Select People
  - Select Manage at the top
  - Select Import contacts and browse to the location where you exported from Gmail
- Read more about this [here](#).

## Force iPhone to upload contacts to iCloud

- Open iPhone Settings
- Tap your name, then iCloud
- Turn off Contacts and select Keep on My iPhone
- Turn off iPhone and Turn On again
- Go back Settings, iCloud and turn on Contacts. Select Merge

## To refresh contacts on your iPhone

Always try this before you start troubleshooting.

- Open Contacts
- Tap Groups
- Swipe down to refresh

## Where are new contacts stored?

- If you have multiple accounts such as Gmail and iCloud, new contacts will be added to the Default Contacts Account.
- Open Settings and choose Contacts.
- Tap on Default Account and choose the account you want to save new contacts to by default. If you have an email account that you don't see listed under contacts, go back and tap on the account in the main accounts list and turn on Contacts for that account.
- You can also view which contacts are in which service
  - Open the Contacts App
  - Tap Groups at the top and select Hide All Contacts
  - Enable the just the contacts you want to view, and tap Done

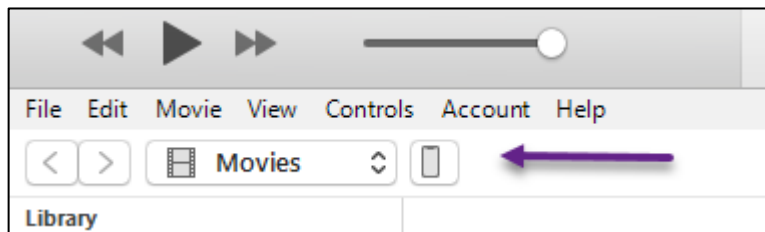
- When finished, go back to the Groups view and tap Show All Contacts

## Transfer contacts from iCloud to Gmail

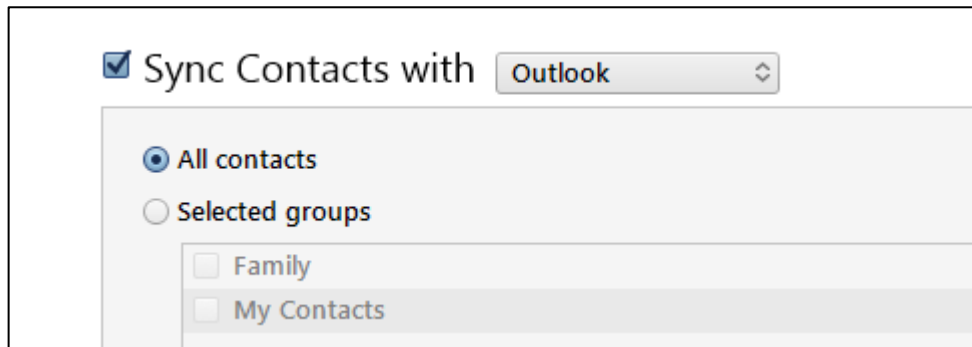
- Export contacts from iCloud.com
  - Log in to iCloud.com and select Contacts
  - Select all Contacts by typing Control-A
  - Tap the Gear icon at the bottom
  - Select Export vCard
- Import contacts to Gmail
  - Go to Gmail Contacts
  - Select More, Import. You can use the old version of Contacts to do this.
  - Browse to the vCard you exported from iCloud.com

## Transfer iPhone Contacts to Microsoft Outlook

- Method 1
  - Use CopyTrans – select one or more contacts
  - Select Export Selected
  - Choose Outlook
- Method 2
  - Use iTunes
  - Go to iPhone Settings, your name, iCloud and tap Contacts to stop syncing with iCloud.  
**Be sure to select keep on my iPhone.**
  - Open iTunes and connect your iPhone with a USB cable
  - In iTunes, click the Device icon as shown below



- Click Info under Summary
- Select Sync Contacts and use the drop-down box to select Outlook as shown below

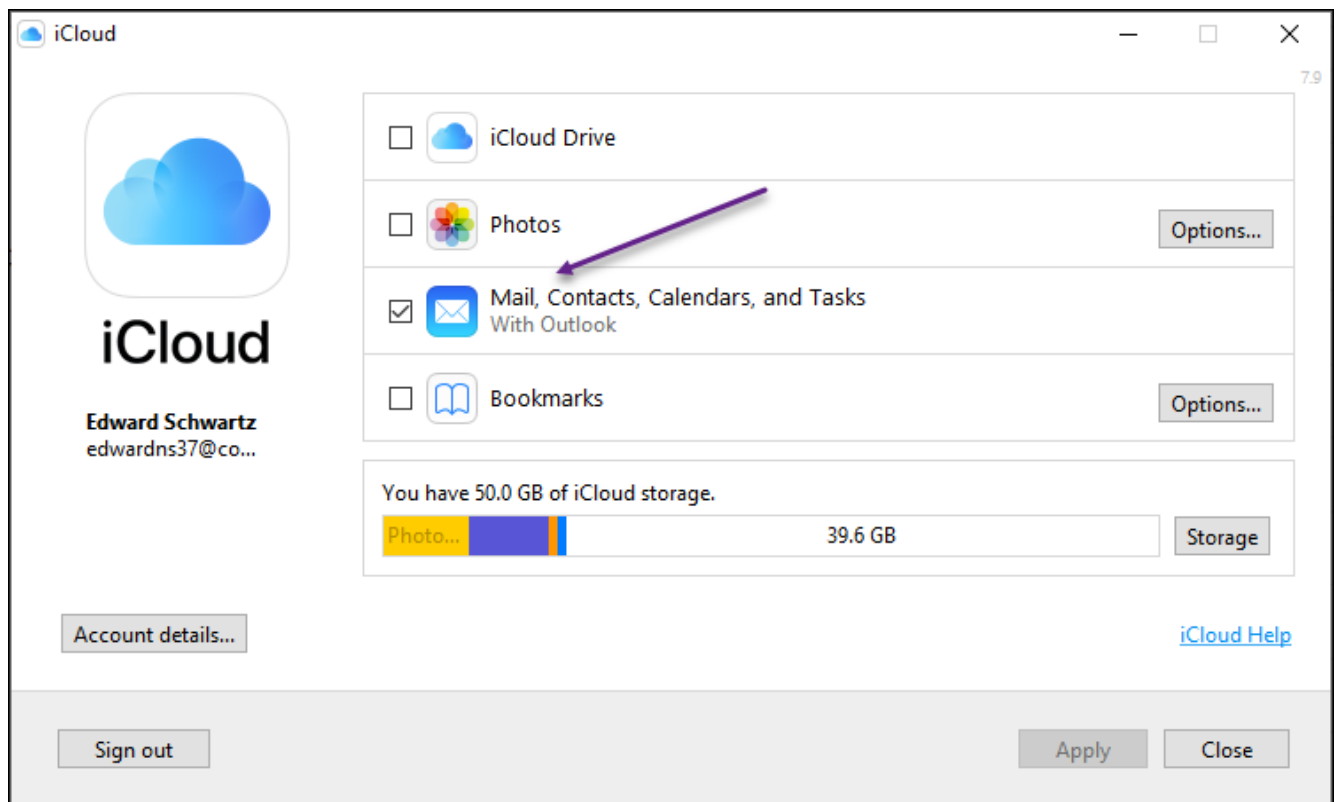


- Click Sync at the bottom unless you choose a selected group. In that case click Apply

- Click Done
- Go back to your iPhone and re-enable Contacts so they will continue to sync with iCloud

## Sync iPhone Contacts with Microsoft Outlook

- This is different than transferring contacts to Outlook. This allows you to have your contacts sync'd continuously between your iPhone and Microsoft Outlook
- Download and install the iCloud Control Panel for Windows. You will be asked to restart your computer.
- Sign in with your Apple ID and Password
- Place a check in box as shown below. You can check any of the others if you wish to sync them.



- Click Apply and be prepared to wait as long as 15 to 20 minutes for everything to sync up.
- Click Close

## Refreshing your Outlook.com Connected Devices

- Go to Outlook.com and sign in
- Select the People View
- Click the Settings gear at the top
- Select View all Outlook settings at the bottom
- Select Mobile Devices
- Select iPhone

- Select the Refresh icon, 3<sup>rd</sup> from left

## Copying Google Contacts to your iPhone

You shouldn't have to ever do this since adding a Google account to your iPhone adds your Gmail contacts automatically, but I listed it here anyway.

- Open Google Contacts in a web browser
- Click More, export
- Choose a group from the dropdown box
- Select the vCard format
- Click Export to save the .vcf file
- Use CopyTrans to import them

## Syncing Contacts Examples

- Gmail Contacts
  - I added a contact to Gmail Contacts online and it showed up on my iPhone (I have a Gmail account on my iPhone)
- Microsoft Outlook
  - Since I'm syncing with iCloud, when I added or deleted contacts in Outlook, the changes were propagated to iCloud.com and my iPhone.
- Note – syncing is not always immediate

## Duplicate Contacts

- If you have multiple sources of contacts on your iPhone, such as Gmail and iCloud, you may have duplicates. Just leave them alone.
- The new version of Google Contacts (Contacts Preview) has a Duplicates icon on the left. You can select it to view your duplicates and delete them.
- You can use the iPhone App My Contacts Backup as seen [here](#) to remove duplicates

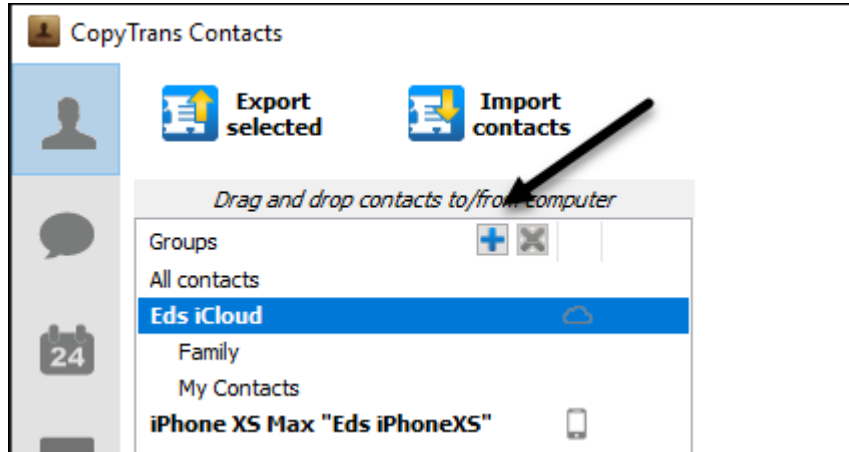
## Create Contact Groups on iPhone

Groups can't be created directly on an iPhone but there are several methods as follows:

- Using iCloud.com
  - Log in to iCloud.com and choose Contacts
  - Click the + sign at the bottom and choose New Group
  - Drag and drop contacts to this new group. You can't do this on an iPhone
  - You can also delete a group by selecting it and using the Delete key
- Use CopyTrans
  - Connect your iPhone to your PC and open CopyTrans



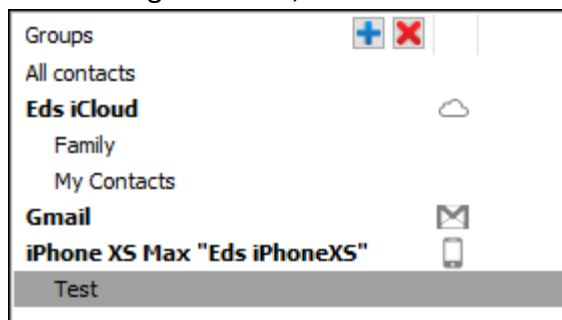
- After it connects click the + sign as shown below to add a new group to your iPhone



- To add contacts to the new group or to any group, drag and drop them for a list of contacts on the left to a new or existing group.
- You can also delete a group by selecting and clicking the red X.

## Deleting Multiple Contacts from your iPhone

- This cannot be done on an iPhone unless you use a 3<sup>rd</sup> party App
- It can be done with CopyTrans
- Start by backing up your contacts
- Connect your iPhone to a PC and run CopyTrans
- Be sure to select the set of contacts from CopyTrans that you want to modify. As you can see from the figure below, I have several sets.



- Select one or more contacts and select the red X to delete them.

## Cleaning up your Mess

- If you have contact groups on your iPhone that don't make sense, such as All on iPhone, there is a way to clean things up provided your iCloud.com contacts are ok. Here are the steps:
- On your iPhone go to Settings, your name, iCloud
- Turn off Contacts. You can choose Delete from My [device] if your data exists on icloud.com/contacts and one or more of your devices. Otherwise, choose Keep on My [device].
- Wait a few minutes, then turn Contacts back on.
- Tap Merge

- I tried after choosing the “Delete from My iPhone” and it worked.

## Resources and Tools

- The following are discussed in this document
  - CopyTrans Contacts available [here](#) as a trial and full version [here](#) for \$19.99. CopyTrans help is available [here](#).
  - iCloud Control Panel for Windows available [here](#) for free.
  - iTunes is available [here](#) for free. Make sure you uninstall the version built into Windows 10 before installing. From the download page choose the Windows version in the middle of the page.
- The best 3<sup>rd</sup> party contact manager App can be seen [here](#). App support [here](#).
- Here are all the links for help with CopyTrans

[How to copy iPhone contacts to computer](#)

[How to import contacts to iPhone](#)

[How to add new contacts to iPhone](#)

[How to delete duplicate iPhone contacts](#)

[How to delete multiple contacts on iPhone](#)

[How to edit iPhone contacts on your PC](#)

[How to group iPhone contacts](#)

[How to restore a previous version of the address book](#)

[How to change iPhone contacts sort and display order](#)

[How to format iPhone contact phone numbers](#)

[How to print iPhone contacts](#)

[How to import iPhone contacts to Skype](#)

[How to export iPhone contacts to Windows Contacts](#)

[How to import Windows contacts to iPhone](#)

[How to export iPhone contacts to Windows XP Address Book](#)

[How to import contacts from Windows Address Book to iPhone](#)

[How to export iPhone contacts to Thunderbird](#)

[How to extract iPhone contacts from iPhone backup via iTunes](#)