BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Contacts & Address Books

Where your contacts really live, how to keep them in step, and how to carry every one of them to your next phone

A plain-English guide for iPhone, Android and Samsung owners

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For iPhone, iPad, Android, Samsung Galaxy, iCloud, Google & Outlook · facts current November 2026

What's Inside

This is your guide to the address book on your phone, tablet and computer — the names and numbers of everyone who matters to you. Read it in any order and at your own pace. If you only have a few minutes, read Part 1 to learn where your contacts are actually saved; that one idea makes everything else easier. Screens differ a little from phone to phone, but the ideas are the same everywhere.

Part 1 — Understanding Your Address Book

1 A Note from Bill
2 What a Contact Really Is
3 Where Your Contacts Actually Live
4 Finding Out Where Yours Are Saved

Part 2 — Keeping Every Device in Step

5 Syncing, Explained Plainly
6 iPhone & iPad: iCloud, Google and Outlook
7 Android & Samsung: Google and Samsung Accounts
8 Your Contacts on the Computer and in Email

Part 3 — Everyday Use

9 Adding and Editing Contacts
10 Favorites, Groups and Must-Ring People
11 Emergency Contacts and Medical ID
12 Sharing a Contact, NameDrop and Contact Posters

Part 4 — Tidying Up

13 Why Duplicates Happen
14 Merging Duplicates on an iPhone
15 Merging Duplicates in Google Contacts and on Samsung
16 Blocking Unwanted Callers and Texters

Part 5 — Backing Up and Moving

17 Saving a Backup Copy (vCard and CSV)
18 Moving to a New Phone of the Same Kind
19 Switching Between iPhone and Android
20 Rescuing Contacts from a SIM Card or "On My Phone"

Part 6 — Staying Safe, Fixing Problems & Getting Help

21 Scams and Privacy: Protecting Your Address Book
22 Bringing Back Contacts You Deleted
23 When Contacts Go Missing or Won't Sync

24 Getting Help

PART 1

Understanding Your Address Book

What a contact really is, the handful of places your contacts can be saved, and how to find out where yours are. Start here: this one idea makes every other chapter easier.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is reading this guide — this is for **you**. Maybe you're about to get a new phone and your stomach tightens at the thought of losing everyone's numbers. Maybe your address book has three entries for your sister and none for your new doctor. Or maybe you added a number on your phone and can't understand why it isn't on your tablet. Wherever you're starting from, you've come to the right place.

I'm Bill. With 30+ years of professional experience, I've helped folks feel at home with their technology, and I wrote this guide the way I'd explain it sitting at your kitchen table: slowly, in plain English, with your phone in your hand. Any word you might not know, I'll stop and explain right then.

Why contacts deserve their own guide

Of everything on a phone, the address book is the part people worry about most. Photos are precious, but contacts are how you *reach* people: the grandchildren, the pharmacy, the neighbor with a spare key. Rebuilding that list by hand would be miserable. The good news is that with one or two settings in the right place, you never have to.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll know exactly where your contacts are kept, how to make them appear on every phone, tablet and computer you own, how to tidy away duplicates, how to keep a backup copy in a drawer, and how to carry every name to a new phone — even when you switch between iPhone and Android. Most of all, you'll stop worrying about losing them.

The big promise: you can't break it

Looking at your contacts, opening settings, and reading through the lists in this guide can't hurt anything. The only steps that change things — deleting, merging, restoring — are clearly marked, and I'll tell you before each one what it does and how to undo it. So relax and explore.

And you're never stuck alone. If you'd like a hand, call me at **(330) 200-8042** and we'll sort it out together, with no judgment. There's no such thing as a silly question.

— Bill

CHAPTER 2

What a Contact Really Is

Let's start with the words, because they get used loosely. Your **address book** (your phone calls it **Contacts**) is a list of people. Each person in it is a **contact**, and each contact is like an index card with as much or as little written on it as you like.

What can go on a contact card

Field	What it's for
Name	First and last name. You can also add a nickname — "Grandma Jo" — and the phone will find her under either.
Phone numbers	As many as you like, each with a label: mobile, home, work. The label matters less than you'd think; it just helps you pick the right one.
Email addresses	So you can email people by typing their name instead of their address.
Home address	Handy for sending cards, and maps apps can give you directions to it.
Birthday	Many phones and calendars will remind you of it.
Photo	A picture that appears when they call. A real help for anyone whose eyesight isn't what it was: you see a face, not a number.
Notes	Anything else: "gate code 4471", "allergic to cats", "Tuesday mornings only".

GOOD TO KNOW

Your contacts are also your caller ID

When a call comes in, your phone checks the number against your contacts. If it finds a match, you see a **name** instead of ten digits. That's why a tidy address book makes the phone easier — and safer, because an unfamiliar number stands out. (Chapter 21 explains one trick scammers play with this, so a name on the screen isn't the final word.)

One person, one card

The goal is simple: one card per person, with all their numbers and details on it. When you end up with three cards for the same person, that's called a **duplicate**, and Part 4 shows you how to fold them back into one. It happens to almost everyone and it's easy to fix.

CHAPTER 3

Where Your Contacts Actually Live

Here's the single most important idea in this guide. Your contacts aren't really "in the phone" the way a letter is in a drawer. Each contact is saved to a particular **account** — a storage place, usually online — and the phone simply shows you everything from all the accounts it's connected to, mixed together in one list.

Think of it like a household with several address books on the kitchen counter: one from the church directory, one you keep yourself, one your late husband kept. The Contacts app lays them all open at once so it *looks* like one book. But when you add a new name, it goes into just one of them. Knowing which one is the whole secret.

The places a contact can be saved

Where it's saved	What that means for you
iCloud (Apple)	Apple's online storage, tied to your Apple Account. The usual home for contacts on an iPhone, iPad or Mac. Shows up on every Apple device you sign in to, and at icloud.com.
Google account	Google's online storage, tied to your Gmail address. The usual home for contacts on an Android phone, including Samsung. Also shows up at contacts.google.com and in Gmail — and on an iPhone, if you add your Google account to it.
Samsung account	Samsung's own storage for Galaxy phones and tablets. Contacts saved here sync through Samsung Cloud to your other Galaxy devices, but not to non-Samsung phones.
Outlook / Microsoft	Your Outlook.com, Hotmail or work Microsoft account. Contacts here appear in Outlook on the computer and can be added to a phone too.
SIM card	The little chip from your phone company. Old phones often stored numbers here. It holds only a few basics, isn't backed up, and modern iPhones can't save to it at all.
"On my phone" / "Phone"	Saved only on that one device, with no online copy. If the phone is lost or broken, these contacts go with it — unless you made a separate backup.

HEADS UP

The two risky places: SIM and "On my phone"

Contacts saved only to the SIM card or only on the phone itself have no online copy. They don't appear on your other devices, and they're the ones people lose when a phone dies. If you find contacts living there, Chapter 4 shows how to check and Chapter 20 shows how to move them somewhere safe.

Which one should you use?

The honest answer: the account that matches your phone. If you have an iPhone, keep your contacts in **iCloud**. If you have an Android phone (Samsung, Pixel, Motorola and the rest), keep them in your **Google account**. If you use both kinds of devices — an iPhone and an Android tablet, say — a Google account works on both, which Chapter 6 explains.

TIP

Pick one main home and stick to it

Most address-book headaches come from contacts scattered across three or four places. You don't have to move everything today. Just choose one main account for *new* contacts (Chapter 4 shows how), and the problem stops growing.

CHAPTER 4

Finding Out Where Yours Are Saved

Before you change anything, take a few minutes to look. It's like checking which drawer the good scissors are in before you buy new ones.

On an iPhone or iPad

Open the **Contacts** app. At the top left you'll see **Lists** (on some versions, **Groups**). Tap it to see every account that has contacts on this phone — for example **iCloud**, **Gmail**, **Outlook**, and sometimes **All on My iPhone**, which means contacts saved only on the phone. Tap one to see just its contacts. Tap **All Contacts** to see everyone again.

Choose where new contacts go

1. Open **Settings**.
2. Tap **Apps**, then **Contacts**.
3. Tap **Default Account**.
4. Choose **iCloud** (or whichever account you've chosen as your main home).

If you only have one account, you may not see Default Account at all — that's fine; everything already goes to that one account.

> GOOD TO KNOW
>
> **Changing the default doesn't move old contacts**
>
> Choosing a default account only decides where *new* contacts are saved from now on. Contacts you already have stay where they are. That's reassuring — nothing disappears when you change it — but it also means old contacts in other places need moving separately (Chapter 20).

On a Samsung Galaxy

Open the **Contacts** app and tap the menu (three lines). Near the top you'll see the accounts that hold contacts: your Google account, your Samsung account, **Phone**, and sometimes **SIM**. Choosing one shows just its contacts.

Choose where new contacts go

1. In **Contacts**, tap the menu (three lines).
2. Tap **Manage contacts**.
3. Tap **Default storage location** (on some versions, **Set default storage location**).

4. Choose your **Google account**.

Samsung warns that if new contacts are set to save to the phone or another account, they won't sync to your Google account. You'll also see a choice each time you add a contact — a little "Save to" line at the top of the new-contact screen — so check it says Google.

On other Android phones (Pixel, Motorola and more)

Most use Google's own **Contacts** app. Tap your profile picture or the menu, open **Contacts app settings** (or just **Settings**), and look for **Default account for new contacts**. Choose your Google account. When you add a contact, the top of the screen also shows which account it's being saved to.

> **FROM BILL**
>
> **This is a lovely ten-minute check to do together**
>
> It's very common for contacts to be split between Google, the phone, and an old SIM card without the owner ever knowing. Finding out takes minutes, and fixing it means you'll never lose a number when a phone breaks. If you'd like me to look with you, call (330) 200-8042.

PART 2

Keeping Every Device in Step

How syncing works, and how to switch it on for iPhone and iPad, Android and Samsung, and your computer and email. Once it's set, a number you add anywhere appears everywhere.

CHAPTER 5

Syncing, Explained Plainly

To **sync** (short for synchronize) means keeping the same information matched up across your devices. When your contacts sync, there's really one master copy kept safely in your account online, and each of your devices — phone, tablet, computer — shows a mirror of it.

What that means day to day

- Add a new number on your phone, and a minute later it's on your tablet too.
- Fix a misspelled name on the computer, and the phone shows the fix.
- Get a new phone, sign in to the same account, and everyone appears — no copying required.

WHAT THIS DOES FOR YOU

One change, every device

Syncing means you only ever have to update an address once. No more "the new number is on my phone but not the iPad." And because the master copy lives online, a lost or broken phone doesn't take your address book with it.

The one thing syncing does that surprises people

Syncing copies *everything* — including deletions. If you delete a contact on your tablet, it disappears from your phone and computer too, because they're all mirrors of the same master copy. That's exactly what you want most of the time. But it also means syncing is not the same as a **backup**: a mistake made on one device spreads to all of them.

HEADS UP

Syncing is not a backup

If someone clears out your contacts on one device, syncing faithfully clears them everywhere. The safety nets for that are the restore tools in Chapter 22 (which only reach back a limited time) and a backup copy you save yourself (Chapter 17). Keep both in mind.

What you need for syncing to work

- **The same account signed in on each device** — the same Apple Account on your iPhone and iPad, or the same Google account on your Android phone and tablet.

- **Contacts switched on** for that account on each device (the next three chapters show where).
- **An internet connection**, Wi-Fi or cellular, at least now and then. Changes wait patiently and catch up when you're back online.

CHAPTER 6

iPhone & iPad: iCloud, Google and Outlook

On Apple devices, the natural home for contacts is **iCloud**. Here's how to make sure it's on, and how to add a Google or Outlook address book alongside it if you use one.

Make sure iCloud Contacts is on

1. Open **Settings**.
2. Tap **your name** at the very top.
3. Tap **iCloud**. If you see **See All** (under "Saved to iCloud"), tap it.
4. Find **Contacts** and make sure its switch is on (green).
5. If the phone asks what to do with contacts already on the iPhone, choose **Merge** so nothing is left behind.

Do the same on your iPad, signed in with the **same Apple Account**, and the two will match. (Our *iCloud* manual covers iCloud itself in full.)

> GOOD TO KNOW
>
> **Apple ID is now called Apple Account**
>
> If older instructions mention your "Apple ID," that's the same thing: Apple renamed it the **Apple Account**. Same email, same password, new name.

Adding a Google or Outlook address book to an iPhone

Perhaps you used an Android phone for years, or keep your contacts in Gmail or Outlook on the computer. You can bring that address book onto your iPhone too, and it stays in sync both ways.

1. Open **Settings**, tap **Apps**, then **Contacts**.
2. Tap **Contacts Accounts**, then **Add Account**.
3. Choose **Google**, or **Outlook.com** for a personal Microsoft account (Hotmail, Live, Outlook.com). For a work account, choose **Microsoft Exchange** — or ask your workplace.
4. Sign in with that account's email and password, and approve any security check.
5. On the next screen, make sure **Contacts** is switched on, then tap **Save**.

Within a few minutes those contacts appear in your Contacts app, mixed in with your iCloud ones. If that account is already on your iPhone for email, just tap it in **Contacts Accounts** and switch **Contacts** on.

TIP

Using both iCloud and Google? Pick one default

Having two address books on one iPhone is fine, but decide where new people go: Settings > Apps > Contacts > **Default Account** (Chapter 4). If you also have an Android tablet, choosing your Google account as the default means new contacts reach the tablet too.

CHAPTER 7

Android & Samsung: Google and Samsung Accounts

On an Android phone, your **Google account** is the natural home for contacts — it's the same account that runs the Play Store and Gmail. Samsung Galaxy phones also offer a **Samsung account**. Here's how each one works.

Make sure Google contact sync is on

The exact menu names differ a little by phone maker, but the route is always: **Settings**, then the accounts section, then your Google account, then sync.

Phone	Where to look
Samsung Galaxy	Settings > **Accounts and backup** > **Manage accounts** > your Google account > **Sync account** > make sure **Contacts** is on.
Pixel and most others	Settings > **Passwords, passkeys & accounts** (on older versions, **Accounts**) > your Google account > **Account sync** > make sure **Contacts** is on.

If you can't find it, open **Settings** and type **sync** or **accounts** into the search box at the top. It'll take you straight there.

The Samsung account and Samsung Cloud

Galaxy phones can also save contacts to your **Samsung account**, and Samsung Cloud keeps those in step across your Galaxy phone and tablet. To check it: **Settings** > tap your name (your Samsung account) at the top > **Samsung Cloud**, and look at the sync choices.

HEADS UP

Samsung account contacts don't follow you off Samsung

Contacts saved to your Samsung account sync between Galaxy devices, but they won't appear on an iPhone or a non-Samsung Android, and they don't show up in Gmail. Samsung Cloud also doesn't sync the contacts saved in your Google account — Google handles those. For most people, saving to **Google** keeps your options open. Chapter 4 shows how to make Google the default.

An Android tablet or a second phone

Sign in to the same Google account on the tablet (Settings > Accounts, or during setup) and your contacts arrive on their own. The same goes for a Chromebook, which uses your Google account for everything.

TIP

Google's Contacts app works on any Android phone

Samsung phones come with Samsung's own Contacts app, which handles Google contacts just fine. If you ever find a menu in this guide that only Google's app has, you can install the free **Contacts** app by Google from the Play Store. Both apps read the same Google address book, so nothing is duplicated.

CHAPTER 8

Your Contacts on the Computer and in Email

Your address book isn't locked inside your phone. Because the master copy lives online, you can reach it from any computer's web browser — handy for typing in a long list of addresses with a real keyboard, or for looking up a number when your phone is at home.

Where to find each address book

Address book	Where to open it on a computer
iCloud	Go to **icloud.com/contacts** and sign in with your Apple Account. On a Mac, the **Contacts** app shows the same list.
Google	Go to **contacts.google.com** and sign in with your Gmail address. In Gmail, the same contacts fill in as you type a name in the To line.
Outlook / Microsoft	At **outlook.com**, click the **People** icon on the left side. In the Outlook program on a PC, look for **People** or **Contacts**.

WHAT THIS DOES FOR YOU

A real keyboard for the big jobs

Typing a whole Christmas-card list into a phone is a chore. On the computer, with a full keyboard and a big screen, it goes quickly — and every name you add appears on your phone within minutes, because it's the same address book.

Email and contacts go together

Your email program uses your contacts to fill in addresses as you type a name, so a tidy address book makes email easier too. Gmail also keeps a separate list called **Other contacts**: people you've emailed but never saved. They help with typing addresses, but they aren't full contacts. (Our *Email* manual covers saving senders to your contacts.)

STAY SAFE

Only type your password into the real address

When you sign in to see your contacts on a computer, type the address yourself — icloud.com, contacts.google.com, outlook.com — rather than clicking a link in an email or text. Fake sign-in pages are a common way scammers steal accounts (Chapter 21).

Shared family computers

If you look up your contacts on a library computer or a relative's laptop, sign out when you're done: click your name or picture at the top right of the page and choose **Sign out**. That way the next person can't browse your address book.

PART 3

Everyday Use

Adding and fixing contacts, keeping your favorite people one tap away, setting up emergency contacts, and sharing a contact card — including Apple's NameDrop and Contact Posters.

CHAPTER 9

Adding and Editing Contacts

Building your address book is easy once you know the two ways in: typing someone in from scratch, or saving a number that has just called or texted you. The second way is the easiest of all.

On an iPhone or iPad

Add someone new

1. Open the **Contacts** app (or the **Phone** app, then **Contacts**).
2. Tap the **+** (plus) at the top right.
3. Type their first and last name, then tap **add phone** and type the number. Add an email or address if you like.
4. Tap **Done**.

Save a number that just called you

In the **Phone** app, find the call in your recent calls, tap the little **i** (information) circle beside it, and choose **Create New Contact**. The number is filled in for you — you just type the name. If the number belongs to someone already in your contacts (a new cell phone for your son, say), choose **Add to Existing Contact** instead, so he stays on one card.

Fix or delete a contact

Open the contact and tap **Edit**. Tap any line to change it, or the red minus to remove a line. To delete the whole contact, scroll to the very bottom of the Edit screen and tap **Delete Contact**. Tap **Done** when you're finished.

On an Android or Samsung phone

Add someone new

1. Open the **Contacts** app.
2. Tap the **+** (plus) button — usually at the top right on Samsung, bottom right on Google's app.
3. Check the line at the top that says where it will be saved — it should show your **Google** account (Chapter 4).
4. Type the name and number, plus anything else you like, and tap **Save**.

Save a number that just called you

In the **Phone** app, open **Recents**, tap the number, and choose **Add to contacts** (or **Create new contact**). If it's a new number for someone you already have, choose **Update existing contact** or **Add to existing contact** and pick their name.

Fix or delete a contact

Open the contact and tap **Edit** (the pen-shaped button on Google's app). Make your changes and tap **Save**. To delete, open the contact, tap **More** or the three dots, and choose **Delete**. On Samsung, deleted contacts wait in a Recycle bin for 30 days in case you change your mind (Chapter 22).

TIP

Add a photo — it's worth it

Edit a contact and tap **Add Photo** (iPhone) or the camera/picture circle (Android). A face on the screen when the phone rings is far easier to recognize than a name in small print, especially without your reading glasses.

GOOD TO KNOW

Save numbers with the area code

Always save the full ten-digit number, area code included, not just the last seven digits. Then the phone can match it to incoming calls and texts, and it works from anywhere you travel.

CHAPTER 10

Favorites, Groups and Must-Ring People

A long address book is wonderful, but in a hurry you want your closest people right on top. That's what **favorites** are for.

Favorites on an iPhone

Apple redesigned the Phone app in iOS 26 and now offers two layouts. Which one you see depends on how your phone was set up; both work.

If your Phone app shows…	Add a favorite like this
Unified layout (the new look)	Your favorites appear as a row at the top of the **Calls** screen. To add one, tap **Edit**, choose **Edit Favorites**, then tap the **+** at the top right and pick the person.
Classic layout (the traditional look)	Tap the **Favorites** tab at the bottom, then the **+**, and pick the person.

Either way, you'll be asked whether the favorite is for calling, messaging, FaceTime or email, and which number to use. You can also open anyone's contact card and tap **Add to Favorites**. Removing a favorite only takes the shortcut away; the contact itself stays.

Favorites on Android and Samsung

Open the person in **Contacts** and tap the **star**. That's it. Starred contacts rise to the top of your contact list and appear under **Favorites** in the Phone app.

WHAT THIS DOES FOR YOU

Your most important people, one tap away

Make your two or three closest people favorites — a spouse, a son or daughter, the doctor's office. In a worried moment, you don't want to scroll. One tap, and it's ringing.

Groups: "Family," "Church," "Book club"

If you often email or text the same handful of people, put them in a group. Then you can find them quickly, or send one message to everyone.

- **Google Contacts** calls groups **labels**. At contacts.google.com, select contacts and choose **Manage labels**; in the Android app, open a contact's menu to add a label.
- **Samsung Contacts** calls them **Groups**; look in the Contacts menu.

- **iPhone** calls them **Lists**; tap **Lists** at the top left of the Contacts app, then **Add List**. You can also make groups at icloud.com/contacts.
- **Outlook** calls them **contact lists**.

Let certain people always ring through

If you use Do Not Disturb or silence unknown callers at night, you may worry about missing a call from family. Both kinds of phone let favorites or chosen people through.

- **iPhone:** open the contact, tap **Edit**, tap **Ringtone**, and turn on **Emergency Bypass**. That person's calls will ring even when the phone is silenced or in a Focus.
- **Android and Samsung:** in the Do Not Disturb settings, allow calls from **Starred contacts** or **Favorites**, and make sure your must-ring people are starred.

CHAPTER 11

Emergency Contacts and Medical ID

This is the most important chapter in Part 3. Your phone can hold a short list of **emergency contacts** and your key medical details, and both can be reached from the lock screen by an ambulance crew or a helpful stranger — without your passcode.

WHAT THIS DOES FOR YOU

Your phone can speak for you

If you fall, feel unwell, or are in an accident, emergency contacts mean the right people hear quickly, and Medical ID tells responders your medications and allergies even if you can't. It's a real comfort to you and to the family who worry about you.

On an iPhone: Medical ID

1. Open the **Health** app.
2. Tap your **picture** (or initials) at the top right, then tap **Medical ID**.
3. Tap **Get Started** (or **Edit** if you've done this before).
4. Fill in what you're comfortable sharing: date of birth, medical conditions, medications, allergies, blood type.
5. Under **Emergency Contacts**, tap **Add Emergency Contact**, choose the person from your contacts, and pick their relationship to you. Add a second person if you can.
6. Turn on **Show When Locked** and **Share During Emergency Call**, then tap **Done**.

Apple notes that after an emergency call made with Emergency SOS ends, your iPhone sends your emergency contacts a text message with your location, unless you choose to cancel it.

On a Samsung Galaxy

1. Open **Settings** and tap **Safety and emergency**.
2. Tap **Emergency contacts**, then **Add member** (or **Add emergency contact**) and choose people from your contacts.
3. Back on the Safety and emergency screen, tap **Medical info** to add your medical details.
4. While you're there, look at **Emergency SOS**, which can call for help and message your emergency contacts when you press the side key several times quickly.

On a Pixel and most other Android phones

Open **Settings** and tap **Safety & emergency** (on some phones this opens Google's **Personal Safety** app). Look for **Emergency contacts** and **Medical information**. If you can't find them, type **emergency** into the Settings search box.

TIP

Tell your emergency contacts they're on the list

A short call — "I've put you down as my emergency contact on my phone" — means they won't mistake an automatic alert for spam, and they'll know to answer an unfamiliar number. Check the list once a year, especially if anyone's number has changed.

GOOD TO KNOW

The old "ICE" trick still helps

Before phones had emergency features, people saved a contact named **ICE** (In Case of Emergency). It does no harm to add "ICE" to the front of a name — "ICE Linda (daughter)" — but the Medical ID and emergency-contact settings above are what responders are trained to check first, because they can be seen without unlocking the phone.

CHAPTER 12

Sharing a Contact, NameDrop and Contact Posters

When a friend asks for your plumber's number, you don't have to read it out digit by digit. You can send the whole contact card — name, number, address — in a text or email, and they can save it with one tap.

Sending a contact card

On	How to share someone's details
iPhone	Open the contact, scroll down, tap **Share Contact**, choose which details to include, then pick **Messages** or **Mail** and the person to send it to.
Samsung	Open the contact and tap **Share** at the bottom (or the three dots, then Share). Choose to send it as a file or as text, then pick Messages, email, or a person.
Google Contacts	Open the contact, tap the three dots, choose **Share**, and pick how to send it.

The card travels as a small file called a **vCard** (it ends in **.vcf**). The person who gets it taps it and chooses **Create New Contact** or **Add to contacts**.

STAY SAFE

Only open contact cards you expected

A contact card from a friend you just asked is fine. A contact card or file that arrives out of the blue from a stranger is best deleted unopened, along with any link in the message.

NameDrop: swap numbers by holding phones together (iPhone)

NameDrop lets two iPhone owners — or an iPhone and an Apple Watch — swap contact details just by bringing the devices close together. It's a lovely way to trade numbers with a new friend after church or at the doctor's office, with no typing.

1. Both people unlock their iPhones.
2. Hold the top of your iPhone close to the top of theirs.
3. A glow appears and you'll each see a choice: **Receive Only** or **Share**.
4. Choose **Share** to swap details both ways, or **Receive Only** to take theirs without giving yours.

5. To stop, simply move the phones apart or lock your iPhone before it finishes.

GOOD TO KNOW

What NameDrop shares — and what it doesn't

Apple says NameDrop shares only your name, the phone number or email address you choose, and your Contact Poster. It doesn't share your home address, birthday or other details from your card. Both devices need iOS 17.1 or later (watchOS 10.1 or later on a watch), and nothing is shared unless you choose to.

Contact Posters: how you appear when you call (iPhone)

A **Contact Poster** is a full-screen picture with your name that appears on another iPhone owner's screen when you call them — like a calling card. You choose the photo, colors and lettering.

1. Open the **Contacts** app and tap **My Card** at the top (your own name).
2. Tap **Contact Photo & Poster**.
3. Choose a photo, a Memoji, or your initials, and adjust the lettering and colors.
4. Under **Name & Photo Sharing**, choose who sees it: **Contacts Only** (everyone who has you saved) or **Always Ask**.
5. Tap **Done**.

You can also make a poster for someone else in your contacts — a favorite photo of a grandchild, say — that only *you* see when they call. Open their contact, tap **Edit**, then tap their photo circle to add one.

TIP

Make sure My Card is really you

Your iPhone uses **My Card** for NameDrop, Contact Posters, and for filling in forms. If it's blank or shows someone else (it happens when a phone was set up by a relative), open Contacts, tap My Card, then Edit, and fix it.

PART 4

Tidying Up

Why the same person shows up three times, how to merge duplicates safely on iPhone, in Google Contacts and on Samsung, and how to block the callers you never want to hear from.

CHAPTER 13

Why Duplicates Happen

If you scroll through your contacts and find "Bob Miller," "Bob Miller" and "Robert Miller," you're in very good company. Duplicates are the most common address-book complaint there is, and they're almost never your fault.

The usual causes

- **Two accounts holding the same people.** Your contacts are in iCloud *and* in Google, and the phone shows both copies.
- **A transfer done twice.** Moving to a new phone, then also signing in to an account that already had the same contacts.
- **An old SIM card imported on top.** The SIM's copies arrive alongside the ones already synced.
- **Importing a backup file** into an address book that still had everyone in it.
- **Saving a new number as a new contact** instead of adding it to the person's existing card.

TIP

Fix the cause first, then merge

Merging is easy, but if the cause is still there the duplicates can creep back. Check where your contacts live (Chapter 4). If the same people are in two accounts, it's usually best to keep one account as the main home and stop syncing contacts from the other — after making sure nobody exists *only* in the one you're switching off.

HEADS UP

Make a backup copy before a big clean-up

Merging is safe and the tools are careful, but before you tidy hundreds of contacts it's wise to save a backup copy first (Chapter 17). It takes two minutes and means any mistake can be undone.

Merge, link, or delete?

Choice	What it does
Merge	Combines two or more cards into one, keeping every number and email from each. The best choice for true duplicates.

Choice	What it does
Link (iPhone)	Keeps the separate cards in their own accounts but shows them to you as one person. Useful when the same person is in iCloud and in a work Outlook address book.
Delete	Removes a card entirely. Only for a copy you're sure has nothing extra on it.

CHAPTER 14

Merging Duplicates on an iPhone

iPhones look for duplicate contacts on their own — cards with the same first and last name — and offer to merge them for you.

Using the built-in duplicate finder

1. Open the **Contacts** app.
2. Look just below **My Card** at the top of the list. If the phone has found duplicates, you'll see a note saying duplicates were found, with a button to **View Duplicates**.
3. Tap it. You'll see a list of people who appear more than once.
4. To review them one by one, tap a name, look at what will be combined, and tap **Merge**.
5. Or, if the list looks right, tap **Merge All**.

If you don't see the duplicates note, the iPhone hasn't found any exact-name matches. That's good news — but it won't catch "Bob" and "Robert," which you'll handle by hand below.

GOOD TO KNOW

What merging keeps

Merging folds the cards into one and keeps the phone numbers, emails and other details from all of them, so nothing useful is thrown away. Because iCloud syncs, the merged card appears on your iPad and Mac too.

Merging by hand ("Bob" and "Robert")

1. Open one of the two cards — the one you want to keep — and tap **Edit**.
2. Scroll to the bottom and tap **link contacts…**
3. Choose the other card and tap **Link**, then **Done**.

The two now show as one person. If one copy is clearly just an old leftover with nothing extra on it, you can instead open it, tap **Edit**, and **Delete Contact** at the bottom.

TIP

Doing a big clean-up? Use a computer

With hundreds of contacts, it's easier on the eyes to tidy them at **icloud.com/contacts** on a computer, with a big screen and a mouse. Every change syncs back to your iPhone.

CHAPTER 15

Merging Duplicates in Google Contacts and on Samsung

Google and Samsung both have a duplicate finder too. Use the Google one for contacts saved in your Google account, and Samsung's for a Galaxy phone's own list.

Google Contacts on a computer (the clearest view)

1. Go to **contacts.google.com** and sign in.
2. On the left, click **Merge & fix**.
3. Google shows its suggestions: pairs or groups it thinks are the same person.
4. Click **Merge** on any suggestion to combine it, or **Merge all** to accept them all.
5. Click **Dismiss** on any suggestion that's actually two different people (two cousins named John Smith, say).

If you don't see any merge suggestions, Google hasn't found duplicates it can combine. Google is clear about one limit: it can't merge contacts saved in **different** Google accounts. Each account is tidied separately.

Google Contacts app on an Android phone

In Google's **Contacts** app, tap **Fix & manage** (at the bottom of the screen on most phones), then **Merge & fix**, and follow the same suggestions. The labels can shift slightly between versions, but "merge" is always the word to look for.

Samsung Contacts on a Galaxy

1. Open **Contacts** and tap the menu (three lines).
2. Tap **Manage contacts**, then **Merge contacts**.
3. Choose how to look for duplicates: by matching **numbers**, **emails** or **names**.
4. Tick the ones you want to combine (or **All**), and tap **Merge**.

HEADS UP

Duplicates keep coming back?

That usually means an account is feeding copies back in — a second Google account, the Samsung account, or an old SIM. Look at which accounts hold contacts (Chapter 4), decide on one main home, and tidy at the source. If you're unsure which to switch off, call me before you turn anything off; I'll make sure nobody gets lost.

WHAT THIS DOES FOR YOU

A tidy list is a faster list

Once each person has one card with all their numbers on it, you'll find people faster, your caller ID shows the right name, and texts land in one conversation instead of two.

CHAPTER 16

Blocking Unwanted Callers and Texters

Your address book also works in reverse: you can put a number on a **blocked** list so that person or robocaller can no longer ring your phone or text you. Blocking is quiet — the caller isn't told — and you can undo it any time.

On an iPhone

Block a number that just called or texted

- **From a call:** in the **Phone** app, find the call, tap the **i** beside it, scroll down and tap **Block Caller**, then confirm.
- **From a text:** in **Messages**, open the conversation, tap the name or number at the top, then **Block Caller** (you may need to tap **info** first).

See or change your blocked list

In iOS 26, Apple brought the blocked list together in one place: **Settings** > **Privacy & Security** > **Blocked Contacts**. You can add someone with **Add Blocked Contact**, or remove them. On some phones you'll still also find it at Settings > Apps > Phone > Blocked Contacts — it's the same list.

GOOD TO KNOW

How iPhone blocking works

Apple says one blocked list covers Phone, FaceTime, Messages and Mail, and applies on every Apple device signed in to your Apple Account. Unblocking in one place unblocks everywhere. Blocking doesn't stop *you* calling or emailing them.

On an Android or Samsung phone

- **Google's Phone app (Pixel and many others):** open **Recents** or call history, tap the call, and choose **Block/report spam**. Your list is at Phone app > menu (three dots) > **Settings** > **Blocked numbers**, where you can also tap the X beside a number to unblock it.
- **Samsung Phone app:** open **Recents**, tap the number, then tap **Block** (sometimes under **Details** or the three dots). Your list is in the Phone app's **Settings** under **Block numbers**.

On Google's Phone app, the Blocked numbers screen also has a switch for **Unknown**, which blocks calls from private or hidden numbers.

TIP

Blocking is one tool; silencing is another

Robocallers change numbers constantly, so blocking each one is a losing game. A better shield is the setting that sends calls from numbers not in your contacts quietly to voicemail — **Silence Unknown Callers** on iPhone, and similar spam-protection settings on Android. Our *iPhone* and *Samsung Galaxy Phone* manuals walk through those. Just make sure the people you need to hear from — doctors, pharmacy, family — are saved in your contacts first.

HEADS UP

Before you block a 'stranger', check it isn't a new number for family

A grandchild with a new phone, or the hospital calling from a main switchboard, can look like a stranger. If a number keeps calling and leaves a real voicemail, listen before blocking.

PART 5

Backing Up and Moving

Saving a backup copy of your address book, carrying every contact to a new phone of the same kind, switching between iPhone and Android, and rescuing numbers from an old SIM card.

CHAPTER 17

Saving a Backup Copy (vCard and CSV)

Your synced contacts are already kept safely online. But because syncing copies mistakes too (Chapter 5), it's wise to tuck away a separate copy now and then — like keeping a printed copy of your address book in a drawer, except this one fits in a single small file.

The two kinds of contact file

File type	What it's good for
vCard (.vcf)	The universal contact file. iPhones, Android phones, Google, Outlook and Macs can all read it. If in doubt, choose this one.
CSV (.csv)	A simple spreadsheet file. Handy for printing a list or opening in Excel. Google offers two kinds: **Google CSV** (for going back into Google) and **Outlook CSV** (for Outlook).

From Google Contacts (best on a computer)

1. Go to **contacts.google.com** and sign in.
2. Click **Export** (on the left, or in the menu above your contact list).
3. Choose which contacts — usually **Contacts** (everyone).
4. Choose **vCard (for iOS Contacts)**, **Google CSV**, or **Outlook CSV**.
5. Click **Export**. The file lands in your computer's **Downloads** folder.

From iCloud (on a computer)

1. Go to **icloud.com/contacts** and sign in with your Apple Account.
2. Select everyone: click one contact, then press **Ctrl+A** on a Windows PC or **Command+A** on a Mac.
3. Click the **settings** (gear) or **More** button and choose **Export vCard**.
4. The file goes to your **Downloads** folder.

From a Samsung Galaxy

1. Open **Contacts**, tap the menu (three lines), then **Manage contacts**.
2. Tap **Import or export contacts**, then **Export**.
3. Choose where to save the file (the phone's internal storage, or an SD card), then **Export**.

TIP

Keep the file somewhere other than the phone

A backup that lives only on the phone is lost with the phone. Copy the file to a computer, a USB stick, or your cloud drive — or simply email it to yourself, so it's sitting safely in your inbox. Once or twice a year is plenty for most people; our *Backing Up Everything* manual has a simple routine.

STAY SAFE

Treat the file like your address book — because it is

A contact file holds everyone's names, numbers and addresses. Don't post it, share it with an app you don't know, or hand it to anyone who calls offering to "back up your contacts."

Putting a backup back in

To bring a vCard file back: at **contacts.google.com**, click **Import** and choose the file; at **icloud.com/contacts**, look for **Import** under the **+** or settings button; on Samsung, Manage contacts > Import or export contacts > **Import**. If the people are still in your address book, importing adds a second copy of each — so tidy up afterward with Chapter 14 or 15.

CHAPTER 18

Moving to a New Phone of the Same Kind

This is the moment people dread, and the one that's become easiest. If your contacts are saved to your account (iCloud on iPhone, Google on Android), they'll arrive on the new phone the moment you sign in. The transfer tools below simply make sure everything else comes too.

Before you start (all phones)

- Check where your contacts live (Chapter 4). Anything on the SIM or "on my phone" should be moved to your account first (Chapter 20).
- Know your account password — Apple Account for iPhone, Google account for Android.
- Charge both phones and have them near your home Wi-Fi.
- Keep the old phone until you've checked the new one (see the box below).

iPhone to iPhone

Turn on the new iPhone and place it next to your old one. Apple's **Quick Start** pops up on the old phone, offering to set up the new one. Follow the prompts; it carries over your contacts along with your photos, messages and settings. You can also choose to restore from your latest iCloud backup during setup. Either way, signing in with your Apple Account brings your iCloud contacts. (Our *iPhone* manual walks through Quick Start step by step.)

Android to Android

When you set up a new Android phone, it offers to copy apps and data from your old phone — by cable, wirelessly, or from your Google backup. Sign in with the **same Google account**, and your Google contacts come down automatically, whichever way you choose.

Galaxy to Galaxy: Smart Switch

Samsung's free **Smart Switch** is built into new Galaxy phones and shows up during setup. It brings contacts (including Samsung-account and phone-only ones), messages, photos and most settings, by cable or wirelessly. Our *Samsung Galaxy Phone* manual covers it in detail.

HEADS UP

Keep the old phone until you've checked

Don't wipe, trade in or recycle your old phone the same day. Use the new one for a few days, check that the people you call most are there — and spot-check a few you rarely call — before you erase the old one. If anything's missing, the original is still in the drawer.

A five-minute check on the new phone

1. Open Contacts and look at the total, or scroll through A to Z.
2. Search for three people you rarely contact — the furnace man, an old friend — to be sure the whole list came across.
3. Check your favorites and emergency contacts (Chapters 10 and 11). These sometimes need setting again.
4. Call or text one person to make sure it all works.

CHAPTER 19

Switching Between iPhone and Android

Changing to the other kind of phone used to mean copying numbers by hand. Now both Apple and Google make free tools that carry your contacts across. Here are the routes, simplest first. (Our *Switching Between iPhone and Android* manual covers the whole move — photos, messages, apps.)

iPhone to Android

The transfer app: Android Switch

Google's free **Android Switch** app for iPhone (it used to be called Switch to Android) moves your contacts, photos, videos and calendar. Google says the new phone needs Android 12 or later, and for a wireless transfer the iPhone needs iOS 15 or later.

1. Start setting up the new Android phone. When it offers to copy data, choose to copy from an **iPhone**.
2. On the iPhone, install **Android Switch** from the App Store, open it, and follow along.
3. Scan the QR code on the Android screen with the iPhone when asked.
4. Choose what to bring — make sure **Contacts** is ticked — and keep both phones close together, plugged in and on Wi-Fi until it finishes.
5. Turn off **iMessage** on the iPhone before you retire it (Settings > Apps > Messages), so texts from iPhone friends reach your new phone.

Already set up the Android? Google says you can still run Android Switch later from Settings — look under the accounts and backup section.

Moving to a Samsung Galaxy: Smart Switch

If the new phone is a Samsung, its **Smart Switch** app can bring your iPhone's contacts by cable, wirelessly, or from iCloud. Samsung says contacts transfer by every method; for text messages, use the cable.

The no-app route: export and import

If a transfer misses anyone, export a vCard from **icloud.com/contacts** (Chapter 17), then import it at **contacts.google.com**. Everyone lands in your Google account and appears on the Android phone.

Android to iPhone

The transfer app: Move to iOS

1. Start setting up the new iPhone. On the **Transfer Your Apps & Data** screen, choose **From Android**.
2. On the Android phone, install Apple's free **Move to iOS** app from the Play Store and open it.
3. Type the code the iPhone shows into the Android phone.
4. Choose what to bring — **Contacts** included — and wait. Keep the Android's screen on, with Move to iOS open, until it's done.

HEADS UP

Move to iOS only works during setup

Apple's tool runs while the iPhone is being set up. If the iPhone is already set up, you'd need to erase it and start again — or use the simpler Google route below instead. Apple also warns that taking a call or opening another app on the Android stops the transfer.

The no-app route: keep using Google

If your contacts are in your Google account, you don't need to move them at all. Add your Google account to the iPhone (Chapter 6) and switch on Contacts. They appear on the iPhone and keep syncing with Gmail and any Android tablet. You can make Google your iPhone's default account, or later move everyone to iCloud by exporting from Google and importing at icloud.com.

GOOD TO KNOW

A newer option on some phones

Apple says that with iOS 26.5 and compatible devices, an iPhone can receive data from some Android phones running Android 17 or later without the Move to iOS app. If your setup screens offer that, it's fine to use; if not, Move to iOS works as always.

FROM BILL

The switch, done with you

Moving between iPhone and Android is one of the things I'm asked about most, because the contacts matter so much. I'll make sure every name lands safely and check the list with you before the old phone goes anywhere. Call (330) 200-8042.

CHAPTER 20

Rescuing Contacts from a SIM Card or "On My Phone"

If you've had a phone for many years — or come from an older flip phone — some of your contacts may be stored on the SIM card or only on the phone itself. Let's move them somewhere safe and synced.

SIM card to an iPhone

1. Put the old SIM card in the iPhone (or ask your phone company to help).
2. Open **Settings** > **Apps** > **Contacts**.
3. Tap **Import SIM Contacts**.
4. If asked, choose where to put them — **iCloud** is best.
5. Wait a moment, then check the Contacts app.

Apple notes two limits: the SIM has to support it, and what comes across depends on how the old phone saved the information. iPhones also don't save contacts back onto a SIM, so the SIM is a one-way street into the iPhone.

SIM card to an Android or Samsung

- **Samsung:** Contacts > menu > **Manage contacts** > **Import or export contacts** > **Import**, choose the SIM card as the source, and your Google account as the destination.
- **Google's Contacts app:** tap **Fix & manage**, then **Import from SIM** (or **Import**), and choose your Google account.

Contacts saved "on my phone"

Phone	How to move them to your account
iPhone	When you turn on iCloud Contacts (Chapter 6) and the phone asks about existing contacts, choose **Merge**. Contacts that were only on the iPhone are added to iCloud.
Samsung or Android	Export the phone-only contacts to a vCard file (Chapter 17), then import that file into your Google account. Some Samsung phones also offer **Move contacts** under Manage contacts, which does the same in one step.

TIP

Check before you remove the SIM or retire the phone

Once you've moved them, open Contacts and pick your account's list alone (Chapter 4). If the people you rescued are there, they're safe. Only then is it time to put the old SIM away. Keep it in an envelope until you're sure — it costs nothing to hang on to.

PART 6

Staying Safe, Fixing Problems & Getting Help

The scams that target your address book, how to bring back contacts you deleted by mistake, what to do when contacts go missing or won't sync, and where to turn for a hand.

CHAPTER 21

Scams and Privacy: Protecting Your Address Book

Your address book is valuable — not just to you, but to scammers, who'd love a list of the people who trust you. And because your phone shows names from your contacts, scammers have learned a few tricks that play on that. None of this is cause for fear; knowing the tricks is what defeats them.

SCAM ALERT

"Hi Mom, it's me — this is my new number"

A text from an unknown number claims to be your son, daughter or grandchild with a new phone, and soon asks for money. Before you save the "new number" or send anything, call your family member on the **old** number you already have. Real family won't mind you checking.

SCAM ALERT

A familiar name on the screen isn't proof

Scammers can fake the number a call appears to come from. If they copy your bank's real number and you've saved that number in your contacts, your phone will proudly show "First National Bank." If any caller asks for codes, passwords, or money, hang up and call back using the number on your card or statement.

SCAM ALERT

"Your contacts will be deleted" messages

Emails and texts warning that your iCloud or Google contacts will be deleted unless you "verify" or pay for storage are a common way to steal passwords. Don't tap the link. To check, open Settings on your phone, or type icloud.com or contacts.google.com yourself.

SCAM ALERT

Pay-to-recover callers and pop-ups

Nobody legitimate calls out of the blue offering to recover your lost contacts, and no real company asks for gift cards or remote control of your phone to do it. The free restore tools in Chapter 22 are what the professionals use.

Apps that ask for your contacts

When an app asks for permission to see your contacts, ask yourself whether it needs them. A messaging app like WhatsApp uses them to find friends — reasonable. A flashlight, a game, or a "contact cleaner" you've never heard of does not. You can say **Don't Allow** and the app usually works fine.

- **iPhone:** Settings > **Privacy & Security** > **Contacts** shows which apps can see your contacts. Recent iPhones also let you share only selected contacts with an app.
- **Android and Samsung:** Settings > **Security and privacy** (or **Privacy**) > **Permission manager** > **Contacts**.

STAY SAFE

Your address book holds other people's information

When you let an app read your contacts, you're sharing your friends' names and numbers too. Being a little choosy protects them as well as you.

Protect the account, protect the contacts

Since your contacts live in your Apple or Google account, keeping that account safe keeps them safe: a strong password you don't use anywhere else, and two-step verification (the code sent to your phone) turned on. Never read that code to anyone who calls you.

CHAPTER 22

Bringing Back Contacts You Deleted

Deleted someone by mistake — or a whole batch vanished? Don't panic, and don't start re-typing. iCloud, Google and Samsung all keep a safety net for a while. The key is to act soon.

iCloud: restore an earlier version

iCloud quietly keeps dated copies (Apple calls them **archives**) of your whole contact list. You can roll the entire list back to one of them.

1. On a computer, go to **icloud.com/contacts** and sign in.
2. Click the **settings** (gear) button in the toolbar, then **Data Recovery**. (You can also reach Data Recovery from your account settings on icloud.com.)
3. Click **Restore Contacts**. You'll see a list of versions by date and time.
4. Click **Restore** next to a date *before* the contacts went missing, then click **Restore** again to confirm.

HEADS UP

Restoring replaces the whole list — on every device

A restore swaps your entire iCloud contact list for the older version, on your iPhone, iPad and Mac alike. Anyone you added since that date will drop off — so note them first. Apple archives your current list before restoring, so you can change your mind and restore that one. Apple also says a very recent deletion can take up to 24 hours to show up as an archive.

Apple doesn't publish exactly how far back the archives go, and only a limited number of recent versions are kept. Treat it as a short-term safety net and check soon after you notice a problem.

Google Contacts: Trash and Undo changes

Google's tool	What it does
Trash	Contacts you delete sit in the Trash for **30 days**. At contacts.google.com, click **Trash** on the left, select the contact, and click **Recover**. In the Android app, look for **Trash** under **Fix & manage**.

Google's tool	What it does
Undo changes	Rolls your whole Google address book back to how it was at a time you choose, up to **30 days** ago — useful after a bad import or a big mistaken clean-up. At contacts.google.com, click the **settings** (gear) button, choose **Undo changes**, pick a time, and confirm.

GOOD TO KNOW

The fine print on Google's 30 days

Google says nothing older than 30 days can be brought back, and contacts you empty from the Trash are gone for good. People deleted from **Other contacts** (Chapter 8) skip the Trash; Undo changes is the only way back for them. And Undo changes removes anything you added after the time you pick, so export a copy first (Chapter 17).

Samsung: the Recycle bin

1. Open **Contacts** and tap the menu (three lines).
2. Tap **Recycle bin**.
3. Tap **Edit**, choose the contacts you want back, and tap **Restore**.

Samsung keeps deleted contacts here for **30 days** (on Galaxy phones with Android 10 or later). If the contact was saved in your Google account, the Google Trash above may also have it.

If the safety nets have run out

- Check your other devices — an old phone in a drawer, an iPad that's been switched off, a Mac. Turn its Wi-Fi off first so it doesn't sync the deletion, then export or note the contacts.
- Look for a backup copy you saved (Chapter 17), perhaps in your email.
- A full phone backup (iCloud Backup or Google backup) can sometimes help, but restoring one resets the whole phone — call me before trying that.

FROM BILL

Call before you try anything drastic

When contacts vanish, the worst move is a rushed reset or a random app download. Recovery usually works if it's done in the right order. Call (330) 200-8042 and we'll work through it calmly.

CHAPTER 23

When Contacts Go Missing or Won't Sync

Most contact problems come down to the same few causes, and most are fixed in minutes. Work down this list in order.

"My contacts aren't on my new phone or tablet"

1. **Same account?** Check that the new device is signed in to the same Apple Account or Google account as the old one. A different Gmail address means a different address book.
2. **Contacts switched on?** Look at that account's sync settings (Chapters 6 and 7) and make sure **Contacts** is on.
3. **Showing every account?** On iPhone, tap **Lists** and choose **All Contacts**. On Samsung, check the Contacts menu is set to show all contacts rather than just one account.
4. **Give it time.** A large address book can take a while to arrive, especially on slow Wi-Fi. Leave the device plugged in and on Wi-Fi for half an hour.
5. **Restart** the device. It never deletes contacts and clears up a surprising number of glitches.

"I added someone on my phone but it isn't on my iPad"

The new contact was probably saved to a different account — "On My iPhone," the phone, or a second email account — instead of your main one. Open the contact and scroll down; an iPhone shows which account a linked card comes from. Set your default account (Chapter 4), and re-save that person in the right place.

"Calls show a number, not the name I saved"

- Check the saved number includes the **area code** (Chapter 9).
- The person may be calling from a different number than the one you saved — add it to their card.
- If many names have stopped showing, the account holding them may have been switched off. Check Chapter 4.

"Everyone disappeared after an update"

Take a breath. First, look at **icloud.com/contacts** or **contacts.google.com** on a computer. If your contacts are there, they're safe — the phone just isn't showing them. Restart the phone, check the Lists or display setting, and confirm the account's Contacts switch is still

on. If they're missing online too, go straight to Chapter 22.

HEADS UP

Careful with "turn it off and on again" for iCloud Contacts

Switching iCloud Contacts off on an iPhone asks whether to keep or delete the contacts on the phone. Always choose **Keep on My iPhone**. The safe version of this fix is: off, choose Keep, wait a minute, on again, choose Merge. If those choices make you nervous, call me first.

"I have three of everyone"

That's duplicates — see Part 4. Fix the cause first (two accounts holding the same people), then merge.

CHAPTER 24

Getting Help

You've come a long way. You know where your contacts live, how to keep them in step, how to tidy them, back them up, carry them to a new phone, and bring them back when something goes wrong. Still, some jobs are nicer with a friendly expert beside you.

Free official help

For	Where to look
Apple	**support.apple.com** — search "Contacts" for iPhone, iPad, Mac and iCloud help, or use the free Apple Support app.
Google	**support.google.com/contacts** — Google Contacts Help, including merging, export and restore.
Samsung	**samsung.com/us/support** — Galaxy help pages, and the Samsung Members app on your phone.
Microsoft	**support.microsoft.com** — help with Outlook and Outlook.com contacts.

STAY SAFE

Find support numbers yourself

If you need to phone Apple, Google, Samsung or Microsoft, get the number from their official website — typed in yourself — never from a pop-up, a search ad, or a message that contacted you.

Help from Bill

If you'd rather have someone do it with you — move every contact to a new phone, merge a messy address book, set up emergency contacts, or untangle iCloud and Google — that's exactly the kind of job I enjoy. I'll work at your pace and explain as I go, so you understand your own address book when we're done.

What it costs	$49 remote · $99 in your home. The guides are free; my help is a paid service, and I'll always tell you the cost up front.
Call	**(330) 200-8042**. If I'm with another customer, my AI receptionist **Sophie** can answer your questions and book a time for you.
Book online	**billshometech.com/book**
Where	Remote help anywhere, or in your home here in Portage County.

FROM BILL

Bring both phones

If we're moving you to a new phone, have the old one and the new one charged and nearby, and know your Apple Account or Google password if you can (if not, we'll sort that out too). That's all you need.

Your quick reference

I want to…	Go to
Where are my contacts saved?	Chapter 4 — Lists (iPhone), Manage contacts (Samsung)
Make them appear everywhere	Chapters 6 and 7 — switch on Contacts for one main account
Tidy duplicates	Chapters 14 and 15 — View Duplicates, Merge & fix, Merge contacts
Keep a backup copy	Chapter 17 — export a vCard and email it to yourself
New phone	Chapters 18 and 19 — keep the old phone until you've checked
Deleted by mistake	Chapter 22 — act within 30 days on Google and Samsung; soon on iCloud

Thank you for reading. Your address book is the list of people who matter to you, and now it's safe, tidy and ready to follow you to any phone you choose.

— Bill