

Microsoft Outlook: Saving Contact Information

Moving/Saving the contents of your Contacts folder is a three-step process.

First, you need to export your contacts to a **Personal Folders file (.pst)** by using the Import and Export Wizard in Outlook.

Important You should not export **items** that were created in multiple languages or in a language that is not supported by your system code page to a file type that does not support Unicode. For example, if you have items that were created in multiple languages in a Microsoft Outlook Personal Folders file (.pst), you should not export the items to a Microsoft Outlook 97-2002 Personal Folders file (.pst). The latter file type does not support Unicode. Therefore, all items that contain characters in a language other than those supported by the system code page in text fields, except the body of items such as **To**, **Subject**, and **ContactName** and **BusinessTelephoneNumber** properties of Contact items, will be interpreted incorrectly and displayed as question marks (?) and other unintelligible text.

1. On the **File** menu, click **Import and Export**.
2. Click **Export to a file**, and then click **Next**.
3. In the list, click **Personal Folder File (.pst)**, and then click **Next**.
4. Click the **Contacts** folder. If the folder contains a subfolder that you want to include, select the **Include subfolders** check box, and then click **Next**.
5. Under **Save exported file as**, click **Browse**, and then specify a location, such as My Documents, and a name, such as **Contacts Backup**, for your backup file.
6. If you back up a .pst file that you have backed up to before, click one of the following:
 - a. **Replace duplicates with items exported** Existing data will be overwritten with the information in the file that is being exported.
 - b. **Allow duplicate items to be created** Existing data will not be overwritten, and duplicate information will be added to the backup file.
 - c. **Do not export duplicate items** Existing data will be kept, and the duplicate information in the folder will not be copied to the backup file.
7. Click **Finish**.

Second, you need to use Windows Explorer to [copy Contacts Backup.pst to a CD](#), network drive, or other removable media, such as a removable hard disk or DVD, or flash/jump drive, and then transfer the file to a location on your new computer's hard disk drive, such as My Documents.

1. Although you can keep your data files in any folder, the default location that Outlook uses when creating .pst data files is the *drive:\Documents and Settings\user\Local Settings\Application Data\Microsoft\Outlook* folder. This location is a hidden folder.
2. To use Windows Explorer to navigate to this folder, you must first turn on the display of hidden folders.
 - a. In Windows Explorer, on the **Tools** menu, click **Folder Options**.
 - b. On the **View** tab, under **Advanced Settings**, under **Files and Folders**, under **Hidden files and folders**, select **Show hidden files and folders**.
 - c. If you want to see all of the file name extensions, clear the **Hide extensions for known file types** check box. Hidden folders appear unavailable to indicate that they are not typical folders.

Third, you need to import the contents of Contacts Backup.pst into your new Contacts folder by using the Import and Export Wizard.

1. On the **File** menu, click **Import and Export**.
2. Click **Import from another program or file**, and then click **Next**.
3. Click **Personal Folder File (.pst)**, and then click **Next**.
4. In the **File to import** box, specify the path and file name of the .pst file you want to import.
5. Click one of the following:
 - a. **Replace duplicates with items imported** Existing data will be overwritten with the information in the file that is being imported.
 - b. **Allow duplicates to be created** Existing data will not be overwritten, and duplicate information will be added to the current Outlook folder.
 - c. **Do not import duplicate items** Existing data will be kept, and the duplicate information in the file will not be copied to the current Outlook folder.
6. Follow the remaining instructions in the Import and Export Wizard.

Creating a new data file and move/copy items to it

1. On the **File** menu, point to **New**, and then click **Outlook Data File**.
2. To create a Microsoft Outlook Personal Folders file (.pst) that offers greater storage capacity for items and folders and supports multilingual **Unicode** (Unicode: A character encoding standard developed by the Unicode Consortium. By using more than one byte to represent each character, Unicode enables almost all of the written languages in the world to be represented by using a single character set.) data, click **OK**.
3. For compatibility with earlier versions of Outlook, under **Types of storage**, click **Microsoft Outlook 97-2002 Personal Folders File (.pst)**, and then click **OK**.
4. In the **File name** box, type a name for the file, and then click **OK**.
5. In the **Name** box, type a display name for the .pst folder.
6. Select any other options you want, and then click **OK**.
7. The name of the folder associated with the data file appears in the **Folder List** (Folder List: Displays the folders available in your mailbox. To view subfolders, click the plus sign (+) next to the folder. If the Folder List is not visible, on the Go menu, click Folder List.). By default, the folder will be called Personal Folders.
8. Drag any item from your current folders to the new folder. Press CTRL while dragging to copy items instead of moving them.

Password Information: The name of the folder associated with the data file appears in the **Folder List** (Folder List: Displays the folders available in your mailbox. To view subfolders, click the plus sign (+) next to the folder. If the Folder List is not visible, on the Go menu, click Folder List.). By default, the folder will be called Personal Folders.

If you are creating a .pst file, you can add a password of up to 15 characters. Use strong passwords that combine upper- and lowercase letters, numbers, and symbols. Weak passwords don't mix these elements. Strong password: Y6dh!et5. Weak password: House27. Use a strong password that you can remember so that you don't have to write it down.

If you select the **Save this password in your password list** check box, make a note of the password in case you need to open the .pst on another computer. Select this check box only if your Microsoft Windows user account is password-protected and no one else has access to your computer account.

Notes:

You can open a **Personal Folders file (.pst)** (Personal Folders file (.pst): Data file that stores your messages and other items on your computer. You can assign a .pst file to be the default delivery location for e-mail messages. You can use a .pst to organize and back up items for safekeeping.) across a network, but you must have read and write permissions to the network location. Make sure that the .pst file is not in use by another person or program. If the file is already in use, you will not be able to access the .pst file.

*Storing items containing multilingual Unicode data in a Microsoft Outlook 97-2002 Personal Folders File (.pst) file may result in incorrect character mapping that will lead to text that is unreadable. It is recommended you use the **Microsoft Outlook Personal Folders file (.pst)** format because it offers greater storage capacity for items and folders and supports multilingual Unicode data.

Back up the Contacts Folder

You need to export the folder to a file in **Personal Folders file (.pst)** format.

1. On the **File** menu, click **Import and Export**.
2. Click **Export to a file**, and then click **Next**.
3. In the **Create a file of type** list, click **Personal Folder File (.pst)**, and then click **Next**.
4. In the **Select a folder to export from** list, click **Contacts**.
5. If you have subfolders below the Contacts folder that you want to include, select the **Include subfolders** check box.
6. Click **Next**.
7. Click **Browse**, choose a location for the file, such as My Documents, and then type a name for your backup file, such as **ContactsBackup.pst**.
8. Click **OK**.
9. Click **Finish**.
10. In the **Name** box, type **My Contacts Backup**.
11. Type the encryption and password settings if you need them, and then click **OK**.