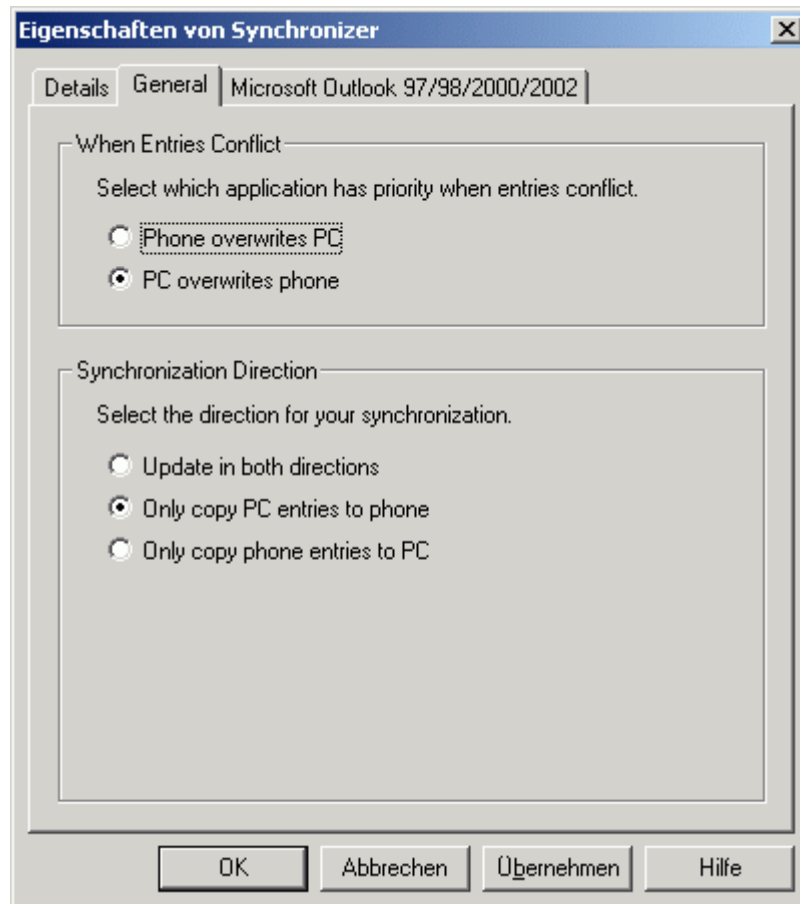# Siemens Data Suite SX1 - Sync Troubleshooting

Contacts in the phone are not restored by Synchronizer

There is a known issue with Synchronization of Contacts when the Synchronization Direction is set to "Only copy PC entries to phone", as shown in the picture below.

The first time you synchronize your contacts, it works fine and all entries are copied to the phone.
Now if entries on the phone which where originally copied from the PC are changed or deleted, these entries are not restored when doing a sync the second or all subsequent times. Only those items are synced, that were changed on the PC.
Also, the Conflict Setting does not influence this behaviour.

Solution:
Do not try to set the Sync to "Update in both directions" now, because this will also delete your contacts on the PC!
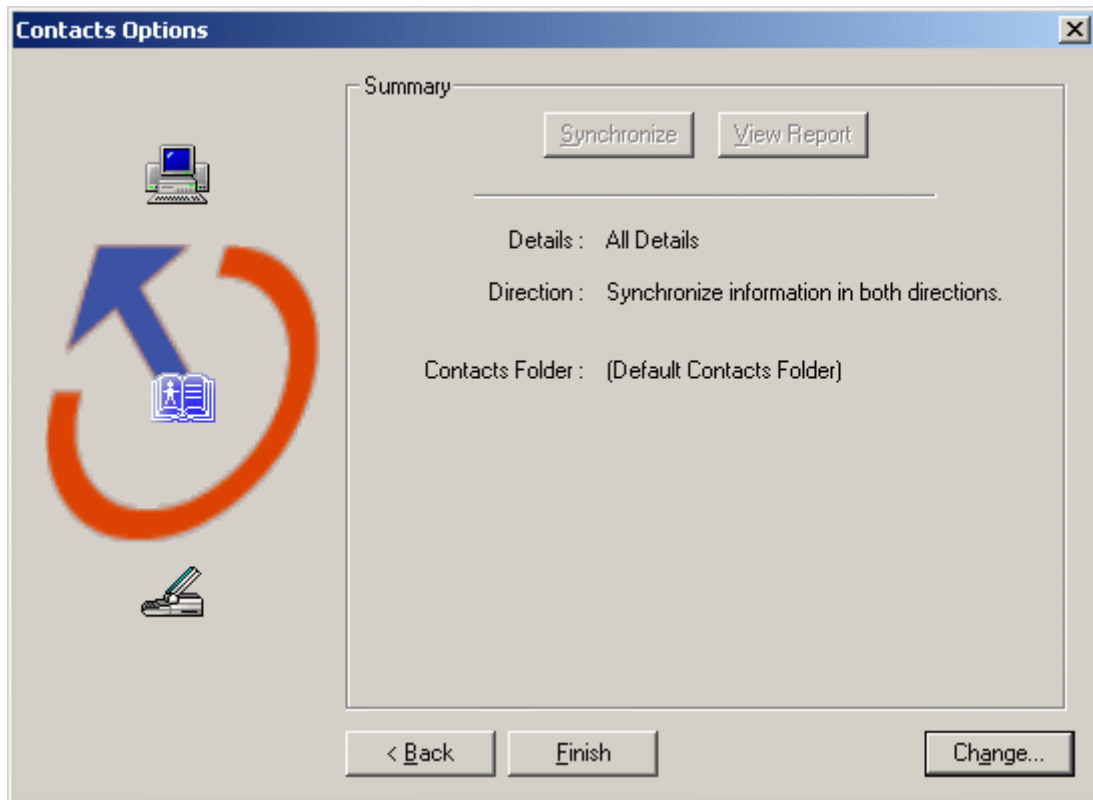Instead, follow these steps:
1. Close Siemens Data Suite
2. Delete the folder "<My Documents>\Siemens Data Suite\Devices\<IMEI>\Syncs\Contacts"
   where <IMEI> is the unique identification number of your phone
3. Start Siemens Data Suite, but do not start the Sync yet
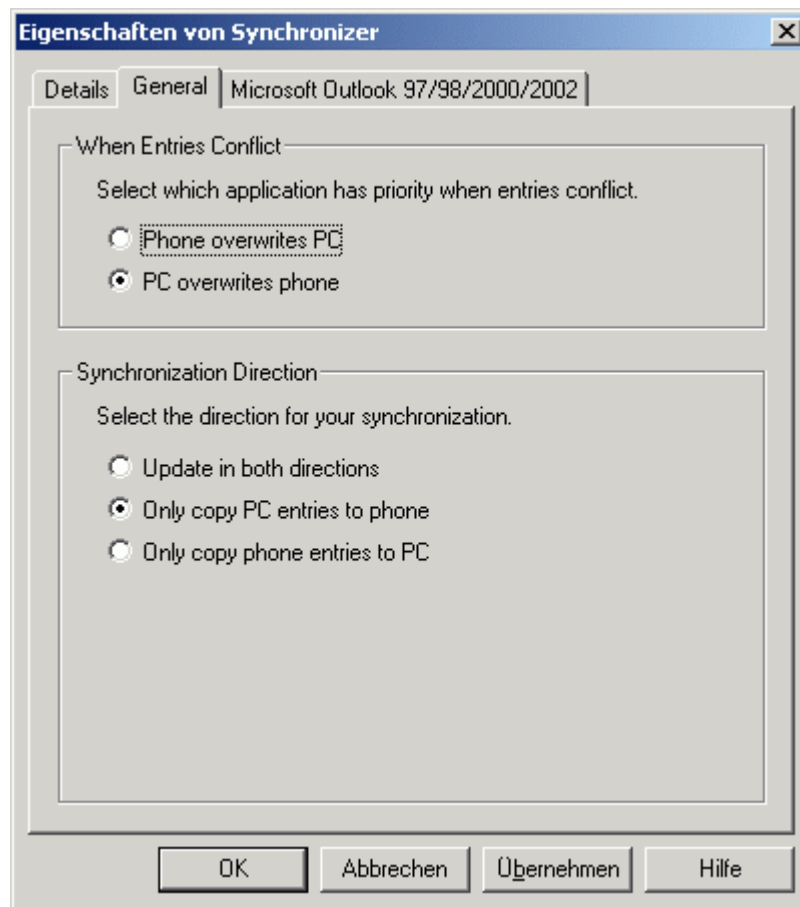4. Go to Settings > Synchronize
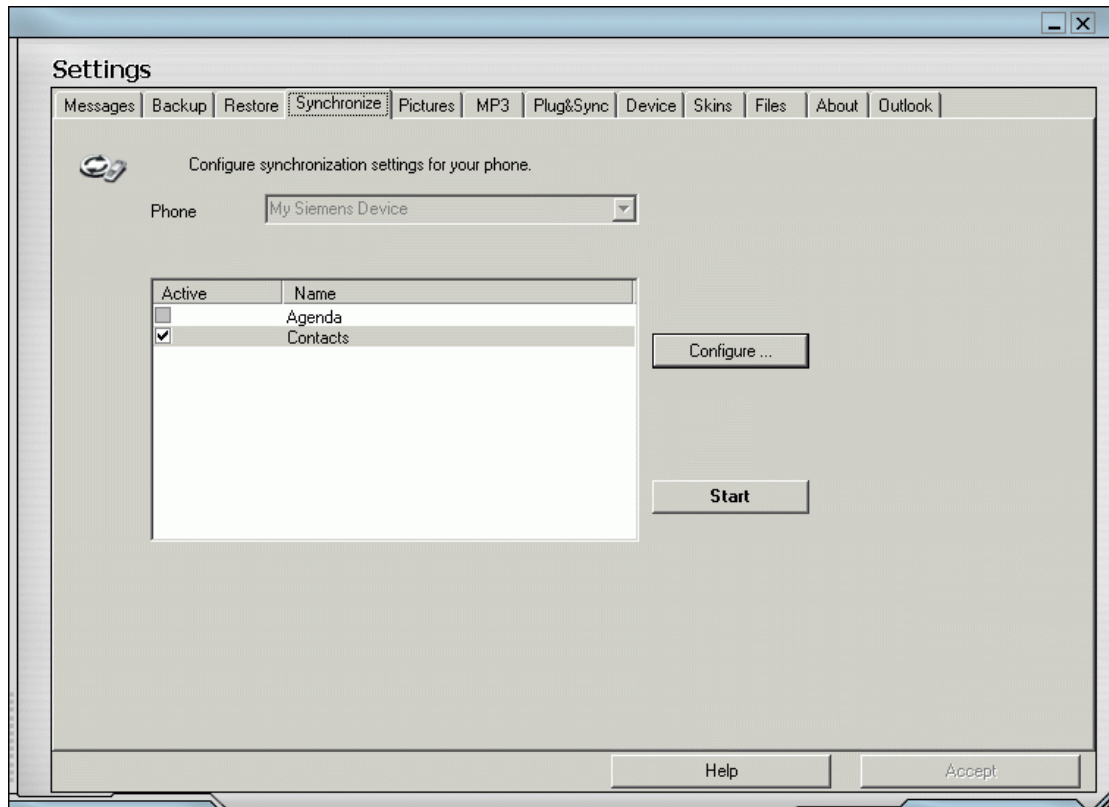
5. Select "Contacts" from the list and press the "Configure..." button
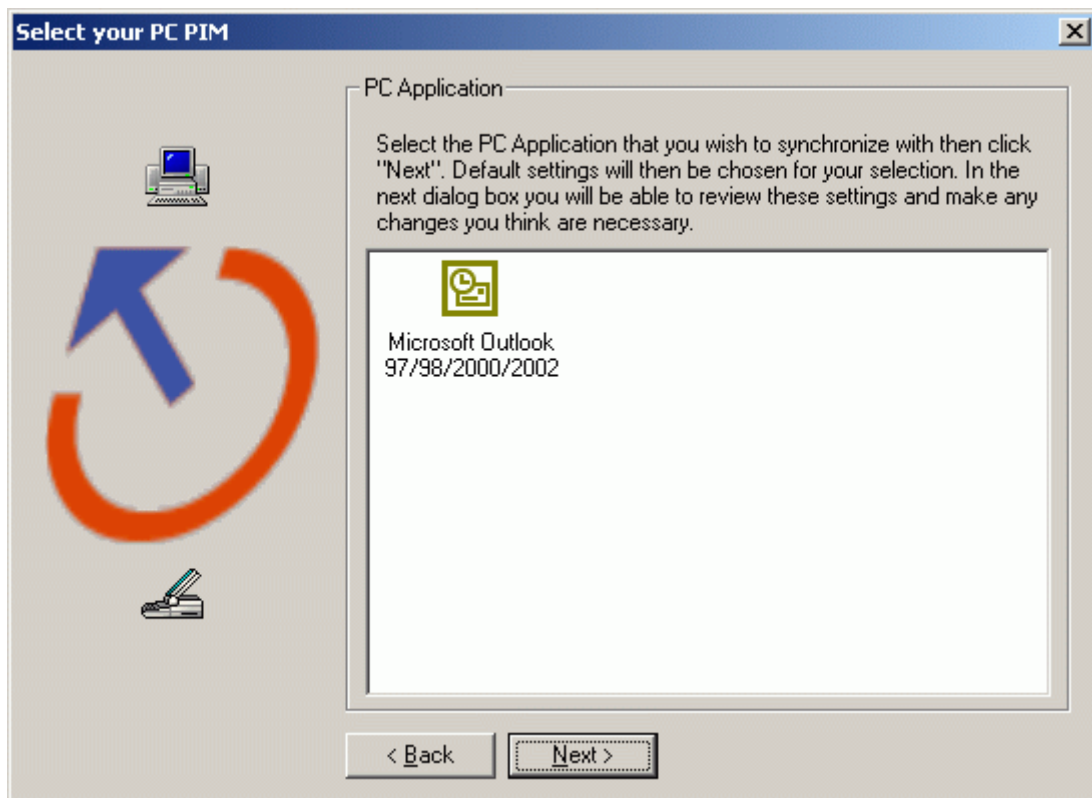
6. Select your PC application and press "Next"

7. Press "Change..." to open the Sync Properties and go to the "General" Tab

8. Select "PC overwrites phone" and "Only copy PC entries to phone" and press OK
9. Press "Finish"

Now when you Synchronize for the next time, all Contacts are written to the phone again.

Contacts on the PC are not restored by Synchronizer

The same problem as described above occurs if you originally set the direction to "Only copy phone entries to PC". In this case, all changes on the PC are ignored when syncing your contacts to the mobile more than one time.

Solution:
Delete the "Contacts" folder and set up Sync as described above, this time selecting "Phone overwrites PC" and "Only copy phone entries to PC" in the Settings dialog.

Problems when updating your mobile phone software

When updating your mobile software, all data is deleted from the phone, including contacts. Unfortunately, the Synchronizer is not able to restore your contacts when the Synchronization Direction is set to "Only copy PC entries to phone".
Even worse, when this option is set to "Update in both directions" and the Sync is started, ***all contacts are deleted from the PC, too***!

There are two solutions to this problem:
1. Delete the "Contacts" folder on your PC and set the Synchronization to "Only copy PC entries to phone" as described in the Solution above
2. Backup your mobile phone data before updating the phone software. After the update is done, you can either do a full restore or write back your contacts separately