

#534869 transferc contacts to new pc

Submitted	Received via	Requester
June 16, 2025 at 16:42	Web Form	jo willis <fencewalker@bellsouth.net>

Type	Status	Priority	Group	Assignee
-	Open	High	General Support	Shubham Patel

Nature of enquiry	License Key Identifier
Something else which isn't listed here	License Key: 19c69a04-c19a-45c4-accb-3525b510bef9

Country
United States

jo willis June 16, 2025 at 16:42

Need to transfer contacts to a new PC. New PC has new version of Mailbird and Old PC has old version of Mailbird. Emails transferred but not the contacts. Your article pertains to other email providers but not Mailbird to Mailbird
Thank you
Jo

Shubham Patel June 17, 2025 at 13:52

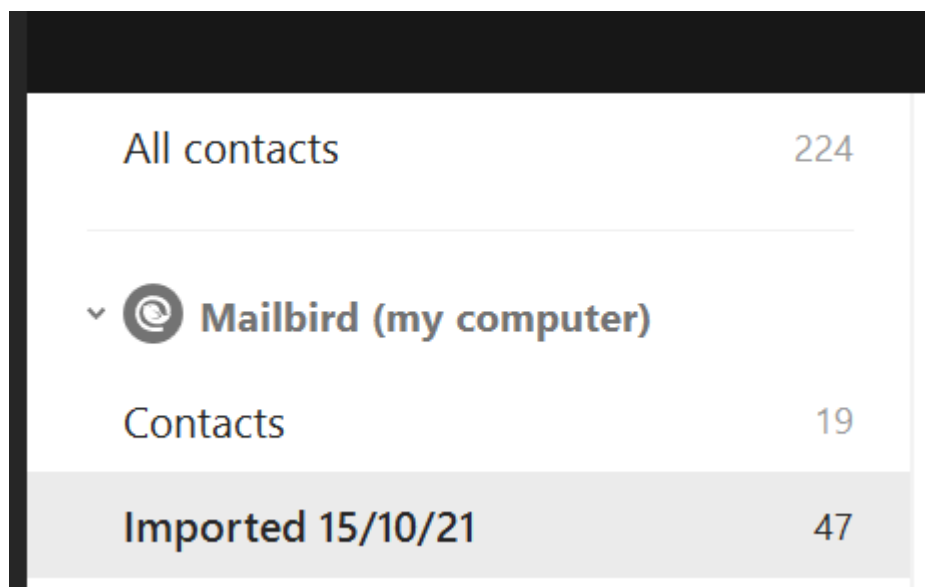
Hey there!

My name is Shubh and I am with the Customer Happiness Team here at Mailbird. It's great to meet you!

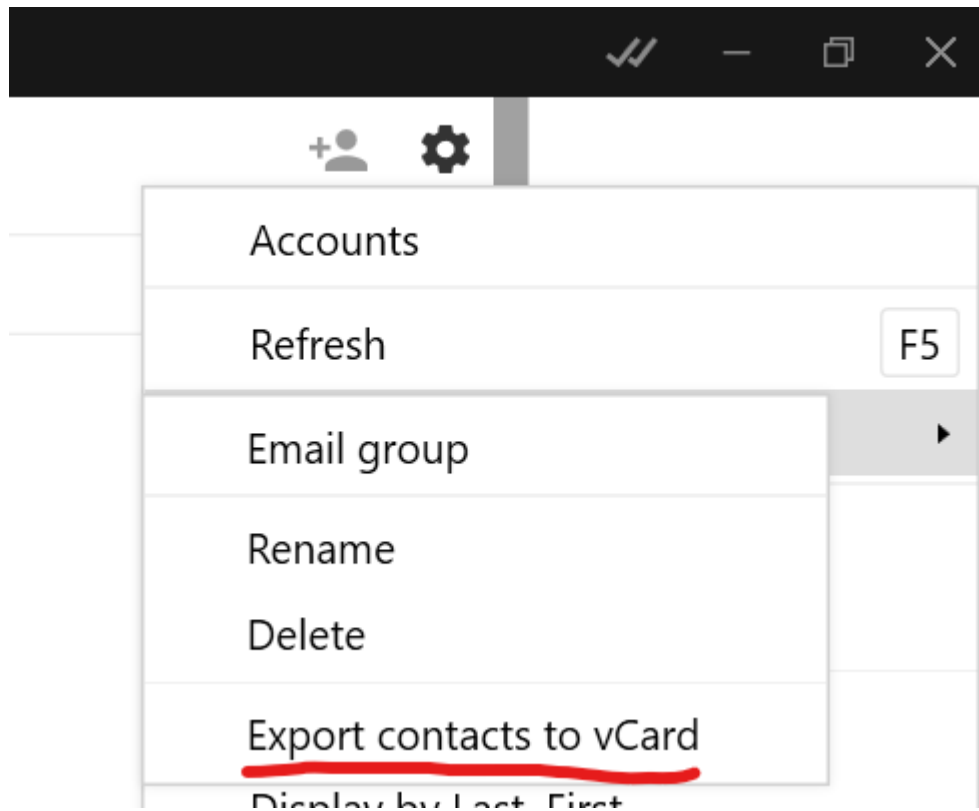
First start by exporting the contacts from your old Mailbird, then proceed to import them into the new Mailbird.

Here is how you can export your contacts in vCard:

- First, you need to click on the group in Contacts on the left, so it is highlighted.



- Then, click on the cogwheel and pick Selected Group -> "Exports contacts to vCard"



I have recorded a quick move for you, showing how to import from vCard files, please find it in the link below:
<https://www.screencast.com/t/XQOwUxve>

I hope this information was helpful. Please get back to me if you need any more questions or concerns.

Have a nice day!

All the best,
Shubham Patel

jo willis June 17, 2025 at 15:25

Thank you for the very clear video but unfortunately I have been doing that and no where can I find the folder, MB Contacts. I do not receive the same screens as you displayed. I have tried this on my old PC and my new PC. Desperate to figure it out.

Went to Program Files and got Mailbird but nothing there for me to select.

Have any other suggestion?

Shubham Patel June 19, 2025 at 10:37

Hey again Jo,

No worries, I will guide you further.

Let's approach this step by step.

First, is your export completed and now you are stuck at import, is that correct?

If yes, then can you please do a quick screen recording and show me what you are seeing on your end?

This small, free program is perfect for recording a screencast on your device, and it will help capture the

moment that your problem appears so that you can share it with me:

- <http://www.techsmith.com/download/jing/>

Please either send us a link to the video file in Jing directly, or share it from your preferred filesharing service (such as Dropbox for example), or attach it to your reply in mailbird.zendesk.com.

Replying directly to this email and attaching the file will, unfortunately, not work

I'll be looking forward to hearing back from you.

All the best,
Shubham Patel

jo willis June 21, 2025 at 23:00

Thank you so much for responding!!!. Family emergency has delayed my progress doing as you suggested. I have been in and out of town and today became victim of identity theft with a run to the bank before noon since its a Saturday, then sheriff report had to be issued etc.

Can you please extend this ticket until the end of the week?

Thank you

Shubham Patel June 23, 2025 at 13:05

Hey again Jo,

For sure, I can understand and take your time. I will keep this ticket on hold.

All the best,
Shubham Patel

jo willis July 3, 2025 at 21:01

Dear Shubham Patel,

Please close out my ticket. Things are complicated now so I'm entering one or two at a time. However, I have appreciated your kindness,

Thank you,
Jo

jo willis July 8, 2025 at 19:22

Your link did not work so I copied pasted my comments

I received constant effort to assist me. However, a family tragedy prevented me from following up with what I was advised. But I was contacted with several suggestions to solve my problem and when I told him I could not concentrate at this time I asked for the ticket to be closed. Shubham Patel was very understanding and made several efforts to assist me and even wait until I was ready. . Thank you, Shubham Patel

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