

## MobileMe Chat Support

11:32 a.m. on Tuesday, October 19, 2010

Duration: 00:28:48

Case Number : 182887130

MobileMe Representative: **Therron**

**Advisor [11:32 a.m.]:**

Hi, my name is Therron. It'll be just a moment while I review the comments you provided.

**Advisor [11:33 a.m.]:**

Hi there Scott, how are you today? I understand that your Contacts have stopped syncing with your iPod Touch is that right?

**Customer [11:33 a.m.]:**

yes.

**Advisor [11:33 a.m.]:**

I'm sorry to hear that, but i can definitely help. May i ask if this is your first chat in with us about this?

**Customer [11:34 a.m.]:**

yes it is.

**Customer [11:34 a.m.]:**

it started about a week ago, and I've gone through many troubleshooting steps that I read on your web site.

**Advisor [11:34 a.m.]:**

Thank you for letting me know, can i ask where your most up to date Contacts are right now?

**Customer [11:35 a.m.]:**

the ones on my mobileme account are now all I have; i've already removed the data from my iPod Touch during troubleshooting

**Advisor [11:35 a.m.]:**

Are your Contacts in Outlook matching the Contacts on Me.com ?

**Customer [11:35 a.m.]:**

I don't use Outlook. Only the web-based MobileMe and my iPod Touch.

**Advisor [11:36 a.m.]:**

Thanks for that information, part of using MobileMe sync is that you are using a supported application, Outlook would be one of them. Do you have Outlook installed on your PC?

**Customer [11:37 a.m.]:**

Yes, as part of Office. But I've never used it.

**Customer [11:37 a.m.]:**

I sync my iPod Touch with MobileMe via wifi.

**Advisor [11:37 a.m.]:**

I understand, but we do need to have you syncing with a computer because it is our system requirements. Is that okay?

**Customer [11:40 a.m.]:**

No. I did have it syncing with my home computer, and I could view the data in Windows Address Book. But I only did that for backup purposes. But I just turned that syncing off yesterday to troubleshoot a simultaneous problem where some contacts were duplicating themselves. I don't have any need to have the contacts on my computer, because I use the MobileMe web site for that.

**Advisor [11:41 a.m.]:**

I understand, our System Requirements TO sync with MobileMe are that you sync with a computer, otherwise your syncing will fail, like it is doing right now. So you must sync with a computer.

**Customer [11:42 a.m.]:**

Hmmm. That just sounds strange. I've been syncing my iPod Touch contacts with MobileMe via wifi for almost 2 years now. So it's not supposed to be working that way?

**Advisor [11:42 a.m.]:**

It can, i never said that it couldn't.

**Customer [11:42 a.m.]:**

My iPod Touch has a screen where I can enter my MobileMe account info and select that I want to sync my contacts.

**Advisor [11:42 a.m.]:**

It can sync that way, but eventually you will run into this issue.

**Customer [11:42 a.m.]:**

Oh.

**Advisor [11:43 a.m.]:**

I understand it may be a bit confusing but we just need to get your Contacts syncing with your PC so that we can resolve this sync issue on your iPod Touch.

**Advisor [11:43 a.m.]:**

Are your Contacts on your Home Computer matching the Contacts on MobileMe?

**Customer [11:45 a.m.]:**

OK. Well, I'm not at home. I was syncing my contacts with Windows Address Book until yesterday. But I never use Windows Address Book, so I don't know if it's current. I'll have to check when I get home. But I don't trust Windows for anything. I'm quite sure that if I used that as my main source for the data, it would not map well back into MobileMe.

**Advisor [11:46 a.m.]:**

I understand, but I am confident that if you are home and you have the most up to date data in the PC Address Book we can do steps to get you back in sync. I will email you the article that you need to do to resolve this from the Home Computer.

**Advisor [11:47 a.m.]:**

You simply just need to reset your sync data up to the server from your PC that has the updated Contact information. You are actually meant to do this about once every month or 2 to keep a regular sync going without any issues.

**Customer [11:48 a.m.]:**

OK. I did not know that. That just doesn't seem right. I'll work on it more from home.

**Advisor [11:49 a.m.]:**

I understand, let me show you the article though.

**Customer [11:50 a.m.]:**

k.

**Advisor [11:50 a.m.]:**

[http://support.apple.com/kb/HT1497?viewlocale=en\\_US](http://support.apple.com/kb/HT1497?viewlocale=en_US)

**Advisor [11:50 a.m.]:**

That is the article.

**Customer [11:53 a.m.]:**

OK. I may have to look at other contacts solutions. I certainly don't mind paying \$99/year for contacts, but I don't like the requirement of using Outlook.

**Advisor [11:54 a.m.]:**

If you don't want to use Outlook you don't have to, but if you initially get everything set up correctly you don't have to work with Outlook.

**Advisor [11:54 a.m.]:**

I am not saying that you have to work in it, or have to enter data in there, but you DO have to sync with it even if you don't use it.

**Customer [11:55 a.m.]:**

Yeah, that means I have to have Outlook. Not good. I'll work on it later then.

**Advisor [11:56 a.m.]:**

You can use Address Book on your PC.

**Customer [11:56 a.m.]:**

k.

**Advisor [11:57 a.m.]:**

Are you going to be all set from here Scott?

**Advisor [11:58 a.m.]:**

Are you still there?

**Advisor [11:59 a.m.]:**

We have not heard from you for some time. Do you wish to continue to chat?

**Advisor [12:01 p.m.]:**

Since we have not heard from you for some time, we will now end this chat. Please click to chat with us again if we can be of further assistance.

Your chat has been ended by your chat Advisor due to a lack of response.