

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: find a lost phone with Find My and Find Hub

If your phone goes missing, a tracking service can show where it is, play a sound, lock it or erase it. These features only work if they were switched on beforehand, so check yours today.

What each service is called

- **Apple:** the **Find My** app and iCloud.com. It covers iPhone, iPad, Mac and Apple Watch.
- **Google:** **Find Hub**, which was previously called Find My Device. It works with Android phones and tablets. Google's Find Hub website and app can locate your phone with your Google account.
- **Samsung:** Samsung phones may also offer **Samsung Find** for Samsung account holders.

Names and menus change, so if yours looks different, search for the name above.

Set it up now on iPhone

1. Open **Settings** and tap your name.
2. Tap **Find My**, then **Find My iPhone**.
3. Switch on **Find My iPhone**, and consider **Find My network** and **Send Last Location**. These help find the phone even when it is off or offline.

Set it up now on Android

The exact path varies between phones. Look in **Settings** under **Security**, **Google** or **Find Hub**, and make sure location is on and the phone is allowed to be found. Make sure you are signed into your Google account.

If your phone is missing

1. Use another phone, tablet or computer. Sign into Find My (iCloud.com) or the Find Hub website with the same account.
2. Select your phone to see its last known place on the map.
3. Use **Lost Mode** on iPhone, or **Secure device** on Android, to lock it and show a message with a contact number.
4. Ring your mobile provider to suspend the SIM, if needed, so nobody can run up calls.

Erase only as a last resort

Erase removes everything on the phone. Do this only if you are sure it is gone for good. After erasing, you may not be able to track it any more.

When to get more help

Get help if the phone shows offline and you need to keep it safe, if you cannot sign in to your account, or if you did not switch tracking on. We can help you set it up on your other devices.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.