

Samsung Galaxy phones & tablets | Medium | 2 min read

Samsung Galaxy: find a lost phone with Find My Mobile and SmartThings Find

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If your Galaxy goes missing, Samsung's find service can show roughly where it is, make it ring and lock it. It only works if it was switched on before the phone was lost, so set it up today. Samsung has been moving this service into the SmartThings Find name, so you may see either.

Switch it on now

1. Make sure you are signed into your **Samsung account** in **Settings**.
2. Use the search box at the top of **Settings** and type **Find My Mobile**.
3. Turn on the main switch. You may also see options for **Remote unlock**, **Send last location** and **Offline finding**. Offline finding can help locate a phone that has no signal by using other nearby Galaxy devices.
4. Keep **Location** turned on, and the phone connected to the internet.

If your phone is lost

1. On a computer, open a web browser and search for Samsung Find My Mobile or SmartThings Find. Check the address belongs to Samsung before signing in.
2. Sign in with your Samsung account.
3. Choose your phone. You can usually see its location, **Ring** it, **Lock** it, or **Erase data**.

What each option does

- **Ring** plays a loud sound, even if the phone is on silent.
- **Lock** puts a message and phone number on the screen so an honest finder can contact you.
- **Erase data** wipes the phone. It cannot be undone, so only use it if you are sure it is gone for good.

Safety tips

- Do not go to an unknown address alone to get a phone back. Contact the police.
- Beware of texts saying your phone has been found with a link. These are often scams.
- Tell your network provider to block the SIM if it is stolen.
- A Google account service (Find Hub) can also locate an Android phone.

Wording differs slightly by model and One UI version, and the feature names may change.

When to get more help

If you cannot sign in to your Samsung account, forgot the password, or cannot tell whether Find is switched on, ask us. We can help you set it up, though it cannot help once the phone has gone.

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.