

MobileMe: Troubleshooting Find My iPhone

Products Affected

MobileMe, MobileMe Find My iPhone, iPad, iPhone, iPod touch

Symptoms

With MobileMe and iOS 3.1 or later (iOS 4.2 is recommended), you can locate, display a message on, remotely lock, or wipe (erase) your iPhone, iPad, or iPod touch. If these features do not work as expected, use the troubleshooting steps below or see this article for troubleshooting issues with the Find My iPhone app (as opposed to the Find My iPhone service at me.com).

Note: If you are using Find My iPhone for free, iOS 4.2 is required. See this article for details.

Resolution

General issues

iPhone, iPad, or iPod touch does not appear in Find My iPhone

This can occur if:

- The date on your device is incorrect. This can be set in Settings > General > Date & Time.
- Your device is not up to date. It needs to have iOS 3.1 or later (iOS 4.2 recommended, required for free users).
- Your MobileMe account is not configured on your device. Enter your MobileMe account information in Settings > Mail, Contacts, Calendars.
- Push is not enabled on your device, and your Fetch settings are set to Manual. Push is recommended for all MobileMe members. You can change this in Settings > Mail, Contacts, Calendars > Fetch New Data.
- You have multiple MobileMe accounts entered on your iPhone, iPad, or iPod touch. Only one account will work with the Find My iPhone features (the same account that is using Push Mail or syncing of Contacts, Calendars, and Bookmarks). Log in to Find My iPhone with your other member name(s) until your device is listed.
- You have already initiated a wipe of the iPhone, iPad, or iPod touch. The device will not appear on the page until it is reconfigured with your MobileMe account information.
- MobileMe Push Notifications is undergoing scheduled maintenance or is having some unexpected issues. Check the System Status on the MobileMe Support web site.
- If you have access to your device and it appears to have an active Internet connection, enable and then disable Airplane mode. If you continue to have issues, turn the device off and back on.

iPhone, iPad, or iPod touch appears in Find My iPhone, but is offline

This can occur if:

- iPhone: Your cellular service has been terminated by your wireless service provider. If you contacted your service provider to report your device lost/stolen before locating/wiping your phone, and they deactivated your SIM card or account, you will no longer be able to locate, display a message on, or remotely wipe your iPhone.
- Your iPhone, iPad, or iPod touch is not connected to the Internet. You can still display a message on its screen or initiate a remote wipe, and it will be received once your device comes back online. If you have access to your device and it appears to have an active Internet connection, enable and then disable Airplane mode. If you continue to have issues, turn the device off and back on.
- Your device is powered off (for example, the battery has run out). You can still send a message to, issue a Remote Lock request, or initiate a remote wipe of your iPhone, iPad, or iPod touch, and it will be received once the device is turned on and regains its Internet connection.
- iPod touch: Your iPod touch is asleep. You can still send a message to, issue a remote lock request, or initiate a remote wipe of the iPod touch, and it will be received once the iPod touch is awakened and connects to the Internet.
- You recently changed your Apple ID password (if you are a free user) or your MobileMe password (if you are a subscriber). If you recently changed your password online, but have not updated your password on your device, change your password back to its previous setting using appleid.apple.com (if you are a free user) or me.com/account (if you are a subscriber), and try again.

iPhone, iPad, or iPod touch appears in Find My iPhone, but has the wrong name

This can occur if you recently changed the name of your iPhone, iPad, or iPod touch in iTunes. You will still be able



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to successfully locate, display a message, and remotely wipe the device, even if it is displaying the incorrect name. If you have access to the iPhone, iPad, or iPod touch, you can turn it off and then back on, and the name that appears in Find My iPhone will be updated.

Previously-owned iPhone, iPad, or iPod touch appears in Find My iPhone

If your device was linked with your MobileMe account, it may still appear when you log in to Find My iPhone, even if you no longer possess the device. If the device is offline, you can choose to remove the device from the Find My iPhone section by clicking Remove below its name. This can only be done using the web app at me.com from a computer, not from the iPhone app.

Note: If your device is still configured with your MobileMe member name and password, the next time the device connects to the internet, it will be added to the Find My iPhone page again.

I removed a device, how do I add it back?

Once you remove a device, it will automatically be added again the next time the device connects to the Internet, as long as your MobileMe member name and password are configured on the device. If this does not occur, see the "iPhone, iPad, or iPod touch does not appear in Find My iPhone" section above.

"We could not complete your request" alert

You may receive this alert if there is an issue with the Internet connection on the computer you are using, or if the device you are trying to message/wipe was removed from the list of devices while you were logged in.

Issues finding an iPhone, iPad, or iPod touch

"No location available" alert

This can occur if:

- The date on your device is incorrect. This can be set in Settings > General > Date & Time.
- Your iPhone is currently off or not connected to a data network (Edge, 3G or Wi-Fi). Wait a few minutes and try again.
- Your iPad or iPod touch is currently off or not connected to a Wi-Fi network.
- Location Services is not enabled on your device in Settings > General.
- The Find My iPhone, iPad, or iPod slider is not enabled on your device in Settings > Mail, Contacts, and Calendars > your MobileMe account.
- You are living in a country where we do not offer this feature. This feature may not be available in all countries due to technical limitations or local law.

Location appears to be old or inaccurate

This can occur if:

- You previously located your iPhone, iPad, or iPod touch, and your device has not yet provided an updated location to MobileMe. Wait a few minutes and try again.

Note: Your previous location will be available for a day. If your device comes back online during these 24 hours, its location will be refreshed in the map with the time and date at which it was retrieved.

Location circle is too large to be useful

This can occur if:

- Your iPhone, iPad, or iPod touch is unable to provide a more accurate location.
- Your iPhone, iPad, or iPod touch is still determining a more accurate location. Wait a few minutes and refresh the map.

Issues with Display a Message

Message not received

This can occur if your device has been offline since the message was sent. See the General Issues section above for more information. Once the message is displayed on your device, you will receive a confirmation email at your primary Apple ID address (if you are a free user) or at your MobileMe email address (if you are a subscriber).

Message received, but no sound played on iPhone, iPad, or iPod touch

This can occur if:

- You are sending a message to an original iPod touch. No message sound alert is played on an original iPod touch; there is no option to play a sound when sending a message to an original iPod touch.
- When writing a message to send to your device, you did not select the option to include an alert sound with the message. The next time you display a message, you can select the option to include an alert sound that will play for two minutes.

Unable to turn off sound when a message is received

If a message with sounds is sent to a device, the sound will play along with the message until the message has been dismissed, the device turned off, or two minutes have passed. If the device is locked, it must be unlocked to dismiss the message (or wait for two minutes to pass).

Issues with Remote Lock

Changes with iOS 4

If your device is running iOS 4, you can't change an existing passcode remotely; if you've already created a passcode, tap Lock to immediately activate the passcode on your device.

Unable to choose a new passcode

If your iPhone, iPad, or iPod touch is configured with a custom profile (generally done in Enterprise environments), you may have a passcode lock longer than 4 characters. If this is the case, you will not be prompted to set the passcode when locking your device (but you can still remotely lock it with its existing passcode).

Newly entered passcode is not applied

Some configurations may allow for a 4 digit passcode lock, but require that it be more secure (for example, it can't be something like "1234"). If the new passcode lock you are attempting to apply does not adhere to the restrictions in place on your device, the passcode lock will not be changed, but your device will lock (with its existing passcode).

If you are not sure whether the passcode lock was successfully changed, look at the confirmation email you received after locking the device. The email will confirm if the passcode has been successfully changed or not.

Issues with Remote Wipe

No confirmation that the remote wipe occurred

This can occur if your device has been offline since the remote wipe request was sent. See the General Issues section above for more information. Once a Remote Wipe has successfully been initiated, you will receive a confirmation email at your primary Apple ID address (if you are a free user) or at your MobileMe email address (if you are a subscriber).

I found my phone after a Remote Wipe

If this occurs, wait for the Remote Wipe to complete (during the wipe, an Apple logo will be visible on the screen). After the wipe is complete, connect it to your computer and restore from a recent backup using iTunes.

Feature availability by country

For legal reasons, customers in the Republic of Korea will not be able to locate their misplaced device. All other Find My iPhone features will be available (Display a Message, Play a Sound, Remote Lock, and Remote Wipe). iOS 4.3 required.

If you're traveling to other countries, it is recommended that you enable Data Roaming, in case you lose or misplace your device and need to locate it. To do this:

1. Tap Settings > General > Network.
2. Turn the Data Roaming slider to On.

If Data Roaming is off, your iPhone or iPad Wi-Fi + 3G will only be reachable when it is connected to a Wi-Fi network (like an iPad Wi-Fi or iPod touch).

Note: Turning Data Roaming on can substantially increase your service provider costs. Contact your carrier for more information.

Locating your device on a map requires Google Maps data to be available in that area. Click [here](#) to see a list of countries that provide map data via the Google Maps API. All other Find My iPhone features will still work: Display a Message, Play a Sound, Remote Lock, and Remote Wipe.

Additional Information

- iOS 3.1 or later is required (iOS 4.2 is recommended) to use all the Find My iPhone features with iPhone and iPod touch.
- iOS 3.2 or later is required (iOS 4.2 is recommended) to use all the Find My iPhone features with iPad.
- iOS 4.2 or later is required to use Find My iPhone for free.

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