

Technical Support

How to pair?

1. Turn on Bluetooth and Wi-Fi connections. 2. Power on the MiTag/LiTag device. 3. For iOS: Open the “Find My” app, go to the “Items” tab, tap “Add Other Item”. 4. For Android: Open the “Google Find Hub” app, tap “Add new device”.

How to power off?

- Long-press for 5 seconds until you hear 2 beeps.

How to reset?

- Make sure your MiTag/LiTag is powered on, then press 5 times and hold from the fifth press until you hear a beep, then release. This must be done within Bluetooth range. You can try playing a sound to check if it's in range.

How to connect MiTag to a new phone?

1. Remove it from the Find My app or Google Find Hub.
2. Then reset it.

Why doesn't it ring after connecting?

- Ensure the item is not turned off or reset. After connecting, wait about 30 seconds for the update to buffer. Once the “Find Nearby Devices” window appears, the sound will play.

Why doesn't it ring after resetting and reconnecting?

- The device wasn't removed from your phone after the reset. To fix this, go to the device list, select the original MiTag/LiTag, and it will start ringing.

Why is the item's location not updating?

- Ensure that Location Services are enabled in your device's settings. Check if the item is turned off, out of battery, or has been reset. Note that location updates may be delayed if your network connection is weak.

What should I do if the battery is dead?

1. Take out the battery and put it back in.
2. Replace it with a new battery (Model: CR2032).
3. Try to reset.
4. [Contact us](#) for help.