



We're here for you! For answers to common questions, visit our Help Center at [tileteam.zendesk.com/hc/en-us](https://tileteam.zendesk.com/hc/en-us). Or, simply go to [thetileapp.com](https://thetileapp.com) and scroll to the bottom for our Help Center link under *Support*.

## What is Tile?

Find everything that matters to you, with Tile. Our Bluetooth-enabled devices and handy app make everything findable. Tile helps you locate everyday essentials during your daily routine, removing little inconveniences, and helping you stay organized so you can do your best and focus on what matters. Our versatile finders can slide, stick or attach to anything from your keys to your wallet, phone, passport, laptop, pets, and more.

You can download the free Tile App in the Apple App Store and Google Play Store. You don't need to have a Tile to join the Tile community!

## How does Tile work?

During set up, the Tile app on your smartphone "discovers" the Bluetooth enabled Tile and establishes a connection. Tile then uses the location services of your smartphone to communicate up-to-date location information to the app.

Tile has three main finding features. You can:

1. **Ring your Tile** from the Tile app when it is within Bluetooth range
2. **View the last known location** of your Tile using the map on the Tile app
3. **Enable 'Notify When Found'** to enlist the help of the Tile community to locate your Tile

But wait, there's more! With Tile you can also:

1. **Use the Circles to Find** if you can't hear your Tile ring, just watch the green circles fill in as you get closer.
2. **Use Find My Phone** to find your phone or tablet with a push of your Tile's button
3. **Share your Tile** with a trusted friend or family member



If you're having trouble connecting to your Tile, please email us at [socialsupport@thetileapp.com](mailto:socialsupport@thetileapp.com).

Please also check to see if you have these settings enabled for Tile to work properly:

- Your Bluetooth is turned on.
- Your Location settings are turned on correctly.
  - You can search 'Permission Settings' in our Help Center to learn more.
- Your device's software is up to date. This will ensure your device has the latest Bluetooth support.
- You have the latest version of the Tile app.