Home Zone Installations

Guide and FAQ

Our unique ECOSYSTEM

Family Zone has developed the world's first universal approach to cyber safety.

School Zone
Technology allowing schools to manage the security of the school network, protect students and implement digital citizenship and welfare programmes.
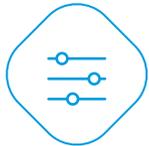
Mobile Zone
Our on-device technology. Permits schools to enforce 'acceptable use' during school time and parents to manage settings outside of school hours.

Home Zone
Technology embedded in home access points providing parents with user friendly, affordable and effective tools to control screen-time, content & app access and more.

Cyber Safety Experts
Our partnerships with Cyber Experts allows schools and their parent communities to leverage the expertise of professionals in cyber safety advice and education.

family zone

School Zone
Keeping students safe at school

Mobile Zone
Keeping students safe when mobile

Home Zone
Keeping students safe at home

Cyber Experts

Home Zone

Home Zone Product Features

family zone

1200AC Dual-Band
Gigabit 802.11ac WiFi

Four Gigabit LAN Ports

Protects all connected
devices

Family WiFi Network

Guest WiFi Network
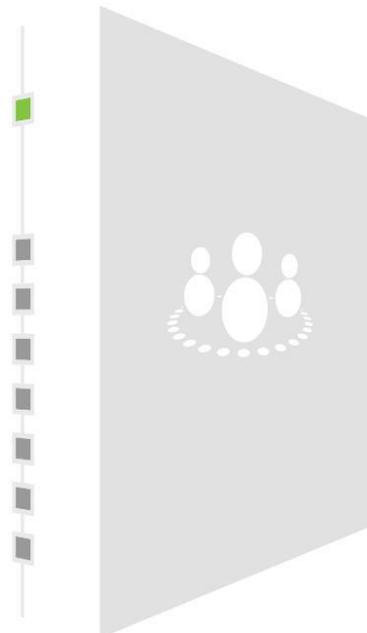
Unfiltered WiFi Network

Connects to customer's
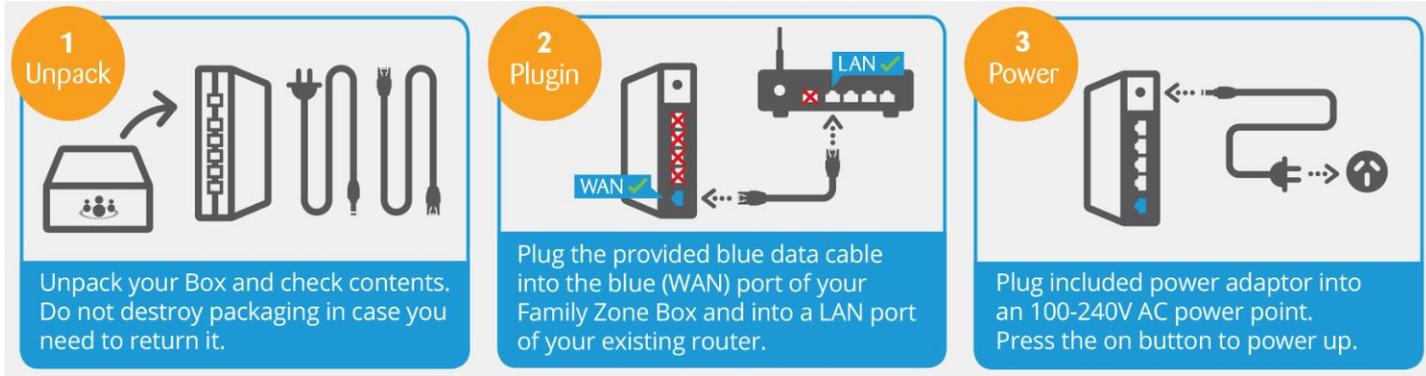existing modem

Protects Smart TV's and
Gaming Consoles

MONEY BACK
60 DAYS
GUARANTEE

60 Money back Guarantee

Family Zone Box
*Keeping students
safe at home*

Watch this video to learn how to setup the Home Zone Box or click HERE for our Solutions & Guides.

Setup Guide - Activation

- Go to familyzone.com/box and login to the customer's account
- Make sure the Home Zone is connected as below and make note of the FZboxID inside the Home Zone

1 Unpack
Unpack your Box and check contents. Do not destroy packaging in case you need to return it.

2 Plugin
LAN ✓
WAN ✓
Plug the provided blue data cable into the blue (WAN) port of your Family Zone Box and into a LAN port of your existing router.

3 Power
Plug included power adaptor into an 100-240V AC power point. Press the on button to power up.

- Enter the FZ boxID as found on the inside of the Home Zone
  - The box MUST be online before continuing. If it is not online, check the connections and call support for further assistance

Setup Guide - WiFi

There are 3 available WiFi options

- Filtered - This network will filter any device connected to it. By default, any previously unregistered device will automatically register as "Unknown Guest - Unknown Device" These need to be registered by logging into the Web Portal, or by going to home.tools on the device itself and clicking the **Assign** button
- Guest Network - This Network will filter devices based on the **Guest** age profile controls. Devices attached to this network will also be isolate from the rest of the networked devices. Guest Network is the only network with DHCP enabled by default
- Unfiltered Network - We recommend this network if parents want to connect to a unfiltered network that's not their original WiFi. This network does not register the device to the Zone

Legacy WiFi

- On all devices that should no longer connect to this network, go to the WiFi settings and "forget" the old network password
- Change the password for the old WiFi and advise removal of the old password from the box labels to prevent access by the kids factory resetting it.

Registering Devices

There are 3 ways to register a device once to a Zone member;

- **Mobile Zone** - Download Mobile Zone to the device and assign the device to the user. This should ideally be done when **NOT** connected to the Home Zone as the double filtering can cause issues with registration via the Mobile Zone app

- **home.tools** - The device needs to be connected to a Filtered Home Zone network for this to work. Open the browser on the device and go to home.tools
Once loaded, this page will either display the current registered user, or an "Assign Device" button which can be clicked to give the device a name and a user

- **Web Portal** - This is the least recommended option as there may be multiple devices listed as "Unknown Guest - Unknown Device" which are indistinguishable from each other. Clicking on a device in the Settings section of Portal will allow you to edit the information of that device, including changing the name and designated user of a device.

Shared Devices

There are 2 ways to share a device between Zone members;

- **Borrow Pins** - These can be given to all users in you Zone. Similar to the Parent Pin, this is 4 digits, however it is safe for each user to know their own pin. The user can enter their pin into another's device via the below methods to temporarily take ownership of that device and apply their parameters. You can use them by;
    - Going to home.tools and clicking the "Borrow this Device" button
    - Opening the Mobile Zone App and tapping the link to "Borrow this Device"
  This will then prompt the user to pick a user to borrow to and then enter their pin.

- **Request a Borrow** - If no borrow pin is in place, then the user can follow the steps above and enter a reason they want to borrow the device. This is then sent to the parents via email and ToDo notification in Portal and Zone Manager. This can then be approved or denied from this notification.

All borrowing ends at midnight, or at the end of the countdown started at the start of the borrow. They can also be ended manually from Portal by clicking the device and selecting "End Loan"

Extenders

WiFi extenders sometimes have issues connecting to Home Zone boxes. Typically, the cause for this is that the WiFi Extender either has DHCP tables by default, or that they change the MAC address of the devices connected to them.

As the Home Zone is essentially an Access Point, it does not handle devices with their own DHCP tables connected to them very well. For this reason, devices such as Google Mesh do not work with the Home Zone.
Powerline adapters, non-DHCP access points will generally work with Home Zone, though they may need additional configuration or additional registration once a device is connected to it.

We recommend registering a device such as a smart phone to the Home Zone, then attaching it to a connected extender and going to home.tools to see if it needs registering again or is still filtered by the same user as previously. Then trying this with another user's device and checking it filters correctly both times also.

For assistance, please call into Family Zone Consumer Support who have extensive experience with connecting extenders to Home Zone boxes.

Routines and Calendars

Routines

Routines are applied based on the day type. These can be set by the school if they have School Community Platform enabled, or by standard weekdays and weekends if not. Parents can change the day type in the Calendar option for each user.

A users routine is created when a user is added to an account based on the chosen Cyber Experts default settings.

If the user is created through the account creation wizard, then the bed time is also set, otherwise the CE defaults are used.

Once created the routines can be updated by completing the following

- Updating the base routine
- A routine override - e.g. a quick time change
- A routine exception - e.g. making bedtime later on Friday nights
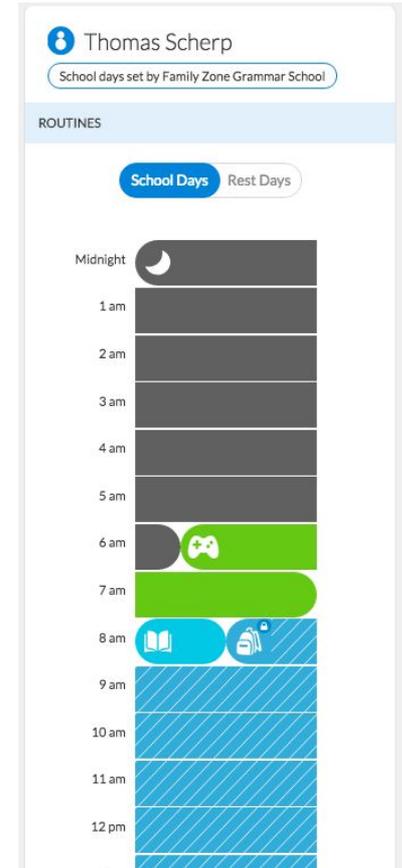
Schools

Schools will sometimes have School Community Platform (SCP) enabled. This means that they can select the time a child assigned to their school in each year should be in school time and have their settings applied, ignoring the parent set parameters for School time.
When you add a school to a user, if a lock appears on the School Access Type for that user and the School Routine has diagonal lines then this is locked by the school. The parent can overwrite this by changing that day to a rest day in their calendar.

Even if a School does not have SCP enabled, adding a school to a user allows us to turn off our filters when connected to the school WiFi so the child is not double filtered in school and has access to all their school material.

This is also how we add the Filter-Only Option to a user for their iOS devices when the school is already managing that device using their own Mobile Device Manager.

You can add a school by clicking into the user in Portal and selecting the **Settings cog**

Mobile Zone

Mobile Zone

Mobile Zone is our app to protect devices outside the home and provide additional protection inside the home. This is available for Mac, Windows, Chromebook, iOS and Android devices.

Inside the Home

- Protects against using hotspots or the old WiFi to bypass the Home Zone
- Adds Device Administrator to iOS and Android allowing us to Block the App or Play store and show what apps are being installed
- Can make borrowing devices between users easier

Mobile Zone can be downloaded from the App store on iOS, Play Store on Android and for Mac, Windows and Chromebook, it's available from familyzone.com/laptops

Filter Only Mode

What is the Filter Only Mobile Zone App?
The Mobile Zone "Filter Only" version of Mobile Zone is designed for iOS devices (Apple) that already have existing filtering in place, for example, mandatory school filtering.

Why would schools already have filtering?
Some schools manage their students' iOS devices by installing a Mobile Device Manager (MDM). Example of these are; Zuludesk & Jamf

Schools often use these MDM solutions to push out apps to the students devices that they need for their studies. The school will then be able to ensure all students have the most up to date app.

MDM technology
Mobile Zone also uses MDM technology to allow us to restrict certain device features. However, only one MDM profile can be installed on an iOS device at a time. This means that it will not be possible to utilise the full install of the Mobile Zone App if an existing school MDM profile exists.

	Full Install	Filter Only
Control using Zone Manager	✅	✅
Filter internet	✅	✅
Manage screentime	✅	✅
Manage social media	✅	✅
Borrow devices	✅	✅
Alert if a device is unused for 24 hours	✅	✅
Mobile Zone removal alert	✅	✅
Review installed apps	✅	☒
New app install alert	✅	☒
Device settings tampering alert	✅	☒

Zone Manager

Zone Manager is our parent control application that can be downloaded from your mobile devices app stores. This should only be downloaded to Adult's devices. From here you can make changes on-the-go to your children's routines and filtering as well as receive notifications for any requests or alerts regarding the users on the account.

What it can do;
- Change Routines and Calendars
- Make Quick Time Changes (QTCs)
- Check on devices
- Receive notifications and alerts as soon as they are triggered

What it can't do;
- Make changes to the Home Zone settings
- Register unknown devices
- Edit schools information or subscription details

Download the app from the App Store or Google Play Store

FAQ

FAQ

- Can Home Zone be connected to any router? Can Home Zone replace the router?
  - Provided the router has a LAN port and can give the Home zone an IP address it should work. The Home Zone is NOT recommended to replace an existing router
- Can Mobile Zone be installed later?
  - Yes, Mobile Zone can be installed later on additional devices, just make sure the customer knows how to register a device before you go
- How do I assign a device with more than one owner, like and XBox or Smart TVs?
  - For Games Consoles, Apple TVs and other Smart TVs, the Shared Device belonging to one user can be annoying to control. We recommend creating a "Games Console" user and assigning XBoxes and PSs to this user
- What if I have questions during the installation?
  - You can call us. Roze will provide access to our support lines in different countries. We're always happy to help an installation go well for you
- What's the next steps for the customers?
  - See how it goes for the next 2 weeks and if there's any issues, make sure they can get to the support section of their Portal or can email support@familyzone.com and we'll help them