

Troubleshooting Video Streaming Services

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Applies to: Premium Members with Children using iOS or Android phones or tablets

Video Streaming Login Access

A Child cannot access video streaming services like Netflix, Amazon Prime Video or Disney+. These streaming video services detect the Family Zone content filter. The service is unable to work with the content filter and your Child's device displays an error when trying to login to the video service.

On a Child's device:

The Child sees an error message similar to, "the service is only available in certain regions..."

- The Parent borrows the Child's device with their PIN and temporarily turns off the filtering
[How to Temporarily Turn Off Filtering a Child's iOS Device?](#)
[How to Temporarily Turn Off Filtering a Child's Android?](#)

Your Child's filtering only needs to be turned off long enough to login to the streaming service. Once logged in, turn the filtering back to ensure other types of web content is still blocked.

Video Streaming In App Access

A Child cannot stream video within the streaming service. The streaming video service detects the Family Zone content filter. The service is unable to work with the content filter and your Child's device displays an error when trying to play the video stream.

On a Child's device:

The Child sees an error message similar to,

"This video can't play, as you aren't connected to Wi-Fi. You can change this in settings"

- As a Parent, open the video streaming app's Settings
- Change the setting for Video Streaming from "Wi-Fi Only" to "Wi-Fi + Cellular"

Warning

Enabling "Wi-Fi + Cellular" is likely to use mobile phone data on a Child's device. Consider filtering Streaming Media under a Child's Age profile controls to limit mobile phone data usage.

My issue still isn't resolved, what do I do next?

We are here to help. Login to your Family Zone app as a Parent. Go to Settings > Support center.

- Connect with us for a live chat from our website <https://www.familyzone.com/>

- Request a call back or send us a message
From [Australia and New Zealand](#)
From the [United States](#)

Have details available to help us troubleshoot your problem:

- Account email
 - Child's name
 - Devices impacted
 - Time of the issue
 - Description of the issue
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