

Install the Family Zone Box (Australia and New Zealand)

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Please note: The Family Zone Box is only available in Australia and New Zealand

Parent app: Android or iOS

Article type: Fundamental steps

A Cyber Safe Home Network

Parents in Australia and New Zealand can set up the Family Zone Box to monitor internet content accessed through gaming consoles, personal assistants, computers, and visiting mobile devices. The Box is attached to your internet provider's modem-router to ensure that your Children are accessing age appropriate web content in your home.

Before you start, install and setup a Family Zone Parent account on your Android phone or tablet.

- [Install on a Parent's Android](#)
- [Install on a Parent's iPhone or iPad](#)

Next, from your iOS or Android phone or tablet:



1. In the **Connect App**, go to **Settings > Home network**
2. Tap **Already have a Box?**
3. Follow the on-screen steps

Connect the Box to your modem-router using the the *cables* provided with the Family Zone Box

Connectivity Requirements

An existing Internet Service provided through a modem-router with ethernet ports is required.

- The Family Zone Box is **added** to filter content from your broadband, cable, or ADSL modem-router
- The Box and your modem-router must be connected by a cable between the ethernet ports
- The Box **cannot** replace your Internet Service Provider's modem-router
- The Box is not compatible with 4G and 5G mobile broadband modems that do not have ethernet ports

Tap **NEXT** when done

4. Look at the inside edge of the Box for a code starting with FZ (near where you plugged in the cables)

Type the code into **Box ID**

In **Name your Box**, type a short name you will recognize

- Use a different name and password from your modem-router

- Use letters (case-sensitive) and numbers
- Do **not** use spaces or special characters (# ! \$ & ...)
- Recommended, use 8-16 characters

On your Android, tap **NEXT**

Network Names



1. Go down to **FAMILY NETWORK**

Verify the toggle is **blue (on)**

This is the monitored network your Child will use

In **Name (SSID)**, type a *short name* that your Family will recognize

In **Password**, type an easy to remember password to share with your Child

2. Recommended, go down to **GUEST NETWORK**

Tap to turn the toggle **blue (on)**

This is a network with more web content filtering for Devices visiting your home

In **Name (SSID)**, type a *short name* you will recognize as the Guest WiFi

In **Password**, type a password your Child can share with their visiting friends

3. Recommended, go down to **UNFILTERED NETWORK**

Tap to turn the **toggle blue (on)**

This is a network with no content monitoring to be used by Parents, printers or network hard drives.

This is also the network for smart home devices like doorbells, vacuums or security cameras.

In **Name (SSID)**, type a *short name* you will recognize as the Unfiltered WiFi

In **Password**, type a *hard-to-guess* password for **only the Parents** to use

4. Go to the bottom of the screen, tap **NEXT**

5. At the confirmation screen, tap **CONNECT TO MY NETWORK**

This will take you to the sign in details to connect your Child's devices to your cyber safe **Family Network**

Connect Your Child's Devices

Connect your Child's devices to the Filtered network using the password you set.

- [Connect Phones, Tablets, and Laptops to Your Box](#)
- [Add a Gaming or Media Device to Your Box](#)
- [Add a Printer or Smart Home Device to Your Box](#)

How do you use the three different networks?

The Family Zone Box has 3 types of networks for specific purposes:

- **Family WiFi network** - for a Child's computers, mobile devices, gaming consoles, smart TVs, and personal assistants
- **Guest WiFi network** - for unknown or temporary devices, such as your Child's classmates or friends visiting your home
- **Unfiltered WiFi network** - turns off content monitoring for Parents, printers, NAS (Network Attached Storage) hard drives , and smart home devices (like vacuums, doorbells, security systems, and appliances)

Find the name and password to your networks on your iOS or Android device. Sign into your Family Zone app as a Parent. Go to Settings > Home network > WiFi networks. Look for the Name (SSID) and show password access with the type of network you want to connect a Family Device to.

Parents can also update the Family Box networks from anywhere they have an internet connection and do not need to be home to update the Box settings.
