

Troubleshooting Reset Family Zone Box

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

Reset the Family Zone Box

Filtering may stall after an internet outage, power outage or network settings errors on connected Device. If you are having issues with your Family Zone box, use these troubleshooting options to restore the filtered Family WiFi, Guest network, and Unfiltered network.

Quick Time changes are not working

Sometimes you approve a Quick Time change (examples from Study to Play or from Play to Sleep), but your Child's Devices connected to the Family Zone Box don't seem to use the new status.

Before you start, if a **Device** is stuck in the **Sleep Routine**, check the **Consequences** have been turned off

- [End the Sleep Time Consequence](#)

On the Family Zone Box:

1. Turn off the Family Zone Box using the *power button* or *by unplugging The Box*
2. *Wait 30 seconds*
3. *Turn The Box on*
4. Wait 5 minutes for the **Family WiFi** to sync all the **Devices** connected to **The Box**

Need to update the "firmware" on The Box

The Family Zone Box automatically updates. Our Customer Service Representatives may direct you to manually update the security and network firmware on The Box.

On a Parent's phone or tablet:

1. In **Settings**, tap **Home network**
2. Look in **Firmware** and tap **Update**
3. At the confirmation message, tap **YES**
4. *Allow 10 minutes* for **The Box** to download, install, and reestablish connections to your **Devices**
Do **not** turn off the power or disconnect your internet service provider's modem during this process

The lights on the front of **The Box** will blink rapidly for 5-10 minutes (depending on your internet speeds and number of **Devices**).

WiFi is slow, network drops-out or filtering not working

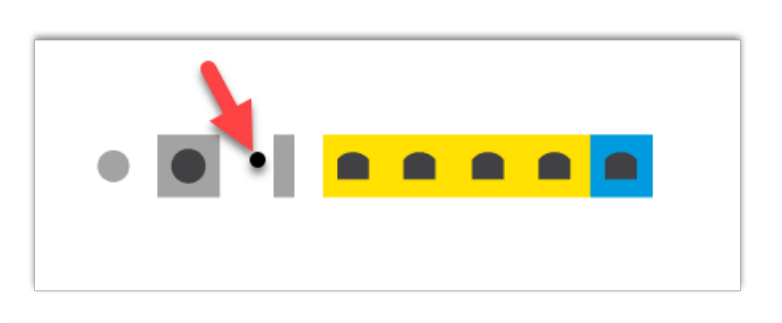
If you have used the steps above to power-cycle the box, but issues persist, use the steps below to reload Box settings. You will need to be next to your Box, have your phone or tablet, and a paperclip or ballpoint pen (to press

the reset button) to complete these steps.

On a Parent's phone or tablet:



1. Tap **Settings**
2. Tap **Home network**
3. Tap **WiFi networks**
4. Make a note of your current network names and passwords
Tap **Show** to see passwords
Names and passwords are case sensitive
5. Tap **Boxes**
Tap **DE-REGISTER**
6. At the confirmation, tap **YES**
7. Tap **OK**
8. On the back of the Box, find the small reset between the power and the USB port
Use a paperclip or a ballpoint pen to press and hold the reset for 5 seconds



Allow 5-10 minutes (depending on your internet speeds) for the Box to download the current firmware file and apply the settings.

Perform a Clean Set Up of Your Networks

Restore your old network names and passwords to allow previously connected Devices to automatically reconnect. Follow the steps in:

- [Install the Family Zone Box \(Australia and New Zealand\)](#)

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

We are here to help. Sign in to your **Connect App** as a Parent. Go to **Settings > Support center**

If you don't have the **Connect App**

- Get into a live chat from our website 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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