

Using the Family Zone Box with Qustodio

Last Modified on 2022-11-24

This article is for Family Zone Box customers in Australia and New Zealand who are moving from Family Zone to Qustodio.

2. Register for Qustodio

Important

The Family Zone Connect parental controls app will no longer be supported as of 30 June, 2023, to make way for the world's leading parental app from Qustodio.

If you are an existing Family Zone Box customer, you can still use your Box with Qustodio to protect all of your family's internet-connected devices. The Qustodio parental controls app replaces Family Zone Connect to manage your family's Windows, Mac, Chromebook, iOS, Android, and Kindle devices, while the Family Zone Box still manages other devices on your home network, like video game consoles and smart TVs.

To move from Family Zone to Qustodio while continuing to use the Family Zone Box, you will need to:

1. [Remove Family Zone Connect from your children's devices.](#)
2. [Register for Qustodio.](#)
3. [Install the Qustodio Kids App on your children's devices.](#)
4. [Assign TV, Gaming and Streaming devices to a Media user in Family Zone.](#)
5. [Create a Guest profile with Adult blocking in Family Zone.](#)
6. [Ignore all device registrations in Family Zone.](#)

WiFi network

4.3 Set the Media device user

4.4 Verify the device

5. Create a Guest profile with Adult blocking in Family Zone

6. Ignore all device registrations in Family Zone

1. Remove Family Zone Connect from your children's devices

Warning

Do not remove the Family Zone Connect app from your own device.

Removing Family Zone Connect from your children's devices is an easy process, but it's important to do this step to ensure you can install the Qustodio Kids App smoothly. Follow the instructions to remove Connect from each of your children's devices, and any shared family devices:

- [Apple](#)
- [Android](#)
- [Chromebook](#)
- [Windows](#)
- [macOS](#)

2. Register for Qustodio

Family Zone should have sent you an email about the move to Qustodio containing a “Switch now” button. Use it to sign up for your free Qustodio account and then decide if you want to upgrade to a Premium plan that suits your family.

3. Install Qustodio onto your children’s devices

Install the Qustodio Kids App on all of your children's devices once Family Zone Connect has been uninstalled.

- [Apple iOS](#)
- [Android](#)
- [Chromebook](#)
- [Windows or macOS](#)
- [Kindle](#)

4. Assign TV, Gaming and Streaming devices to Media user

Create a "Media device" user account to apply a scheduled access routine to your child's smart TV, gaming console, and streaming media devices using the Family Zone Box.

4.1 Create a special user account

1. Sign in to the Family Zone Connect app as a parent.
2. In **Family**, tap **+ Child**.
3. In First name and Last name, **enter a name** to describe the devices you'll be filtering (e.g. Media Devices, Filtered Devices).
4. In **Date of birth**, select a date similar to the child's age using the device.
5. Tap **Done**.
6. Make a note of the user's name for later.

4.2 Connect devices to the Family WiFi network

1. On the TV, gaming console or streaming media device you want to protect, follow the manufacturer’s steps to connect to your Family Zone Filtered network.

Tip

To get your Family Zone Filtered Network details:

1. Sign in to the Family Zone Connect app as a parent.
2. In Settings, tap Home Network.
3. In WiFi networks, go to the Filtered network.
4. Tap Show to see the network password.

4.3 Set the Media device user

1. Open Connect on your device as a parent.
2. In **Settings > Devices > Guest**, tap **# devices**.
3. For each device:
 1. Tap **Unknown Device**.
 2. Tap **Edit**.
 3. Tap **Device name**, enter a name you will recognise (e.g. MyXbox, LoungeTV).
 4. Tap **Owned by**, select the user you created in step 4.1.
 5. If *Device Type* is *Other*, tap and select Gaming or Media device as appropriate.
 6. In the upper right, tap **Done**.

4.4 Verify the device

1. In **Settings**, tap **Devices**.
2. No Guest devices should display.
3. Tap the back arrow again. Devices should now display as Gaming or Media device under the user you set up.

5. Create a Guest profile with Adult blocking in Family Zone

Create a Guest profile that filters Adult content. This will provide a content safety net that applies to TV, gaming consoles, and streaming media devices.

1. Sign in to the Family Zone Connect app as a parent.
2. In **Settings**, tap **Internet filters & rules**.
3. Select the **Guest profile** from the drop down menu.
4. Select **Web categories**, Search and streaming media, Social networks and games or Advanced.
5. Go through the topics until you find all the adult topics you want to block.
6. Tap on the **Routine** (Play icon) until it's red:
 - Blue allows access to this topic during the daily Routine time.
 - Red blocks access to the topic.

6. Ignore all device registrations in Family Zone

Your Family Zone Box tracks all the devices connecting to your Family WiFi network. Once you have connected your family's TV, gaming consoles or streaming media devices, you can safely ignore any Unknown Devices that appear in Settings > Devices or the To do menu. The Guest content filtering policy you created in Step 5 will be applied to the device while connected to your Family Zone Box.
