



# **Family Orbit<sup>®</sup> for iOS**

## **Parental Control User Guide**

## Contents

1. Getting Started
2. Installation
  - a. Download from AppStore
  - b. How to install on Child's Phone?
  - c. How to install on Parent's Phone?
3. Uninstallation
4. Product Activation
5. Features:
  - a. Monitoring Phone Activity
  - b. Screen time control
  - c. App blocker
  - d. Family Locator
  - e. Geo-fence
  - f. Check-Ins & Panic
6. Settings:
  - a. Account Settings
  - b. Child's account settings
7. Online Panel
8. Support

## Getting Started

Family Orbit® is a parental control software that helps you monitor, protect and safeguard your kids on their smartphone or tablet. With Family Orbit, you can:

- Locate your child on a real-time map
- Monitor your child's phone activities like photos, contacts, events, etc.
- Setup restrictions on their iDevice like block the ability to install new apps
- Instantly lock their device to prevent device over usage
- Setup schedules like bed time or school time to automatically prevent the device from being used during the set interval
- Define a geo-fence area and get automatic notifications when they arrive or leave the set geographical location

The usage of this app and service is subject to the terms and conditions and privacy policy at:

<http://www.familyorbit.com/termsfuse.php>

<http://www.familyorbit.com/privacypolicy.php>

## Installation

You can easily install Family Orbit app on your and your child's phone from the Apple's AppStore for iOS or Google Play for Android phones or tablets.

You can access the online panel at <https://www.familyorbit.com/cp>

## Download

### Apple's AppStore:

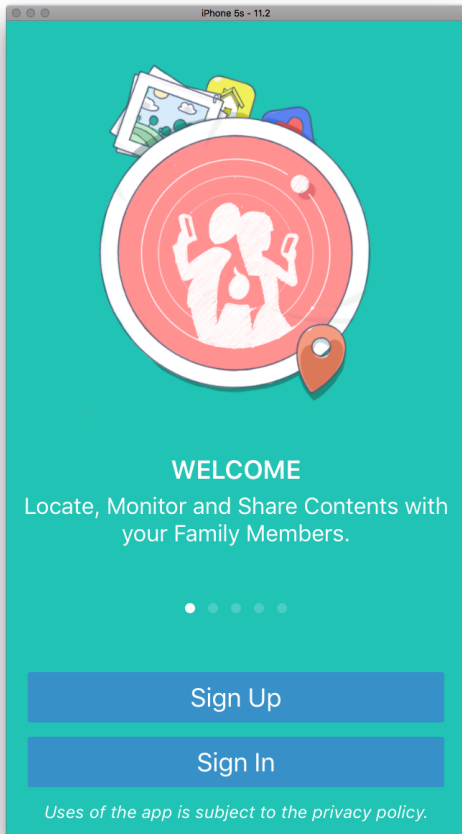
<https://itunes.apple.com/us/app/family-orbit-family-locator/id1041685597?ls=1&mt=8>

### Android:

<https://familyorbit.zendesk.com/hc/en-us/articles/360000889674-How-to-download-Family-Orbit-into-Android-phone->

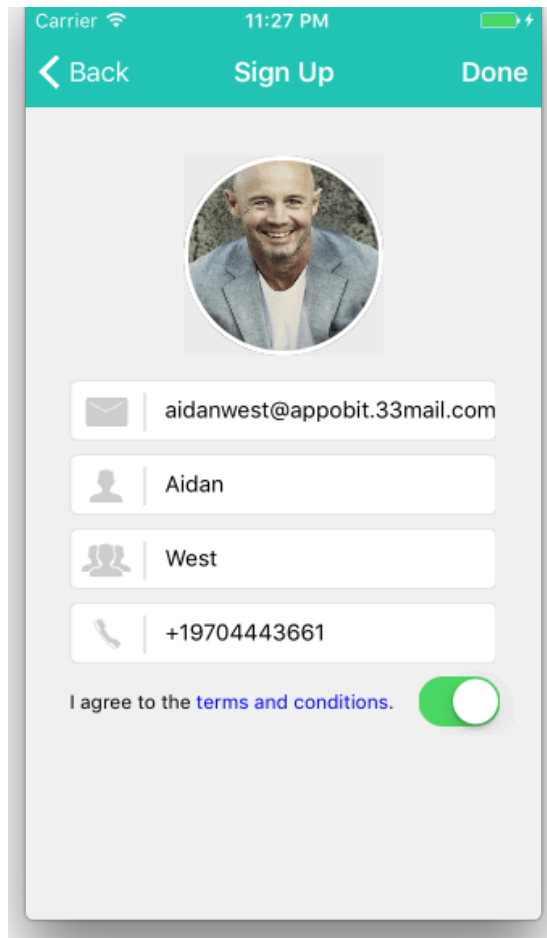
### How to install on Child's Phone?

Download the app on your child's phone from the link above and then open the app, you will see the Welcome screen:



Click on the Sign up button.

You will see the Sign Up screen with which you can create your account. Fill in the form:

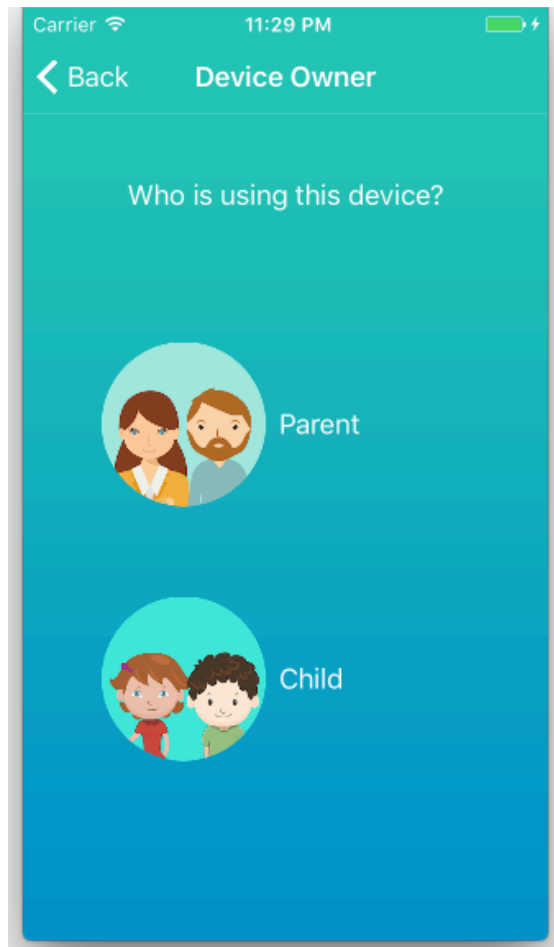


- 1) First name: The parent's first name.
- 2) Last name: The parent's last name.
- 3) Phone number: (Optional) Parent's phone number with country code. No brackets ( ) needed.
- 4) Photo: (Optional) Select a photo or take a selfie from camera to associate with your account.
- 5) Read and agree to the terms of service and privacy policy.
- 6) Click Done.

Please double check the email address, Family Orbit will generate a password and send it to the email address you provided.

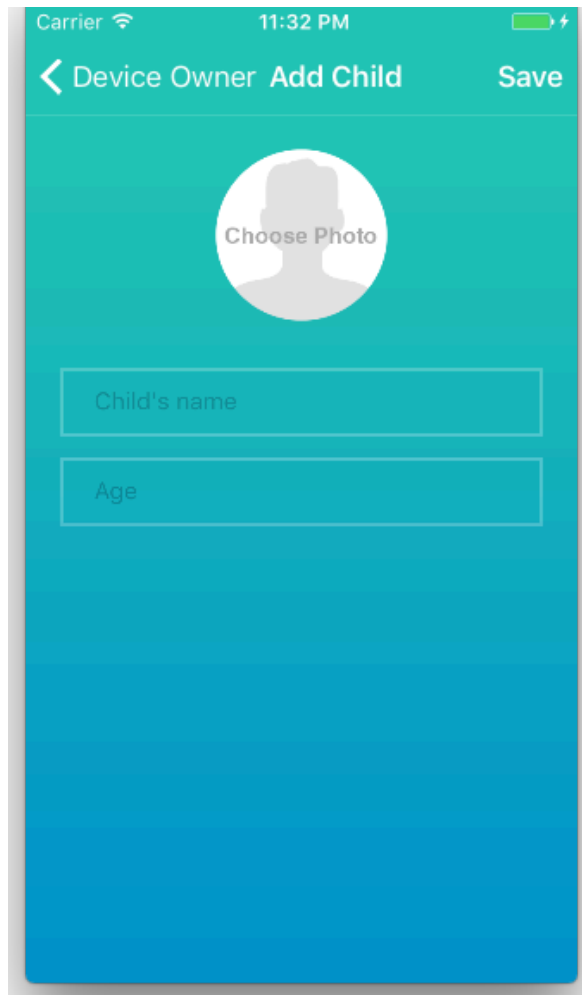
**Please note** that if you already have an account with Family Orbit with your email address, you will see the Sign In screen. In this case, you need to provide your password to proceed.

Once your account is created or you are logged in, you will see below screen that allows you to select who is using this device:

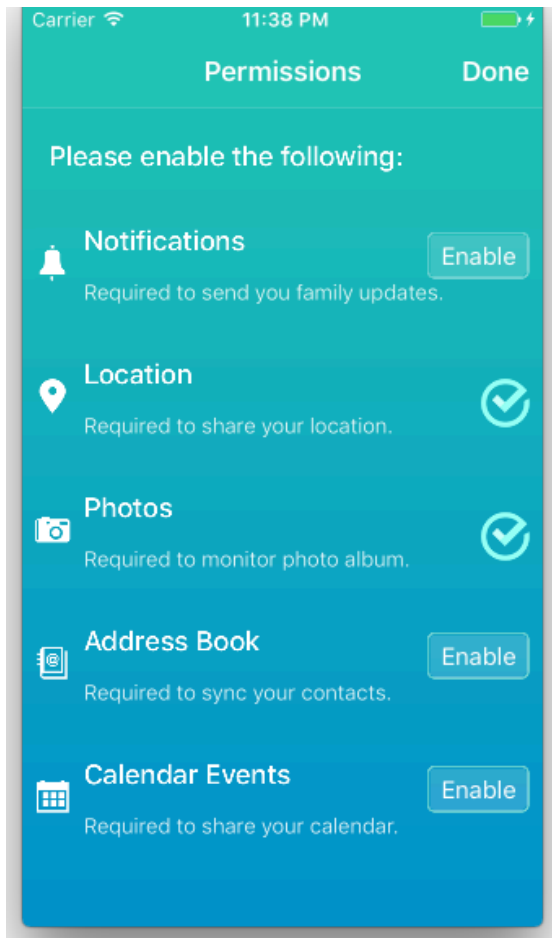


Since you are installing on your child's phone, click on Child.

Now, you will see a screen that asks for your child's name and age. Type the full name and optionally select a photo of your child to associate with the child's profile. Click on Save.

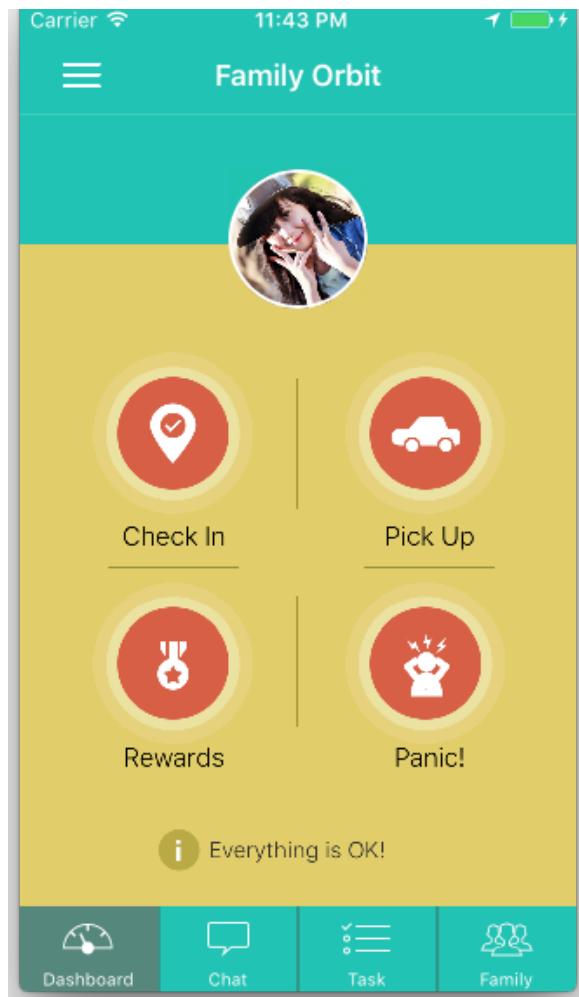


Next, you will see the permission screen. You need to tap on Enable on all the permissions for effective monitoring of your child's phone. Once all is enabled, tap on Done.



You will see the Syncing with Family progress followed by the Child Dashboard like below:





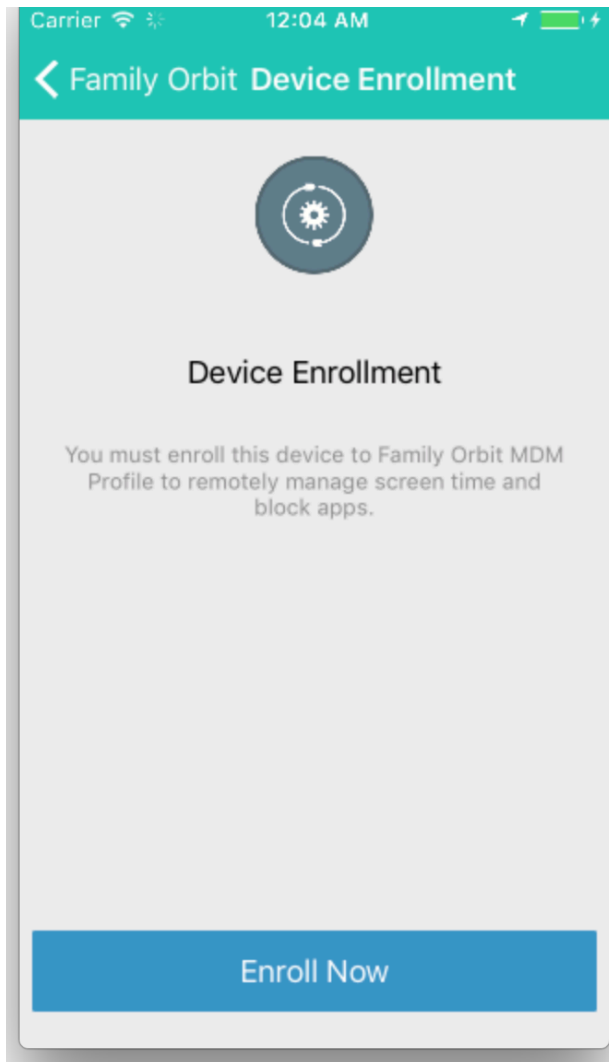
Wait, you are not yet done.

### How to enroll child's device to Family Orbit MDM?

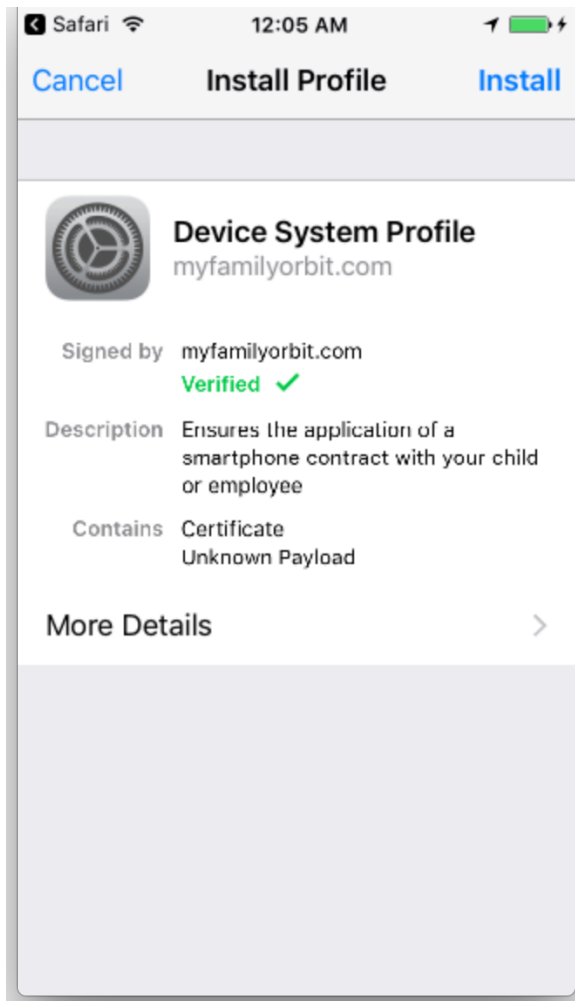
In order to remotely manage screen time and block apps on your child's iPhone, you must enroll the device to the Family Orbit MDM server. This is a feature of Apple devices that allow you to send remote commands to lock or block apps on your child's phone from anywhere.

Tap on the top-left Menu icon (=) and tap on Enroll.

You will see a screen like below, click on Enroll Now.

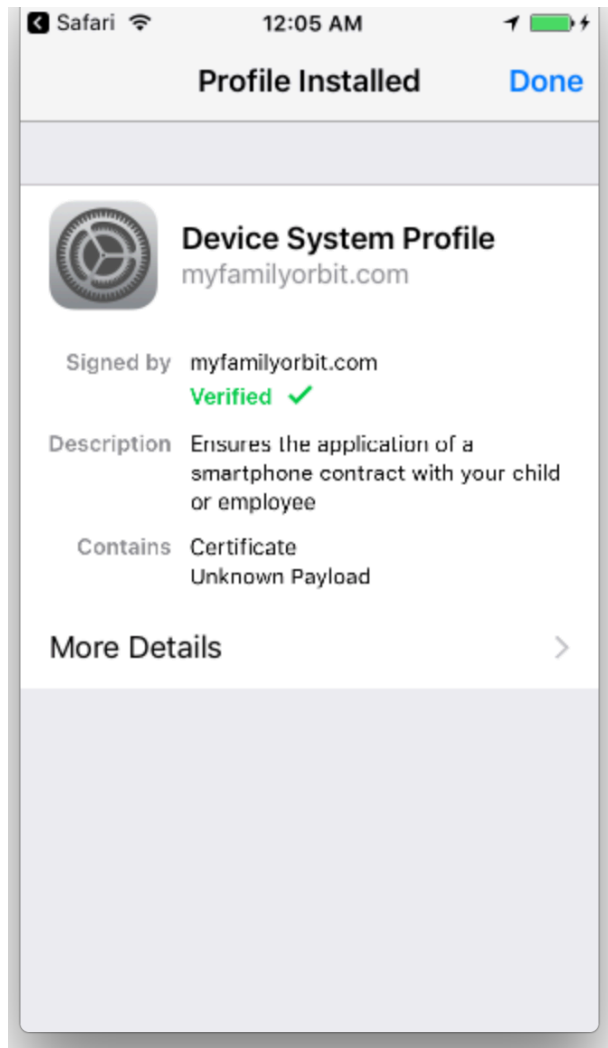


Family Orbit will open Safari and open the Install Profile setting screen.



Click on Install.

You will see Profile Installed screen. Click on Done.



You will be back to Safari. Press the Home button and re-launch Family Orbit from its app icon.

Installation of Family Orbit on your child's phone is now complete.

### **How to install on Parent's Phone?**

Download the app on your phone from the link below:

<https://itunes.apple.com/us/app/family-orbit-family-locator/id1041685597?ls=1&mt=8>

Then open the app, you will see the Welcome screen.

Click on the Sign up button.

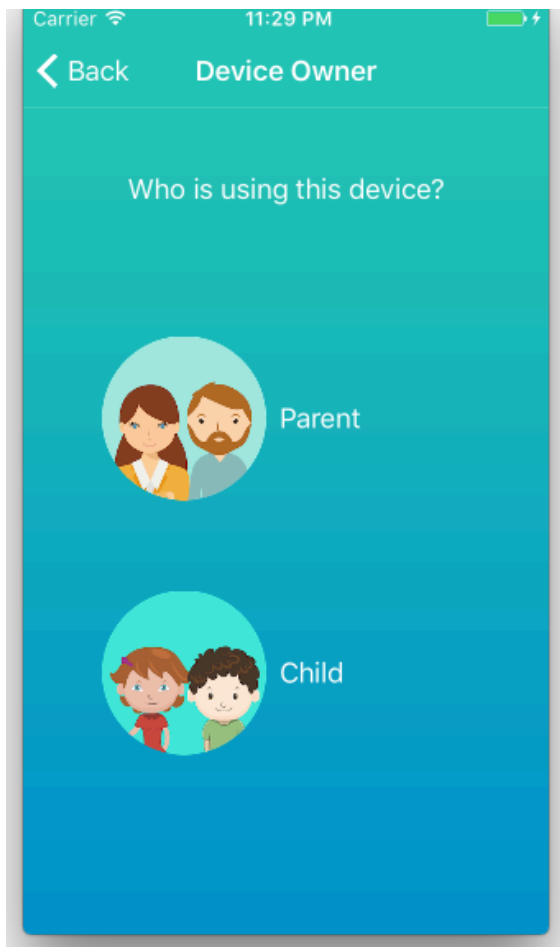
You will see the Sign Up screen with which you can create your account. Fill in the form:

- 1) First name: Your first name.
- 2) Last name: Your last name.
- 3) Phone number: (Optional) Your phone number with country code. No brackets ( ) needed.
- 4) Photo: (Optional) Select a photo or take a selfie from camera to associate with your account.
- 5) Read and agree to the terms of service and privacy policy.
- 6) Click Done.

Please double check the email address, Family Orbit will generate a password and send it to the email address you provided.

Please note if you already have an account with Family Orbit with your email address you will see the Sign In screen. In this case, you need to provide your password to proceed. If you don't remember your password, visit <https://www.familyorbit.com/cp> to recover it.

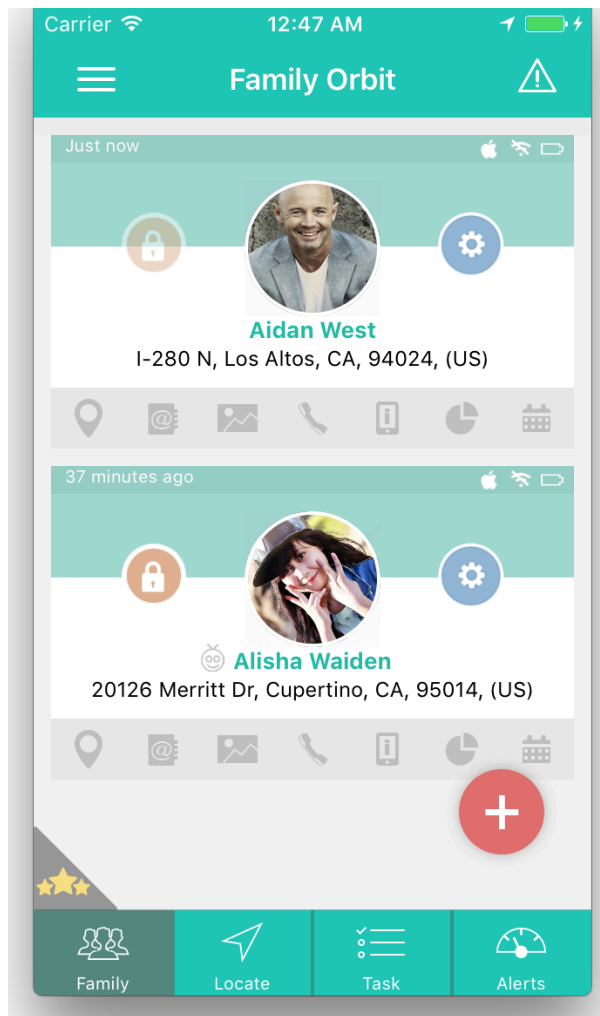
Once your account is created or you are logged in, you will see below screen that allows you to select who is using this device:



Since you are installing on your own phone, click on Parent.

Next, you will see the permission screen. You need to tap Enable Notifications and Location at least to use the app effectively. Tap on Done.

You will see the Syncing with Family... screen followed by a first run Wizard. Follow on-screen instructions to finish the basic setup and then you will see the Dashboard.



## Uninstallation

To uninstall Family Orbit app from the iOS device, simply follow the same steps you do to uninstall any other app. Press and hold on the app icon, until they are shaking with a (X) sign on them. Then, tap on the X to delete the app.

You should remove the enrollment of the child's phone to Family Orbit MDM server as well by removing the profile.

- 1) Go to Settings app,
- 2) Open General and then Device Management,
- 3) Click on Device System Profile (myfamilyorbit.com)
- 4) Click on Remove Management and Confirm.

To prevent your child from uninstalling or removing the device system profile, please apply Restrictions. Read more about Restrictions here:

<https://support.apple.com/en-in/HT201304>

## Product Activation

To enjoy all features of the app without any restrictions, you must upgrade the app to Premium subscription. You can purchase the subscription from the In-App Purchase by going to Menu->Premium from within your app or online at <http://www.familyorbit.com/pricing.php>

Once your purchase is complete and you receive the license, please follow the steps below to upgrade your account to Premium:

1. Login to <https://www.familyorbit.com/cp> with your Family Orbit account email address and password
2. Click on Top-Right Menu with your name, and click on Subscription.
3. Click on the link "If you already have an unused license key, add it here."
4. Enter the license code you received in your mail upon ordering and click on Apply

Now, your product is activated and ready to use.

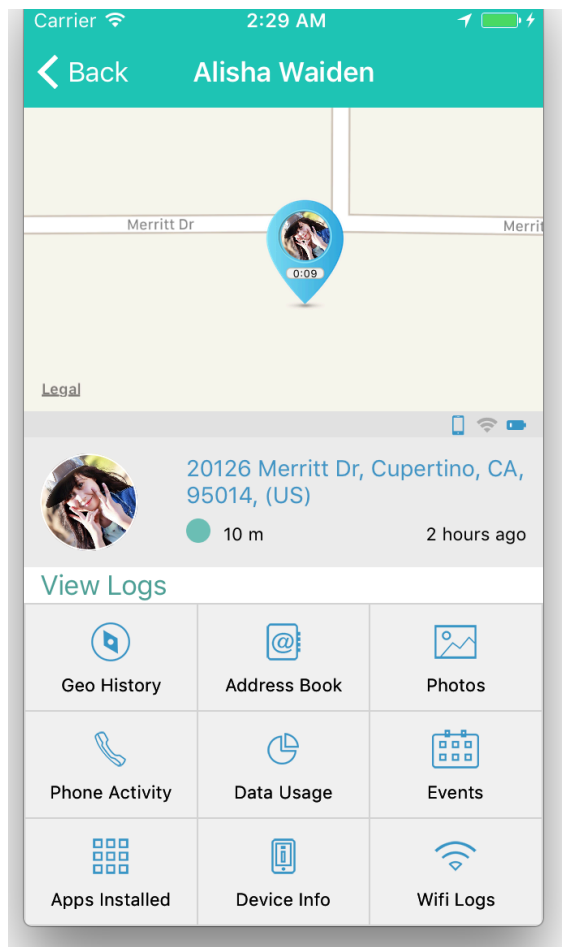
## Features

Family Orbit is a comprehensive parental control app for iOS or Android. And it provides a complete set of features for a full 360 degrees protection of your child's device.

Once you have setup the app on your child's phone as explained above, and given the necessary permissions for the app to work, monitoring and filtering will start instantly. You can login anytime to the online panel at <https://www.familyorbit.com/cp> to view your child's phone logs or manage settings and restrictions. The following section describes the steps from the parent's app perspective.

## Monitor Phone Activity

You can monitor a variety of activities on your child's iOS device with Family Orbit. Open the App and tap on the profile picture of your child. A new window will open like this:



Click on the buttons at the bottom to view the respective logs.

- **Geo History:** View the location history of your child's phone.
- **Address Book:** View the contact list of your child's phone.
- **Photos:** View the photos taken with your child's phone camera.
- **Phone Activity:** View the stats of Call and Text messages of your child's phone.\*
- **Data Usage:** View the mobile data bandwidth usage of your child's phone for daily, weekly or monthly basis.
- **Apps Installed:** Check the apps installed on your child's phone.\*
- **Device Info:** Get detailed system device information about your child's phone.
- **Wifi Logs:** View the list of WiFi SSIDs your child's phone connect to and when.

*available only with iCloud monitoring service at  
<http://www.familyorbit.com/iphone-monitoring.php>*

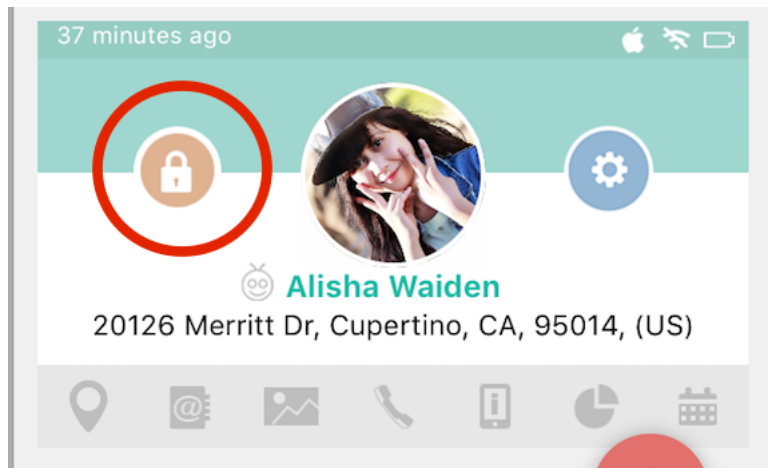
Please note you can view all these logs online in more detail at  
<https://www.familyorbit.com/cp>



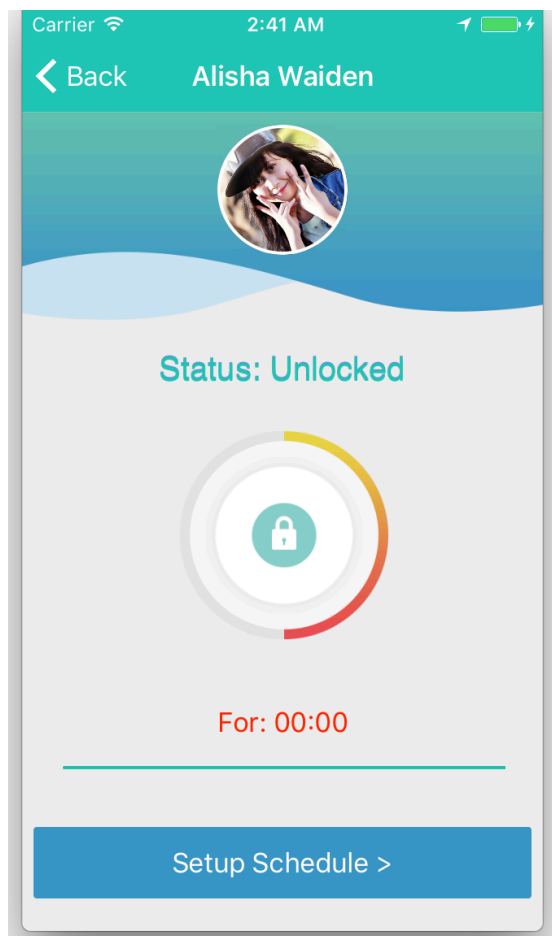
## Screen Time Control

You can use screen time control feature of Family Orbit to instantly lock your child's phone to prevent running of third-party apps like games, social networking apps, etc or to setup a schedule to do the same at set timeframes.

Open the App on your phone and tap on the Lock icon right on your child's profile section.



You will see a screen like below:



## Instant Lock

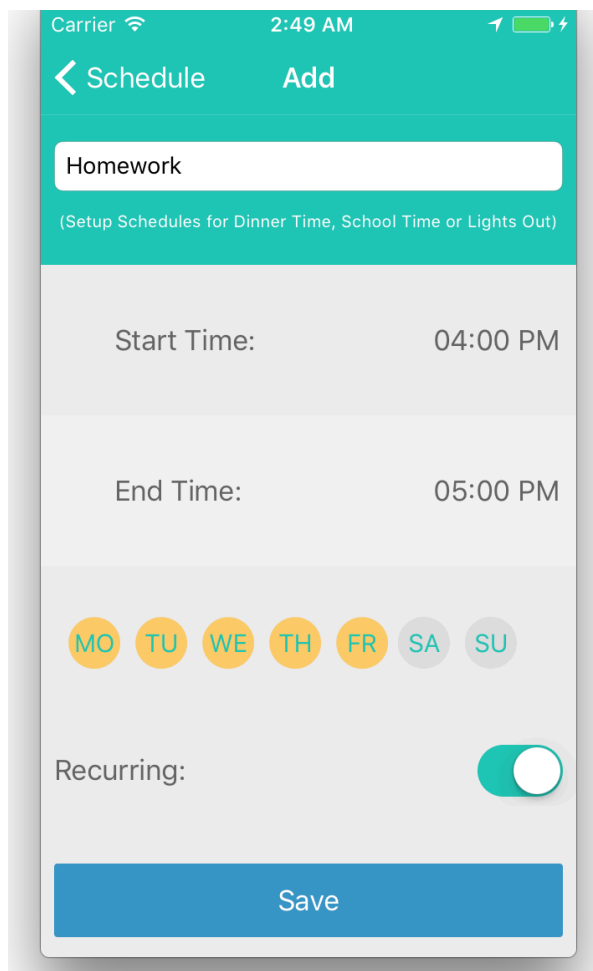
To lock your child's device instantly, press the Lock button in the middle. It will prompt to select a time duration for which to lock the phone. Select one or select "Until I say so" and click Done. Your child's phone will be locked, disallowing him or her to run any third party apps or games.

To Unlock the phone again, tap the same button which is now converted to Unlock.

## Schedule Lock

To setup Schedules when to prevent your child from using the iOS device, click on the Setup Schedule button at the bottom.

Click on the ( + ) button at the top-right, a screen like below will appear:-



- 1) Type a description for the Schedule like Dinner Time, School Time, Bed Time, etc.
- 2) Select a Start time and End time with the time selection control; please mind the AM and PM.
- 3) Select the days you wish the Schedule to be applied for. The selected days are Yellow.

- 4) Choose if the Schedule should run just once.
- 5) Click on Save.

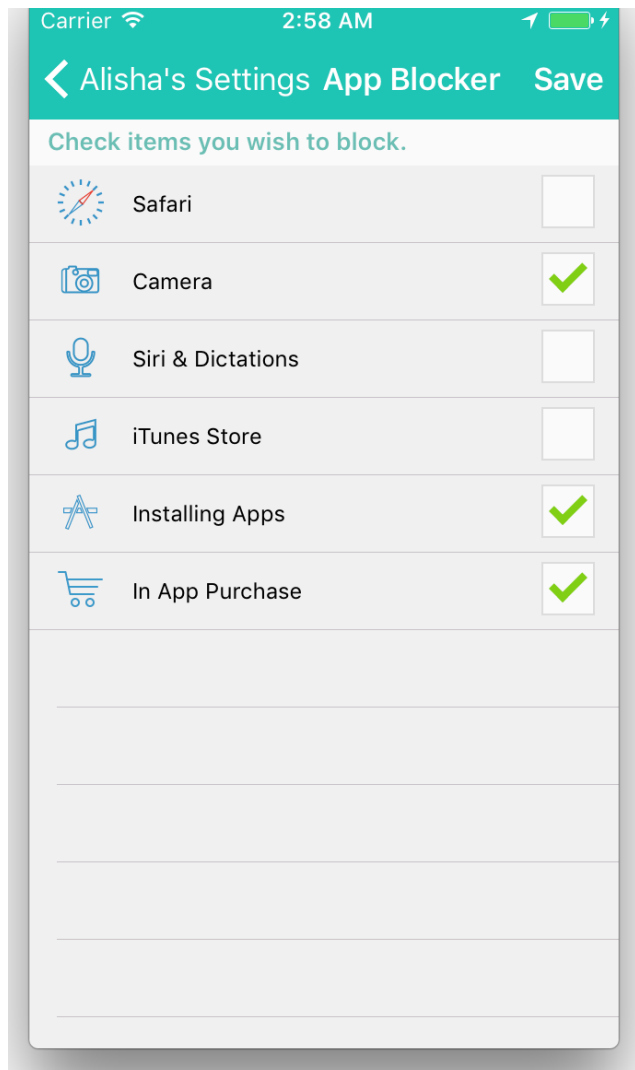
Follow the same process to add as many schedules as you wish.

When your set conditions are met, the child's phone would get locked automatically without your intervention.

## App blocker

The App blocker allows you to setup restrictions on your child's phone remotely. Open the App and click on the Settings icon next to your child's profile image.

Click on App Blocker. You will see a screen like:



Check the items you wish to block:

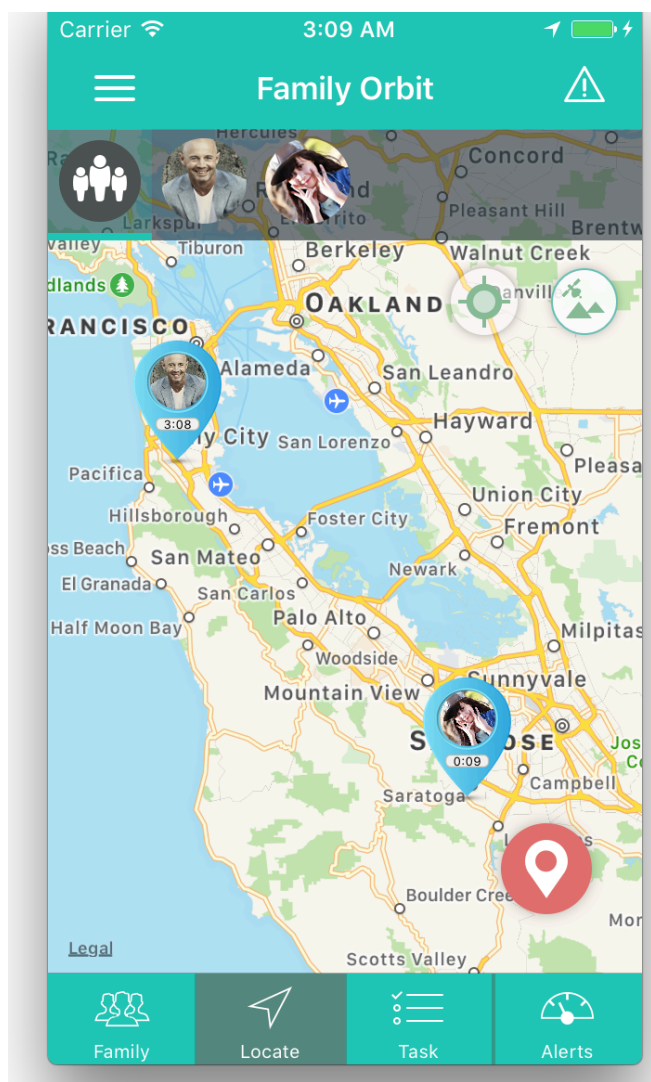
- Safari: Prevent Safari browser to run on your child's phone.

- Camera: Block the camera app on your child's phone.
- Siri & Dictation: Block Siri to run on your child's phone.
- iTunes Store: Remove the iTunes store app from your child's phone.
- Installing App: Remove the AppStore app from your child's phone blocking installation of any new apps.
- In App Purchase: Block the capability to make In-App purchases on your child's phone.

You can also set restrictions on iTunes and Books by going to Content Filter option in Child's Settings screen. Choose the option to block Explicit Content in iTunes and Erotica in Books.

## Family Locator

Family Orbit – family locator feature allows you to view near real-time location of your child's phone or view the location history. Open the App and tap on the Locate tab. You will see a screen like:



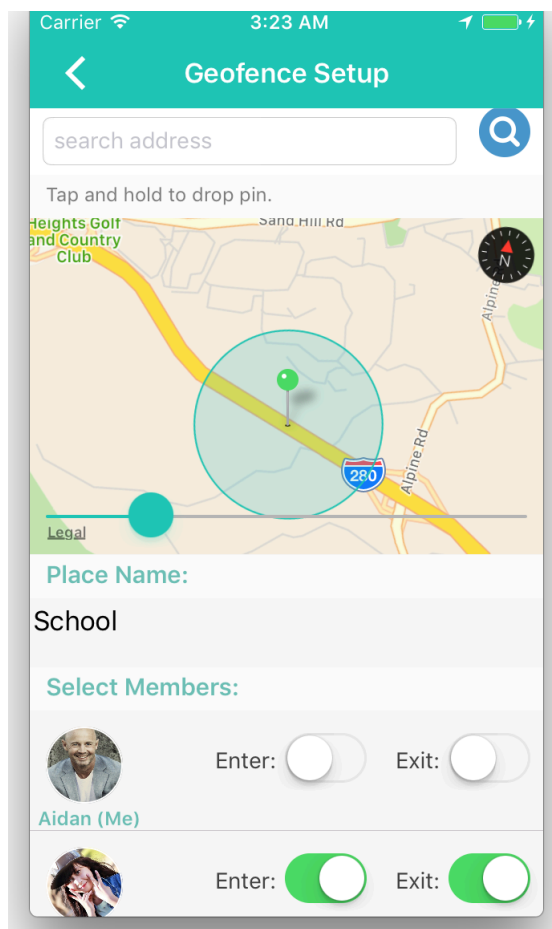
The screen refreshes itself every few seconds and sends a request to the child device to update location.

You can also view Location History by tapping on the child's Pin on the map and then select "Location History" button.

*You can prevent your location from being shared with your children or other family members by tapping on Go Invisible button in the top-left Menu ( = ).*

## Geofence

In order to receive automatic notifications when they arrive or leave specific places, you can setup virtual fences around such places like home, school or playground.



Here's how:

1. Open the App,
2. Tap the Menu Icon at top left,
3. Tap Geofence button,
4. Tap the Add (+) button,
5. Scroll the map to the place you wish to add the geo-fence to,

6. Tap and hold the location to drop a pin there,
7. Slide the slider to set up a perimeter around the location,
8. Turn On the switches against the family members name you wish to get notification from,
9. Tap Back to save the geo-fence.

That's if you have setup the geo-fence, follow the steps to add more geo-fences.

### **Check-Ins & Panic**

Ask your kids to use Check In to update you on their whereabouts as and when they wish. Together with the geofence notifications, the Check-Ins will help avoid the "Where are you?" and "Did you reach?" text and calls. Parents can also do Check-Ins to share their whereabouts at anytime.

Open the App and tap on the Check In button on the Locate or Alerts tab. The child's dashboard has the Check In button on the main screen only.

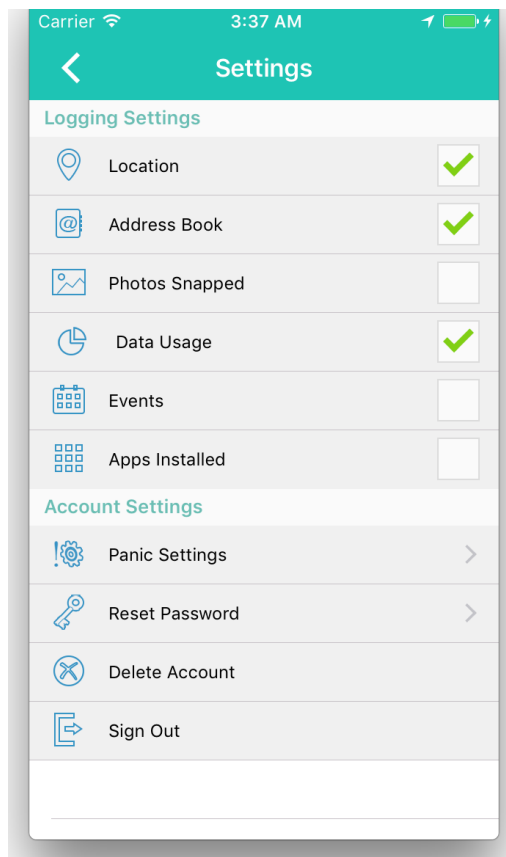
Panic allows your kids to send the family an emergency alert via email, notification and SMS. The notification contains current location so you can contact them easily. Ask your kids to use it in case of an emergency. The kids can also press a button to dial the emergency number such as 911 or any other number you define in the Panic Settings.

### **Settings**

To access your account's settings, follow below steps:

- 1) Open the App
- 2) Tap on top-left Menu ( = )
- 3) Tap on Account Settings
- 4) Below screen will appear:

Please note, these are your own account's settings. If you enable any log sharing, they would be visible to other members of your family.

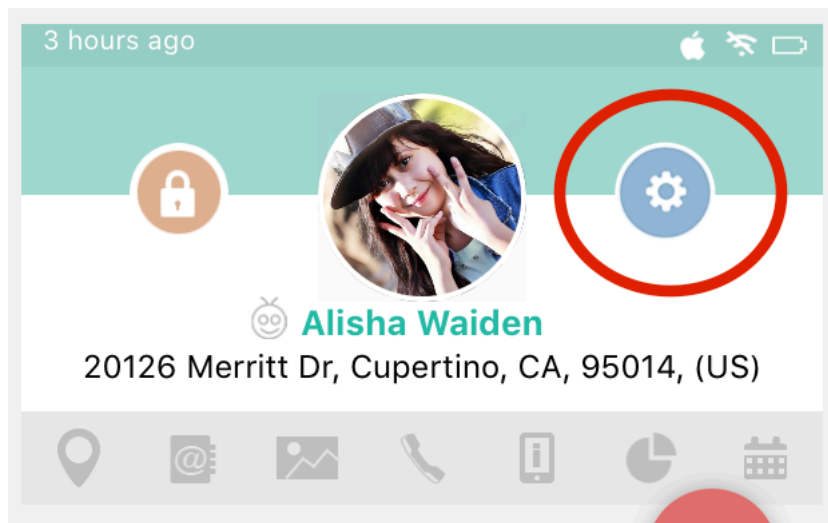


- **Location:** Enable to share your location with your family.
- **Address Book:** Enable to share your contacts with your family.
- **Photos:** Enable sharing of your camera roll with your family.
- **Data Usage:** Enable sharing of your mobile data bandwidth with your family.
- **Events:** Enable sharing of your calendar events with your family.
- **Apps Installed:** Enable sharing of your apps installed list with your family.
  
- **Panic Settings:** Set the panic number and duration to prevent accidental dial to 911 or dial your set number.
- **Reset Password:** Request the password reset email.
- **Delete Account:** Delete your Family Orbit account. This action is irreversible.
- **Sign Out:** Sign out from Family Orbit, this will not delete your account but log you out from within the app.

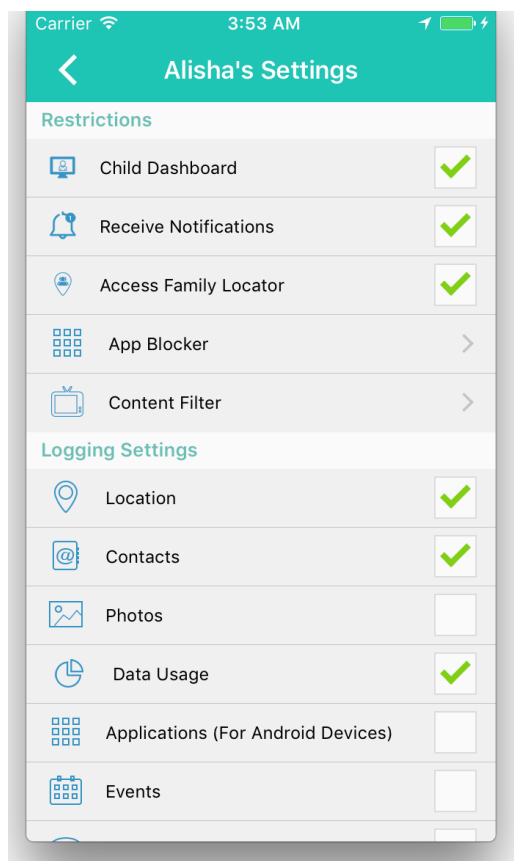
### Child's Account Settings

To change settings for your child's account, please follow below steps:

1. Open the App on your phone,
2. Tap the Settings icon next to your child's profile like the screen below:



3. You will see the setting screen for your child. Explained below:



- **Child Dashboard:** Enable a special easy to use child's dashboard allowing your kids to have fast access to actions like Check In, Panic or Pick up.
- **Receive Notifications:** Enable or disable the ability to receive geofence, check-in or other notifications on your child's phone.
- **Access Family Locator:** Enable or disable the ability to view the location of family members on your child's phone.



- App Blocker: Setup app blocking for iOS devices.
- Content Filter: Setup content filtering for iOS devices.
  
- Location: Enable GPS location tracking.
- Contacts: Enable monitoring of Address book.
- Photos: Enable monitoring of photos taken on your child's phone.
- Data Usage: Enable monitoring of mobile data bandwidth usage.
- Applications: Enable monitoring of apps installed.
- Events: Enable monitoring of calendar events.
- Text Messages: Enable monitoring of text messages.
- Call History: Enable monitoring of call history.
  
- Force Signout: Send a request to child's phone to log out from Family Orbit effectively stopping all tracking.
  
- Delete Account: delete the child's account. This action can be performed only when the child is logged out.

## Online Panel

The online secure panel of Family Orbit provides a quick and easy access to your family logs and settings. Visit <https://www.familyorbit.com/cp> with your computer, tablet or mobile browser. You can login with your Family Orbit's email address and password.

## Support

If you experience any problems with Family Orbit or have any feedback or suggestion, please write to us at [support@familyorbit.com](mailto:support@familyorbit.com) You can also access the online knowledge base or open a new support ticket using below links.

FAQ: <https://familyorbit.zendesk.com/hc/en-us>

Request Support: <https://familyorbit.zendesk.com/hc/en-us/requests/new>

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