

# circle

WITH *Disney*

mycircle™  
WITH *Disney*



USER MANUAL

Version 1.6 — May 2017

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# Welcome to the Circle Family

## **What is Circle?**

Circle allows your family to manage all of your home's connected devices with ease. Circle pairs wirelessly with your home network and allows you to manage every device on the network—tablet, smartphone, game console, laptop, and more. This manual is designed to help your family get the most out of your Circle experience.

## **What is Circle with Disney?**

Through a licensing partnership with the Walt Disney Company, Circle provides families with Disney entertainment that parents trust and children love. You will have access to Disney videos, blogs, GIFs, memes, emojis, music, games, characters and lots more all through MyCircle.

# Setting Up Circle

## Circle manages devices at home

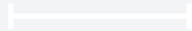
Since Circle is paired with your home Wi-Fi network, it can only manage devices that are connected to your home network. If the device connects to a network outside of the home or a cellular connection, Circle's management settings will no longer apply to the device until it connects back with the home network.



## Circle Go

Circle Go extends the reach of your Circle experience to other Wi-Fi networks and even cellular 3G / 4G / LTE connections. You can read more about Circle Go and the MyCircle companion app on page 100.

# SETTING UP CIRCLE: GETTING STARTED

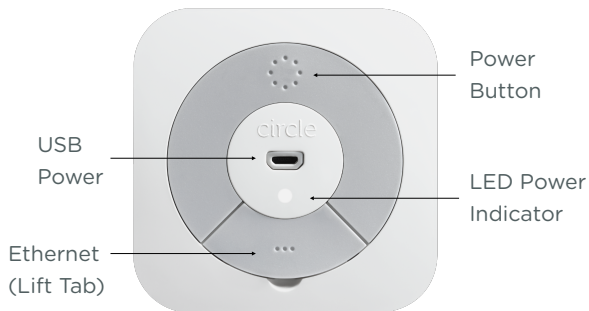


# Meet Circle

## CIRCLE HARDWARE



Circle Front



Circle Back

## LED POWER INDICATOR BEHAVIORS

- **Solid light:** Circle is on and paired.
- **Slow blinking light:** Circle is on but not paired.
- **Fast blinking light:** Circle is resetting or there is an internal issue (low battery, internal failure).

# Before You Begin

## What You Need

To setup Circle, please have the following ready:

- Circle (included)
- USB cable (included)
- USB power adapter (included)
- Ethernet Cable (included, though wait until after setup to use)
- A Wi-Fi network with name & password

## SYSTEM REQUIREMENTS

The Circle Home app requires an iOS device running iOS 9 or later, or an Android device running Android 4.1 or above.



*Ensure that your router and extenders (if applicable) are compatible with Circle. You can see the current list here:*

*<http://support.meetcircle.com/is-my-router-compatible-with-circle>*

# Setting up Circle

## Download the Circle Home app

Circle is setup and managed through the Circle Home app.

- Visit [meetcircle.com/app](https://meetcircle.com/app) and download the appropriate app for your device.



## To Power Circle On

1. Plug the USB cable to the power adapter and connect to a power outlet.
2. Circle should power up by itself and the LED will turn on, indicating that Circle has power.
3. If Circle does not power on immediately, press and hold the power button for a few seconds to turn on.

## To Power Circle Off

Circle was designed with enterprising kids in mind and has an internal battery that will keep it working even if it's unplugged. There may be times when you will need to power Circle off, however, and it's a simple process:

1. Hold the power button for 10-15 seconds.
2. Circle is powered off when the LED is no longer on.

# Circle Placement

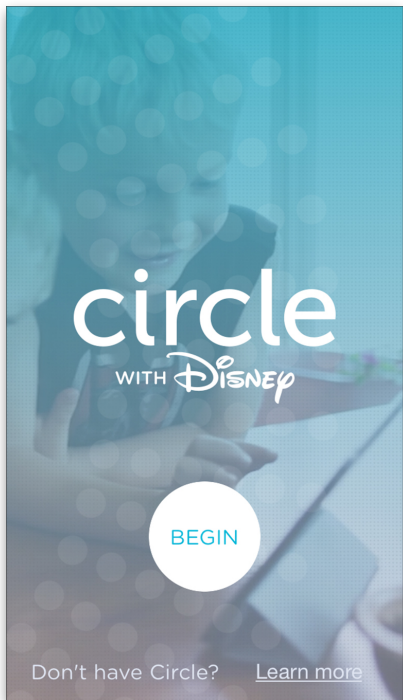
## Circle Is Not a Router

Unlike routers and extenders in the home, Circle does not communicate directly with the devices on your network.

Rather, Circle talks directly to your router, so that connection is the most critical for setting up your Circle.

## How to Position Circle

1. Place your Circle within 5 feet of your router.
2. Try to avoid having anything between Circle and your router that may block the communication between the two, such as metal shelving or a wall.
3. Do not attempt to connect Circle to your router using the Ethernet cable until after your Circle is paired and account has been setup.
4. Do not place Circle directly on top of your router.



# Get Ready for Setup

## What to Expect

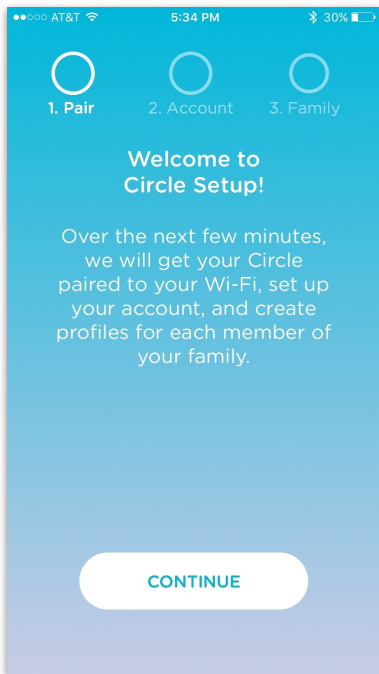
The Circle setup process has three main steps:

- Pair Circle to your Wi-Fi (page 13)
- Setup your Account (page 17)
- Create Family Profiles (page 23)

You can find a walkthrough for each of these steps below.

## To Begin Circle Setup

1. Launch the Circle Home app from your device.
2. Tap **Begin**.
3. Follow the in-app instructions to work through the setup steps (see below). Use this manual for further reference and explanation of what you'll need to do.



# Updating Circle Firmware

## Check For Updates

When you first begin the setup process, ensure that your phone or tablet has Internet access.

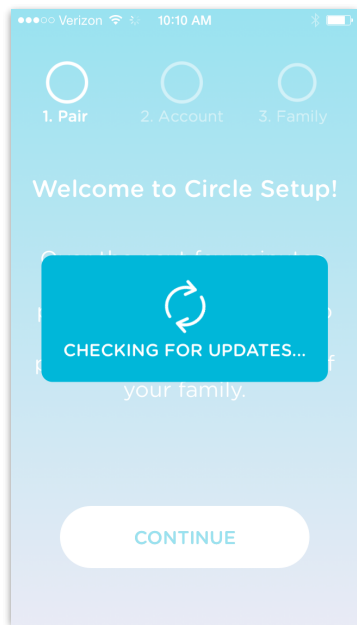
The Circle Home app will check to see if there are any firmware updates available for the Circle device, and it will prompt you to install them if it finds any.

## Prepare to Pair

You will know that your Circle is ready to pair with your home Wi-Fi when the light on the back of your Circle is on and blinking slowly and steadily.

Ensure that your Circle has power and the light is blinking slowly before you proceed.

*For more information on the LED behavior, see page 5.*

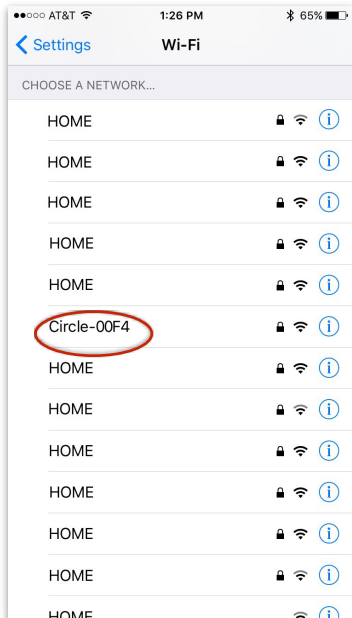


# Pairing Circle to Your Wi-Fi

## Connect to the Circle Hotspot

1. Head to the Wi-Fi settings on the device you are using to setup your Circle.
2. From the list of available networks, select the “Circle-XXXX” (i.e. Circle-00F4) network.
3. Enter the password “mycircle” to join.
4. After you have connected to the Circle hotspot, return to the Circle Home app.

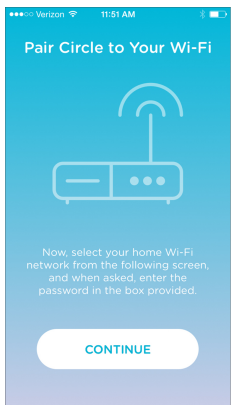
***NOTE: Do not disconnect from the Circle hotspot until prompted to in the Circle Home app. If your system warns you that this network has no internet access, make sure it stays connected.***



# Pairing Circle to Your Wi-Fi

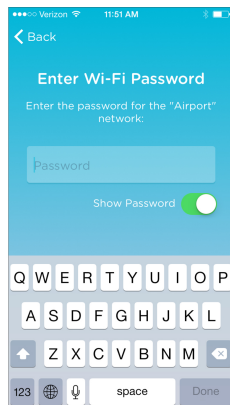
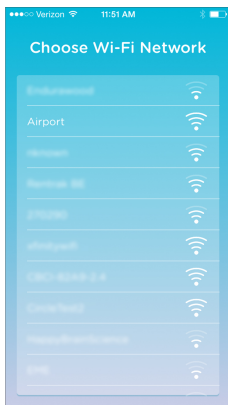
## Find Your Home Wi-Fi

1. After connecting to the Circle hotspot, return to the Circle Home app.
2. Select your home Wi-Fi network from the list.



## Enter Your Wi-Fi Password

1. Enter in the password for your network and tap **Done** on the keyboard.
2. Return to **Settings > Wi-Fi** on your device and reconnect to your home Wi-Fi network.



# Pairing Circle to Your Wi-Fi

## Connect Back to your Wi-Fi

1. When you see the screen shown here, pairing is complete. If you are unsure whether it's paired, check whether the light on the back of your Circle is now solid.
2. Go back to the Wi-Fi settings for the device you are using to setup Circle, and rejoin your home Wi-Fi.
3. Now, return to the Circle Home app. It will automatically bring you to the next step in the setup process.



***NOTE: Once paired, the Circle hotspot will disappear in order to prevent accidental connection.***

***If Circle becomes unpaired, the hotspot will return.***



# Pairing Issues

## Having Trouble?

If you are running into issues getting your Circle paired to your home Wi-Fi, here are a few resources to help you address these difficulties:

- [Alert Shows You Are Not Connected To The Circle Hotspot Anymore](#)
- ["Something went wrong, We couldn't talk to your Circle" alert message"](#)
- How to turn Circle ON or OFF (page 9)

# Setting up Your Circle Account

## Account Setup

Once Circle is paired, you will need a Circle account so that you can start managing all of Circle's dynamic features. To create an account, you will need an email address and a phone number that can receive SMS text messages.

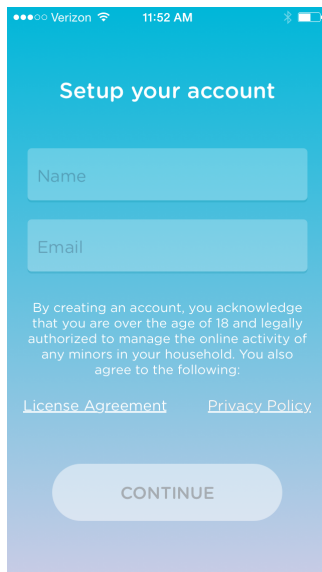
## To Create a Circle Account

1. Enter in your name and email address in the appropriate fields (see image on the right for reference).
2. Read the License Agreement and Privacy Policy.

*By creating an account, you agree to abide by Circle's license and privacy policy.*



*Accidentally putting your name and email in the incorrect fields will result in an error. If you receive an alert, check the placement of your name and email before trying again.*



Verizon 11:52 AM

### Setup your account

Name

Email

By creating an account, you acknowledge that you are over the age of 18 and legally authorized to manage the online activity of any minors in your household. You also agree to the following:

[License Agreement](#) [Privacy Policy](#)

CONTINUE

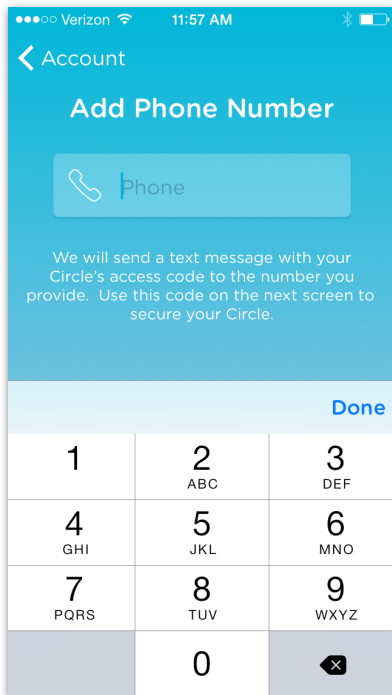
# Get your Circle Passcode (US)

## Use Your Phone Number to Get a Passcode

Circle uses a passcode system to uniquely link your phone or tablet to your Circle device.

Here is how to receive your passcode:

1. Enter your phone number in the box provided.
2. Select **Done** to ask Circle to send you your passcode.
3. Circle will send you a 4-digit passcode via SMS text message.



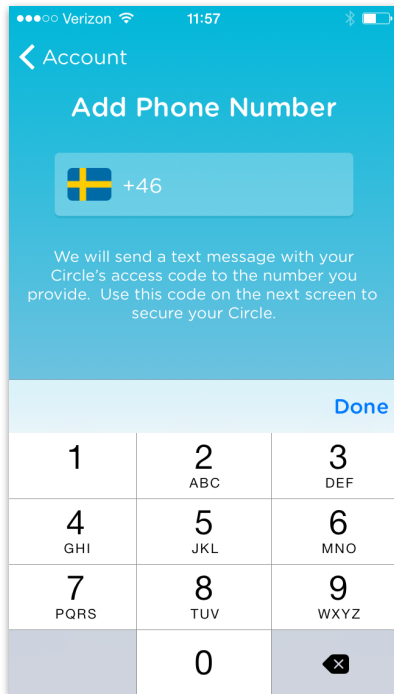
# Get your Circle Passcode (non-US)

## Use Your Phone Number to Get a Passcode

For non-US Circle users, the Circle Home app will automatically detect the region that is set on the device you are using to setup Circle and insert the country code for you (see Sweden in the example on the right).

Here is how to receive your passcode:

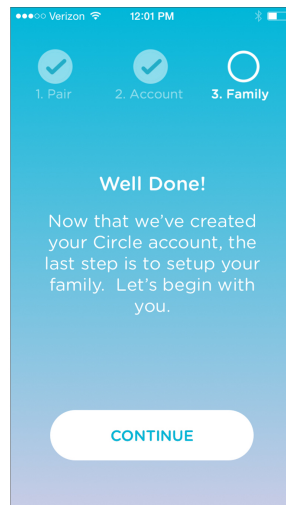
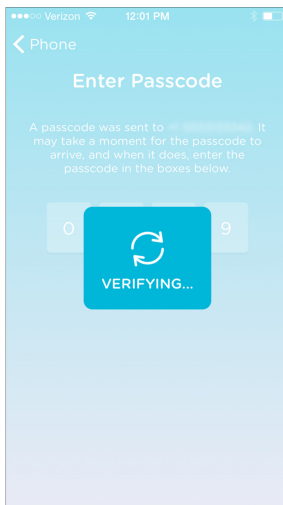
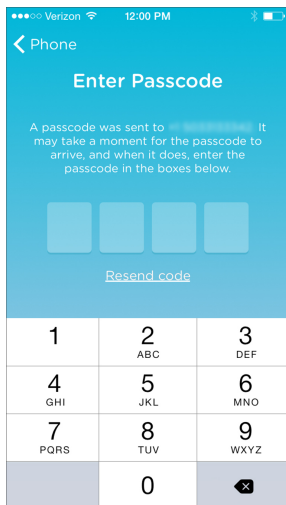
1. Confirm the country code. If the country code that is automatically selected does not match your phone number, tap on the flag to select the proper country.
2. Enter your phone number in the box provided.
3. Select **Done** to ask Circle to send you your passcode.
4. Circle will send you a 4-digit passcode via SMS text message.



# Verify with Passcode

## Enter Your Passcode

After submitting your phone number, Circle will send you a 4-digit passcode via SMS text message. Entering this passcode will tell Circle that your device is authorized to continue setting up and managing your Circle.



# Troubleshooting Passcode Issues

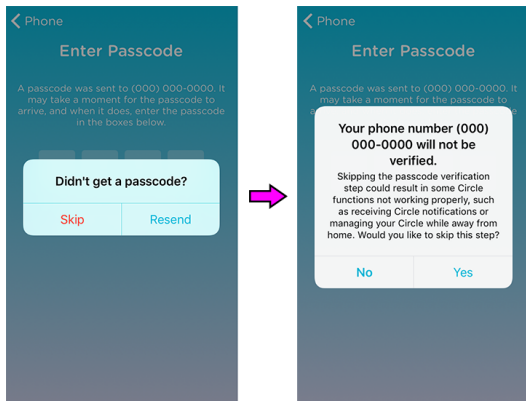
## If You Did Not Receive A Text With Your Passcode:

1. Ensure that you are using a device that is equipped to receive SMS messages sent to the phone number you put into the Circle Home app.
2. Wait at least 15 seconds for the message to arrive.
3. Tap the "Resend code" link to tell Circle to resend the passcode (see adjacent image).
4. Confirm that you have the correct phone number. If it is not correct, tap Phone on the top left of the screen and re-enter the phone number.
5. Make sure that your device is properly connected to your home Wi-Fi and has Internet access.
6. Check out the support article on this: <http://support.meetcircle.com/passcode-never-received>



# Skipping Passcode Verification

If, after following the troubleshooting guides above, you still cannot retrieve your passcode, you can skip passcode verification.



## To Skip Passcode Verification

1. During setup tap “Didn't get a passcode?” A dialog asking whether you want to “Skip” or “Resend” will open.
2. Tap “Skip” to skip passcode verification.
3. Tap “Yes” after reading the warning to confirm you want to skip verification.



*Note: Skipping the passcode verification step could result in some Circle functions not working properly, such as receiving Circle notifications or managing your Circle while away from home.*

# Setting Up Your Family

## Circle Profiles

Starting with you, Circle lets you create a profile for each member of your family so you can start crafting an online experience tailored to each individual.

### To Setup A New Profile

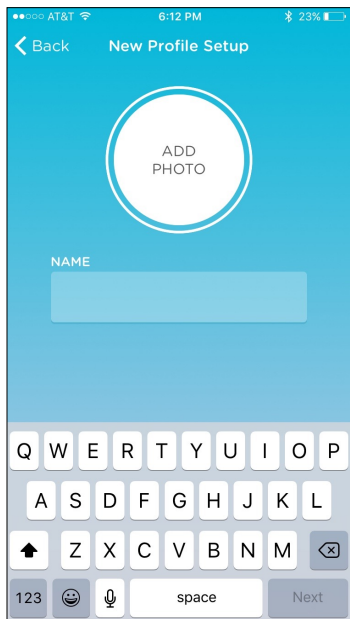
1. Enter in your name.
2. Add a photo (optional). Profiles without photos will display with their first initial.
3. Set the Filter Level.
4. Set Time Limits.
5. Set BedTime.
6. Set OffTime.

### Assigning Devices

Assigning devices to Family Member profiles lets Circle know where to apply the settings.

- Select the devices from the list that you'd like to assign to your profile.

*For additional help, see [Unable to Identify Devices \(page 71\)](#).*



# Setting Up Additional Family Members

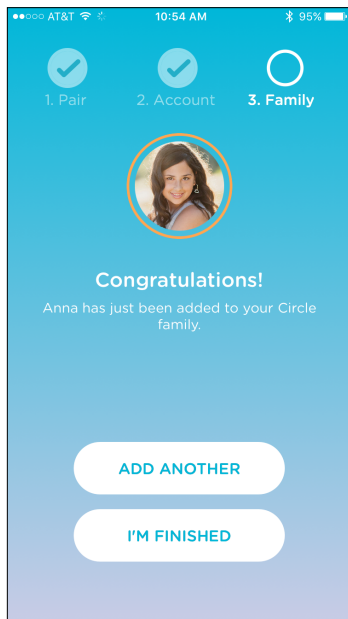
## Family Member Profiles

Now that your own profile is setup, you can start adding in profiles for your Family Members.

### To Add A Family Member

1. Tap **Add Another**.
2. Enter in their name.
3. Add their photo (optional). Profiles without photos will be shown with their first initial.
4. Set the Filter Level, Time Limits, BedTime, and OffTime.
5. Assign Devices.
6. Tap **Add Another** to add another Family Member or **I'm Finished** to continue with setup.

*Circle Tip: Give Circle time on your network to discover all your devices and name them as best it can before completing setup. You might need to remove and re-add Apple devices to have them show up correctly.*



# Setting Up Circle

## Unmanaged Devices

During setup, Circle will look for devices that should be Unmanaged and pre-select them to avoid issues on your network. Unmanaged Devices are ignored by Circle to ensure that none of your sensitive or smart home devices accidentally get Paused or Filtered. Circle should ignore the following:

- Smart thermostats or smoke detectors
- Wi-Fi enabled outlets or light switches
- Sensitive Wi-Fi controlled equipment
- Other smart home devices

## Network Devices

We recommend that you assign network devices like switches, extenders, access points, gateways, etc. to the Unmanaged category if they appear under your device list. This will ensure that they can communicate as intended with your main router.

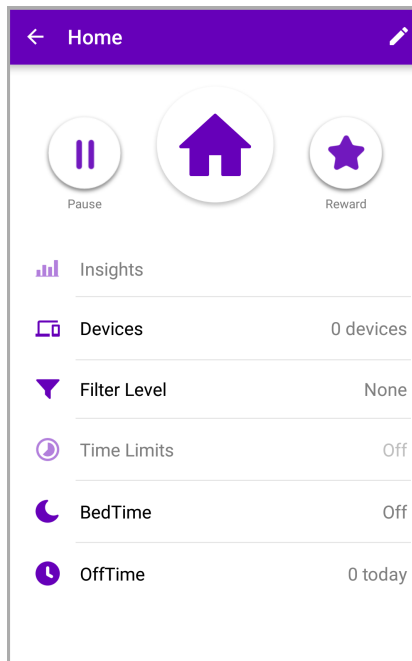
*See page 71 to Assign or Reassign a device as Unmanaged*

# Setting Up Circle

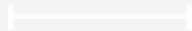
## The Home Profile

All devices that are not assigned to a Family Member or set to Unmanaged will automatically be assigned to the Home user. Any new device that joins the network will also belong to the Home profile.

Just like with any Family Member, the Home profile can be setup to use all of Circle's features such as Filters, Time Limits, BedTime, OffTimes and Insights.



# CIRCLE FEATURES



# Circle Features

## **Pause**

Pause the Internet (page 30)

## **Insights**

View statistics for all online activity  
(page 34)

## **Filters**

Control what is (and isn't) allowed  
(page 41)

## **Time Limits**

Set Time Limits for online activity  
(page 55)

## **BedTime**

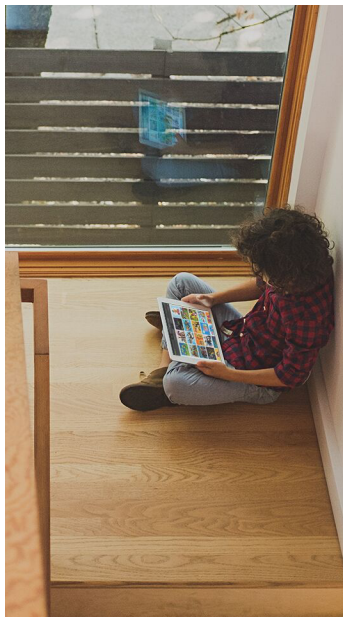
Disable the Internet at night (page 58)

## **OffTimes**

Disable the Internet at certain times  
(page 63)

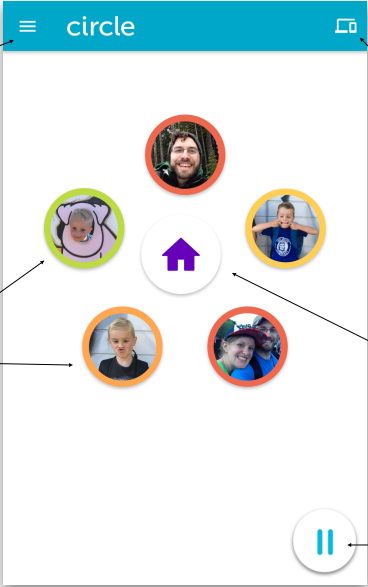
## **Rewards**

Change BedTime, Time Limits, or OffTime  
for the day (page 67)



# The Home Screen

The Home Screen is where you can access all of Circle's features.



The screenshot shows the Circle Home Screen interface. At the top is a blue header with a hamburger menu icon on the left, the word "circle" in the center, and a device icon on the right. Below the header is a white area containing five circular icons: a purple home icon in the center, a green baby icon to the left, a red man icon at the top, a yellow woman icon to the right, and a red child icon at the bottom. At the bottom right is a white circular icon with two vertical blue bars, representing a pause function. Arrows point from text labels to these specific elements.

**Menu**  
Access additional options to manage Circle (page 73)

**Family Member Profiles**  
Tap the images to view each profile. The color of the circle indicates their Filter level (page 42)

**Devices**  
Manage and view a list of all the devices on your home network (page 68)

**Home Profile**  
View and change settings for the Home Profile (page 26)

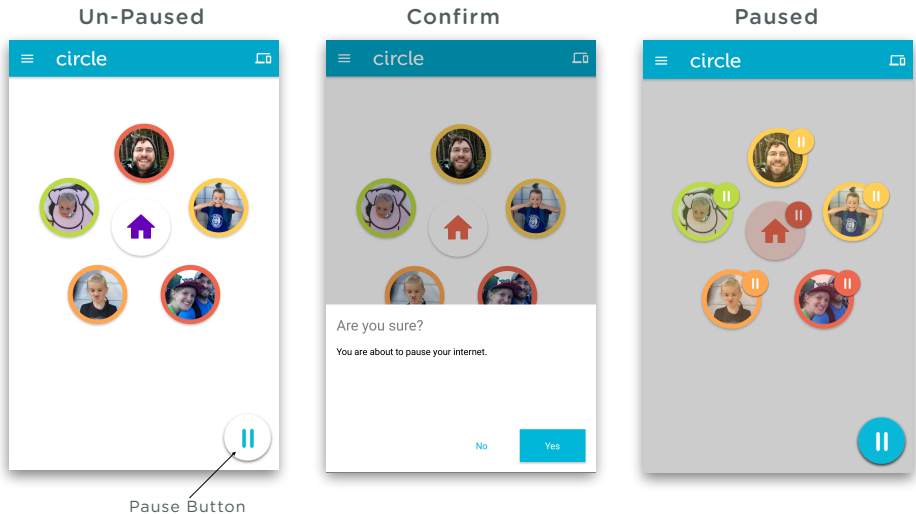
**Pause**  
Pauses Internet for the entire home network (page 30)

# Pause the Internet

Dinner time. Homework time. Or just no-Internet-time. Circle gives you the power to Pause the whole network, individual family members, or even specific devices.

## To Pause Your Home Network's Internet

1. On the Home Screen, tap **Pause**.
2. Confirm your Pause.
3. To Un-Pause, tap **Pause** again.

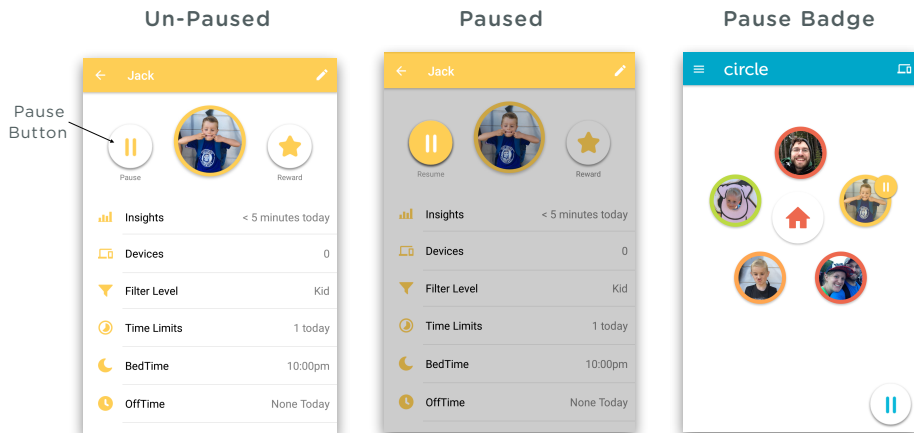


*Use the visual cues shown above to determine when the Internet is Paused.*

# Pause the Internet (cont.)

## To Pause A Family Member

1. On the Home Screen, tap the **Family Member** you want to pause.
2. On their Profile Screen, tap **Pause**.
3. To un-pause the Family Member, tap **Pause** again.



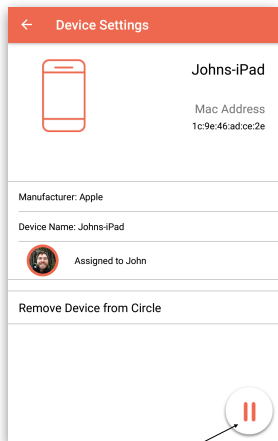
*Use the visual cues shown above to determine when a family member is Paused.*

# Pause the Internet (cont.)

## To Pause A Single Device

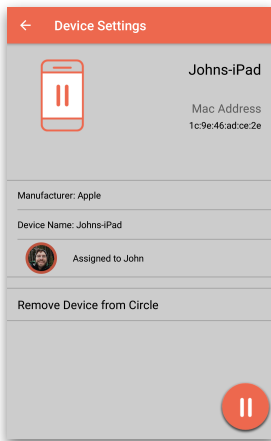
1. On the Home Screen, tap **Devices**.
2. Select the device you want to pause from the list by tapping it.
3. Tap **Pause** on the Device Settings screen.
4. To Un-Pause, tap **Pause** again.

### Un-Paused

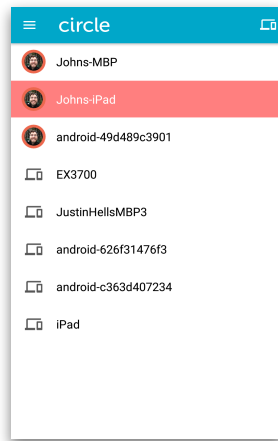


Pause  
Button

### Paused



### Color Changes In Device List While Paused



*Use the visual cues shown above to determine when a device is Paused.*

# Family Member Profile Screen

The Profile Screen offers the most comprehensive view of your family and their online usage. Here you can view details on your Family Member's Internet activity, fine-tune what they can and can't see, and set time limits on when the Internet is available to use.

## Insights

Detailed view of time spent on various Internet activities (page 34)

## Devices

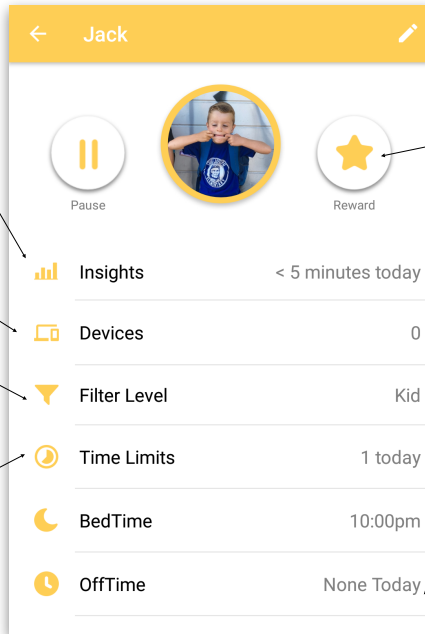
See which devices are assigned (page 40)

## Filter Level

Adjust Filter Level and settings by category and Custom Filters (page 41)

## Time Limits

Set limits on Internet use by day or specific platforms (page 55)



## Edit

Edit Profile Name and Photo or Delete Profile (page 62)

## Reward

Temporarily extend a Time Limit or BedTime, or remove an OffTime for the day (page 67)

## BedTime

Choose a timeframe to prevent Internet use (page 58)

## OffTime

Set times when the Internet will be paused (page 63)

# Insights

Circle adds up time spent on websites and different platforms, such as Facebook or Netflix. Insights displays the information you are looking for clearly and neatly.

## Total Time Spent

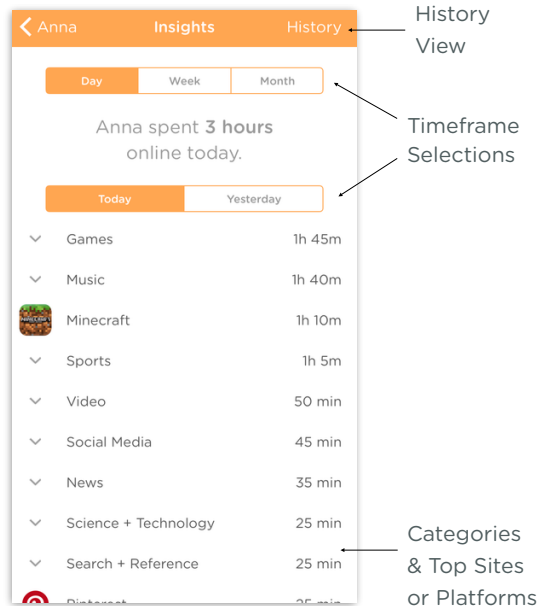
View the duration of all Internet activity by Day, Week, or Month. Easily compare with previous time frames as well.

## Top Sites

Activity is organized by category and platform and ordered by longest duration spent at the top so you can easily see where the most time is spent online.

## History

History displays a list of sites that were visited and even shows you sites that were attempted to be accessed even though they were filtered out.



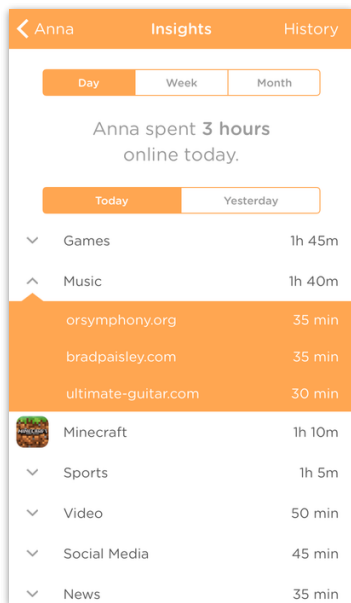
# Insights Summary

## To View by Day, Week, or Month

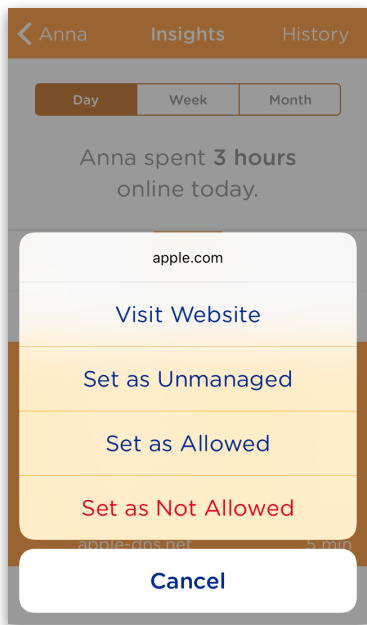
1. Tap the corresponding duration you'd like to view (Day, Week, Month).
2. The total time online is shown.
3. Compare with previous time frame by selecting the relevant option (Yesterday, Last Week, Last Month).

## To View more Details in a Category

1. Tap the category name.
2. A detailed list of sites visited will be shown along with the time spent on that site.
3. Tap the category name again to close the list.



# Insights Summary (cont.)



## If You Are Unsure of the Website Listed

To view the website:

1. In the category list view, tap the website.
2. Tap **Visit Website** to view the URL in your device's default web browser.

## If You'd Like the Family Member to Not Be Able to View a Site Anymore

To set the site as Not Allowed:

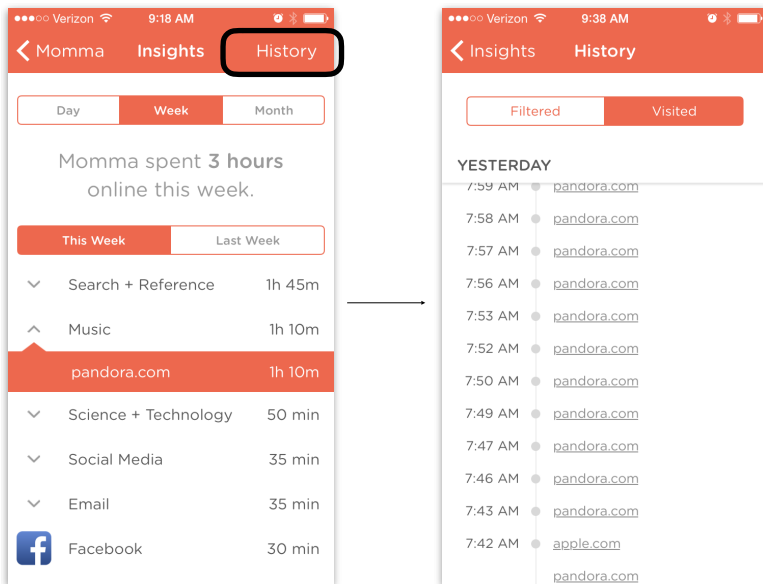
1. In the category list view, tap the website.
2. Tap **Set as Not Allowed**.
3. The site will now be filtered for the Family Member and they will no longer be able to access that site.

*See Custom Filters (page 44) if you'd like to allow a site again, and Filter Settings (page 53) for more on what Allowed/Unmanaged filters mean.*

# Insights History Views

## Viewing User Histories

For each profile that has a filter level other than None, Circle tracks usage and compiles a timeline of websites that have been either visited or filtered out. Use the History button on the Insights screen to view these timelines.



# Insights History Views (cont.)

## Filtered History

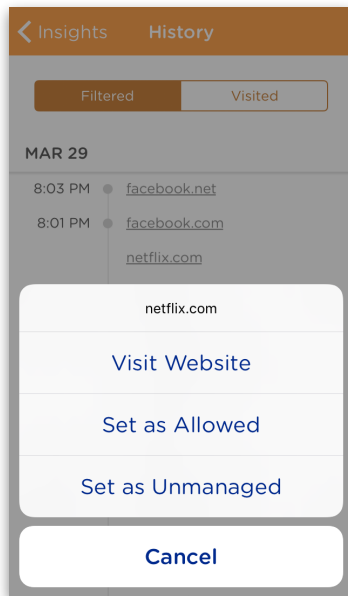
On the History page, the Filtered tab will show the date and time of attempts to access a Filtered site.

## Always Allow Filtered Site

If the website is not supposed to be filtered:

1. Click on the website you want to allow.
2. Tap **“Set as Allowed”**.
3. The site will no longer be filtered and can always be accessed.

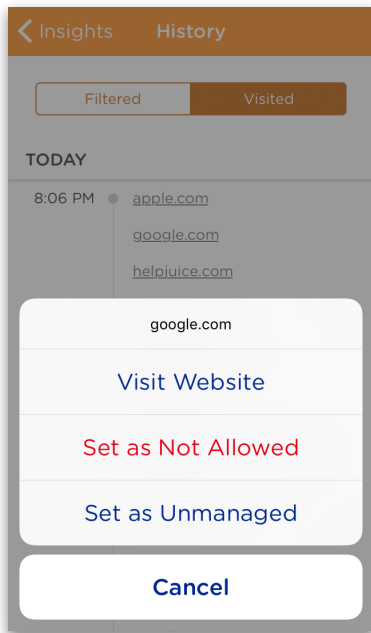
*See Custom Filters (page 44) if you'd like to allow a site again, and Filter Settings (page 53) for more on what Allowed/Unmanaged filters mean.*



# Insights History Views (cont.)

## Visited History

The Visited tab displays websites that were opened by date and time.



## Filter Visited Website

If you'd like the family member to not be able to view a site anymore:

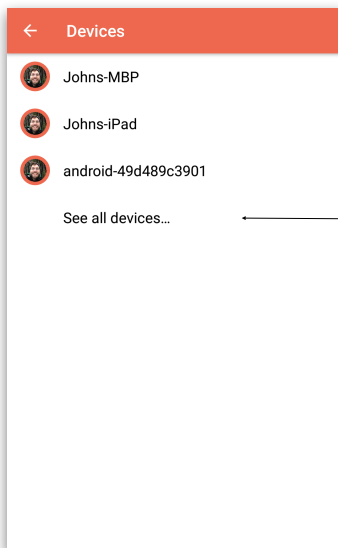
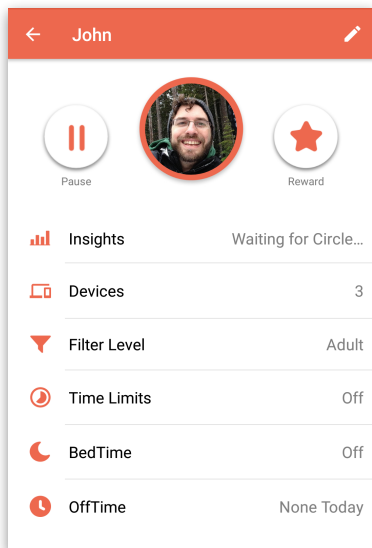
1. Tap on the website you want to filter.
2. Tap **"Set as Not Allowed"**
3. The site will now be filtered and can no longer be accessed.

*See Custom Filters (page 44) if you'd like to allow a site again, and Filter Settings (page 53) for more on what Allowed/Unmanaged filters mean.*

# Family Member Devices

## To View the Settings for a Family Member's Device

1. Tap **Devices** in the profile settings.
2. Select the device from the list to view its settings.



Tap to see all devices on your network

*Go to page 71 for more on how to use the devices settings screen.*

# Filter Settings

The Filter Settings set what each Family Member can and cannot view. Use one of our preset Filter Levels, then customize the content experience to your liking.

## Filter Levels

Each setting comes with default recommendations based on general age descriptions and average guidelines (page 42).

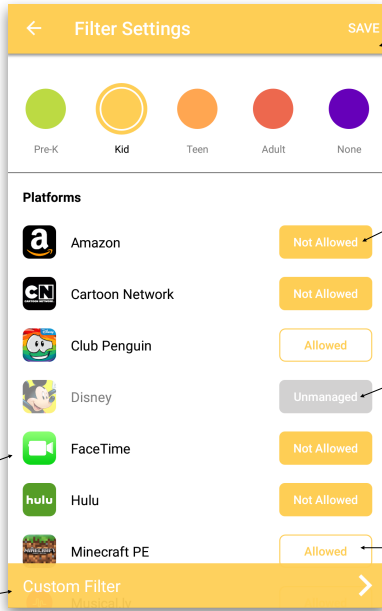
1. Select the desired setting for your Family Member.
2. Tap **Save** to set.

## Icons

Tap the icon for more information about that platform.

## Custom Filters

Manage individual sites directly (page 44).



## Save Button

Tap **Save** before exiting to make sure your changes take effect.

## Not Allowed

This profile will never be able to access this category, platform, or website.

## Unmanaged

This profile will always be able to access this category, platform, or website, regardless of BedTimes or Pauses.

## Allowed

This profile will be able to access this category, platform, or website except during Pauses, BedTimes, etc.

# Filter Levels (cont.)

## **Pre-K**

The Pre-K filter is designed for kids 5 years old and under. This provides an incredibly safe browsing experience with only sites and apps that are appropriate for this age group.

## **Kid**

The Kid filter works for kids 6-12 years old. General platforms like education and kid safe experiences are available by default while filtering out sites designed for older age groups, like social media.

## **Teen**

The Teen filter is crafted for teens 13-17 years old. Most platforms, categories, and apps are available while providing filters for popular apps not approved for this age group. Mature categories are filtered and invisible by default.

## **Adult**

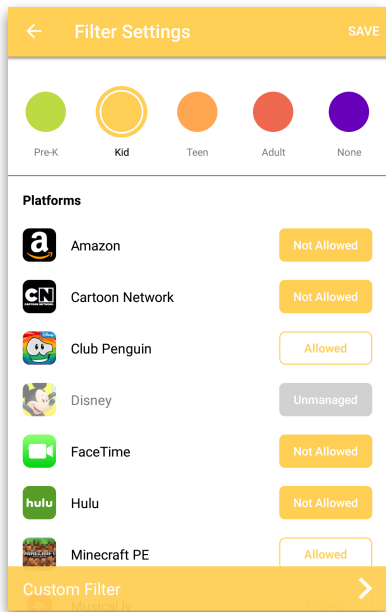
The Adult filter is appropriate for ages 18 years old and up. Access to nearly all platforms, categories, and apps are available, though explicit content is filtered out by default.

## **None**

None is designed for family members who you would like Circle to ignore. Features such as Filtering, Time Limits, and Insights are not available for profiles set to None. In addition, you will not be able to setup Circle Go on a profile set to None.

# Filter Categories and Platforms

Circle lets you cater the Filter Settings just the way you want for each Family Member, whether by specific online platforms or by categories of content. Supported platforms and category descriptions are available in the app and on pages 47 onward.



## To Set the Filter of a Platform or Category

1. Tap the button next to a category to toggle between **Allowed**, **Not Allowed**, and **Unmanaged**.
2. Tap **Save** when finished.

## To See a Platform or Categories Description

1. Tap the icon of the Platform or the name of the category.
2. See page 46 for more details.

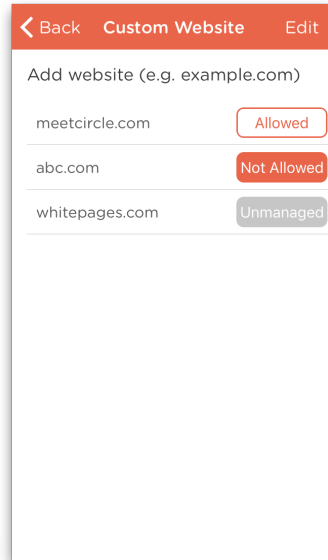
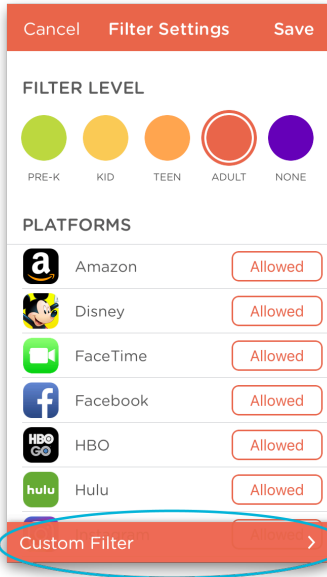
## To Create a Custom Filter

1. Tap **Custom Filter**
2. Add the URL of the website you'd like to filter.
3. Adjust the settings as you like by tapping on the button next to it..
4. Tap **Save**.

# Custom Filter Settings

## Custom Filter

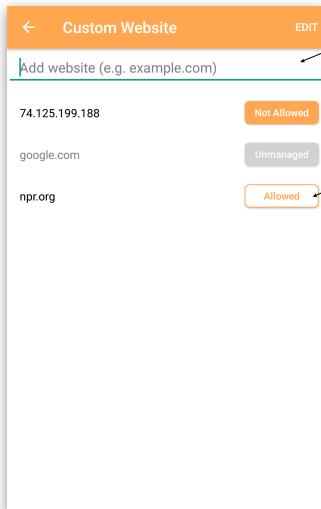
Sometimes a Filter Setting is still allowing a site that you would like to block, or sometimes you'd like to allow a specific site that is being filtered. Custom Filters will let you control Filter Settings on a site-by-site basis.



# Custom Filters

## Adding A Custom Filter

1. Tap **Custom Filter** under the profile you'd like to change.
2. Enter the URL of the website you'd like to manage.
3. Tap the button next to the URL to the setting you desire.
4. Tap **Back** to save.



### Add a URL

Tap here to add a URL.

### Toggle the Filter Level

Tap the button next to a category to toggle between **Allowed**, **Not Allowed**, and **Unmanaged**.

# Custom Filter Settings (cont.)

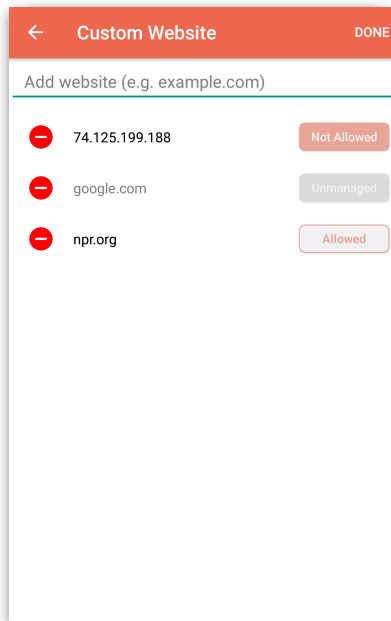
## Custom Filter

### To Remove A Website From Custom Filter

1. Tap **Edit** on the top right corner.
2. Tap the **Delete** button.
3. The website will now be removed from Custom Filter.
4. Tap **Done** to save.



*NOTE: Custom Filters will override other filter settings. If a custom site is set to be "Allowed", filtering it as a platform or category will not be effective.*



# Filter Platforms

## Platforms

Circle has included popular online platforms that help make filtering the right content easy. Platforms are available to toggle based on your Filter Level setting.

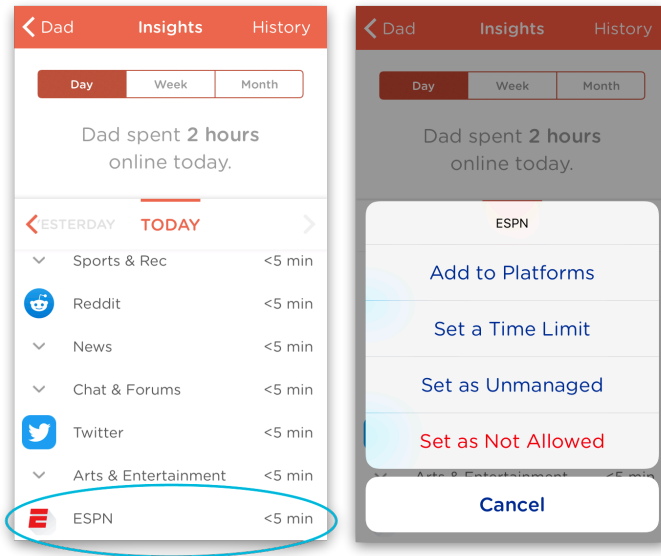
## Currently Supported Platforms

Amazon	HBO	Nickelodeon	Tumblr
Cartoon Network	Hulu	PBS Kids	Twitter
Club Penguin	Instagram	Periscope	YouTube
Disney	Minecraft PE	Pinterest	
Facebook	musical.ly	Reddit	
Facetime	Netflix	Snapchat	

# Filter Platforms (Con't)

## Other Platforms

Circle can also manage a number of other platforms than the default ones. After visiting one of these Platforms it will appear under your Insights tab for that particular profile. From there you can add it as a Platform and then change how Circle manages it by setting it as Allowed, Not Allowed, or Unmanaged.



# Filter Categories

With a flick of a switch, categories gives you a simple way to adjust what your Family Member sees online. Like Platforms or Custom Filters you can set entire categories to be Allowed, Not Allowed, or Unmanaged under the Filter settings.

## **APP STORE**

Sites that are dedicated to the purchase of apps, primarily those for mobile platforms such as Apple's App Store and Google Play.

## **ARTS & ENTERTAINMENT**

Sites related to artistic expression, specifically visual arts and movies, as well as dedicated venues like museums. Joke and humor sites are also included.

## **BLOGS & PERSONAL SITES**

Blogs that are hosted by major blogging platforms like Tumblr, Typepad, Blogger, and Wordpress, as well as personal sites with content curated by the individual(s) managing the site.

## **BUSINESS**

Business-related sites across several industries, including goods & services and finance as well as sites related to employment, job postings, etc.

## **CHAT + FORUMS**

Sites dedicated to multimedia messaging services, online chat, bulletin boards, and forums.

# Filter Categories (cont.)

## **DATING**

Platforms dedicated to dating and personal ads such as Match.com, OKCupid, or Tinder.

## **EDUCATION**

Sites pertaining to learning, teaching, educational institutions, and career preparation.

## **EMAIL**

Online email providers.

## **EXPLICIT CONTENT**

Sites that host adult content of a sexually-explicit nature.

## **GAMBLING**

Sites related to online gambling, lotteries, casinos, and other gambling establishments (i.e. racetracks).

# Filter Categories (cont.)

## **GOVERNMENT + POLITICS**

Governmental sites as well as those connected to politics, lobbying, and military.

## **HEALTH**

Health related sites including personal health, medicine, and fitness as well as sites related to sex education.

## **HOME + FAMILY**

Sites related to home care, DIY, and food or drink. Many sites whose main focus is alcohol will be located in the Mature category due to the nature of that content.

## **ISSUES + LIFESTYLES**

Sites related to specific social issues, lifestyles, philosophies, and religion.

## **MATURE**

Sites that host a significant volume of mature content that are not sexually explicit, but are still generally considered inappropriate for children. This includes content related to 18+ or 21+ activities such as alcohol and tobacco consumption, content with an elevated level of violence or profanity, or sites dedicated to the display or sale of lingerie.

# Filter Categories (cont.)

## **MUSIC**

Sites related to musicians as well as audio downloading or streaming.

## **NEWS**

News and news-related sites.

## **ONLINE SHOPPING**

Sites dedicated as points-of-sale, auctions, or classified services (i.e. Craigslist).

## **ONLINE GAMES**

Sites dedicated to games like video games, board games, card games, or puzzles. Some sites that include games within a platform (i.e., Facebook) will be controlled by that platform.

## **PHOTO**

Sites for photography related activities as well as many sites displaying photos.

## **SCIENCE + TECHNOLOGY**

Sites related to physical and social sciences as well as technologies like computers and artificial intelligence.

## **SEARCH + REFERENCE**

This category includes all search engines and reference sites.

# Filter Settings

Circle lets you set any Platform, Category, or Custom Filter to one of three settings: Allowed, Not Allowed, or Unmanaged. You'll find a description of each below.

## **Allowed**

The Platform, Category, or Custom Filter the website will be accessible for this profile except during OffTimes, BedTimes, Pauses, and when a Time Limit has been reached.

## **Not Allowed**

The Platform, Category, or Custom Filter the website will be inaccessible for this profile.

## **Unmanaged**

Platform, Category, or Custom Filter will always be accessible for this profile, even during OffTimes, BedTimes, Pauses, and when a Time Limit has been reached. In addition, this website will not be tracked under Insights and will not count towards Time Limits.

# Filter Privacy and Safety Settings

Circle also comes equipped with several Privacy and Safety settings that allow you to have additional control over the content that a family member experiences.

## **Ad Blocking**

Filters out many sources of online advertising. This may eliminate many (not all) ads from websites that you visit.

## **Safe Search**

Safe Search eliminates sexually-explicit content from search results in Google and Bing. Currently, Circle only supports Google and Bing Safe Search, and when it is enabled, searching on Yahoo will be unavailable.

## **Youtube Restricted**

YouTube Restricted mode activates the restricted content mode provided by YouTube. This mode is more restrictive than the one you might be familiar with. If you believe it to be too restrictive, we suggest turning it off.

# Time Limits

Time Limits is a powerful feature that allows you to control how much time is spent online by day, on each platform, or by a particular category. The Daily Time Limit will always be the maximum time allotted online, even if Platforms and Categories are set for a longer total time.

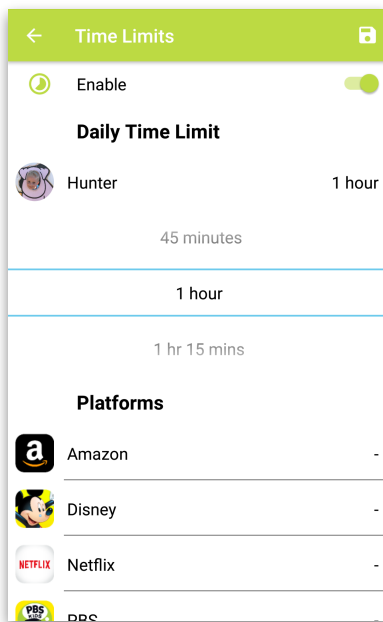
## Daily Time Limit

The Daily Time Limit is the total amount of time that a family member can spend online each day across all their devices.

## Category and Platform Time Limits

You can also set individual time limits for any category or platform.

**NOTE:** Each platform is also part of a category (i.e., Facebook is part of Social Media). If the category has a time limit, the platform will also be limited to that amount (or less).



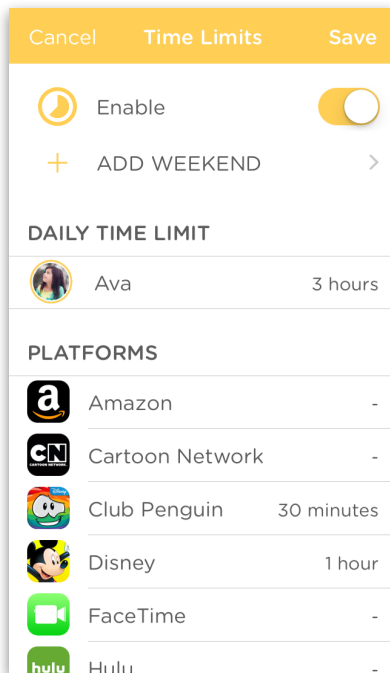
## Time Limits (cont.)

### To Set A Daily Time Limit Or Set Time Limits For A Platform Or Category

1. Open the profile of the family member you'd like to set a Time Limit for.
2. Tap the **Time Limit** section.
3. Tap the toggle to enable Time Limits.
4. Tap the Platform or Category you'd like to set.
5. Scroll to the amount of time you want the Time Limit set to.
6. Tap **Save**.

### To Turn Off Time Limits

1. Tap the enable toggle to turn off Time Limits.
2. Tap **Save**.



# Weekend Time Limits

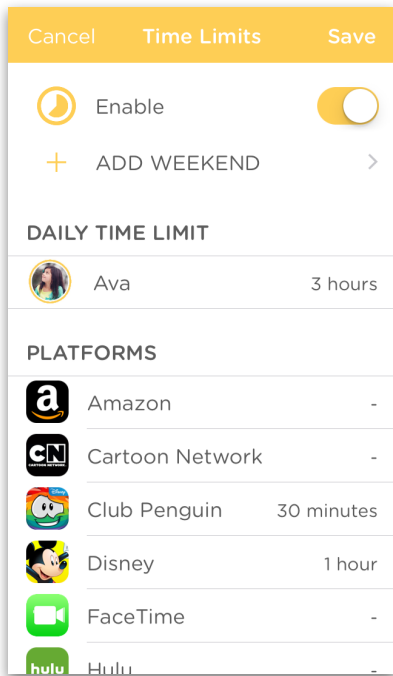
Circle also lets you setup Weekend Time Limits, and determine which day these Time Limits apply.

## To Set A Weekend Time Limit

1. Open the profile of the family member you'd like to set a Time Limit for.
2. Tap the **Time Limit** section.
3. Tap the toggle to enable Time Limits.
4. Tap **Add Weekend**.
5. Choose which days you'd like.
6. Scroll to the amount of time you want the Time Limit set to.
7. Tap **Save**.

## To Turn Off Weekend Time Limits

1. Open the Time Limits you'd like to edit.
2. Tap Edit Weekend Days.
3. Tap to remove highlighted days.
4. Tap **Done**.

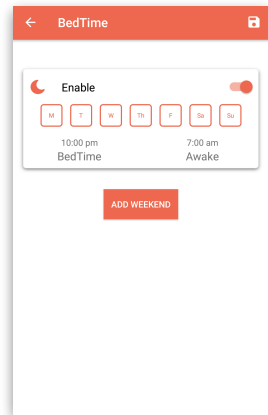
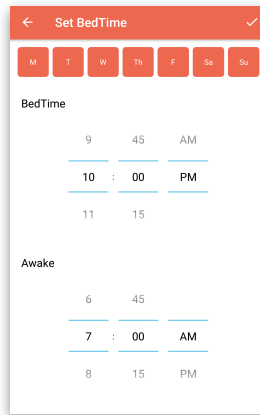
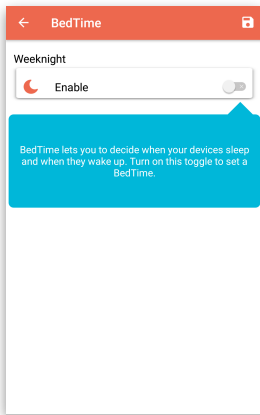


# BedTime

With Circle, you can set a stop and start time for when you want your Family Member's devices to be offline to avoid late night browsing.

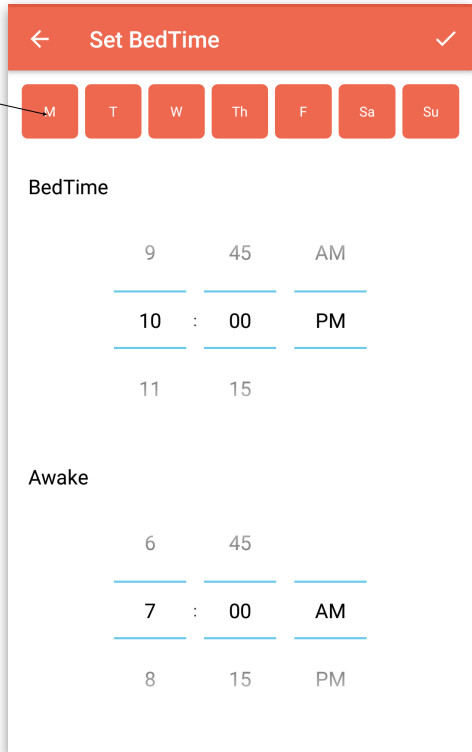
## To Set A Bedtime

1. Open the appropriate family member's profile.
2. Turn on BedTime by toggling the **Enable** switch.
3. Set a BedTime for when you want your family member's devices to stop Internet activity.
4. Set an awake time for when you want to resume Internet activity.
5. Make sure to hit **Save** at the top right when you are finished.



# BedTime

Example: Tap here to remove the BedTime from applying Monday night.



**Optional:** The initial BedTime you set applies across the whole week.

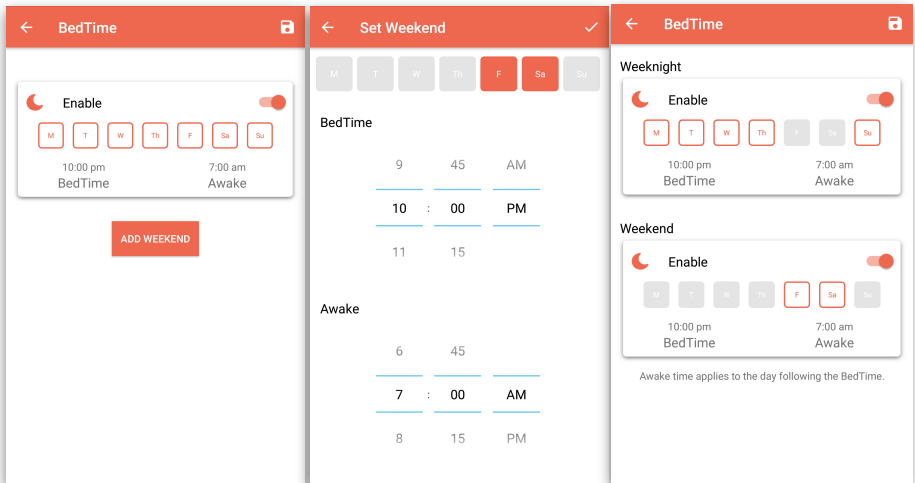
To make this BedTime only apply to certain days, tap any of the days at the top to remove them from this BedTime setting.

In the example to the right the BedTime would apply to every day of the week. Tapping any of the days would remove the BedTime from that day.

# BedTime

## To Add Weekend Bedtimes (Optional)

1. Tap **Add Weekend** and select your BedTime and Awake time for the weekend.
2. Select which days count for this family member as “weekend” nights.
3. Press **Save**.



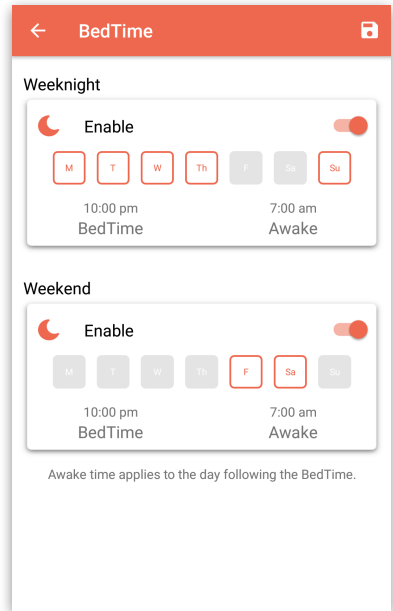
# BedTime

## Managing Bedtimes

1. Once BedTimes have been saved, the settings will look like the example on the right.
2. Use the toggles to Disable/Enable the BedTimes you have already set.
3. Tap anywhere on the Weeknight or Weekend settings to edit their times.



**NOTE:** *When BedTimes are set, the “Awake” time refers to the morning following the days selected.*



# Edit or Delete Profile

After opening the appropriate family member's profile, you can tap Edit in the upper right-hand corner to Edit or Delete their Profile.

## To Edit Profile Photo

1. Tap the profile photo.
2. You can either take a new photo, choose an existing photo from your library, or clear the photo. The default profile photo is the first letter of the name.
3. Tap **Done** to save your new setting.

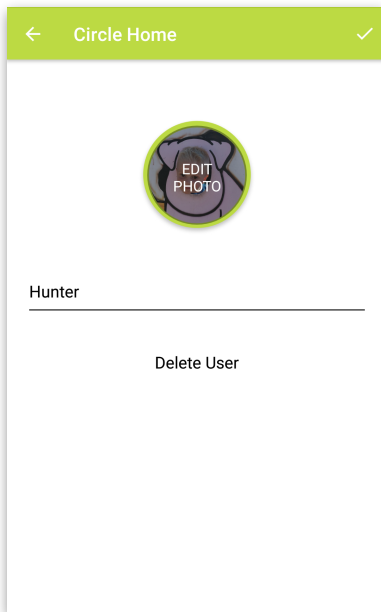
## To Edit Profile Name

1. Tap the name.
2. Enter in desired name.
3. Tap **Done** to save your new setting.

## To Delete A Profile

Deleting a profile is permanent and will remove all settings and data.

1. Tap **Delete Profile**.
2. Tap **Delete** again to confirm.
3. All devices assigned to that profile will default back to the Home profile.

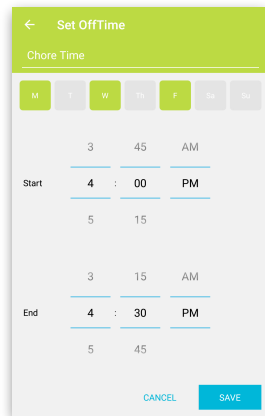
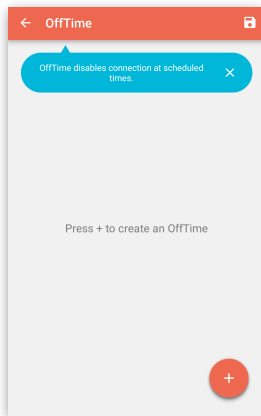
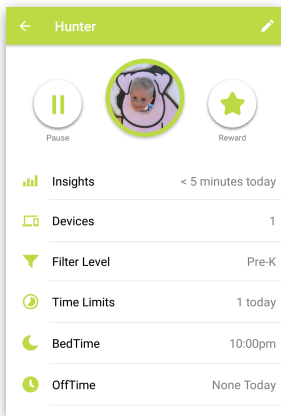


# OffTimes

OffTime makes it easy to schedule times throughout the week when the Internet is unavailable so that kids can play, do homework, or just get some plain old family time in. Think of it like scheduling Pauses all throughout the day! Circle lets you create multiple OffTimes, name them what you'd like, and then manage when they are working.

## To Set an OffTime

1. Open the appropriate family member's profile and then tap **OffTime**.
2. Tap the plus sign to add an OffTime.
3. Set what days and times you would like the OffTime, then tap **Save**.

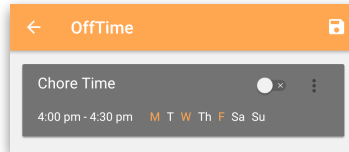


# OffTimes (cont.)

## Customize an OffTime

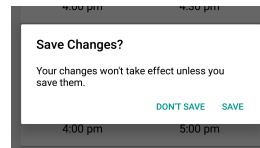
From the OffTimes list, you can continue to customize how those OffTimes work throughout the week.

- Use the toggle to enable or disable that OffTime. (See an example of a disabled OffTime to the right.)
- Tap anywhere on the OffTime schedule to change either the days of the week, time of day, or both.
- Tap the plus button to create another OffTime for your family member!



Once you are done, tap Save at the top to keep your OffTimes in place.

**Note:** *If you change your mind or accidentally forgot to save any changes you make to OffTimes, Circle will remind you that you have unsaved changes and let you decide what should be done.*

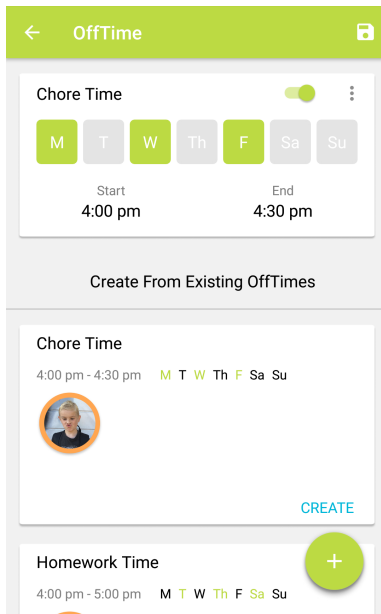


# OffTimes (cont.)

Families often have similar schedules. They get home from school at the same time, eat at the same time, and do many other things together. With OffTimes, it's easy to grab an OffTime that you've already created and apply it to another family member. Here's how:

## Creating From An Existing OffTime

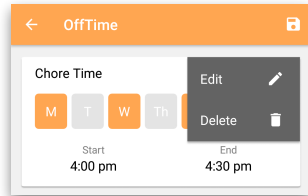
1. Open the OffTime settings for a the appropriate family member.
2. Tap **Create** on an existing OffTime.
3. Edit the settings how you like, then tap **Done**.
4. Once that OffTime has been created, you can either create another from the existing OffTimes from other family members, create a new OffTime by tapping the plus sign, or tap **Save** to put these new OffTimes in place.



# OffTimes (cont.)

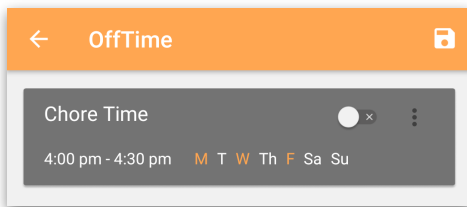
## To Edit or Delete an OffTime

1. Open the appropriate family member's profile and then tap **OffTime**.
2. Tap the three dots next to the toggle of the OffTime you'd like to Edit or Delete.
3. Tap Edit or Delete depending on your need.
4. Remember to **Save** after making your changes.



## To Disable an OffTime

1. Open the appropriate family member's profile and then tap **OffTime**.
2. Tap the toggle of the OffTime you'd like to disable. (Tap it again afterwards to re-enable.)
3. Remember to **Save** after making your change.



Example: A disabled OffTime

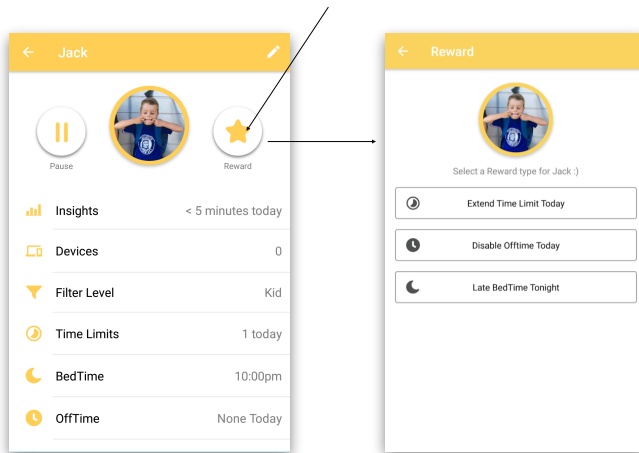
# Rewards

Circle Rewards are a simple way for parents to give extra time online to kids on the fly without having to change their existing Time Limits, BedTime, or OffTime settings. Rewards can be sent to individual profiles to grant extra time to their Time Limits, extend BedTime, or eliminate an OffTime just for the day, and normal settings will resume the next day.

## To Open the Reward Section

1. Open the appropriate family member's profile.
2. Tap the **Reward** icon.

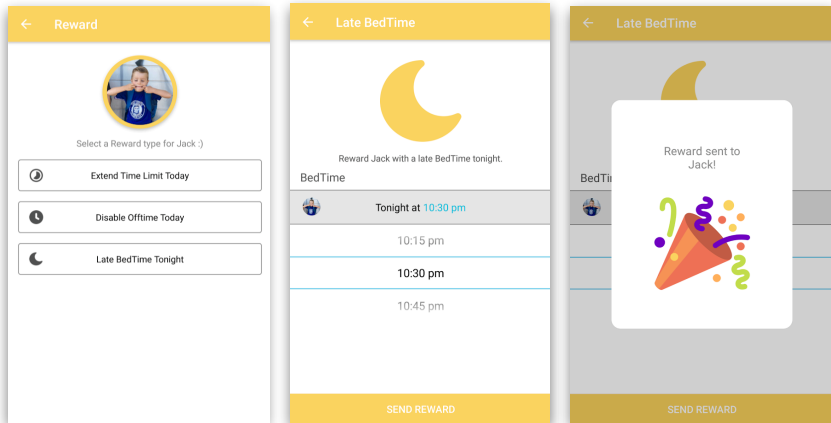
### Tap to Initiate a Reward



# Rewards (cont.)

## To Send a Reward

1. Open the appropriate family member's profile.
2. Tap the **Reward** icon.
3. Tap on the Reward you would like to send.
4. Tap on the selected Time Limit, BedTime, or OffTime to set up your Reward.
5. Tap **Send Reward**. Huzzah! You did it.

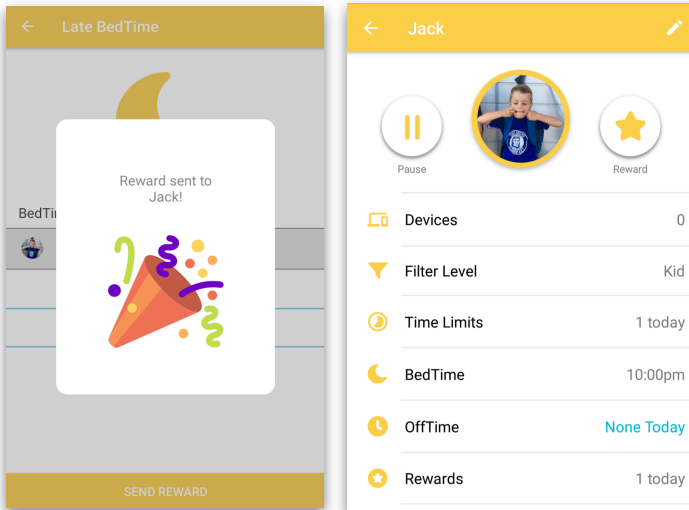


*Note: A given Reward will only work if the profile has the corresponding feature enabled. For example, extending BedTime via reward will be unavailable if there is no BedTime enabled for that user.*

# Rewards (cont.)

## How To Tell If A Reward is Active

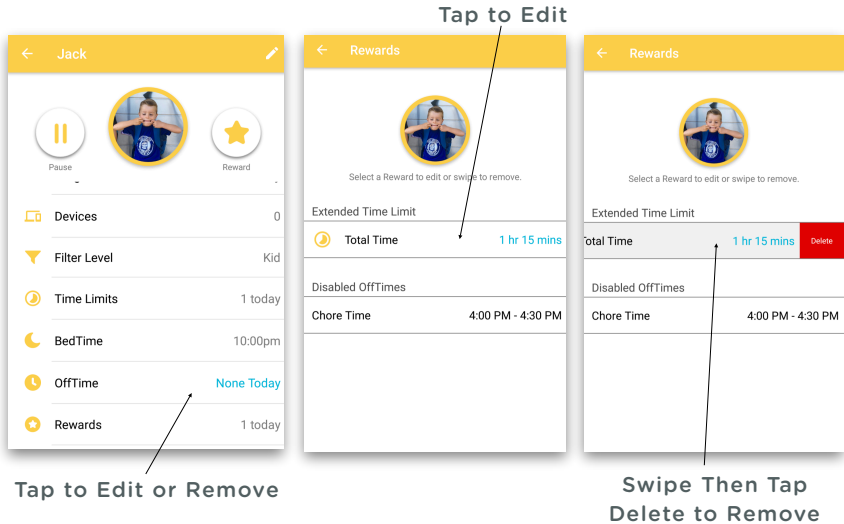
1. Open the appropriate family member's profile.
2. If a Reward is active, the affected Time Limit, OffTime, or BedTime will be highlighted. A Reward section will also be added to the bottom of the profile.
3. You can edit or delete the Reward by tapping the **Rewards** section at the bottom of the profile.



# Rewards (cont.)

## To Edit or Delete a Reward

1. Open the appropriate family member's profile.
2. If a Reward is in effect, you will see it added to the bottom of the profile. Tap that **Rewards** section.
3. Select the Reward to edit it, or swipe and then tap delete to remove it.
4. Remember to tap **Save** to enable this change.

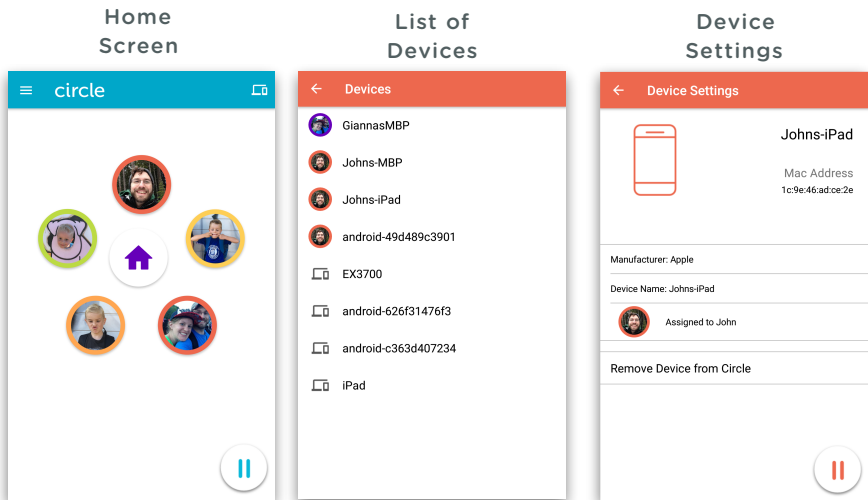


# Devices

The Devices screen lists all the devices on your home network and gives you a quick glimpse of who each device belongs to. Selecting a device from the list allows you to customize its settings.

## To Open the Devices List and a Device

1. Open the Circle Home app.
2. Tap Devices in the upper right-hand corner.
3. Tap a Device to see its setting.



# Device Settings

## MAC Address

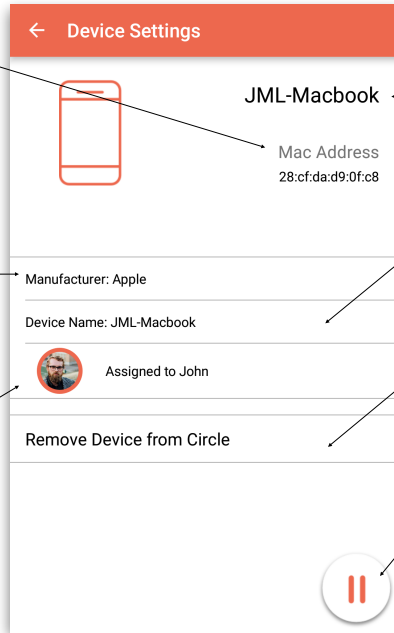
A unique string of numbers and letters that identifies this device on your network

## Manufacturer

The device maker based on the MAC Address above.

## Profile Assigned

Tap to assign this device to a different profile (page 74)



## JML-Macbook

Mac Address  
28:cf:da:d9:0f:c8

Manufacturer: Apple

Device Name: JML-Macbook



Assigned to John

Remove Device from Circle



## Device Name

This is the device name that Circle finds for each device.

## Rename Device

Tap to rename the device (page 73)

## Remove Device

Tap to remove the device from Circle (page 75)

## Pause Button

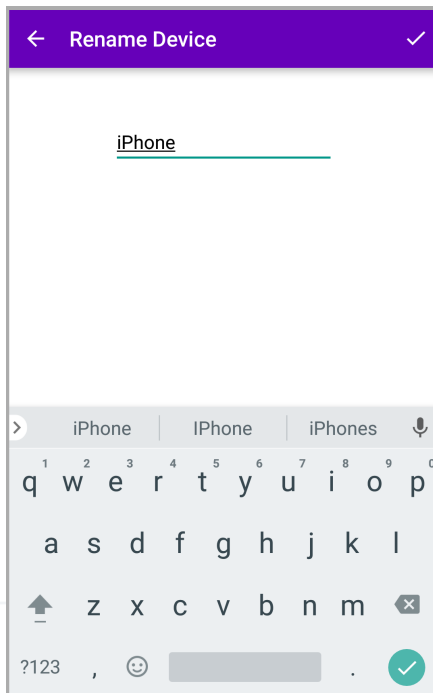
Tap to pause individual device (page 32)

# Device Settings (cont.)

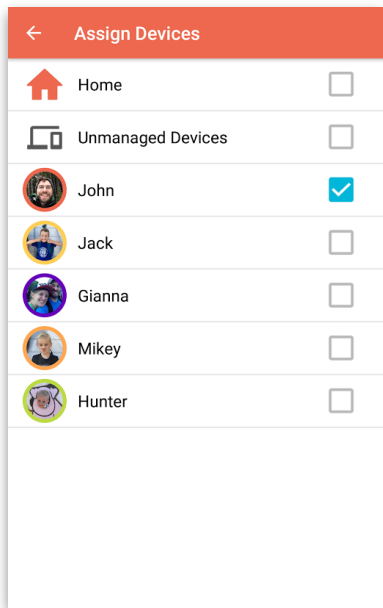
## To Rename A Device

Renaming a device will make it easier to identify and assign.

1. On the Device Settings Screen, tap **Device Name**.
2. Enter in a new name for the device.
3. Tap **Done** when finished.



# Device Settings (cont.)



## To Assign or Reassign a Device

1. On the Device Settings Screen, tap the image of the Family Member the device is assigned to.
2. Select the Family Member you'd like to assign the device to. You can also assign a device to the Home user or Unmanaged.

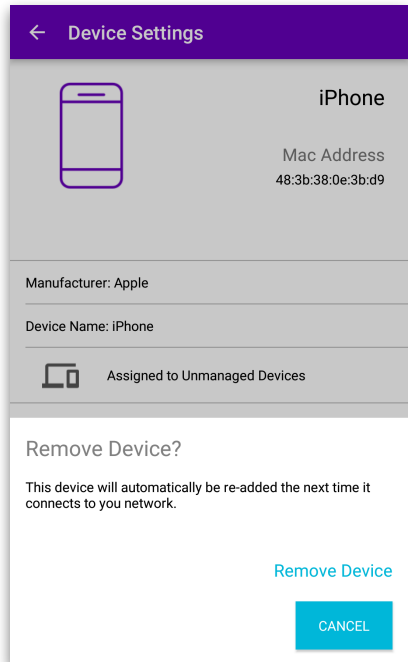
# Device Settings (cont.)

## To Remove A Device

1. On the Device Settings Screen, tap **Remove Device** from Circle.
2. Tap **Remove Device** to confirm.



*If the device you are trying to remove has valid Wi-Fi credentials for your network, the device will automatically be added back to your device list if it connects to your network again.*



# Menu

The Circle Home app menu gives you access to additional features.

## Home

Head back to the Home Screen

## Add Profile

Add a new Family Member

## Manage

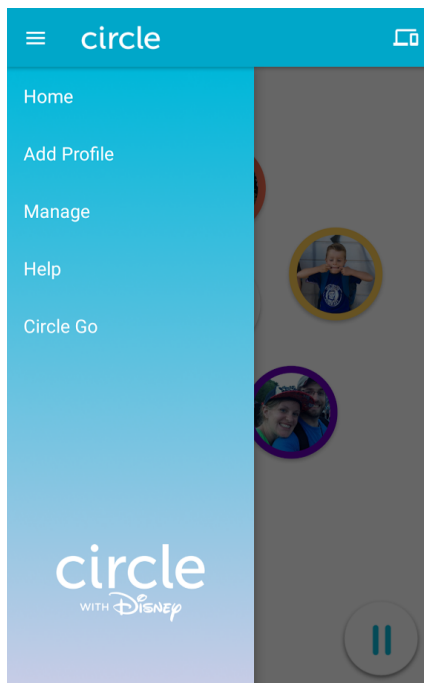
Software & setup details, manage notifications, Circle management

## Help

Get access to Circle's online support resources at [support.meetcircle.com](https://support.meetcircle.com)

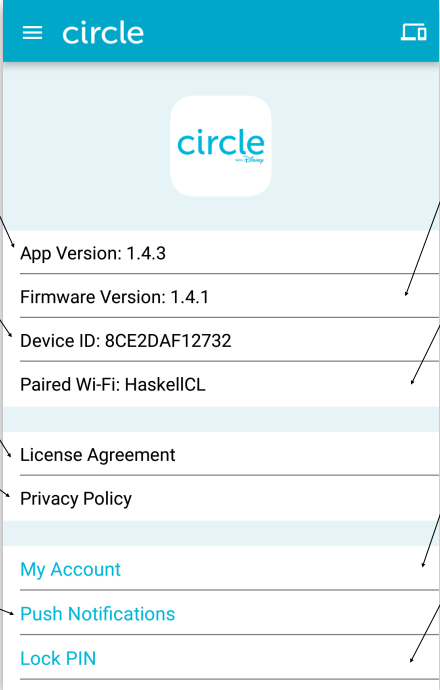
## Circle Go

Manage your Circle Go subscription



# Manage

The Manage section allows you to view and control various aspects of Circle's configuration on your network.



The screenshot shows the 'Manage' screen in the Circle app. The header is blue with the 'circle' logo and a menu icon on the left, and a home icon on the right. Below the header is a light blue section with the 'circle' logo. The main content area lists several settings, each with a horizontal line separator. The settings are: App Version: 1.4.3, Firmware Version: 1.4.1, Device ID: 8CE2DAF12732, Paired Wi-Fi: HaskellCL, License Agreement, Privacy Policy, My Account, Push Notifications, and Lock PIN. Callouts with arrows point from text labels to these settings.

**App Version**  
The current app version

**Device ID**  
The unique ID for your Circle device

**Legal Links**  
These link to Circle's License Agreement and Privacy Policy

**Push Notifications**  
Tap to change your push notifications settings (page 77)

**Firmware Version**  
The current version of the Circle device software

**Paired Wi-Fi**  
The name of the Wi-Fi network your Circle is paired with

**Account**  
Tap to view or change your account information (Page 76)

**Lock Pin**  
Enable or change your lock pin for the Circle Home app. (Page 79)

# Manage (cont.)

The Manage section allows you to view and control various aspects of Circle's configuration on your network.

## Get Circle Passcode

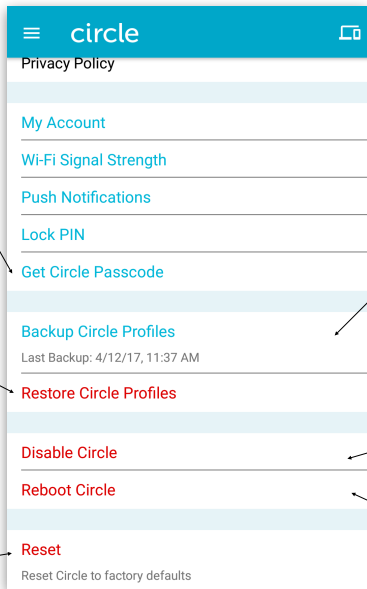
Tap to view your current Circle Passcode.

## Restore

Tap here to restore your profiles from a previous Backup.

## Reset Circle

Reset Circle back to factory default settings.



## Backup

Backup your profiles to make sure you have them in case you need to reset Circle, or get a new device.

## Disable Circle

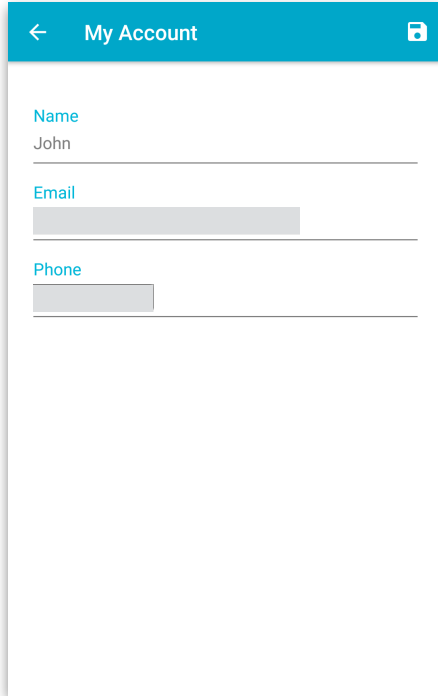
Temporarily disable Circle's management of your network.


## Reboot Circle

Turns Circle all the way off and then restarts the device.

# Manage My Account

You can change your account information by opening the Circle Home menu, tapping Manage, and then tapping My Account. here you'll be able to change your account name, email address, and phone number.



← My Account 

Name  
John

---

Email

---

Phone

---

# Push Notifications

## Push Notifications

The Circle Home app can notify you of several important events so you can stay on top of everything that's happening with Circle. Here they are:

- **Time Limit Reached**

Alerts you when a Family Member has reached one of their Time Limits.

- **Circle Offline**

Notification for when Circle is turned off or disconnected from your network.

- **New Device On Network**

Alert for when a new device joins your home network.

- **New Admin App Setup**

Notification for when someone has setup the Circle Home App to manage your Circle.

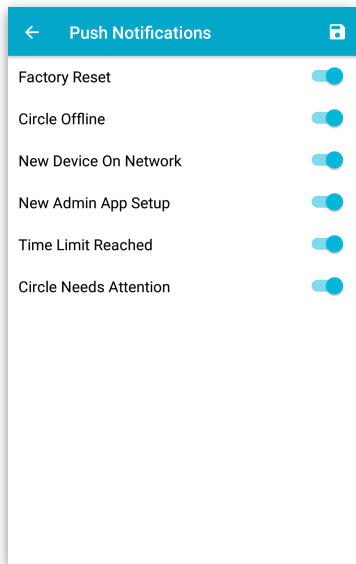
- **Circle Needs Attention**

Alerts for when Circle is running low on battery or has been turned off.

- **Factory Reset**

Notification that Circle has been reset to factory defaults.

# Push Notifications (cont.)



## To Manage Push Notifications

1. Go to **Menu** and then tap **Manage**.
2. Select **Push Notifications**.
3. Turn On/Off the notifications you'd like to receive from Circle by tapping the toggle.
4. Press **Save** to make your changes permanent.

***NOTE:** Toggles set to the right will allow those notifications. Toggles to the left will disable them.*

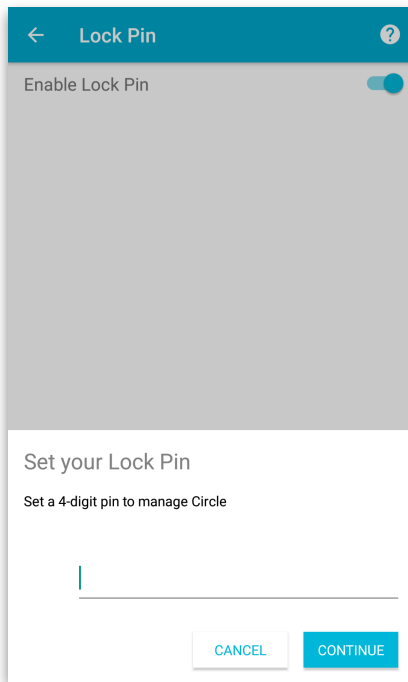


*You will not receive notifications for Circle if you've disabled them under your phone's settings.*

# App Lock Pin

## To Enable The App Lock Pin

1. From the Home screen, navigate to **Menu**, then **Manage**, and finally **Lock Pin**.
2. Switch the **Enable Lock Code** toggle to **ON** (right).
3. Enter a 4-digit code as the code you would like to use, and then re-enter it to verify that you have the right code in place.
4. Once you've enabled the App Lock Pin you will be asked to enter it upon opening the Circle Home app.



# App Lock Pin (cont.)

## To Disable/Reset App Lock Pin

1. From the Home screen, go to Menu >> Manage >> Lock Pin.
2. Switch the Enable Lock Code toggle to off (to the left). **NOTE: This will delete the previous lock code that was set.**
3. Switch the Enable Lock Code toggle back to on (to the right) to set a new lock code using the steps above.

### Forgot Your Lock Code?



Once the app lock code has been set for the Circle app, you will need that code to access the profiles and settings in the Circle app. If you have forgotten, the only way to remove it is to uninstall the app from your device, reinstall the app, and reauthorize that app through the text message passcode sent to the phone number you used when you initially setup your Circle.

# Backup and Restore

Want to make sure you have your profiles set up immediately after a reset? Make sure to Backup your Circle Profiles. Later during set up, or after you've got Circle back up, you can use that to Restore your families Profiles.

## To Backup Your Circle Profiles

- From the Home screen, go to Menu >> Manage >> and Tap Backup Circle Profiles.

## To Restore Your Circle Profiles

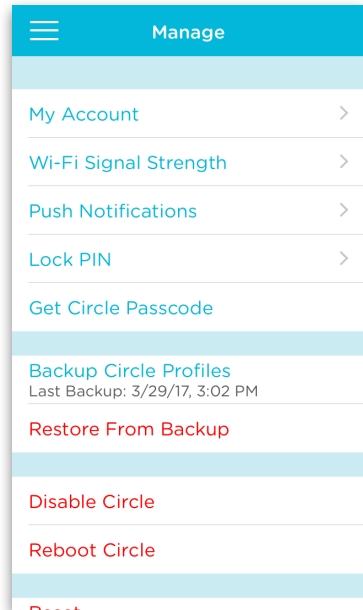
1. Make sure you've previously made a Backup.
2. During set up your app will automatically detect that you have a Backup. Tap Restore Backups to get those set then continue set up.

## iOS Users and Backup

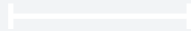
Backups created on an iOS device will be deleted when the Circle Home app is uninstalled. Don't uninstall unless you're sure you don't need your Backup any longer.

## Insights and History

Currently Backups do not include Insights or History information for your Circle profiles. This information will be erased after a reset or after restoring a Backup.



# CIRCLE CONNECTIONS



# Circle Connections

With Circle Connections, you can connect your favorite apps and services to bring new features to your Circle. Right now you can connect your favorite chores management apps along with Alexa. Soon you'll be able to connect your activity trackers, or other apps and services to Circle.

## What You Need

To use Circle Connections you will need:

- Your Circle-managed network
- The latest version of the Circle Home app
- Any necessary apps or services related to the Connection you'd like to start

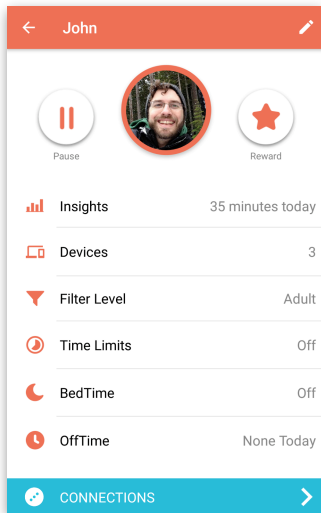


# Circle Connections

## Check Out Circle Connections

Circle Connections requires version 1.5 or above of the Circle Home app, which is available for both Android and iOS devices.

Once you've updated Circle Home to the latest version, you can check out Circle Connections by opening the Circle Home app, and then a family member's profile. At the bottom of the profile you will see a blue bar for Circle Connections; tap on this tab to see what Circle Connections has to offer.



# Circle Connections



**Chores:** Reward your kids for a job well done. Make managing your family's chores fun. Give screen time rewards when chores are completed with the Chores Connection. Supported apps: Mothershp, Landra, Choremonster.



**Activity:** "Move more" meets "surf more." Connect how physically active your kids are with how much screen time they get using Circle's Activity Connection. Supported Apps/Devices: Mistfit, Apple Health. Coming soon.



**Social:** Be "in the know" - when it matters. Extend your ability to manage how your teens engage with popular social media apps. Connect RAKKOON to get a heads-up when your kids send or receive questionable content. Supported Apps: RAKKOON. Coming soon.



**Automation:** Unlock the possibilities. Tap into the world of connected apps on IFTTT to enable your Circle to do things we've never thought of. Supported Apps: IFTTT. Coming soon.



**Driving:** Driving, now safer with Circle. Enable safer driving for your teen by automatically disabling distracting apps while they drive. Supported apps: Automatic. Coming soon.



**Assistant:** Alexa, meet Circle. The most powerful voice assistant in the world will now answer your questions about how much time your kids spend online ... and lots more! Supported apps: Alexa.

# Circle Connections for Chores



## Circle Connection For Chores

With the addition of Circle Connections, we're excited to announce a new partnership with the folks at FamilyTech and their family chore management apps Mothershp, Landra, and Choremonster.

These are a set of web and mobile apps that make chores fun for kids and easy for parents. Your kids can now earn rewards in Circle by doing their chores. Best of all, it's all automatic once you've set up the connection.

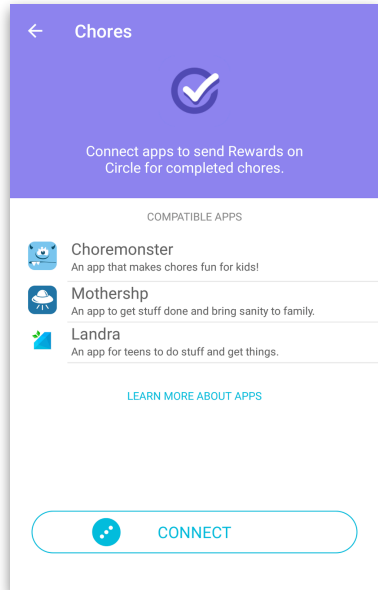
Johnny wants to stay up a little longer? Great! He just needs to make sure his room is clean and let you know through the Choremonster app! Jill wants some more screentime? Alright, but she needs to brush her teeth and get ready for bed first!

# Circle Connections for Chores

## Setting Up The Circle Connection For Chores

Once you've downloaded the right apps and are on the latest version of Circle Home (at least 1.5 or above), setting up a Connection between Choremonster and Circle is a three step process. (If you've already been using FamilyTech's apps and services, you can move to page 88 to connect Circle with their apps and start your Chores connection.)

1. Get Your Family's Profiles Created in MotherShp and Set Up Choremonster.
2. Log into Mothershp and Connect Your Family's Profiles with Circle.
3. Create a Bedtime or Time Limit Reward in Mothershp.



# Set Up Mothershp and Choremonster

Before you start the Circle Connection for chores you'll want to make sure you've set up the Mothershp app and made a profile for yourself and your family members.

## Setting Up Mothershp

The Mothershp app is where you'll create chores, set up rewards, and approve requests from family members. You'll need it and a FamilyTech profile to set up the Circle Connection for Chores.

1. Download the Mothershp app from your app store.
2. Sign up within the app or online.
3. Create profiles for the family members you'd like to be able to do chores and redeem rewards.
4. Create the appropriate chores and some rewards if you'd like.

## Setting Up Choremonster

Now that you've set up the Mothershp app and created profiles for you and your family, you'll want to make sure your kids can log their chores and make requests for rewards. They do so through the Choremonster (for kids) or Landra (for teens) apps.

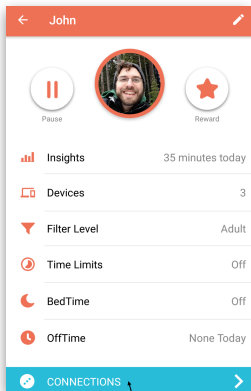
1. Download the appropriate app to any devices you'd like them to use to log chores or make requests.
2. Log into the profile you created earlier for them. They'll then use these app to log chores you made for them, or request the rewards you've set up.

# Connect Your Profiles with Circle

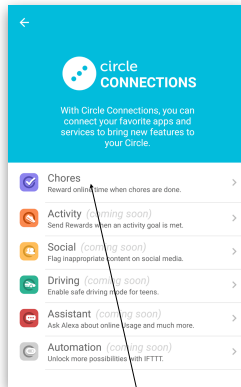
Now that you've set up the Mothershp and Choremonster/Landra apps for your family, created their profiles, and made some chores, you're ready to set up your Circle Connection for chores.

You'll need to connect your Mothershp and Circle Home profiles:

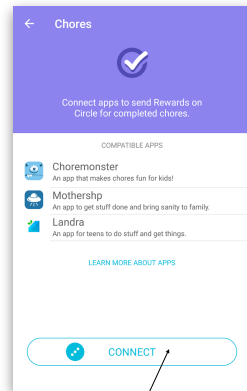
1. Open up the Circle Home app.
2. Load any family member's profile by tapping on it. (Continued below)



3. Tap Connections.



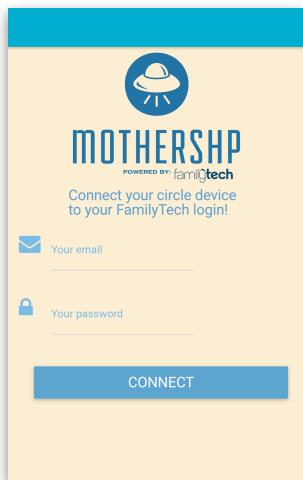
4. Tap Chores.



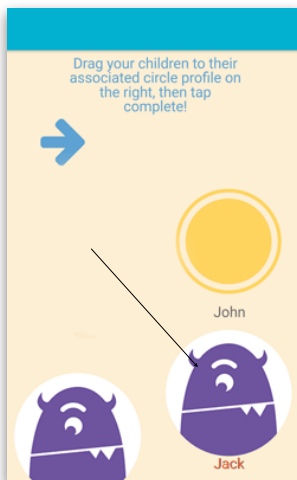
5. Tap Connect.

# Connect Your Profiles with Circle

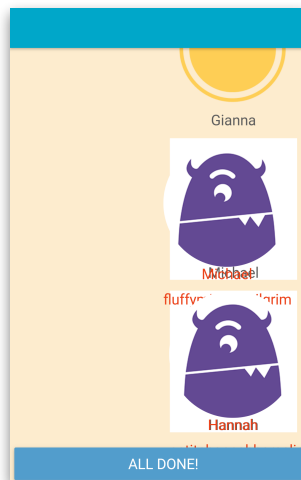
(Continued from the previous page.)



6. Login using your FamilyTech account you set up for the Mothership app.



7. Drag your family member's profile to the associated Circle profile.



8. Scroll down, and tap "ALL DONE!" to finish.

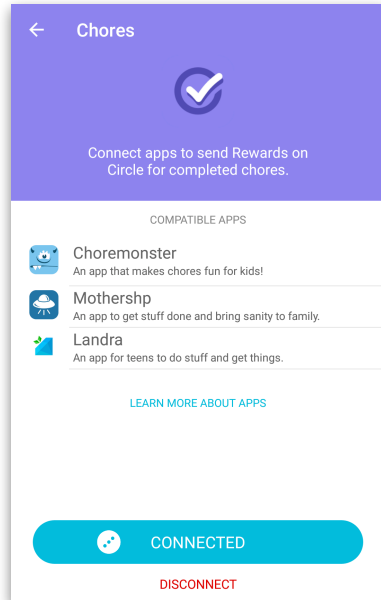
# Connect Your Profiles with Circle

(Continued From The Previous Page.)



After tapping “ALL DONE!” You’ll be notified that Mothershp and Circle are now linked and returned to the Circle Home app. You’ll also show as “CONNECTED” in the Circle Home app. (This button can take a couple of minutes to change its status.)

Once you’ve started your Circle Connection for Chores your kids will be ready to redeem their completed chores for Rewards in the Circle Home app. Once everything is set up properly these will automatically apply to the correct profile.

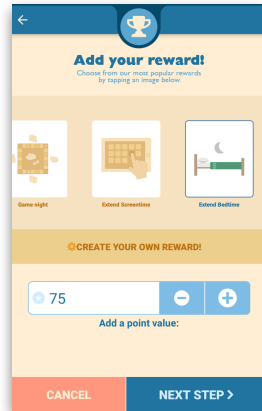
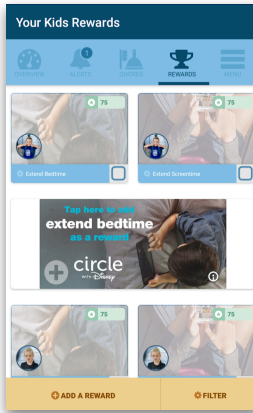
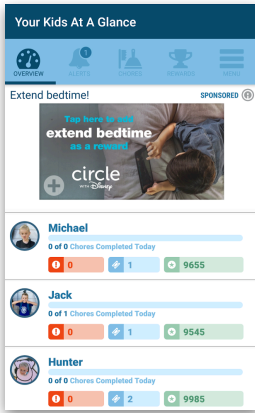


# Create a Reward in Mothershp

Currently, kids can redeem rewards for an extra hour on their daily Time Limit, or an hour later BedTime. Before setting up rewards in Mothershp make sure you've downloaded the app, created an account, setup your family and started the Circle Connection for Chores by following the previous tutorials.

## To create a Bedtime or Time Limit Reward in Mothershp:

1. Open up the Mothershp app. Login if necessary. (Continued below.)

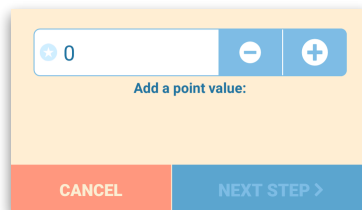


2. Tap the REWARD section.    3. Tap ADD A REWARD    4. Scroll to the end and choose either "Extend Screen Time" or "Extend Bedtime"

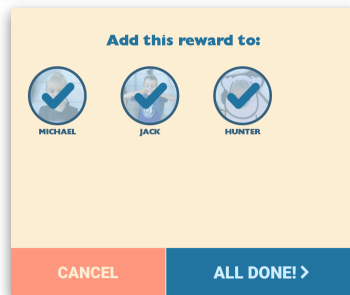
# Create a Reward in Mothership

(Continued from the previous page.)

5. Add a point value to this reward then tap "Next Step".



6. Add this reward to the appropriate family members' profiles and then tap "ALL DONE!".



Congratulations, you've setup your reward. Once your kids earn enough points, they can redeem those points for a reward through the Choremonster or Landra app. After you've approved this reward via the Mothership app, it will automatically apply to their Circle profile!

# Circle Connections for Assistant



## Circle and Alexa

Alexa, meet Circle.

The most powerful voice assistant in the world will now answer your questions about how much time your kids spend online ... and lots more! To get this going, you'll need to enable the Circle Skill for Alexa.



## Requirements

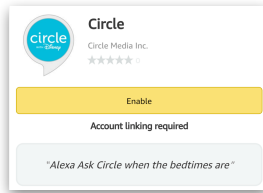
Before you go to enable the Circle Skill with your Alexa device you'll need to have the following setup:

- Your Circle device paired to your network.
- An Alexa device and Amazon account.
- Circle Home app version 1.5 or above.

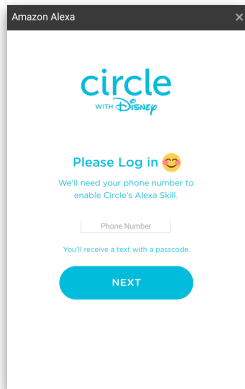
# Enabling the Assistant Connection

## Enable the Circle Skill with Alexa

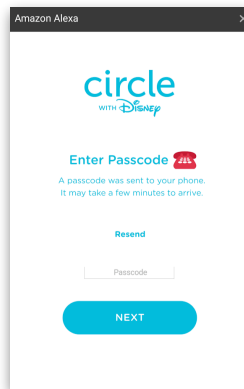
1. Open your Alexa app.
2. Tap the Menu button.
3. Tap Skills.
4. Search for “Circle”.
5. Tap Enable.



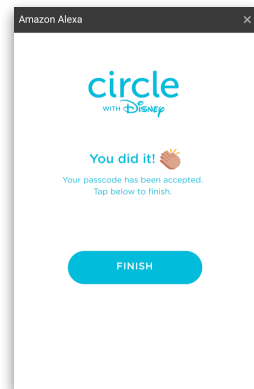
## Link Alexa and Circle



1. After tapping Enable, you will be asked login using your phone number. Enter it and tap next.



2. Enter the passcode you receive and tap next.



3. Tap finish to complete.

# Circle Connections for Assistant

So you've enabled the Circle skill for your Alexa voice assistant, but now you're wondering what kind of magical things it can do? You're in the right spot!



## Alexa Voice Commands for Circle

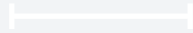
To invoke the Circle skill for Alexa, you'll need to make sure you start your command with "Circle..." This clues Alexa in that you're about to ask or tell it something about your Circle device.

## BedTime

To get Alexa to tell you what time your family member's BedTimes are set to, say "Ask Circle what time BedTimes are tonight?" Alexa is super smart though, so it will understand a number of other questions related to bedtimes like "Ask Circle when BedTimes are set for?", "Ask Circle to list our bedtimes", or even something short like "Ask Circle bedtimes".

*Note: Currently the Circle Skill for Alexa only allows you to find out what BedTimes are set for you and your family members for the day, and when they are set to.*

# THE MYCIRCLE APP



# Before You Begin

## What You Need

To use the MyCircle app, please have the following ready:

- Your Circle-managed network
- The MyCircle app downloaded and installed



## System Requirements

The MyCircle app requires an iOS device running iOS 8.1 or later, or an Android device running Android 5.1 or later.

## Getting Started with MyCircle

In order to ensure that MyCircle will start up properly:

- Confirm that your Circle with Disney device is powered on and setup on your network.
- Assign your device to a filter level other than None. Any device that is set to a filter level of None or is an "Unmanaged Device" will not be able to use MyCircle or Circle Go.
- Ensure that your device is connected to your home Wi-Fi the first time you attempt to launch MyCircle. Until it makes that initial connection over your home Wi-Fi, it will not be able to load properly.

# MyCircle Overview

MyCircle gives you a unique view of your online experience set alongside a great collection of Disney content. When the app launches, this is what you will see first:



# MyCircle Profile Dashboard

Each family member has their own Circle settings, and with MyCircle, they have their own dashboard, too! There are two ways to view the MyCircle dashboard for an individual in your home:

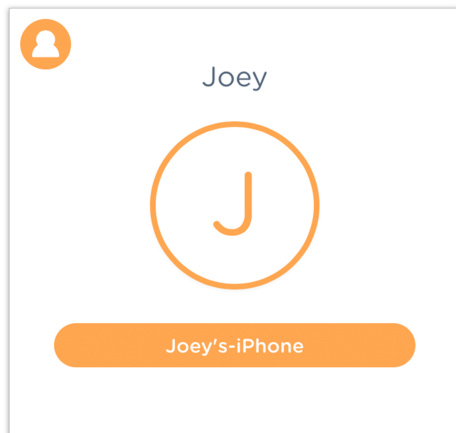
1. Through a web browser at <https://mycircle.meetcircle.com>
2. Through the MyCircle app.

Here are the things that each family member can find in their MyCircle dashboard:

## Name & Device Name

Each time the MyCircle dashboard is launched, you will be able to see the name of the device that they are using to access MyCircle, as well as the family member that device is assigned to.

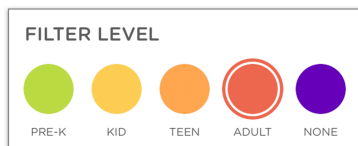
In the example on the right, this device is named “Joey’s-iPhone” and belongs to Joey.



# MyCircle Profile Dashboard (cont.)

## Filter Level

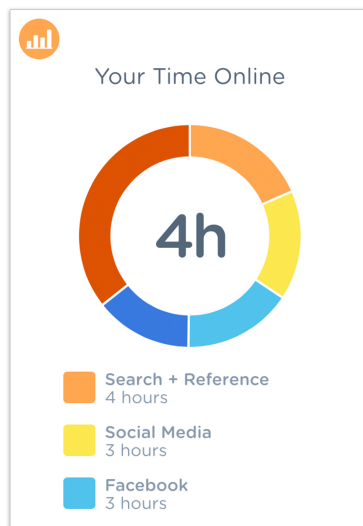
The whole MyCircle experience will take on the color scheme of the filter level that is set for the owner of that device.



## Time Spent Online

With MyCircle, each family member can find an overview of where they have spent time online today.

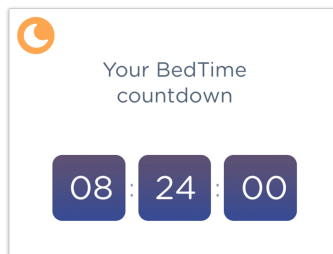
This will provide a high-level summary of the total online time, as well as specific categories or platforms that lead time usage for the day.



# MyCircle Profile Dashboard (cont.)

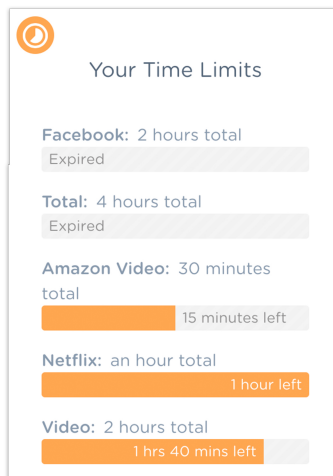
## BedTime Countdown

If that family member has a BedTime assigned, the MyCircle dashboard will show them a countdown to when it's time for their devices to disconnect from the internet.



## Time Limits

Finally, the MyCircle dashboard will display a report of that family member's time limits for the day, along with a visual representation of how much time they have left for each category.



# MyCircle Menu

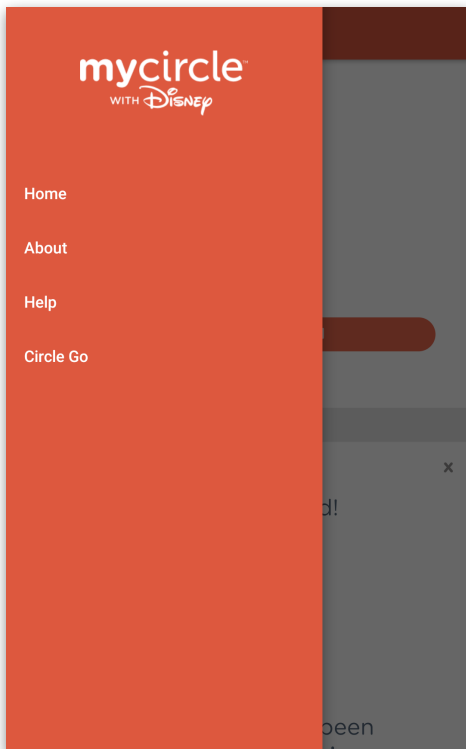
## Menu Options

The MyCircle menu isn't flashy, but it does have everything you need to understand the terms of using MyCircle and allow you to get help if you need it!

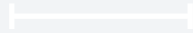
## Setup Circle Go

Use the setup Circle Go button at the bottom of the MyCircle menu to get started with Circle Go.

***IMPORTANT: A Circle Go subscription must be in place in order to install Circle Go on your device. Read more about Circle Go below.***



# SETTING UP CIRCLE GO



# Welcome to Circle Go

## What Is Circle Go?

Circle Go is an exciting addition to the Circle family that extends the power of Circle beyond the home for mobile devices.

Whether on 4G LTE or on other Wi-Fi networks, Circle Go will manage mobile devices in the same way as it will when they are on the home Wi-Fi.



## How Does Circle Go Work?

After installing Circle Go, all of your Go-enabled device's Internet activity will be handled by Circle. However, while all Internet traffic on your device will go through Circle's systems, all your history continues to reside on your home Circle and is not stored anywhere else.

You can read more about the magic behind Circle Go and how Circle is handling your privacy and security with Circle Go [here](#).

# Welcome to Circle Go (cont.)

Circle Go impacts the way that your devices connect to the Internet, so you may be wondering if there will be a significant impact on your device's performance. There are a couple of things that are worth keeping in mind with Circle Go:

## **Connection Strength**

Once the Circle Go VPN establishes a connection, the strength is comparable to normal Wi-Fi or 4G LTE connection strength. There should be no difference in connection strength with or without the Circle Go VPN enabled, and service should not drop in and out with the VPN enabled.

## **Connection Speed**

With typical use, Circle Go will not noticeably impact connection speeds for your device. Some users report that Circle Go actually improves their mobile performance and others report no difference in their experience. The only time you should notice a significant impact is when your device is coming back up from being "asleep" for a while and attempting to make its initial connect to the Circle Go VPN service. That initial connection between the device and the Circle VPN may take an extra moment to establish Internet connection.

## **Battery**

Initial tests suggest that running the Circle Go VPN with constant connection may drain battery life more rapidly than without Circle Go enabled. The impact is not dramatic.

# Getting Started with Circle Go

## Before You Begin

Getting Circle Go installed on your iOS device is extremely simple and requires the following steps, all of which are outlined below:

1. Download the Circle Home and MyCircle apps.
2. Subscribe to Circle Go.
3. Install the Circle Go profile in your iOS devices.

It's really that simple!

## System Requirements

Because Circle Go is installed in a unique way on your phone or tablet, the system requirements are slightly different than the MyCircle app. Installing Circle Go requires:

- An iOS device running iOS 9 or later, or an Android device running Android 5.1 or later.
- An existing Circle installed on the home network.
- No device management profiles already installed on that device.

# Install the Apps

You will need to setup and manage two apps to use Circle Go:

## **For Administration: Circle Home 1.3 Or Later**

Install this app on the device that you want to use to manage your Circle device and your Circle Go subscription.



Circle Home App

## **For Setting Up Circle Go: Mycircle 1.3 Or Later**

Install this app on any device that you want to manage using Circle Go. That device must be running iOS 9.0 or later, or Android 5.1 or later.



MyCircle App

*For iOS users: After installing Circle Go, you may remove the MyCircle app. It is not required for ongoing use of Circle Go on the iOS device. Android users will need to keep MyCircle installed for Circle Go to work properly.*

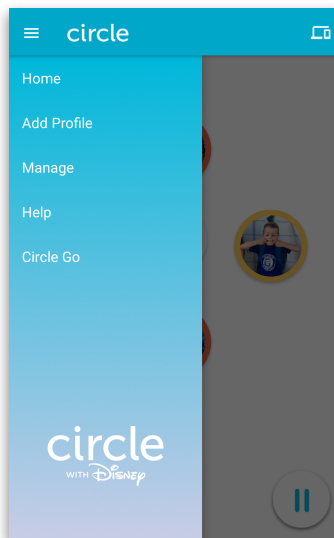
# Subscribe to Circle Go

Circle Go is a monthly subscription that extends the Circle features that work in the home to mobile devices, no matter which network they join.

## How To Start Your Subscription

1. Visit <https://meetcircle.com/circle-go> while you are connected to your home Wi-Fi. **IMPORTANT: If your device is not connected to your home Wi-Fi, you will be unable to continue setting up your subscription with Circle Go.**
2. Tap any Subscribe button on the Circle site or click [here](#).
3. On the Circle Go Subscription page, enter all your relevant billing information and press **Place My Order**.
4. This will begin your Circle Go subscription. You will see a new item in your Circle Home app menu that will allow you see your Circle Go enabled devices.

Once your subscription is in place, you are now able to set up Circle Go on your devices.



Tap “Circle Go” to get started.

# Install Circle Go

Circle Go must be installed on any compatible iOS or Android that you want to manage outside your home Wi-Fi. Installing Circle Go on each of your devices is very simple, but you will likely see a number of screens that you haven't ever seen before on your device as you go through the process.

Here's what setting up Circle Go will look like:

## Get Your Device Ready

On the device that you want to manage with Circle Go:

- Ensure that your device is assigned to a Circle profile with a filter level other than None.
- Connect to your home Wi-Fi managed by Circle. ***IMPORTANT: Your device MUST be connected to your home Wi-Fi for Circle Go installation to be successful. If you are not, the installation will fail.***
- For iOS devices, you'll need Safari enabled temporarily during setup; you can restrict Safari after Circle Go is installed.
- Launch the MyCircle app.

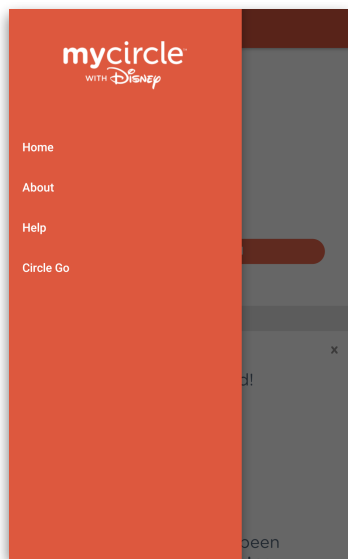


If your device is connected to a profile with a filter level of None or if it is currently “Unmanaged,” you will not be able to use MyCircle or Circle Go with that device.

# Install Circle Go (cont.)

## Begin Circle Go Installation

From the MyCircle content feed, go to the Menu and tap the Circle Go button.

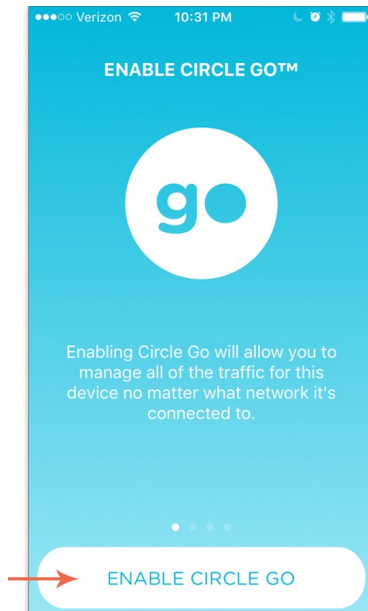


# Install Circle Go (cont.)

## Read Introduction and Go to Installation

Swipe through the introduction screens to get acquainted with the Circle Go installation process, then tap **Enable Circle Go**.

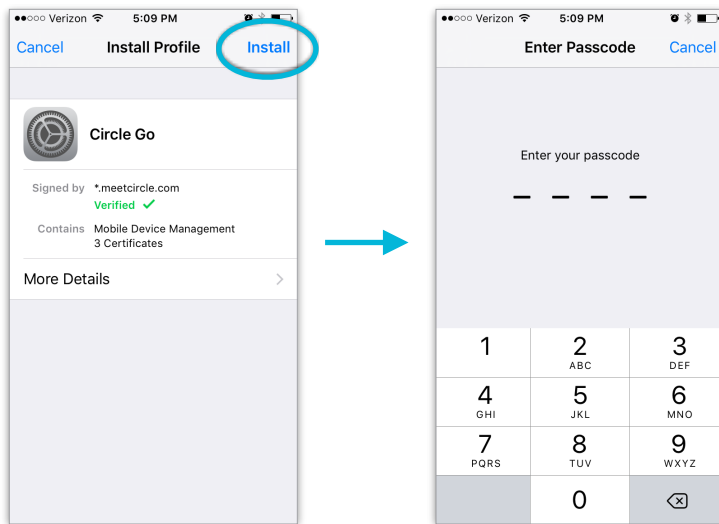
Once the process begins, your iOS settings will take over the main portion of the process because Circle Go involves directly managing your device.



# Install Circle Go (cont.)

## Install Profile in iOS settings

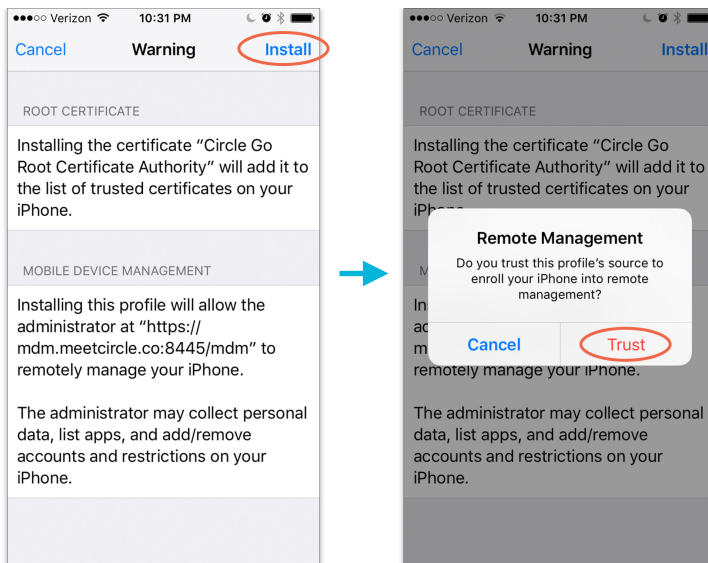
The Circle Go profiles are installed in the iOS Settings. Tap **More Details** to view more information about the Mobile Device Management bundle, then press **Install**. Then, enter your passcode to continue.



# Install Circle Go (cont.)

## Trust The Circle Go Installation

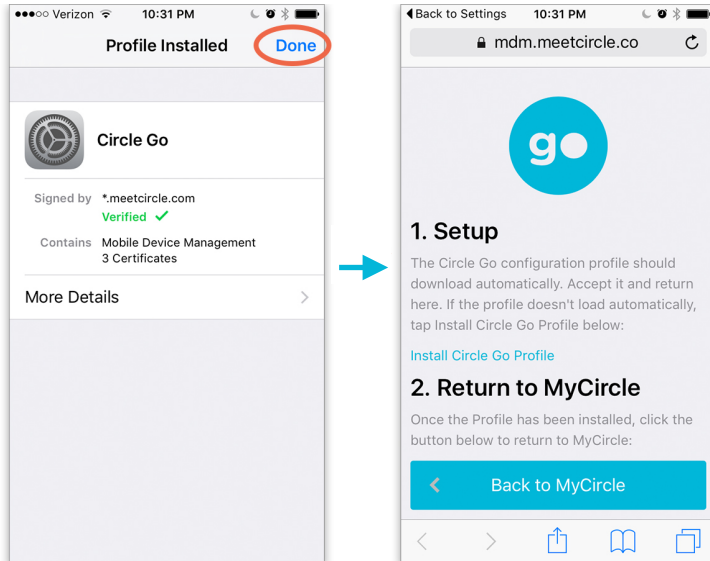
Your iOS settings will need for you to confirm that you trust the source of the Mobile Device Management (MDM) profile you are attempting to install. Tap **Install** again and confirm that you trust Circle to manage this device.



# Install Circle Go (cont.)

## Complete Installation

The actual installation of the Circle Go profiles only takes a moment. Tap **Done** to complete setup. This will return you to Safari where you can read a description of the process again if you like. We recommend that you close this page in your Safari browser once you are done with Circle Go installation.

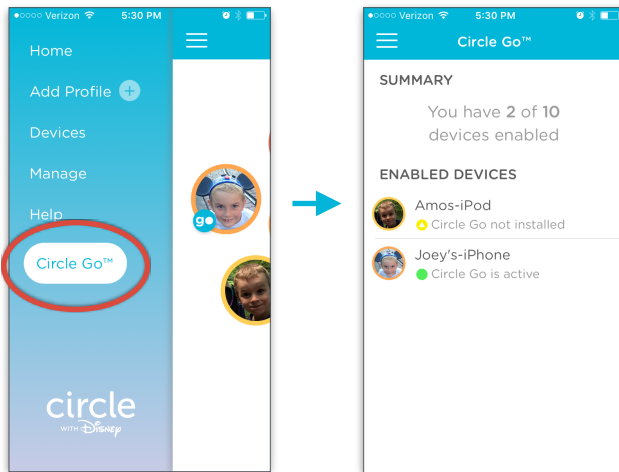


# Confirm Circle Go Installation

## In The Circle Home App

You can confirm that you were successful in installing the Circle Go profile in the Circle Home app in this way:

- Open Circle Home.
- Tap the **Menu** icon in the top left, and then tap **Circle Go**.
- Confirm that the device(s) you have installed the Go profiles on are listed there.



# Circle Go Device Statuses

In addition to confirming whether your device was successfully added to your Circle Go subscription, Circle Home will now display the current Circle Go status for those devices. Here is what those statuses mean:

## Good ●

This status indicates that Circle Go is able to see that device, and the Circle Go system is in good working order.

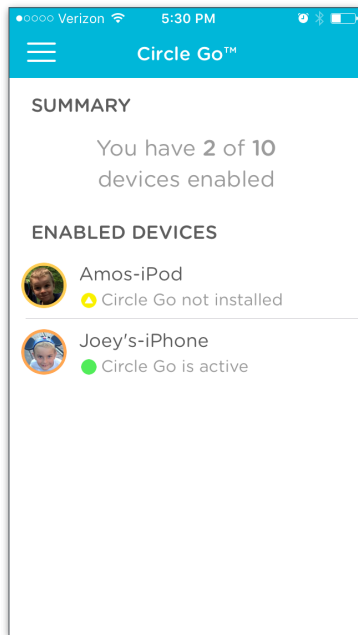
## Warning ▲

This status indicates that Circle Go is not working for some reason. Here are the possible scenarios:

- Check Circle Go Installation
- Device is using personal hotspot
- Circle Go not installed (installation failed)

## Bad !

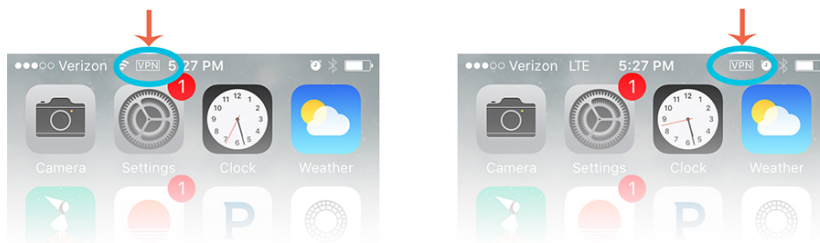
This status indicates that Circle Go has been removed from the device completely and is no longer being managed.



# Confirm Circle Go Installation (cont.)

## On The Go-Enabled Device

On every device that Circle Go is enabled on, you will be able to see an item in the status bar on your iOS device that indicates that Circle Go has been enabled on that device. It is a small box with the letters "VPN" inside, and it looks like this:



This VPN badge will appear anytime Circle Go is in effect to manage the Internet activities for that device. For more information on when the VPN will be enabled, you can read more [HERE](#).

# The Circle Go VPN

Circle Go is built to be smart about where and how you connect to the Internet, so the Circle Go VPN automatically turns on and off depending on the circumstances surrounding your Internet connection. Here is what you can expect:

## **At Home**

Circle Go recognizes that you are on your own Circle-managed network when it connects to the 2.4ghz band of your home Wi-Fi. Because Circle's settings are already in place there, the VPN stays OFF. It will not recognize the 5ghz band, however, and remain ON when connected in that way to your home Wi-Fi.

## **On 4G LTE Data**

The Circle Go VPN be ON when a mobile device is using their cellular connection to access the Internet.

## **On Other Wi-Fi Networks (Friends, Family)**

If your mobile device is able to get online using a Wi-Fi network outside your home, the Circle Go VPN will turn ON to manage that activity.

# The Circle Go VPN (cont.)

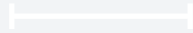
## **At Schools Or Other Public Wi-Fi Networks**

Some places — like schools, libraries, or other locations — provide Wi-Fi networks but also actively block VPN connections. If your school IT department has that policy, Circle Go will not work with that Wi-Fi and you will have to use cellular data to get online. Our support team can work with your school's IT administration to make sure Circle Go works on their network. Please send an email to [hello@meetcircle.com](mailto:hello@meetcircle.com) for more information.

## **With Captive Portals Or Access Logins**

Because captive portals and access logins (such as Xfinity hotspots) require a preliminary authorization before the device may fully access the Internet, the Circle Go VPN will remain off until the device is able to reach the Internet. Once the device has gained access through the captive portal or access login, the Circle Go VPN will enable and manage all further activity.

NEED HELP?



# Circle is here to help!

## **Circle Support Center**

In the Circle Support Center, you can find a large collection of instructional and troubleshooting resources to help you make the most of having Circle in your home.

Come visit us at <https://support.meetcircle.com>

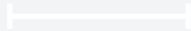
## **Talk To The Circle Support Team**

If you are running into issues or have questions that you can't seem to find an answer to, we'd love to help!

Write us at [help@meetcircle.com](mailto:help@meetcircle.com) or call us at 1-855-498-7879,  
Hours: M-F 7:30A - 5:00P, Sat-Sun 8:00A - 4:00P (PST)

Enjoy your Circle!

LEGAL



# FCC Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference and
2. This device must accept any interference received, including interference that may cause undesired operation

## FCC INFORMATION

This equipment has been tested and found to comply with the limits for a Class B Digital Device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction, may cause harmful interference to radio communication.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The user should not modify or change this equipment without written approval from Circle Media Inc. Modification could void authority to use this equipment.

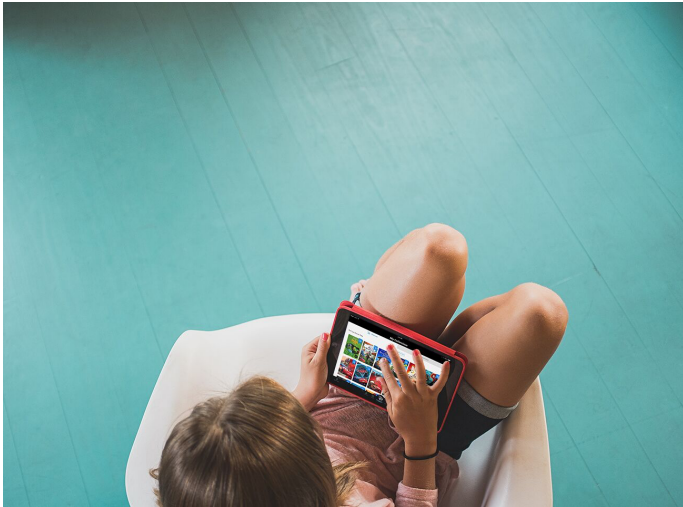
# Circle EULA and Privacy Policy

## **CIRCLE END USER LICENSE AGREEMENT**

To read Circle's End User License Agreement (EULA), visit: [meetcircle.com/license](https://meetcircle.com/license)

## **CIRCLE PRIVACY POLICY**

To read Circle's Privacy Policy, visit: [meetcircle.com/privacy](https://meetcircle.com/privacy)



**MEET CIRCLE.**  
**Internet. Reimagined.**

Circle Media Inc. (Circle) was founded in January 2014 with offices located in Portland, Ore. and Cypress, CA. Circle exists to develop family-centric products that redefine how we connect.



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