



AT&T Secure Family™

Pairing Android Child Devices

6/22/2020

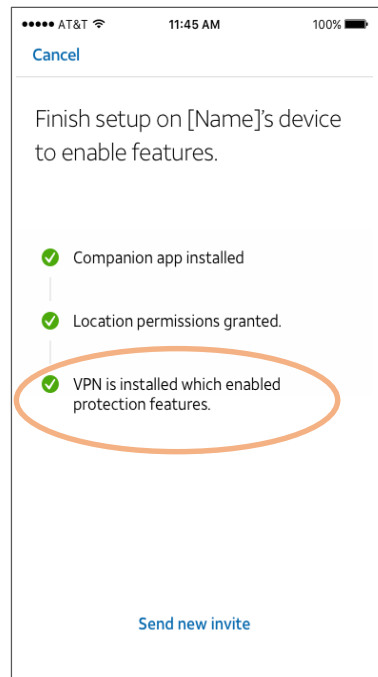
Effective with the 10.13.1 update for Android

These steps apply all Secure Family customer types



New Simplified Location Only Pairing

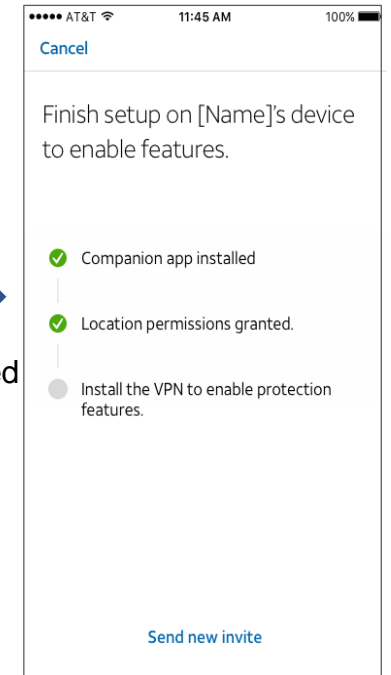
With the release of Android update 10.13.1, we have removed the requirement to use a VPN if you wish to use Secure Family only for Location monitoring and alerts. Installing the Secure Family Companion on the child device and pairing with your phone is highly recommended for GPS Location accuracy. Follow the enclosed steps and stop at Step 18 for Location monitoring and alerts only. Refer to the screen shown on right hand side for Location Only (GPS tracking).



← GPS Location plus Parental Controls enabled

Required:
Secure Family – Parent – release 10.13.1
Secure Family Companion – Child – release 10.13.1

→ GPS Location only enabled

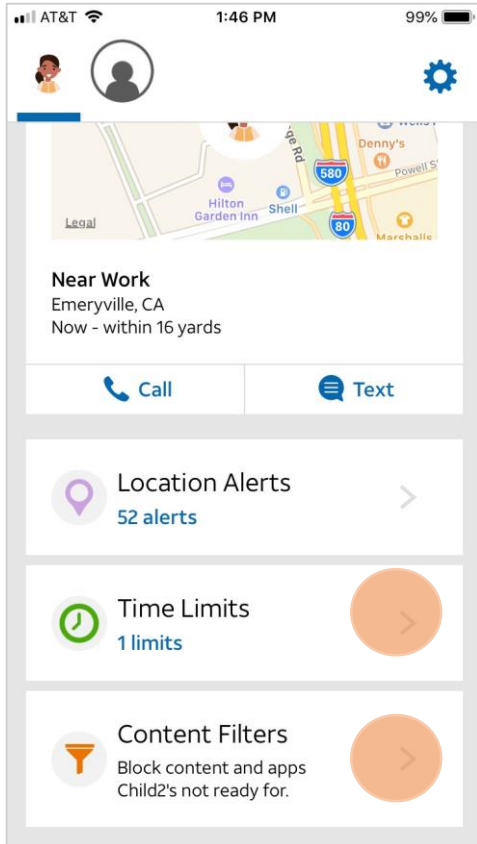


If you wish to add protection features (Parental Controls) including; Content Filters, Pause Internet and Internet Time Limits, then you must continue with pairing and install the Secure Family Companion VPN. Continue with Steps 19 thru 29 to enable all features that require a VPN. Refer to screen shown left hand side to enable Location plus Parental Controls (Protection).

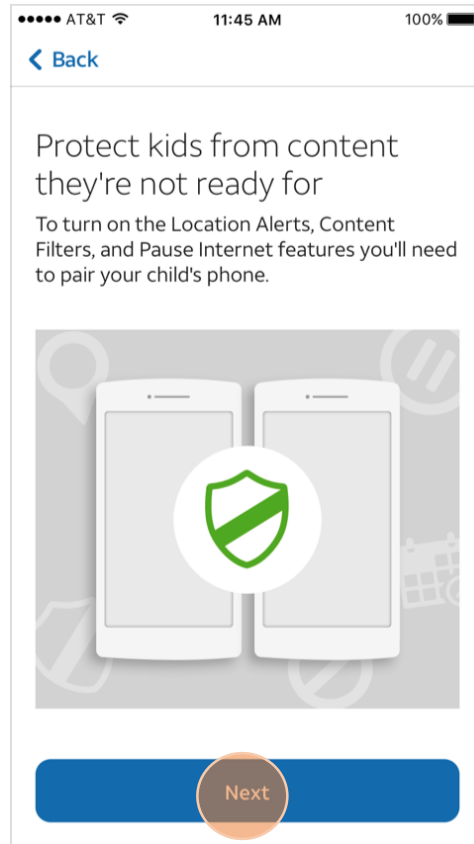
Pair Companion App - Android Child Device

Before beginning the pairing process please ensure that your child's device OS version is above Android 5.0, that it does not have another companion app or VPN profile installed, and that it does not have short codes blocked. **It is extremely important that the Android OS location permissions are set correctly to "Always Allow" on the child's device to receive accurate location information from your family member's companion device.**

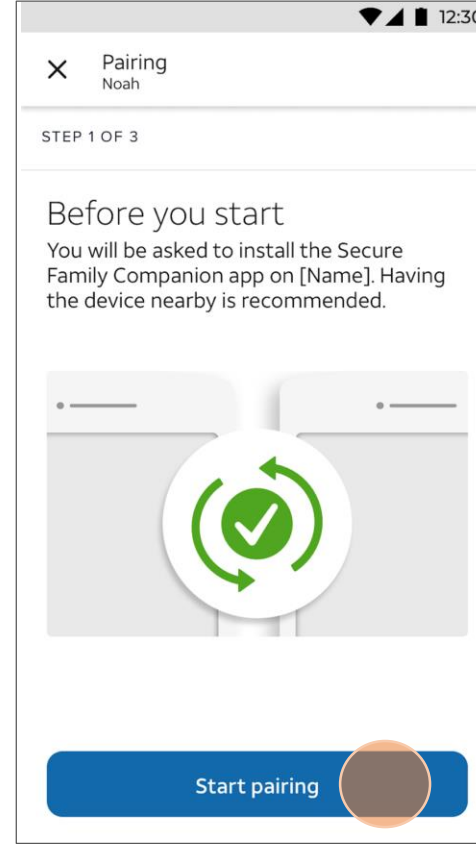
Steps taken on parent device



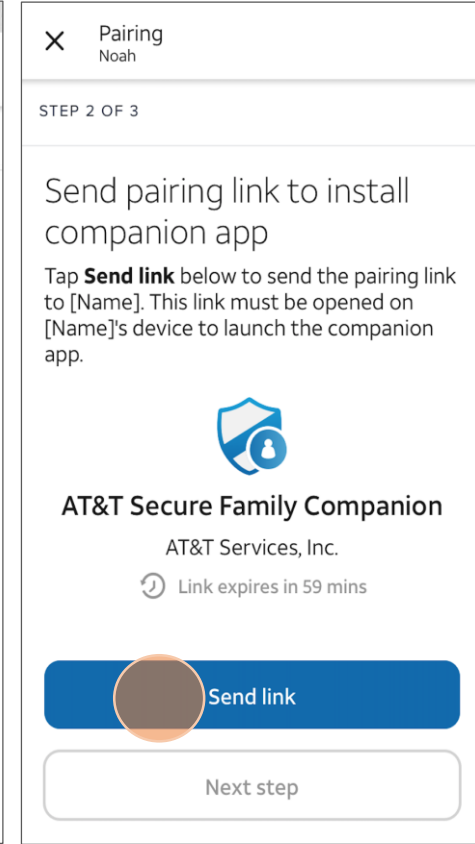
Step 1 – To initiate pairing for only Parental Controls, tap **'Time Limits'** or **'Content Filters'** or **'Pause Internet'**



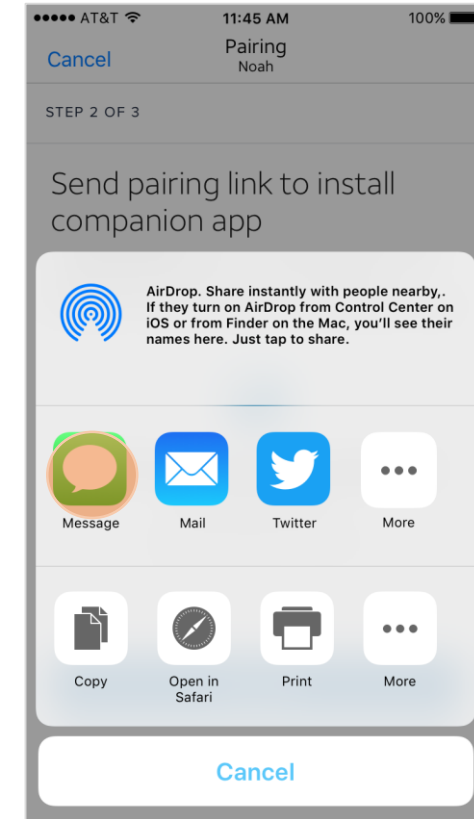
Step 2 – Tap **Next**



Step 3 – Tap **Start pairing**



Step 4 – Tap **Send link**

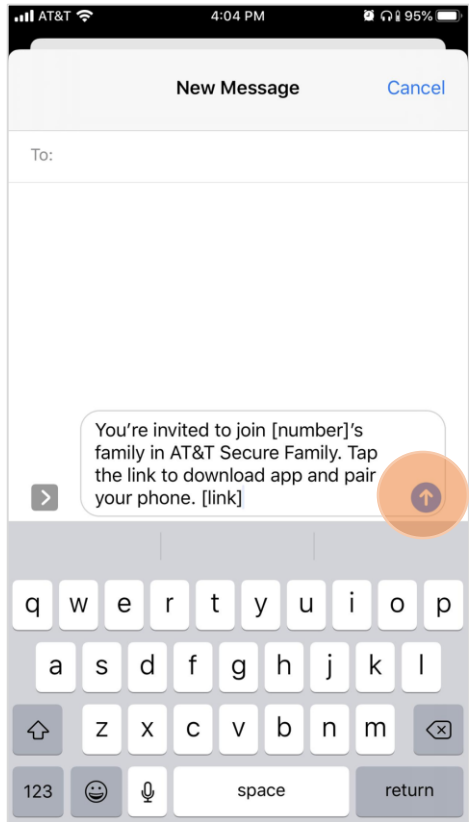


Step 5 – Select how to send pairing link to child device. **In this example you will see pairing link sent via text message**

Pair Companion App - Android Child Device (cont'd)

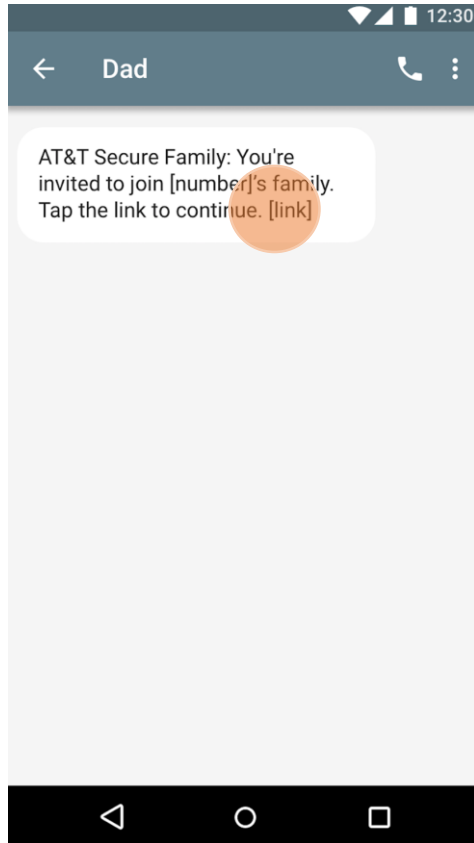
Before beginning the pairing process please ensure that your child's device OS version is above Android 5.0, that it does not have another companion app or VPN profile installed, and that it does not have short codes blocked.

Steps taken on parent device

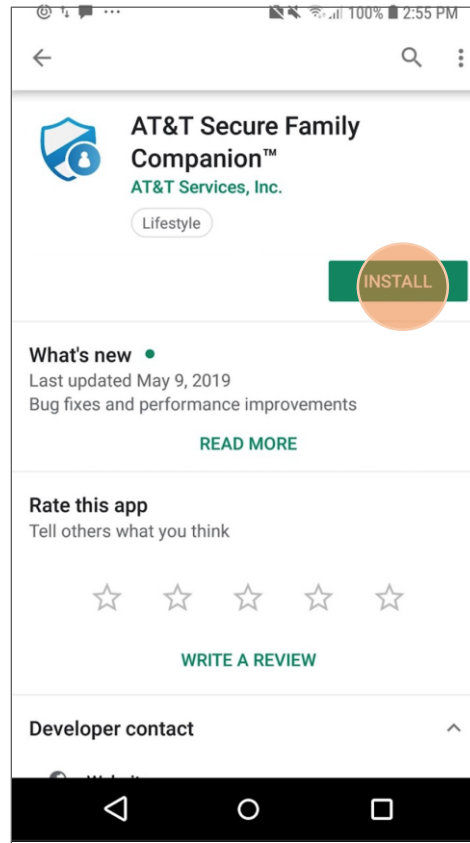


Step 6 – Enter child contact info, then tap arrow to send pairing text to child device

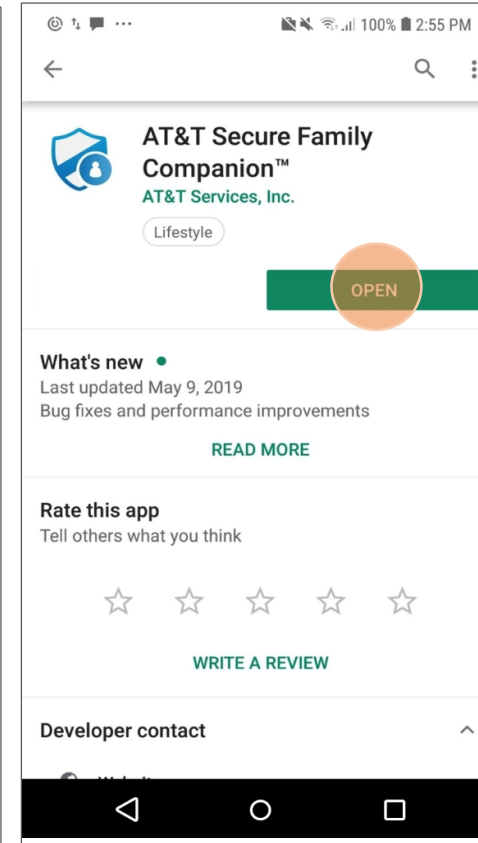
Steps taken on child device



Step 7 – Take CHILD device and open pairing SMS. Tap **the link**

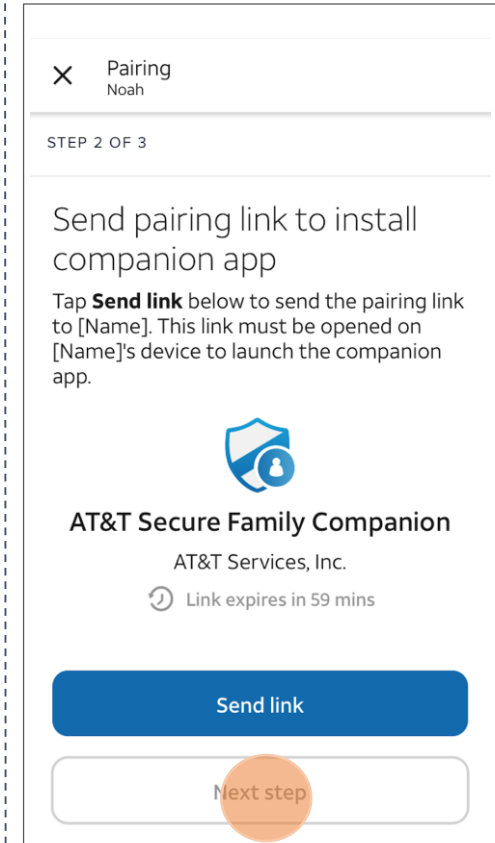


Step 8 – The Google Play Store will open to the AT&T Secure Family Companion App. Tap **Install**



Step 9 – When the app is done downloading, tap **Open**

Steps taken on parent device

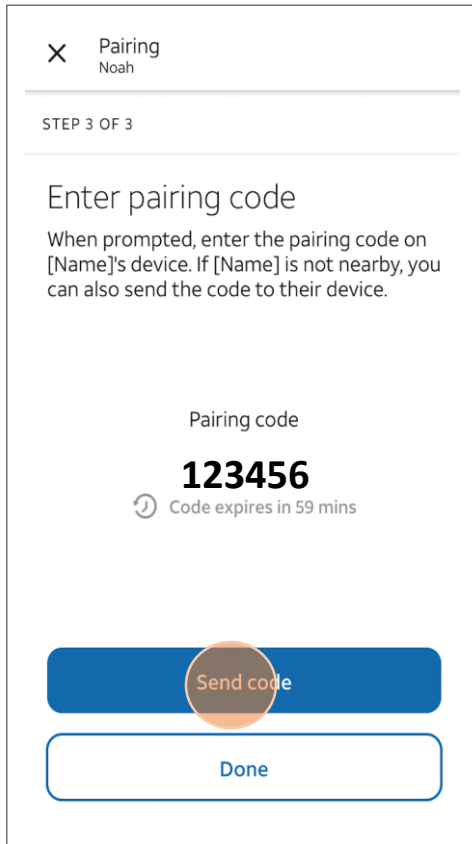


Step 10 – Take PARENT device, tap **Next Step**

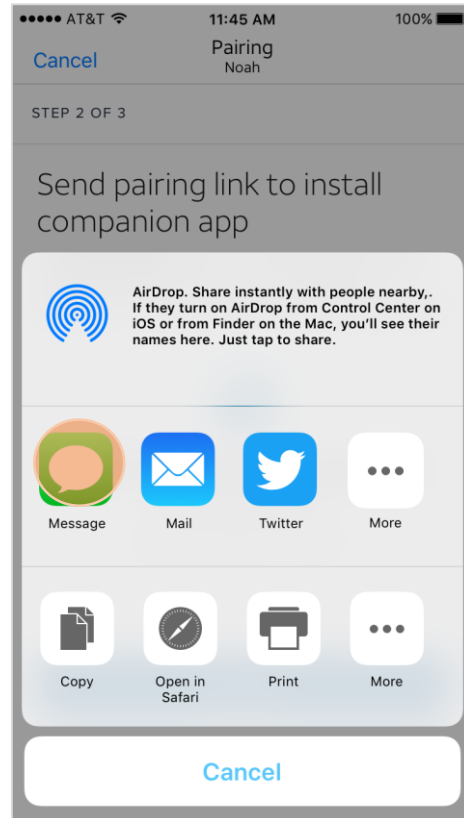
Pair Companion App - Android Child Device (cont'd)

Before beginning the pairing process please ensure that your child's device OS version is above Android 5.0, that it does not have another companion app or VPN profile installed, and that it does not have short codes blocked.

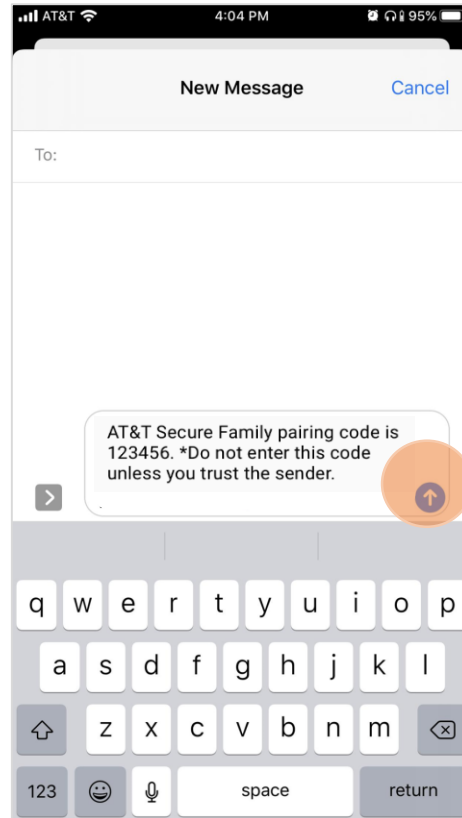
Steps taken on **parent** device



Step 11 – Tap **Send code**

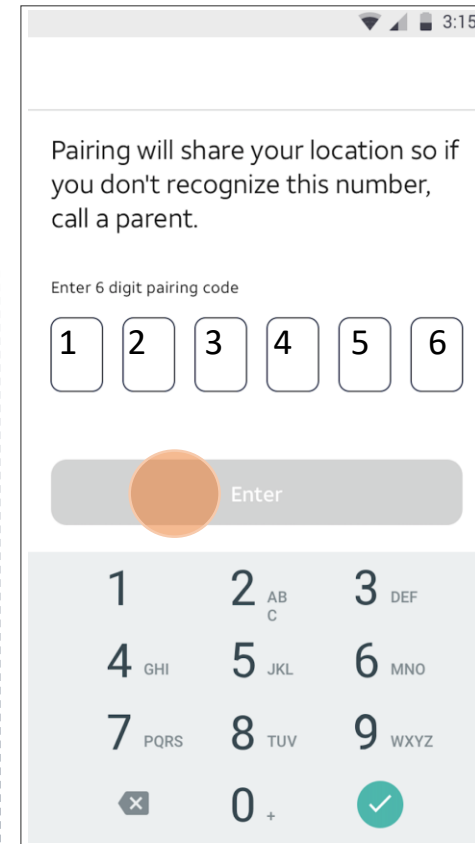


Step 12 – Select how to send pairing link to child device. **In this example you will see pairing link sent via text message**



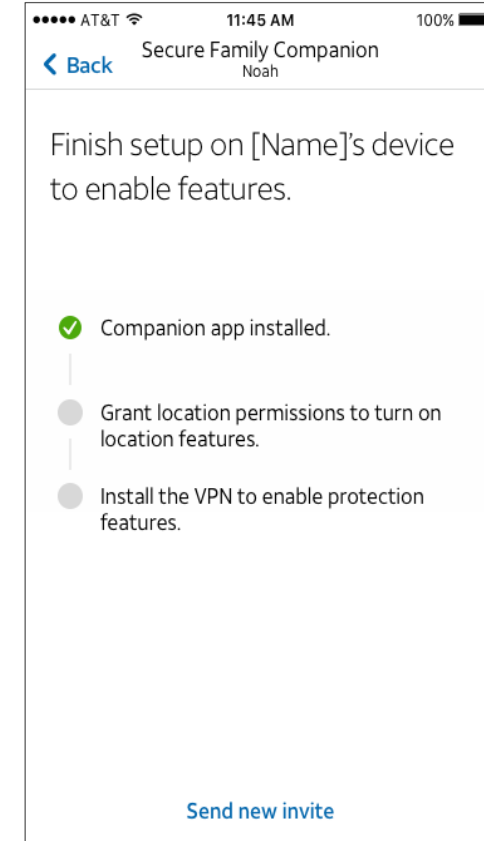
Step 13 – Enter child contact info, then tap arrow to send pairing text to child device

Steps taken on **child** device



Step 14 – Take CHILD device, enter in code that parent sent via text. Tap **Enter**.

Step shown on **parent** device



Step 15 – Parent will be notified that the Companion App is installed.

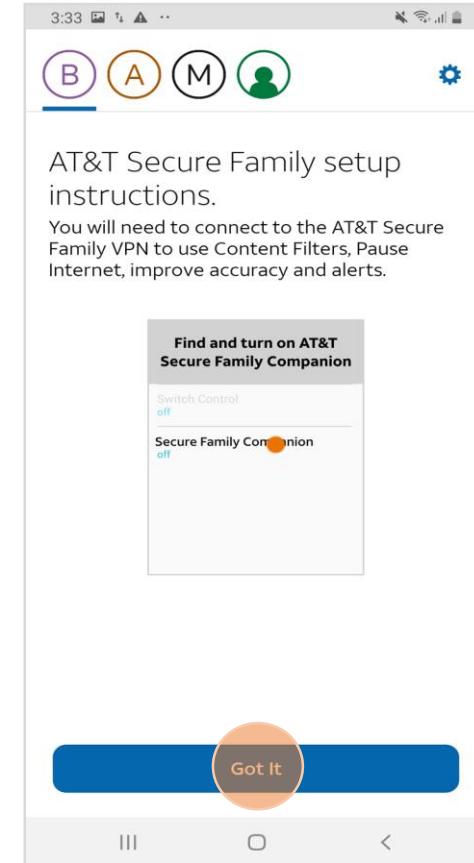
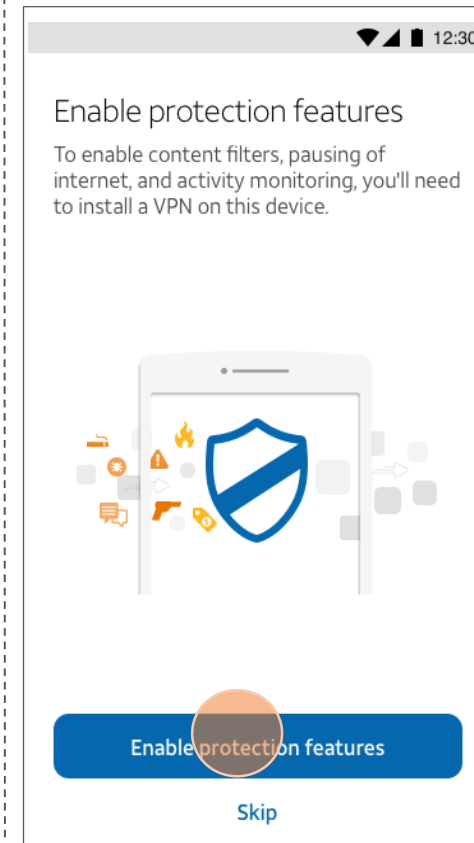
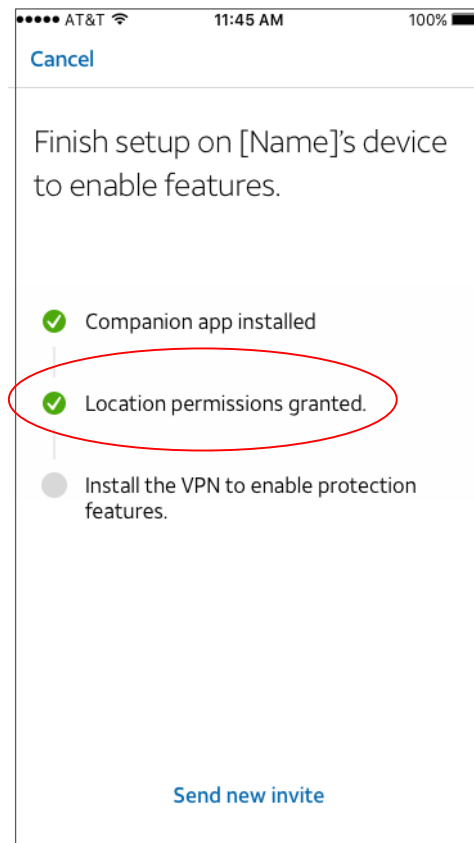
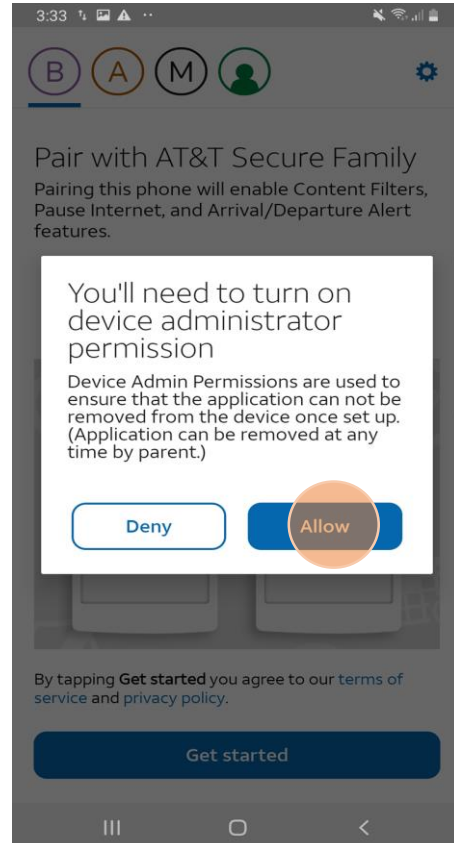
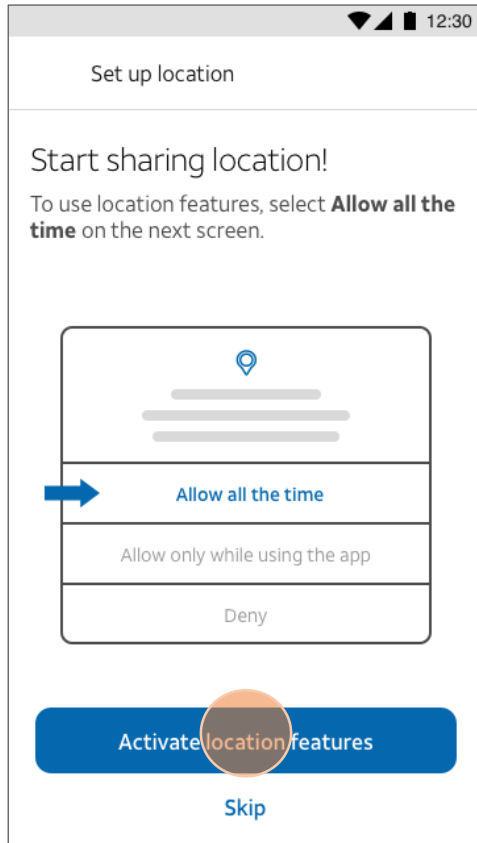
Pair Companion App - Android Child Device (cont'd)

Note: This feature is the same for all types of Secure Family wireless customers.

Steps taken on **child** device

Step shown on **parent** device

Steps taken on **child** device



IMPORTANT

Step 16 – Tap ‘Activate location features’

Step 17 – Tap ‘Allow’

Step 18 – Parent will be notified that Location permissions have been granted. At this point GPS Location accuracy is enabled.

These steps enable parental controls

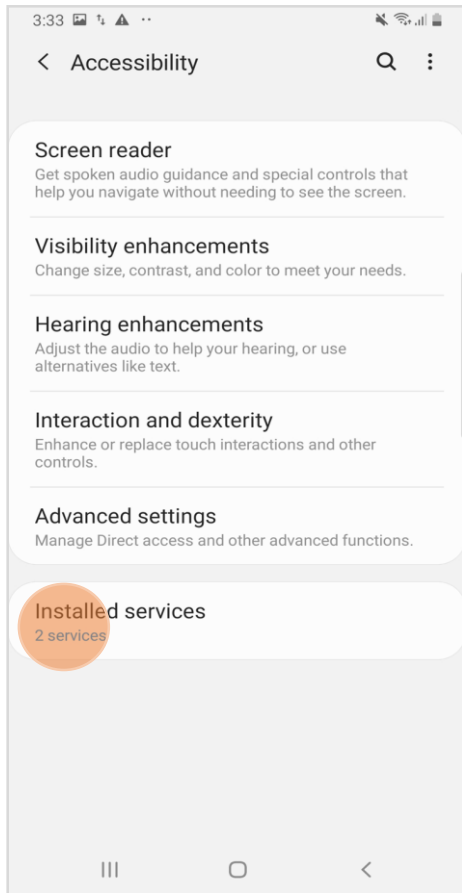
Step 19 – If you wish to enable Parental Controls (Content Filters, Pause internet, Time limits) Tap ‘Enable protection features’

Step 20 – Tap ‘Got it’ after viewing animated demo.

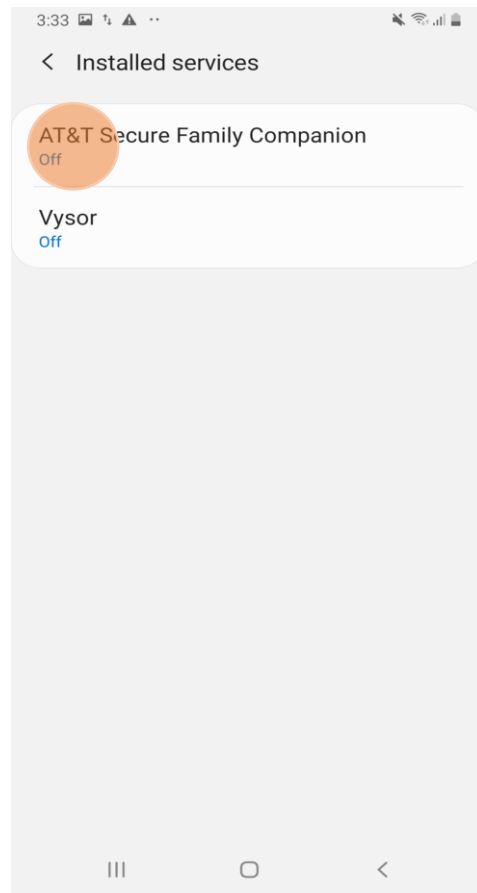
Pair Companion App - Android Child Device (cont'd)

Note: This feature is the same for all types of Secure Family wireless customers.

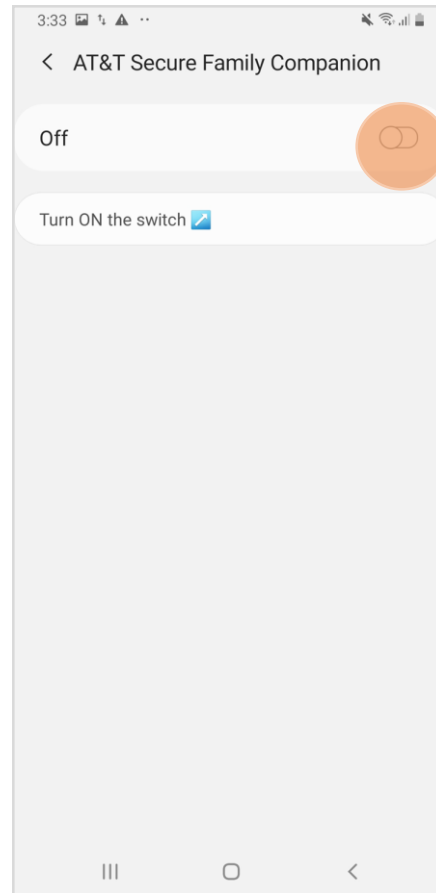
Steps taken on child device



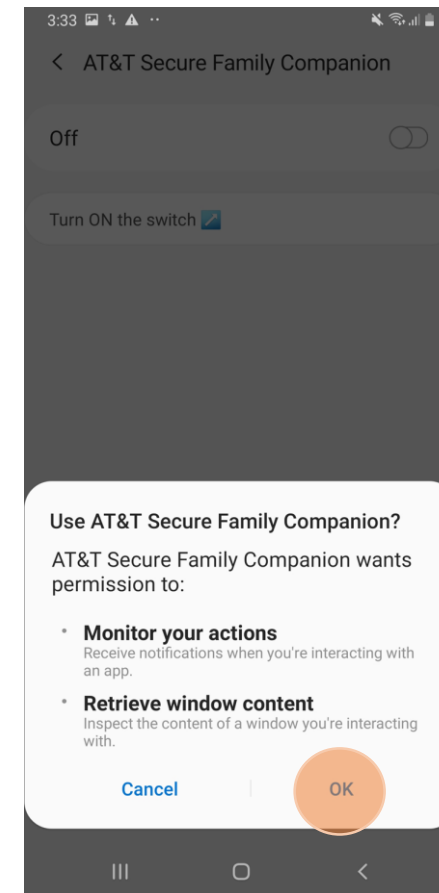
Step 21 – Select 'Installed services'



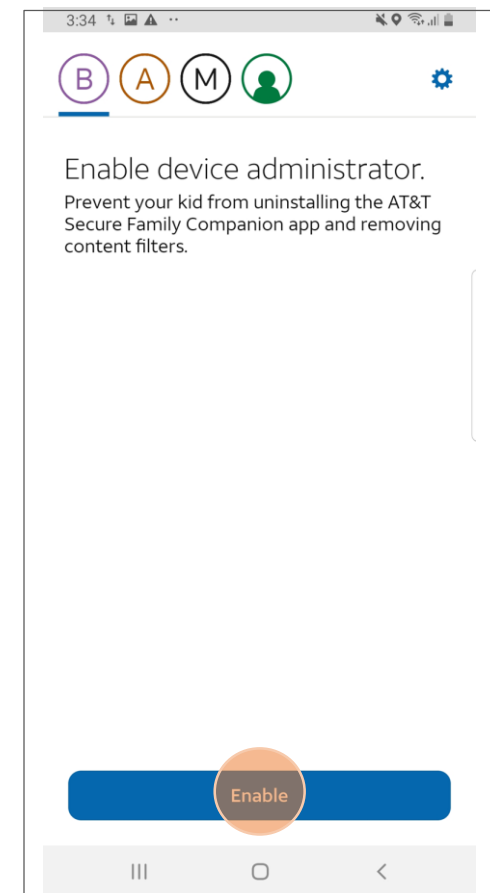
Step 22 – Select 'AT&T Secure Family Companion'



Step 23 – Toggle the switch 'ON'



Step 24 – Tap 'OK'

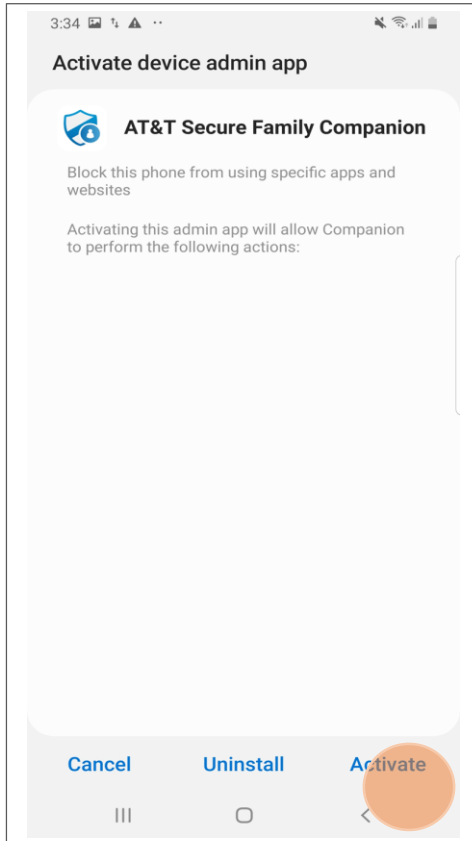


Step 25 – Tap 'Enable'

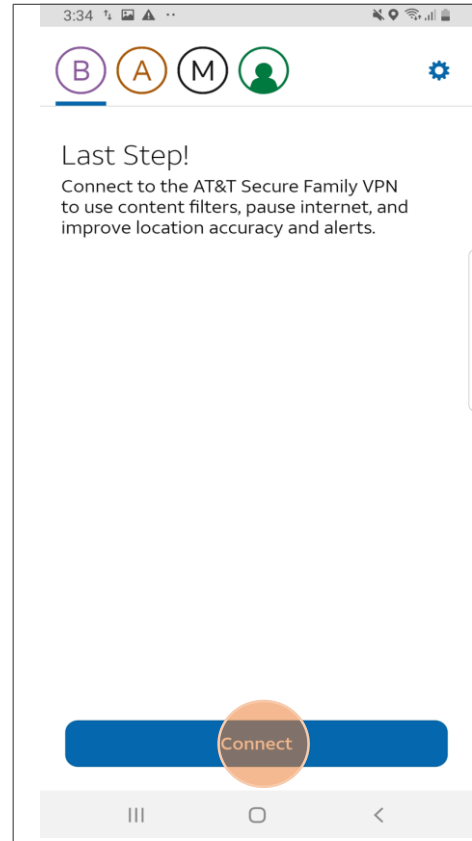
Pair Companion App - Android Child Device (cont'd)

Note: This feature is the same for all types of Secure Family wireless customers.

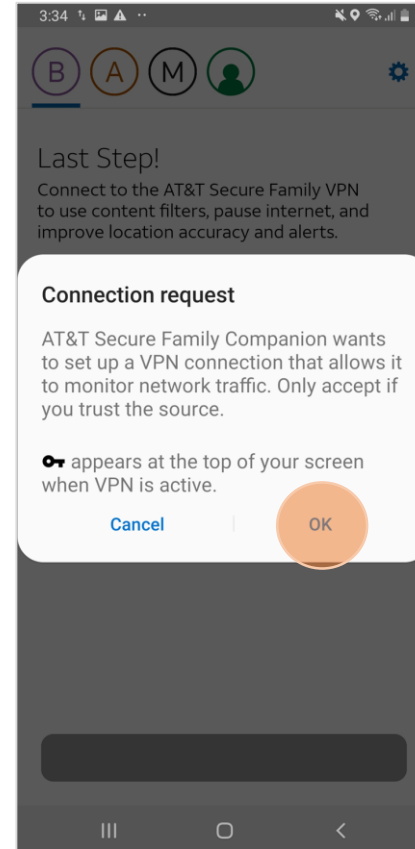
Steps taken on **child** device



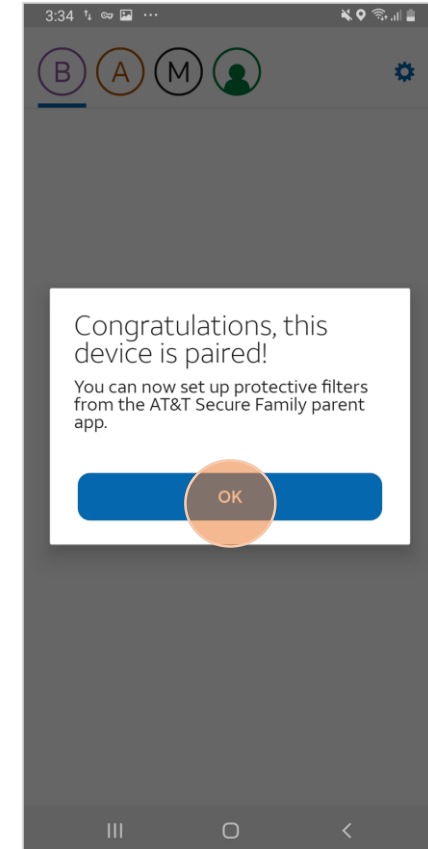
Step 26 – Tap 'Activate'



Step 27 – Tap 'Connect'



Step 28 – Tap 'OK'

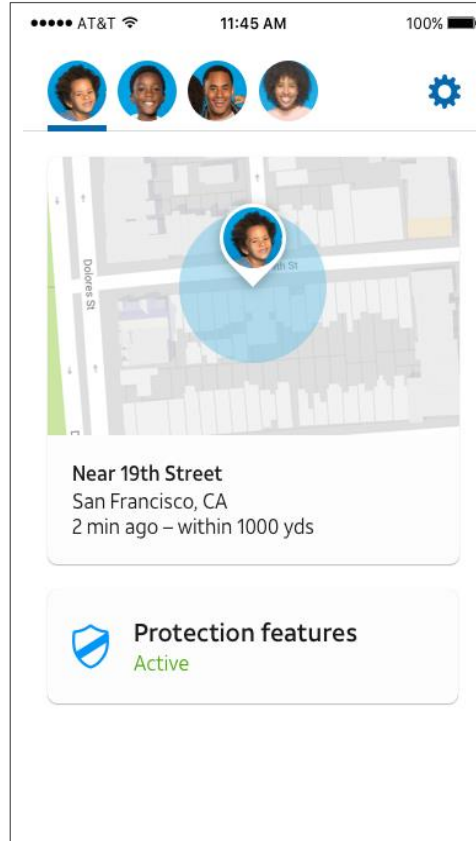


Step 29 – Tap 'OK'

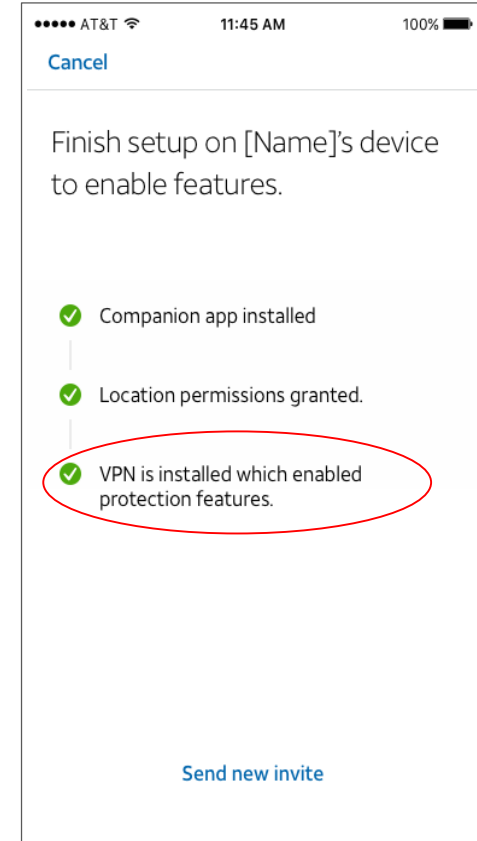
Pair Companion App - Android Child Device (Cont'd)

Note: This feature is the same for all types of Secure Family wireless customers.

Final screen on **child** device



Final screen on **parent** device



Note that installation of the Secure Family Companion VPN is required for Parental Controls including; Content Filters, Pause Internet and Internet Time Limits.

Step 30 – Parent will be notified that the VPN has been installed, enabling protection features.

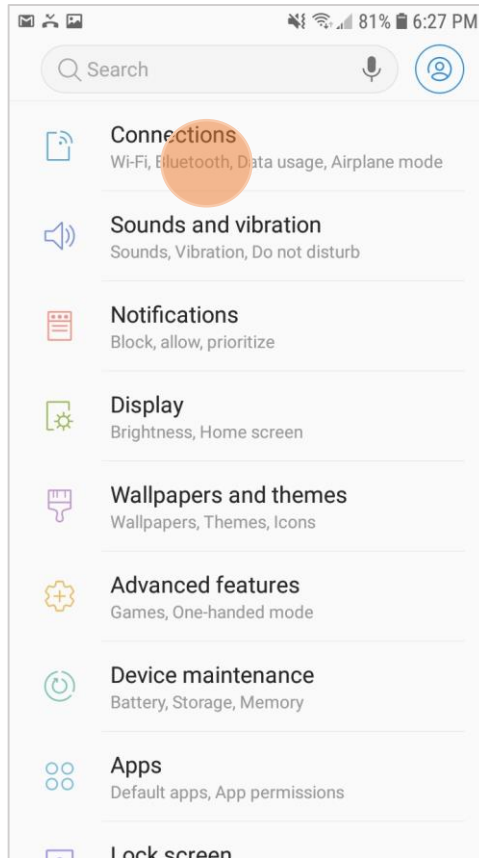
Troubleshooting Pairing Issues

Troubleshoot Pairing Issues - Android Child Device

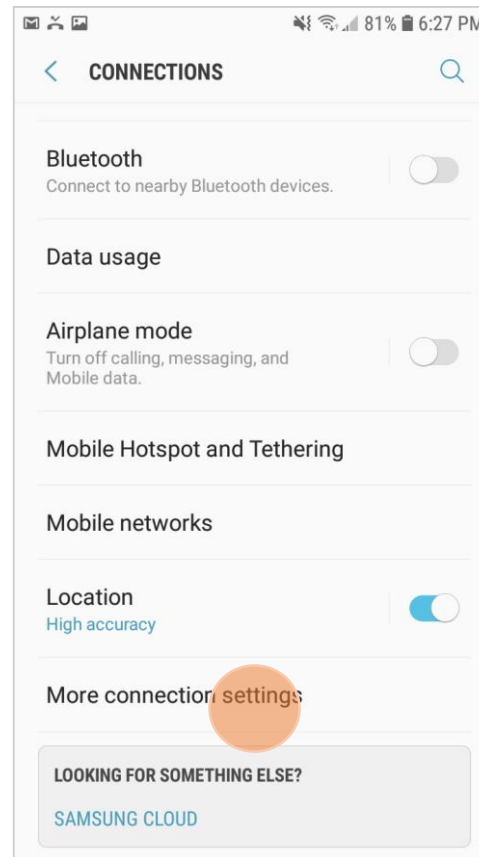
There are several Issues that would prevent the installation of the Android companion app including:

1. The child device must have Android OS 5.0 or higher installed
2. Child has **another parental controls app or VPN installed** (e.g., Life 360, Circle Go, etc.)
3. Child has **short codes blocked** (this will block the pairing SMS)

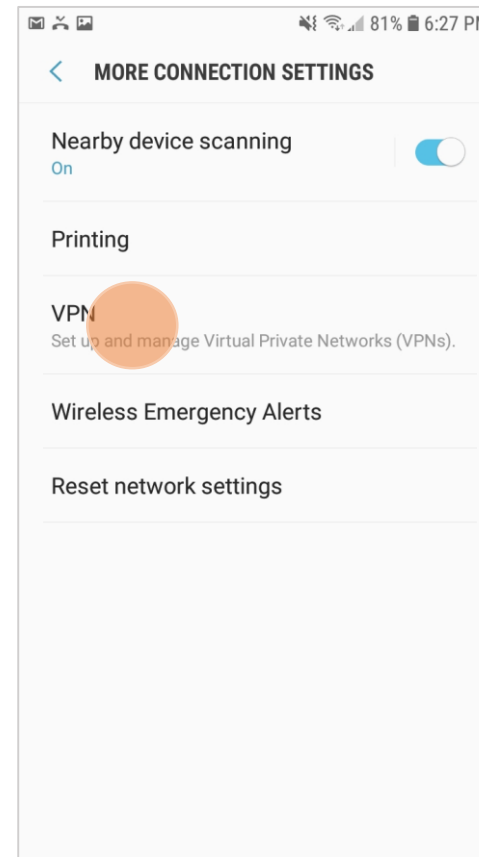
Ensure your child's device doesn't have another VPN installed. **From child's device** go to Android settings, then follow these steps:



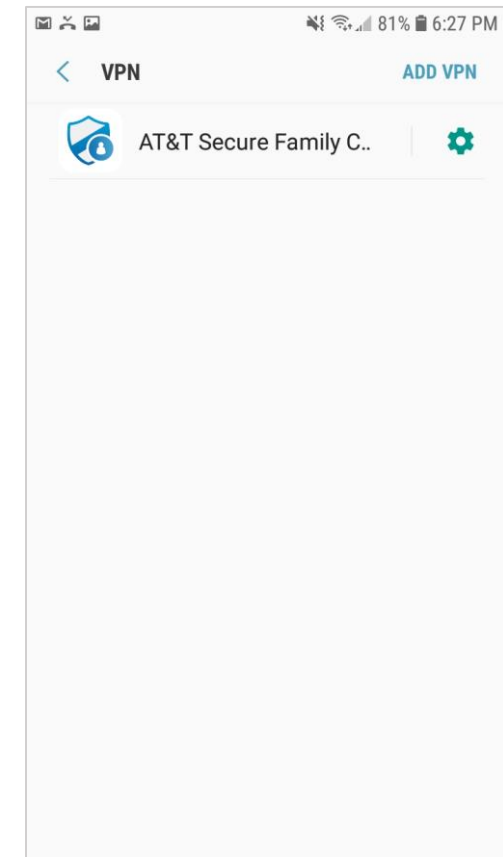
Step 1 – From Child Device's Settings App, scroll down and tap on **Connections**



Step 2 – Tap on **More connection settings**



Step 3 – Tap on **VPN**



Step 4 – Ensure that no other VPN, besides the AT&T Secure Family Companion, is active on the child Device on this page