

## FAQ ESET Parental Control

### 1. The essence of the service

ESET Parental Control for Android protects children from threats on smartphones and tablets:

- ✓ **Control over Internet sites** – shows the child only the safe sites.
- ✓ **Time spent on games** - allows you to allocate time for games and limit entertainment while studying.
- ✓ **Control over applications** - allows the child to open only the applications suitable for his age.
- ✓ **Location of the child** - determines the location of the child and shows it to the parents on the map at any time.
- ✓ **Message to the child** - displays the message of the parent on the screen of the smart phone or tablet, which blocks the device until the message is read.
- ✓ **Reports and notifications** - sends daily reports and notifications to the parents about the activity of the child on mobile devices.

### 2. Service activation via SMS

#### 1. How to subscribe to the service?

To subscribe to the service you should send an SMS with digit 1 to the number 1200. In response, you will receive an SMS, in which you will be given a link to download the app, license key for accessing the service, and information about the service.

#### 2. How to unsubscribe from the service?

To unsubscribe send the word “STOP” to the short number 1200.

#### 3. How much is the service subscription fee?

When activating the service for the first time you are granted 2(two) days trial period, during which you can use the service without limitations. You can unsubscribe before the end of the trial period. The trial period is granted only once, and when re-subscribing the fee for the service is charged on the first day of subscription. Upon completion of the trial period the paid version of the app is activated automatically.

Service fee is 50 AMD/day. The fee is charged upon the end of the trial period and further every day of subscription.

The price of the service includes unlimited access of the application and SMS-service.

#### 4. Will the fee be charged, if there are no sufficient funds on the balance?

In case you have less than AMD 50 on your balance the service fee will not be charged and the service will be suspended. The service will be available again when the fee is charged upon the recharge of your account balance.

#### 5. How is the Internet consumed when using the app?

The traffic of internet for browsing the mobile application will be rated based on the subscriber`s acting tariff plan rates.

#### 6. Can the application be used in roaming and what are the tariffs?

The service can be used in roaming. The SMS sent to 1200 short number while in roaming is charged according to the tariff set for the roaming in the respective area. The price of the Internet consumed while using the app in roaming will be calculated based on the tariff set by subscriber's current tariff plan. This refers to all Viva-MTS tariff plan users without any tariff plan exceptions.

### **System requirements for installation of ESET Parental Control Service on the device**

#### **1. Which are the system requirements for installation of ESET Parental Control Service on the device?**

In order to install ESET Parental Control on an Android device, it must meet the following minimum system requirements.

- ✓ Operating system: Android 4 (Ice Cream Sandwich) or later.
- ✓ RAM: 512 MB or more.
- ✓ Touch screen resolution: 320 x 480 pixels.
- ✓ Processor: ARM core architecture - ARMv7 instruction set or later, x86 Intel Atom, 500 MHz or more.
- ✓ Free data storage space: approximately 20 MB.
- ✓ Internet connection.
- ✓ Messaging feature. Google Play Services.

NOTE: Devices with root super-user rights are not supported.

#### **2. Do I need to remove third-party antivirus products before installation?**

No, since the application is not an antivirus program.

### **Installation and management of ESET Parental Control Service**

#### **1. What My ESET parental portal is (parentalcontrol.eset.com)?**

The portal enables parents to monitor and control the online activities of their kids not only through the application, but also in any web-browser. For this purpose, it is necessary to create My ESET account on the Parental portal (parentalcontrol.eset.com). From the parental portal, you can manage rules, view reports, learn about possible optimization problems on your children's devices, or determine their location.

#### **2. Is it necessary to register on My ESET parental portal (parentalcontrol.eset.com) for the activation of the service?**

Yes, because the license is attached to the account. Account binding allows you to bind multiple devices with a single license.

#### **3. Is it necessary to make settings on My ESET parental portal (parentalcontrol.eset.com) for the management of the service?**

No, not necessarily – settings can be made from the "parental" device, if ESET NOD32 Parental Control application is installed on it.

#### 4. I do not have My ESET account. How can I create one?

The account can be created independently by registering on the portal, or directly from the application during installation.

#### 5. How do I properly install the application on my smart phone?

##### For the parent:

**Step 1** - Install the application on your smart phone or tablet:

The application can be downloaded from [Play Market](#)

<https://play.google.com/store/apps/details?id=com.eset.parental&hl=ru>

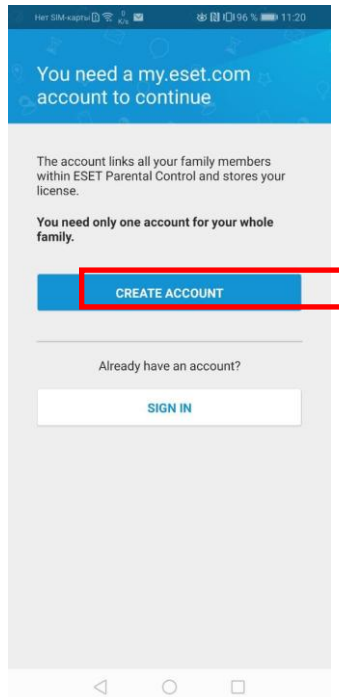


**Step 2** - Browse the application, on the first page click the “I accept” button:

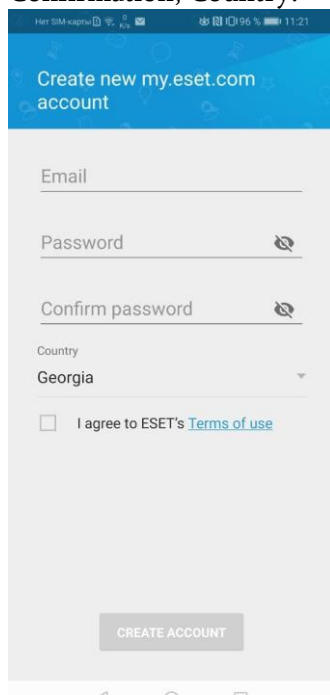


**Step 3.** When you first install the application, create an account on my.eset.com. For this:

3.1. - Click the "Create an account" button:



3.2. - Fill in all the fields of the form - Name, Surname, Email Address, Password, Password Confirmation, Country:



3.3. Tick "Accept ESET terms of use" and click the "Create an account" button:

Header: Create new my.eset.com account

Fields:

- Email
- Password
- Confirm password
- Country: Georgia

Checkbox: ☐ I agree to ESET's [Terms of use](#)

Button: CREATE ACCOUNT

3.4. If you wish, agree or refuse to receive ESET information messages button.

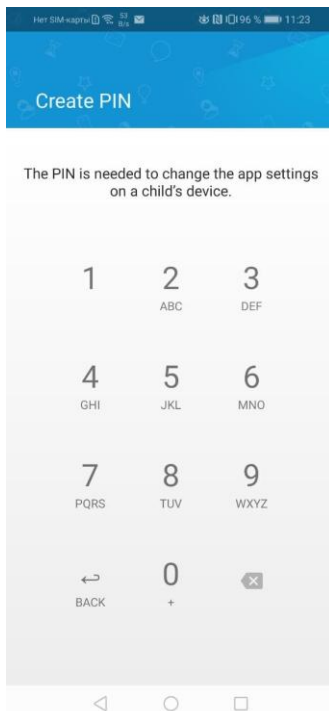
Header: User consent

Checkbox: ☐ **Allow Customer Experience Improvement Program**  
We would like to collect anonymous information about how this product is used. The collected data will help us improve the experience for you and will never be shared with third parties. [What information do we collect?](#)

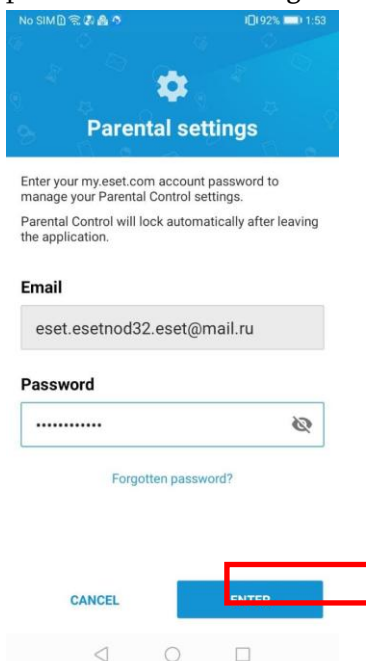
Checkbox: ☐ **Allow sending promotional discounts and product news from ESET**

Buttons: NEXT, ALLOW ALL

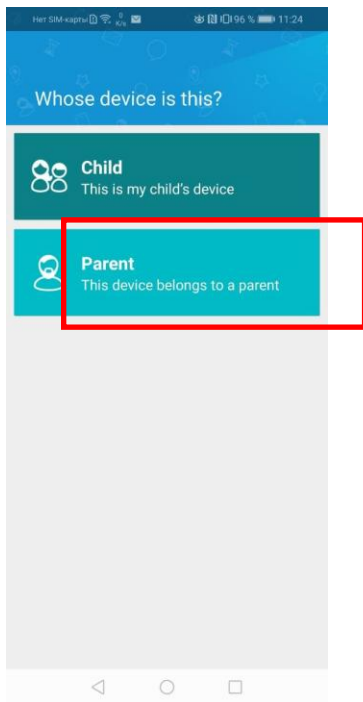
3.5. Create a 4-digit pin code in order to manage the settings of the application on the child's device, and enter it 2 times:



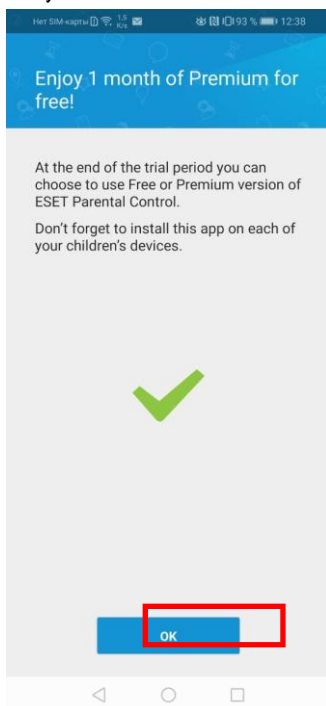
3.6. When reinstalling the application or logging into the application again, enter the username and password of the existing account and click the "Login" button:



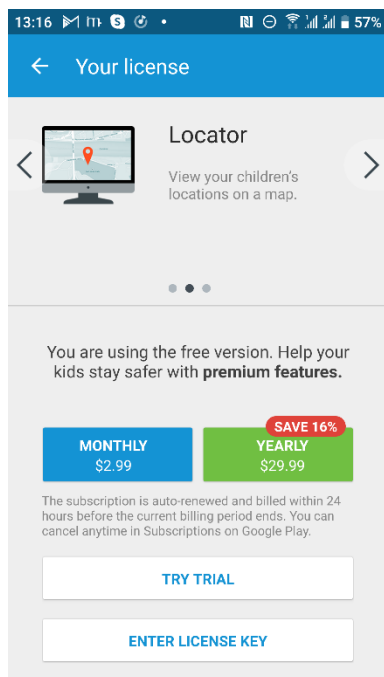
**Step 4** - Mark the device as parental by clicking the "Parent" button:



**Step 5** - Installation of the application on your device is complete! Click “OK” and install the application on your child’s mobile device.



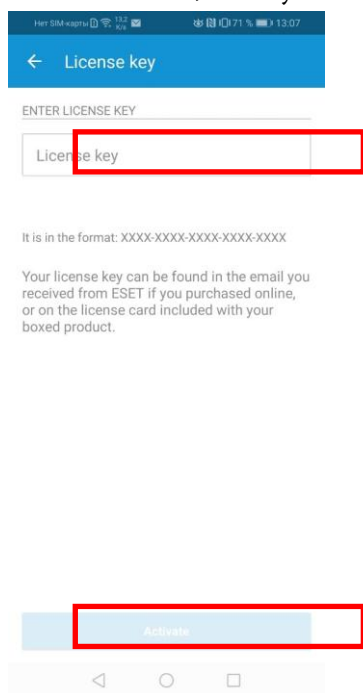
5.1. Select “Enter license key”:



5.2. The license key to be entered is in the XXXX-XXXX-XXXX-XXXX format SMS message.

5.3. Copy the licensing key from the XXXX-XXXX-XXXX-XXXX gauge SMS.

5.4. To activate, enter your licensing key and click the "Activate" button:



6. How do I bind my child's device to my account?



### **For the child:**

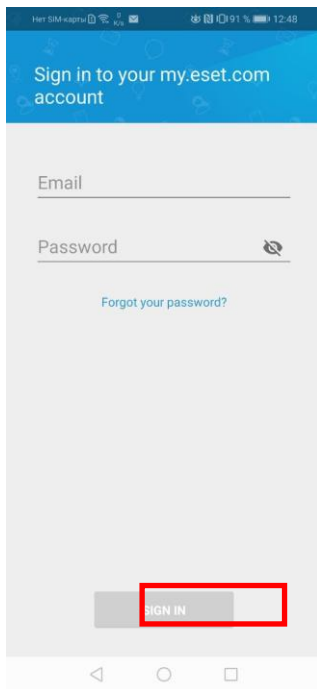
**Step 1** - Install the “ESET Parental Control” application on the child’s mobile device through the Play Market:



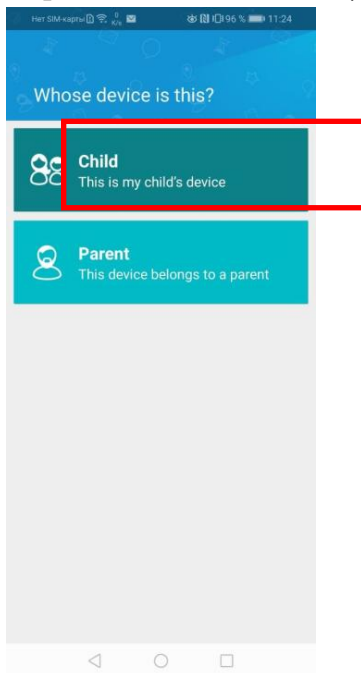
**Step 2** - Browse the application, on the first page click the “I accept” button:



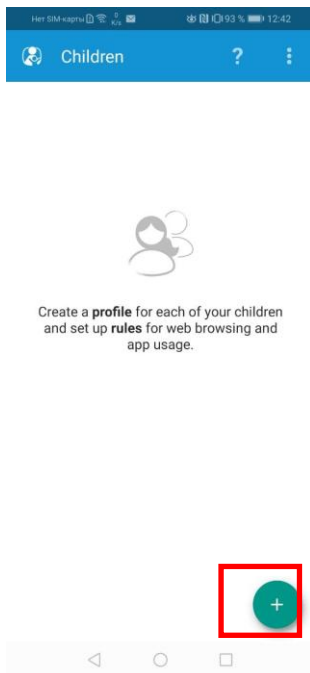
**Step 3** - Enter the username and password of the existing account and click the "Login" button:



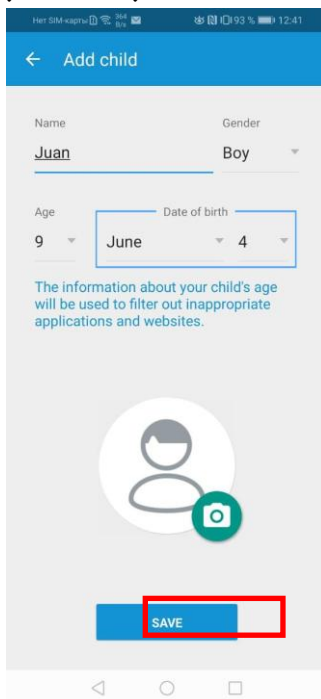
**Step 4** - Indicate that this is your child's device by clicking the "Child" button:



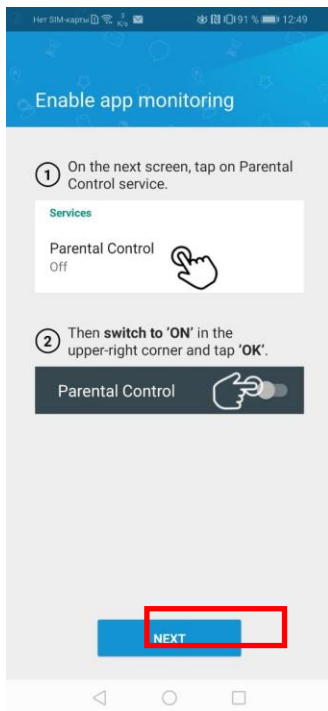
**Step 5** - Create a profile for the child by pressing "+":



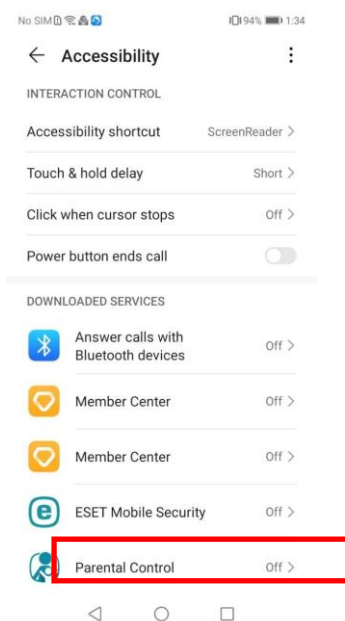
**Step 6** - When adding a new profile for the child, indicate the child's name, date of birth and gender. If you wish, you can also add a photo of the child. Next, click the "Save" button:



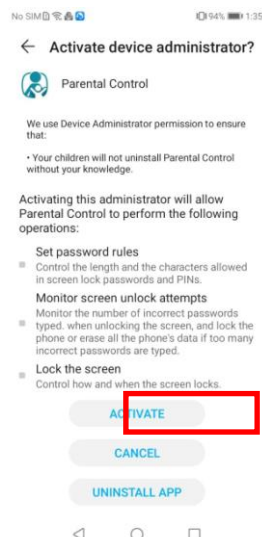
**Step 7** - Enable child applications tracking by clicking "Next":



**Step 8** - In the "Accessibility" tab that opens, select the "Parental control" line:



**Step 9** - Next, to confirm the activation of the service on the child's device, click the "Activate" button:



**Step 10** - Ready! The service is activated on your child's device:



### **7. Can my child uninstall the application?**

No, because when installing the mobile application, you set the parental PIN-code. See the instructions section “Installation of the service” for the parent on how to set a PIN-code.

### **8. On how many devices can “ESET Parental control” service (1 “ESET Parental control” product license) be installed?**

Parental device – 1 pc

Child's device - without restrictions (from 1 to infinity)

### **9. Can I choose the interface language regardless of the region in which the service was purchased and activated?**

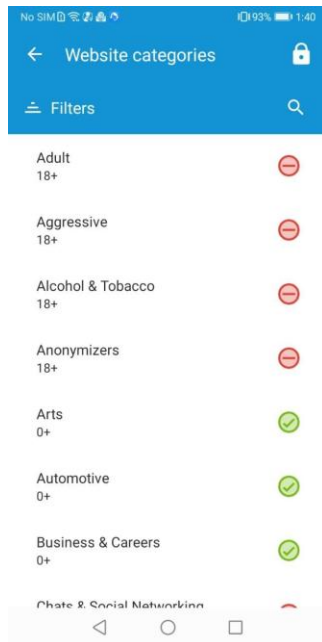
Yes.

## Monitoring of online activity

### 1. What aspects of a child's activity on the Internet can be monitored and how to do that?

You can control site visits by topics. All that is needed is to set the child's age when creating the account. Moreover, the application itself determines by default the banned and acceptable sites with various topics - "Aggression", "Business and career", "For adults", etc. Further, in the "Reports" section, you can view the visited categories of sites and the sites as well. And, if necessary, make adjustments to the rules.

For example, if you need to open the access to a certain category of the websites, you can simply switch the icon in the "web control" section.

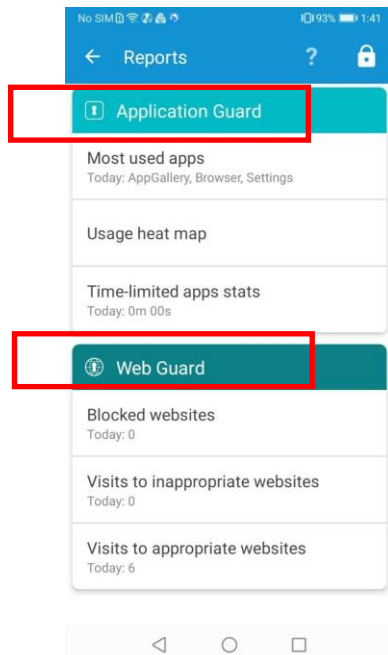


### 2. Where can I find a detailed description of the content categories by which websites are classified?

The database of sites in this or that category is determined by the application developer (ESET) and is updated automatically. Detailed elaboration of categories, up to the list of sites, is not provided by the developer.

### 3. Control of activity in social networks (yes/no and how it works)

Monitoring of the launch rate and the time of operation of applications, when accessing the social networks through the application on the device and when accessing the social network through a browser, is available. By using "Parental Control" product, you can either restrict access to social networks, or see statistics on the amount of time spent on the website or in the application.



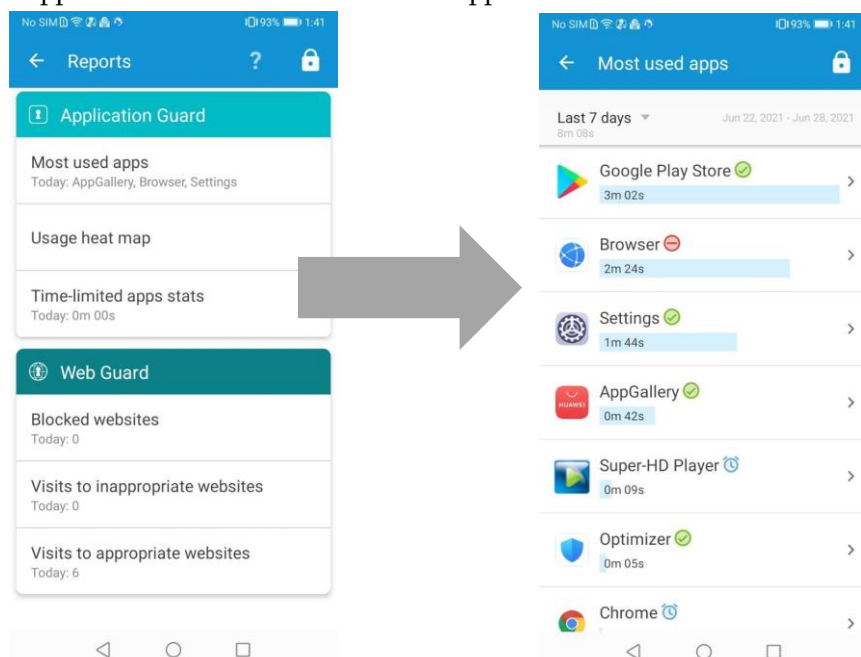
### 4. Tracking calls and SMS (yes/no and how it works)

Not available.

## Time control of device usage

#### 1. How can I track the frequency and duration of a child's use of the device?

You can control the time spent on a particular application. To do this, go to the "Reports" - "Application Control" - "Most Used Applications" section.



The application provides statistics on the programs that the child uses, indicating the time spent in each program. In addition, parents receive a notification when a new program appears on the device.

The summary report shows the five most used programs and the total time spent in a particular program (cumulatively for all devices). Such information may be provided on daily basis.

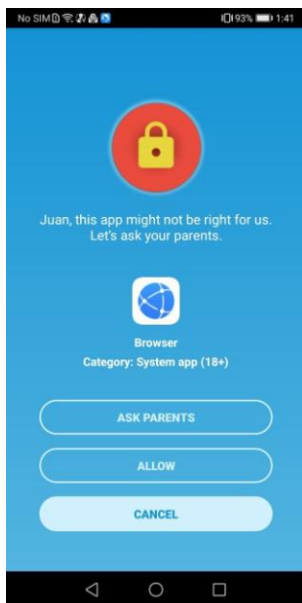
The summary report is supplemented by the detailed one, which in real time gives parents complete data on the use of programs, and also indicates the particular device used to run each program.

**2. I want to limit the use of device by children, but what will prevent them from changing the settings on their own?**

The child cannot uninstall the application from the mobile device or change the settings in it, because for removing/changing application settings, a password is required which is known only to the parent.

**3. What happens if the child tries to launch a forbidden application?**

Instead of it, the child will see a notification from the application:



**4. If I made a mistake when setting up and blocked the wrong applications on the child's device, can the kid unlock them on its own?**

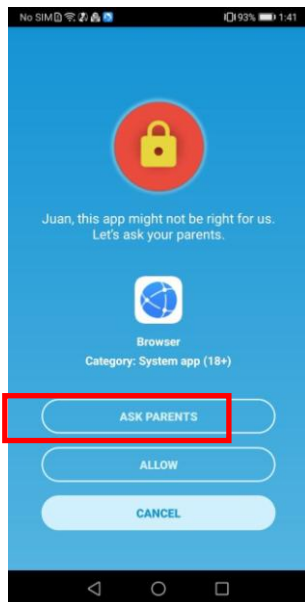
No, the child can do this through a request in the application, and the request will appear on the main screen of the application of the “parental” device.

*For the child's device:*

If the child opens an application to which access is restricted, a message will be displayed on the phone screen with the ability to ask parents for permission to unlock access to the requested application (Fig. 1): At the bottom of the screen, the “Ask your parents” button will appear. By clicking on that button, a message will be sent to the parent requesting to open the access.

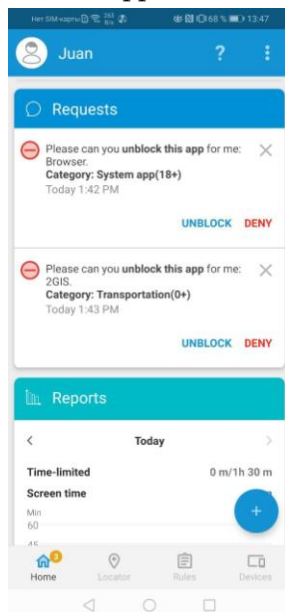
Fig. 1





*For the Parent:*

After the message is sent by the child, the request will appear on the main screen of “ESET Parental Control application”. By clicking on the “Unlock” button, access to the application will be allowed:

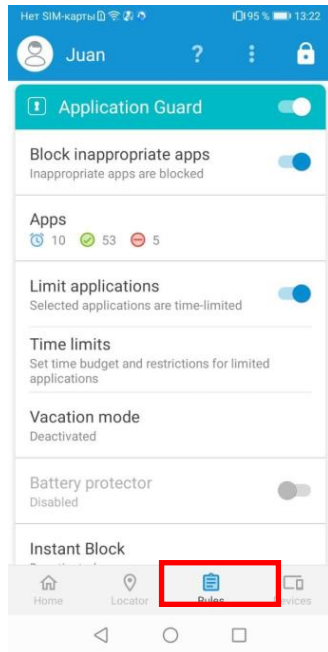


**5. If I want to give my child the opportunity to use applications occasionally, shall I have to reconfigure everything anew every time?**

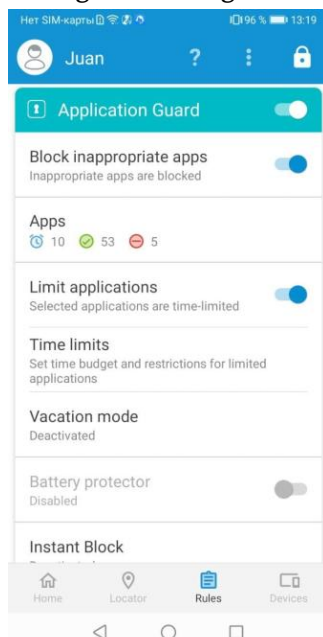
No, you have the opportunity to configure access to certain applications by time and days of the week, as well as limit the time spent on games. The application will show the child the remaining time of the game. In this case, you can adjust the time that the child spends with individual applications - limit on permanent basis or set a specific time for using the applications or limit the time of work of such applications per day, for example, locating the application into the "Games" category.

*To configure restrictions on the use of the application, you must:*

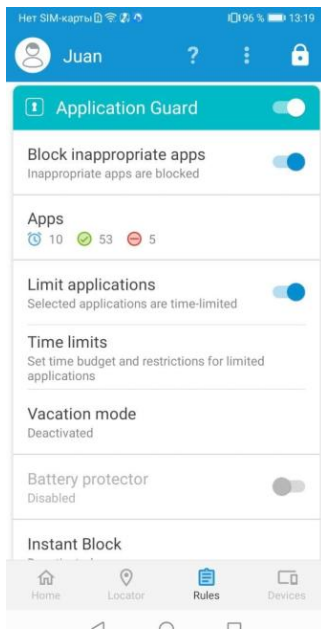
**Step 1** - Go to the application Menu, select the “Rules” section:



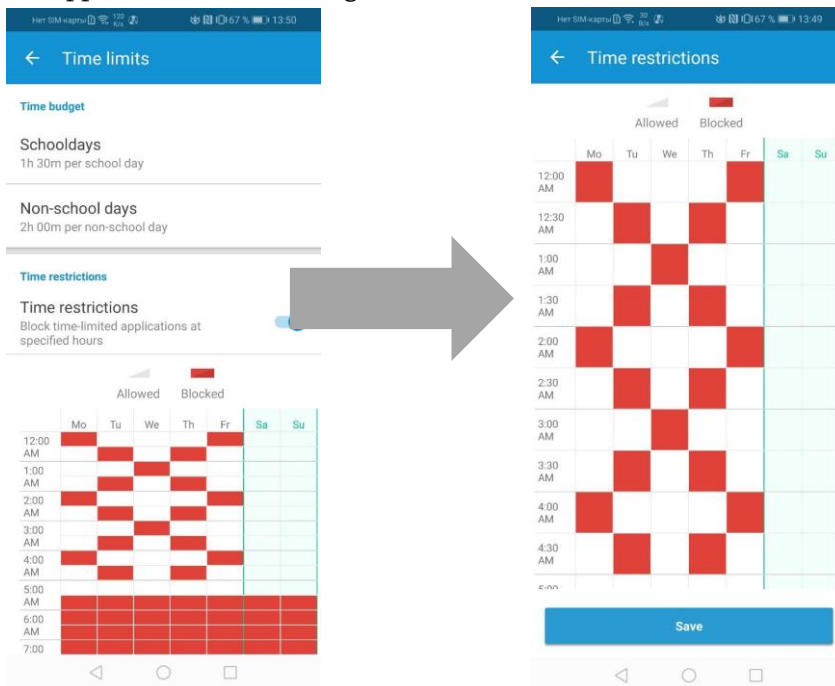
**Step 2** - In the "Application Control", select "Limit Games" and put the "slider" into the active mode by sliding it to the right:



**Step 3** - Then select the appeared “Time Limit” item:

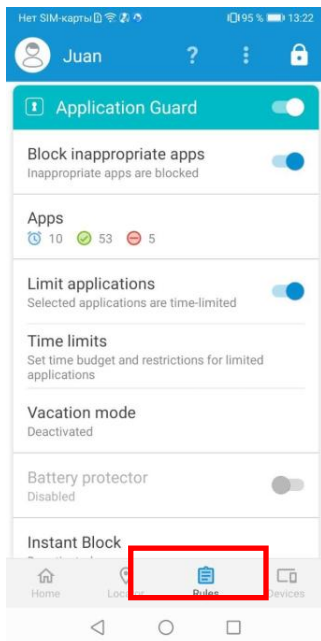


**Step 4** - In the time limit menu, touch the screen to select the days and hours when the child can access the application. After setting, click the "Save" button:

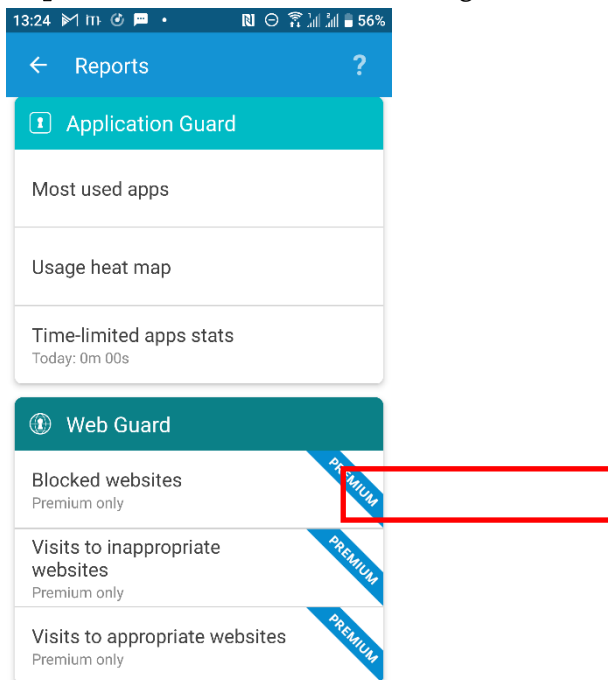


## 6. How do I specify prohibited categories of sites and applications on my own?

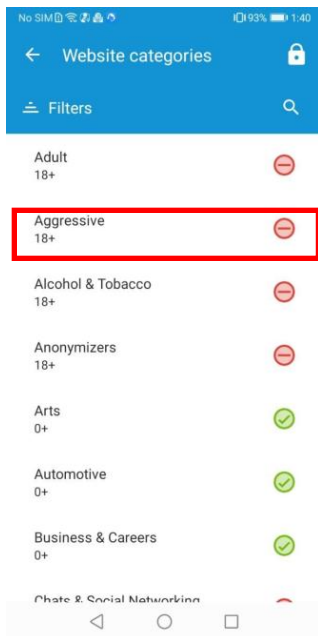
**Step 1** - In order to select a category, tick the "Rules" section in the Menu:



**Step 2** - Next, click on “Website Categories” or “Applications”:



**Step 3** - Then select the desired category and click on it:



**Step 4** - Mark the category as acceptable or unacceptable.

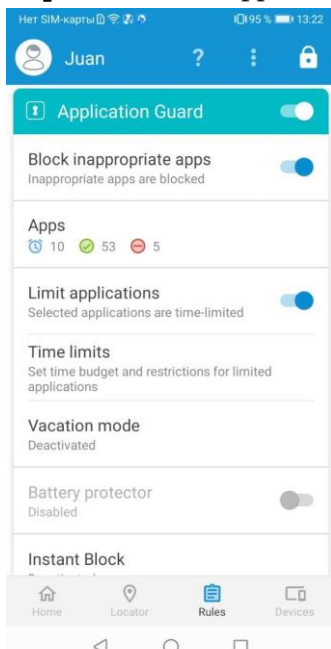
"Thumbs-up" means that access to the category of sites of certain content is allowed.

"Thumbs-down" means that access is denied, a category with unacceptable content.

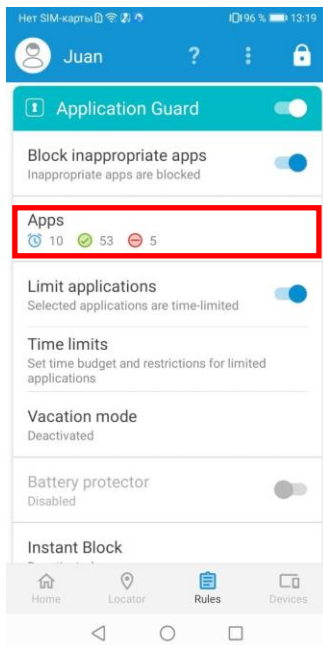
## 7. Can I see the applications installed by my child?

Yes. For this purpose it is necessary to:

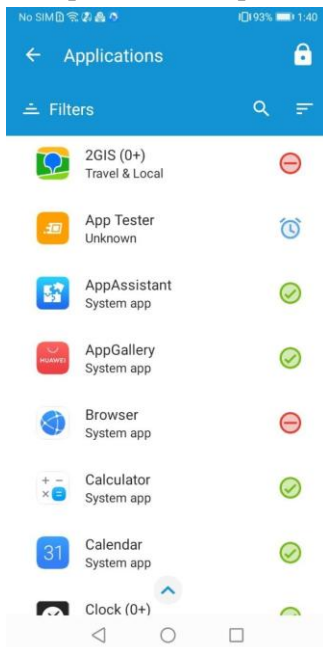
**Step 1** - Go to the application Menu, select the "Rules" section:



**Step 2** - Select "Applications":

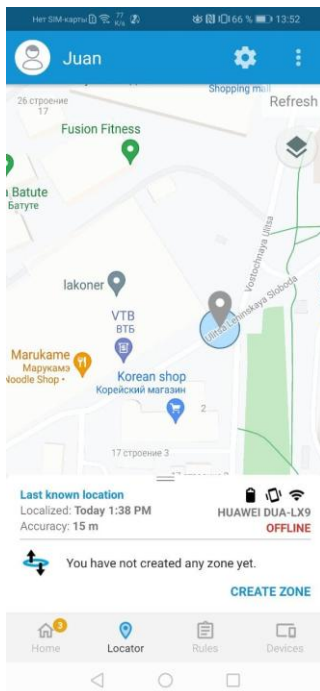


**Step 3** - The appeared list will reveal all the applications installed on the device, as well as their status (acceptable/unacceptable):



## 8. What do I need to do to track my child's location?

No additional actions are required; it is displayed online on the main page of the application:



## General Functions

### 1. What happens if the child restores the factory settings of the smart phone/tablet?

The smart phone/tablet will delete all the applications, including the “Parental Control” application.

### 2. How do I know if all the adjusted feature settings actually work?

Try using any of the features.

### 3. Who can view the data collected by the service, and how is my data protected?

The data can be viewed only by the person, who has access to the account on my.eset.com. Access to your account is password protected.

### 4. How are the default settings for different age categories defined?

For each age category the topics of the websites are set out. Categories are determined by the application developer, i.e. ESET, based on generally accepted international standards for each age group.

### 5. How does the product operation affect the device performance?

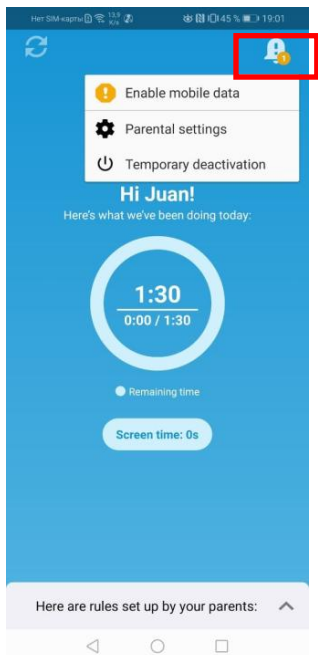
Practically it does not affect in any way, because this is a monitoring application.

### 6. How do I remove the service from my device?

By entering the parental PIN code into the application installed on the child’s device.

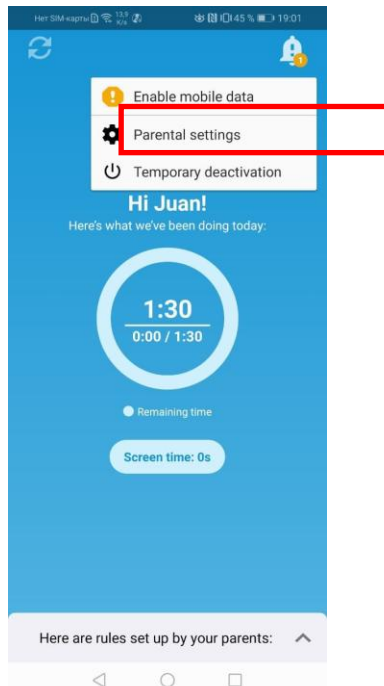
*For removing the “ESET Parental Control” service from a child’s device, you should:*

**Step 1** - Browse the application on the child’s device and press the “lock” button:

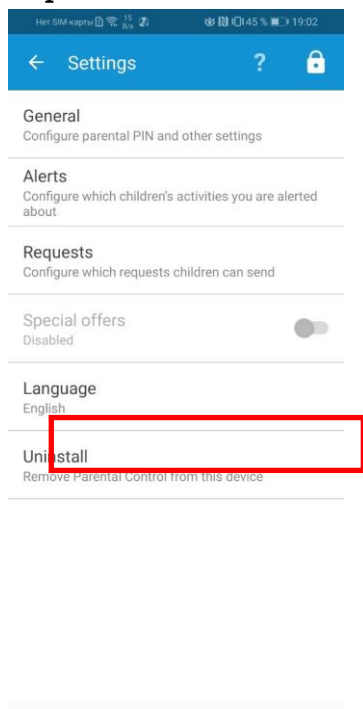




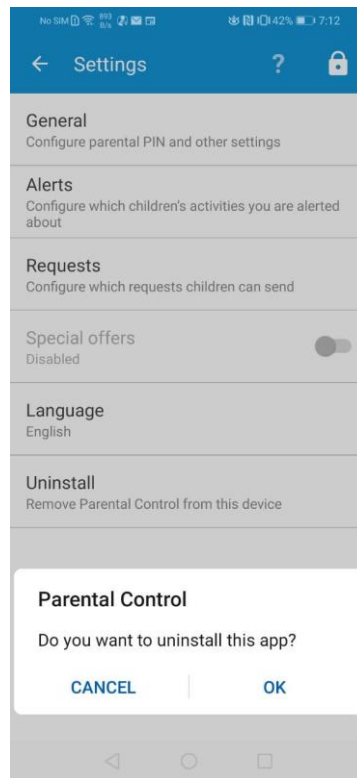
**Step 2** - Enter the required information by clicking to “Parental settings” menu:



**Step 3** - Go to the Menu in the "Parameters" section, select "Delete":



**Step 4** - Confirm the removal of the application from the device by clicking the "Delete" button:



## Functions of ESET Parental Control Service

**What is the difference between the extended and free versions of the Parental Control service from ESET?**

Most of the functions are not available in the classic free version.

Options		Full version	Free basic version
Web control	Monitoring of websites browsed	yes	yes
	Automatic blocking of websites (by category)	yes	
	Manual blocking of websites	yes	
	Protection against phishing websites	yes	
Reports and notifications	Brief report about child activities on the Internet (5 most visited websites within the last 7 days)	yes	yes
	Detailed report about child activities on Internet (list of all websites visited within the last 30 days with an option to adjust the reporting schedule)	yes	
	Brief report on frequently run applications within the last 7 days	yes	yes
	Detailed report on frequently run applications (up to 30 days with an option to adjust the reporting schedule)	yes	
	Notifications about child activities on the device (by mail, via the app, or my.eset.com portal)	yes	yes
Apps control	Automatic control of apps by categories	yes	yes

	Manual control of individual apps	yes	
App usage time control	Setting maximum daily browsing time	yes	yes
	Limitation by time periods (study time, night hours)	yes	yes
Location	Child location via my.eset.com portal	yes	
	Location of the child via the app on the parents' smartphone or tablet	yes	
Child notification	Important notification from parents, blocking the display of the device before the notification is read	yes	
Other	Managing rules and settings from parents' mobile device and PC	yes	yes
	Password control of settings as well as against child's attempts to disable parental control	yes	yes
	Number of protected "child" devices	Unlimited	Unlimited

The service functionality terms and updates you can follow by visiting the service provider official webpage: <https://help.eset.com/epca/3/en-US/>. The updates do not refer to SMS subscription. If you haven't found an answer to your question, please, call 098 485828, or send an email to [info@playworld.am](mailto:info@playworld.am). If you have questions related to SMS, call Viva-MTS 111 hot line.