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GETTING STARTED
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 Wi-Fi and allows you to manage every device on the network—tablet, TV, or laptop. This manual is designed to help your family get the most out of your home’s online experience.

FAMILY IS EVERYTHING

We believe family is everything. They are the amazing group we do life with, every day. They define our character and shape who we become. Everyone calls someone family and some place home.

As technology becomes more intertwined with our lives, the key is to get the most out of it, without having it completely take over. Circle wants to make it as easy as possible to help families find that balance in their lives.

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.
Meet Circle

Circle Front

Circle Back

LED INDICATOR

• Solid light: Circle is on and paired.
• Slow blinking light: Circle is on and unpaired.
• Fast blinking light: Circle is resetting or there is an internal issue.
Setting Up Circle

WHAT YOU NEED

To setup Circle, please have the following ready:

- Circle (included)
- USB cable (included)
- USB power adapter (included)
- Ethernet Cable (included but optional)
- Circle Home App
- A Wi-Fi network with name & password

SYSTEM REQUIREMENTS

- The Circle Home app requires an iOS device (iPhone, iPad, or iPod Touch) running iOS 8 or later.
- A compatible Wi-Fi router.
Setting Up Circle

DOWNLOAD THE CIRCLE HOME APP

Circle is setup and managed through the Circle Home app.
1. Visit meetcircle.com/app to download the app from the Apple App Store to your iOS device.

TO POWER ON CIRCLE

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, press and hold the power button for a few seconds to turn on.

TO POWER OFF CIRCLE

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.

1. Hold the power button for up to 10 seconds.
2. After 10 seconds, release the power button. Circle is powered off when the LED is no longer on.
Setting Up Circle

TO SETUP CIRCLE

1. Launch the Circle Home app from your iOS device.
2. Tap Begin.
3. Follow the app instructions to pair your Circle with your home Wi-Fi, setup your account, and create profiles for Family Members.

FOR MORE ON

• Filter Settings (page 29)
• Time Limits (page 41)
• BedTime (page 42)
• Devices (page 44)
Setting Up Circle

PAIRING

CONNECT TO THE CIRCLE HOTSPOT

1. Head to Settings > Wi-Fi on your iOS device.
2. Select the Circle-XXXX (i.e. Circle-00F4) network.
3. Enter the password “mycircle” to join.
4. Return to the Circle Home app.

PAIRING CIRCLE TO YOUR HOME WI-FI NETWORK

1. Select your home Wi-Fi network from the list.
2. Enter in the password for your network and tap Done on the keyboard.
3. Return to Settings > Wi-Fi on your iOS device and reconnect to your home Wi-Fi network.
Setting Up Circle

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 e-mail address.
2. Add your phone number.
3. Circle will now secure your account by sending a 4-digit passcode to your phone number.
4. Enter in the passcode to proceed.

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 Circle Terms & Conditions and Privacy Policy.
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 made to each individual.

TO SETUP A NEW PROFILE
1. Enter in your name.
2. Add a photo. Profiles without photos will be shown with their first initial.
3. Set the Filter Level (see page 29).
4. Set Time Limits (see page 41).
5. Set BedTime (see page 42).

ASSIGNING DEVICES
Assigning devices to Family Member profiles lets Circle know where to apply the settings.
1. Select the devices from the list that you’d like to assign to your profile.

See Unable to Identify Devices (page 57) for additional help.
Setting Up Circle

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. Profiles without photos will be shown with their first initial.
4. Set the Filter Level, Time Limits, and BedTime.
5. Assign Devices.
6. Tap “Add Another” to add another Family Member or “I’m Finished” to continue with setup.

Circle Tip: Only set up profiles for family members you want to manage.
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

*See page 46 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 User.

Just like with any Family Member, the Home User can be setup to use all of Circle’s features such as Filters, Time Limits, BedTime, and Insights.
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 settings will no longer apply to the device until it connects back with the home network.
CIRCLE FEATURES
Circle Features

**Pause**
Pause the Internet (page 19)

**Insights**
View statistics for all online activity (page 23)

**Filters**
Control what is allowed and not allowed (page 29)

**Time Limits**
Set Time Limits for online activity (page 41)

**BedTime**
Disable the internet at night (page 42)
The Home Screen

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

Menu
Access additional options to manage Circle (page 48)

Family Member Profiles
Tap the circle to view more options. The color or the circle indicates their Filter level (page 22)

Devices
Manage and view a list of all the devices on your home network (page 44)

Home Profile
View and change settings for the Home Profile (page 14)

Pause
Pauses internet for the entire home network (page 19)
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 ALL INTERNET**

2. To Un-Pause, tap again.
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 again.
Pause the Internet (cont.)

TO PAUSE A DEVICE

2. Select the device you want to pause from the Devices list.
4. To Un-Pause, tap again.
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 23)

**Devices**
See which devices are assigned (page 44)

**Filter Level**
Adjust Filter Level and settings by category and Custom Filters (page 29)

**Edit**
Edit Profile Name and Photo or Delete Profile (page 43)

**Time Limits**
Set limits on internet use by day or specific platforms (page 41)

**BedTime**
Choose a timeframe to prevent internet use (page 42)
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, Month, or even Year. Easily compare with previous time frame.

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 (cont.)

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 (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 (cont.)

IF YOU ARE UNSURE OF WHAT WEBSITE IS LISTED

To view the website:
1. In the category list view, tap the website.
2. Click on Visit Website to view the url in your web browser.

IF YOU’D LIKE THE FAMILY MEMBER TO NOT VIEW THIS SITE ANYMORE

To filter the website:
1. In the category list view, tap the website.
2. Tap Filter for “Family Member Name”.
3. The site will now be filtered for the Family Member and they will no longer be able to access that site.

See Custom Filter (page 32) if you’d like to allow the site again.
Insights (History)

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 always allow.
2. Tap Always allow for “Family Member Name.”
3. The site will no longer be filtered and can always be accessed.

See Custom Filter (page 32) if you’d like to not allow the site again.
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 view a site anymore:
1. Click on the website you want to filter.
2. Tap Filter for “Family Member Name.”
3. The site will now be filtered and can no longer be accessed.

See Custom Filter (page 32) if you’d like to allow the site again.
Family Member Devices

Quickly see which devices are assigned to your Family Member.

TO VIEW THE SETTINGS FOR A FAMILY MEMBER’S DEVICE

1. Tap the device name.
2. See Device Settings (page 45) for more.

TO SEE ALL DEVICES

1. Tap See all devices.
2. A list of all the devices on your home network will be shown.
3. See Devices (page 44) for more.
Filter Settings

The Filter Setting sets the tone for what your Family Member can and can’t view. Use one of our Filter Levels or customize the content experience to your liking.

FILTER LEVELS
Each setting comes with default recommendations based on general age descriptions and average guidelines.

PRE-K
The Pre-K filter is designed for kids 5 years old and under providing 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.
FILTER LEVELS

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. Inappropriate 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 is available, though explicit and mature 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.

TO SET A FILTER LEVEL
1. Select the desired setting for your Family Member.
2. Tap Save to set.
Filter Settings (cont.)

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 34-40.

TO SET THE FILTER OF A PLATFORM OR CATEGORY

1. Switch the toggle on or off by tapping the platform or category you’d like to select.
2. Tap Save when finished.

Not Allowed
Platform or Category will be filtered

Allowed
Platform or Category will not be filtered

Info
Tap for more information about the category.
Filter Settings (cont.)

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.

TO ALWAYS ALLOW A WEBSITE

1. On the Filter Settings screen, tap Custom Filter on the bottom.
2. Tap Add Website and enter in the URL (web address) of the site you’d like to allow.
3. The Family Member will now be able to access the site no matter the Filter Level or Setting.

TO FILTER OUT A SPECIFIC WEBSITE

1. Tap the URL to toggle the switch off to filter out the website.
2. The Family Member will no longer be able to access the site no matter the Filter Level or Setting.
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.
Filter Settings (cont.)

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

<table>
<thead>
<tr>
<th>Facebook</th>
<th>Instagram</th>
<th>Netflix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pinterest</td>
<td>Snapchat</td>
<td>Tumblr</td>
</tr>
<tr>
<td>YouTube</td>
<td>Minecraft</td>
<td>Nickelodeon</td>
</tr>
<tr>
<td>Cartoon Network</td>
<td>Netflix Kids</td>
<td>Club Penguin</td>
</tr>
<tr>
<td>Disney</td>
<td>PBS Kids</td>
<td>Periscope</td>
</tr>
<tr>
<td>Meerkat</td>
<td>Reddit</td>
<td>HBO GO</td>
</tr>
<tr>
<td>Twitter</td>
<td>Amazon</td>
<td></td>
</tr>
</tbody>
</table>
Filter Settings (cont.)

CATEGORIES
With a flick of a switch, categories gives you a simple way to adjust what your Family Member sees online

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

BLOGS
Blogs that are hosted by major blogging platforms like Tumblr, Typepad, Blogger, and Wordpress.

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

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

CREATIVE ARTS
Sites related to artistic expression, specifically visual arts as well as dedicated venues, such as museums.
FILTER SETTINGS (cont.)

CATEGORIES

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.

FAMILY
Sites related to family issues such as parenting, adoption, etc.

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

CATEGORIES

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.

GOVERNMENT + POLITICS
Governmental sites as well as those connected generally to politics, lobbying, and military.

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

HOBBIES
Sites for non-sports related recreational activities such as automobiles, toy models, etc.

HOME + FOOD
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.
Filter Settings  (cont.)

CATEGORIES

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.

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).

PHOTO
Sites for photography related activities as well as many sites displaying photos.
Filter Settings (cont.)

CATEGORIES

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.

SOCIAL MEDIA
Sites that host social networking, whether professional, personal, or photo/art sharing such as Facebook, Flickr, or Twitter.

SPORTS
Sports related sites including professional teams, clubs, and sports media providers.

VIDEO
Sites that host and stream video on demand.
Filter Settings (cont.)

CATEGORIES

VPNS & PROXIES
Includes major known VPN and proxy providers. VPNs and proxies are technologies (both hardware and software) that act as go-betweens to provide security for online activity, protect user identity, and guard sensitive information related to their time online using the Internet. Because these technologies are employed to hide online activity, Circle will be unable to filter content while a user employs a VPN or proxy.

PRIVACY & SAFETY

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

SAFE SEARCH
Use search engines, like Google, to eliminate sexually explicit content from search results. Safe Search is tied to the Explicit Content category and if Explicit Content is filtered, Safe Search is enabled automatically. Allowing Explicit Content will disable Safe Search.
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.

TO SET A DAILY TIME LIMIT OR SET TIME LIMITS FOR A PLATFORM OR CATEGORY

1. Turn on Time Limits by toggling the Enable switch.
2. Tap the name of the Family Member under Daily Time Limit, a Platform (i.e. Minecraft), or a Category (i.e. Blogs) that you’d like to adjust.
3. Scroll up or down to set your desired time.
4. Tap close.
5. Make sure to hit Save at the top right when you are finished.

TO TURN OFF TIME LIMITS

1. Toggle the enable switch to turn off.
2. Tap Save.
BedTime

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. Turn on BedTime by toggling the Enable switch.
2. Set a BedTime for when you want your Family Member’s devices to stop internet activity.
3. Set an Awake time for when you want to resume internet activity.
4. Make sure to hit Save at the top right when you are finished.

TO DISABLE BEDTIME

1. Toggle the enable switch to disable BedTime.
2. Tap Save.
Edit or Delete 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 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. Click Delete again to confirm.
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.
DEVICE SETTINGS

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.
Devices (cont.)

DEVICE SETTINGS

TO ASSIGN OR REASSIGN A DEVICE

1. On the Device Settings Screen, tap “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

TO REMOVE A DEVICE

The device will automatically be added back to your list if it connects to your network again.

1. On the Device Settings Screen, tap Remove Device from Circle.
2. Click Remove to confirm.
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 (page 11)

**DEVICES**
List of Devices Screen (page 44)

**MANAGE**
Wi-Fi signal strength, Manage push notifications (page 50), Disable Circle, Reboot Circle, and Reset Circle to factory settings

**HELP**
Get access to Circle’s online support resources
Menu

MANAGE

WI-FI SIGNAL STRENGTH
View the wireless signal strength of Circle. If signal is low, move Circle closer to your wireless router.

DISABLE CIRCLE
If disabled, Circle will stop managing your network, stop tracking activity for Insights, and none of your settings such as Time Limits or BedTime will be applied.

REBOOT
This will restart Circle. Please allow a few minutes for Circle to completely reboot.

RESET
Resetting Circle will restore the factory defaults and all your settings and data will be erased. Only reset if absolutely necessary.
PUSH NOTIFICATIONS
The Circle Home app can notify you of events so you can stay on top of everything that’s happening with Circle.

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 not 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
Alert for when Circle is running low on battery and could be offline soon.

FACTORY RESET
Notification that Circle has been reset to factory defaults.
PUSH NOTIFICATIONS

To manage push notifications:
1. Go to Menu > Manage.
2. Select Push Notifications.
3. Turn On/Off the notifications you’d like to receive from Circle.
MyCircle

The MyCircle page allows family members to view their time online and the Time Limits that have been set for them so they can easily track their progress. MyCircle also provides exclusive age appropriate content.

TO ACCESS MYCIRCLE

1. On your web browser, go to http://mycircle.meetcircle.com
TIPS AND TROUBLESHOOTING
Setup Help

CIRCLE WILL NOT POWER ON

If there is no power:
1. Ensure that your Circle is connected to a power source.
2. Press and hold the power button for 3 seconds.
3. If Circle battery has been drained completely, it may not power on right away. Leave it plugged into the power outlet for a few minutes before attempting to power on again.

CIRCLE HOTSPOT NOT SHOWING IN NETWORKS

If you are unable to find the Circle Hotspot in your Wi-Fi network settings during setup:
1. Move closer (within 10 feet) to Circle.
2. Ensure that Circle has power and is powered on.
3. Wait at least 60 seconds from powering on Circle to ensure that it has enough time to start up.
4. Go into your iOS device’s Wi-Fi settings and toggle off your Wi-Fi then turn it back on to let the network list refresh.
5. Turn Circle off and then back on. Wait 60 seconds for Circle to startup.
MY WI-FI NETWORK DOES NOT HAVE A PASSWORD

During pairing, the setup process will ask for your home Wi-Fi network password. *Currently Circle is not able to pair with a network that does not have a password.* To continue with setup, please create a password for your network.

ALERT SHOWS YOU ARE NOT CONNECTED TO THE CIRCLE HOTSPOT ANYMORE

If during the pairing process you are disconnected from the Circle Hotspot:

1. Return to your device’s Wi-Fi settings and reconnect to your Circle Hotspot.
2. If the setup will not proceed, close the app and relaunch to restart the pairing process.
PASSCODE NEVER RECEIVED

If you did not receive an SMS with your passcode:

1. Wait at least 15 seconds for the message to arrive.
2. Ensure that you are using a device that is equipped to receive SMS messages sent to your phone number.

If there is still no SMS:

1. Make sure that you have the correct phone number and enter the phone number again.
2. Tap Resend Code to have Circle send a new passcode.
UNABLE TO IDENTIFY DEVICES

If you are unable to recognize the device name:
1. On the device you are trying to find, turn the Wi-Fi off and then on.
2. Refresh the Devices list by pulling down on the screen and Circle should receive updated information regarding your device.

DEVICES NOT SHOWING

If you do not see your device in the list:
1. Make sure your device is connected to your home Wi-Fi network.
2. Refresh the Devices list by pulling down on the screen and Circle should now show your device.
MANAGE CIRCLE ON ANOTHER DEVICE

If you or another Family Member wants to manage Circle on another device:

1. Download the Circle app onto the additional Admin’s device.
2. Launch the Circle app while the device is connected to the home network. The PIN code screen should appear.
3. Tap “resend code.” An SMS with the PIN will be sent to the original phone number used to setup Circle.
4. Retrieve the PIN code to link the new admin’s Circle app to the device.

ASSIGN A DEVICE TO MULTIPLE USERS

There are times when a device in the household is shared by multiple Family Members. Circle works by associating a specific device with a Family Member profile to ensure that the internet experience is uniquely customized for that individual.

Currently Circle is unable to assign a device to multiple profiles.
Profile Help

BEDTIME DOES NOT SHUT DOWN DEVICES

BedTime does not manage the overall functionality of the device. Apps and services that can be launched and used without an internet connection may still function as is.

BedTime will not guarantee that your child will fall asleep at the chosen time.

SOME SITES ARE CONSTANTLY LOGGING INTERNET ACTIVITY

Certain websites and apps constantly communicate with the internet (even in the background). For time tracking in Insights, Circle sees this as relevant online activity.

If you see activity that you believe should not be counted against a time limit, please let us know!
INTERNET IS SLOW

If your internet is experiencing slower speeds when Circle is paired to your network. Reboot both your Circle and your router.

To reboot Circle:
1. Go to Menu > Manage.
2. Tap Reboot Circle.
3. If you are unable to access the app, power Circle off and then on. See page 7.

To reboot your router:
1. Remove the power cable from the back of your router. Wait 10 seconds and re-insert the cable.
2. The router should now reboot.

If the internet is still slow:
1. Circle comes equipped with an ethernet cable and a port on the back.
2. Connect the ethernet cable from Circle directly into your router.
FILTERED SITE IS STILL SHOWING

If a website that you have restricted through filters is still loading:

The website may be cached and is only showing previously saved data. Websites cache data to help your browser load faster. Restarting the browser should help here to allow the filters to work properly. With Circle filters enabled, once the page is loaded, it will become inoperable and a refresh will not reload any new content.

ALLOWED SITE IS NOT SHOWING

If you are unable to load a website that you no longer want filtered:

The settings may be cached in your browser. Since the website was previously not allowed by your Circle settings, the browser caches the settings and assumes the website is still not allowed.

1. Try reloading the website.
2. Quit the web browser and re-open it.
3. Check your Custom Filter settings. See page 32.
4. Your new Circle settings should take effect and allow the website to load properly.
PAUSE ISN’T WORKING RIGHT AWAY

When you Pause a Family Member, device, or the whole network, sometimes it may take a few moments before the Pause takes effect.

Visit http://support.meetcircle.com for additional support or ask us anything at help@meetcircle.com
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.
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 grantee 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.