

# Salfeld Child Control

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# Welcome!

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Salfeld's parental control software (short "Chico") should help you to direct the consumption of your kids in a healthy and regulated way. This manual gives you an overview of the possible settings. You can read these instructions like a book from front to back. Or you can select the chapter you are interested in directly. Use the keyword search/index to go directly to the chapter in question. These instructions are valid for both the Android and the Windows version. We have highlighted differences between the systems in the individual chapters.

## How does Child Control work?

First install Child Control as an app on the child's Android device or Windows PC. As an adult, you set a login email and password there. With these data you will later have access to all settings of Child Control via the Internet and the Web Portal. Make sure that you use an e-mail address to which only you have access. From now on you can set numerous time, program and app limits as well as web filters. Use the reports / usage logs to see at any time what exactly happened on the child device.

## Only for Android and Windows?

Salfeld Child Control is available for Android and Windows. However, from an iOS device you can change the settings via Web Portal and thus "control" the Android and Windows devices. See [FAQ iOS](#) for more information.

Unfortunately we do not offer a solution for an iOS child device. Apple denies app vendors (like us) access to system functions that are necessary to run a (reasonable) parental control. The same applies to game consoles such as PS4, Nintendo, XBOX. Unfortunately, Child Control cannot be used here either.

## Having issues? Not working as expected?

Child Control offers extremely many and powerful settings. Almost any combination of limits is possible. In one case or another, it is sometimes

impossible that something does not work as desired. On Android, every manufacturer makes his own Android implementation, which also leads to problems from time to time. If you have any questions that are not answered by this manual, please feel free to contact us via our [contact page](#).

## **License and Trial Version**

Child Control is available as a trial version for download on our [Download page](#). This allows you to determine whether or not this program and app meets your needs. If you find this program useful, you should purchase a license. The trial version can be tested for a maximum of 30 days. The test is free and without obligation.

The license version is available for 12 or 24 months. Within this period all updates are free of charge. Important: Child Control is not a subscription and there are no automatic renewals and payments. If license period has expired, you decide if you want to extend Child Control at a special rate or not. The number of devices on which the software may be used depends on whether you have purchased a single user license or a multi-user license. Licenses are required per child device. If several children share a device, only one license is required. Licenses are also not required for the parental app and for accessing the settings via the Web Portal.





# Install

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If you are installing Child Control for the very first time, please proceed as follows; Download the app from the [download page](#) of our homepage. During installation, you will be prompted to set an email address and a password. First finish the installation on the children's device (Android mobile device or Windows PC). After finishing the installation, the device be available in the [Web Portal](#) and you can start making settings there. You can use the login data (e-mail address and your set password) later for other children's devices.

[Install on Android](#)

[Install on Windows](#)

## Installation Android

### Install the app

[Download app - APK or PlayStore](#)

[Set your \(parent\) e-mail](#)

[Set Android access rights](#)

[GPS setting and synchronization](#)

[Success! What's next?](#)

[Android update notes](#)

[Install on AndroidTV](#)

### Possible issues and solutions

[Why is all this so complicated?](#)

[Action not allowed? FamilyLink active?](#)

[Setup Issue: Restricted Setting](#)

### Download app - APK or PlayStore

Before installing the app, you can choose between the [APK version](#) and the [Play Store version](#). APK stands for "Android Package Kit" and is a file format used to install Android apps on your device. It is comparable to an EXE file on Windows computers. The APK version is usually more up-to-date and can also be used on devices without a Google account, such as Android TVs, Huawei, and Amazon devices. The Play Store version is easier to install, especially if FamilyLink is used on the device. Please note that the APK and Play Store versions are not compatible with each other. Updates for the APK version must be done by downloading the latest version from our website, while updates for the Play Store version are handled directly through the Play Store. If you encounter any issues during the APK installation (e.g., messages like "Not Allowed" or "Restricted Setting"), you will find various troubleshooting suggestions at the end of this section. Potential issues with APK installation include:

[Action not allowed? FamilyLink active?](#)

[Setup Issue: Restricted Setting](#)

## **Installation on the child's device**

The installation is always done first on the child's device. Only after the installation is complete can the settings be managed through the [web portal](#) or the free [parent app](#). After downloading the app, the welcome screen will appear, followed by the registration screen. Here, you will enter your email address (not your child's email address!) and choose a secure password.

This must be confirmed again during the initial installation. Please remember that you can only change the email address by reinstalling the app, and you will need this email address in the future to log in to the web portal."

## **Set your (parent) e-mail**

After entering this e-mail address, you can decide whether you want to use the app as a child or parent app. The parent app does not require a license and is free. With the help of the parent app you have a quick overview of the day's activities on the children's device and can access the web portal with one click. If you select the item parent app, the installation is already finished at this point. In the children's version, the next step is to enter the device name under which the device will later appear in the Web Portal. It is best to choose a meaningful name here.

## **Set Android access rights**

The device administrator prevents the app from being easily uninstalled. In the second step, you have to activate the accessibility services. These are necessary to control URLs in the Chrome browser app. In the last step you have to enable usage access/stats for Child Control. The usage data is necessary to control individual app run times. The activation of the individual functions varies from device to device. In some cases you have to scroll down to find the appropriate setting. Please [contact us](#) if you have difficulties at this point.

[Facing Restricted Setting issue?](#)

## **GPS setting and initial synchronization**

In the next step you can choose whether you want to use GPS positioning for the device. If you select YES, Android will ask you if the app should be allowed to use GPS positioning. In this case confirm with YES. As soon as the first synchronization with our server is finished you will see the main page of Child Control. This page is still quite empty at the moment. As soon as apps are running, you will see the total duration of the day and the duration of each app here. It also shows the limits that are activated for the child. With the "Web Portal" button you can also access the settings in the Web Portal from the child app at any time. There is nothing else to do on the child's mobile device.

Remember that the mobile device requires Internet reception (WLAN or an Internet mobile connection) so that you can synchronize settings from the Web Portal (more on this later).

## **Success! What's next?**

To make settings, log in to the Web Portal with your user data. You can find the login directly on our homepage or at <https://salfeld.com/en/login/>

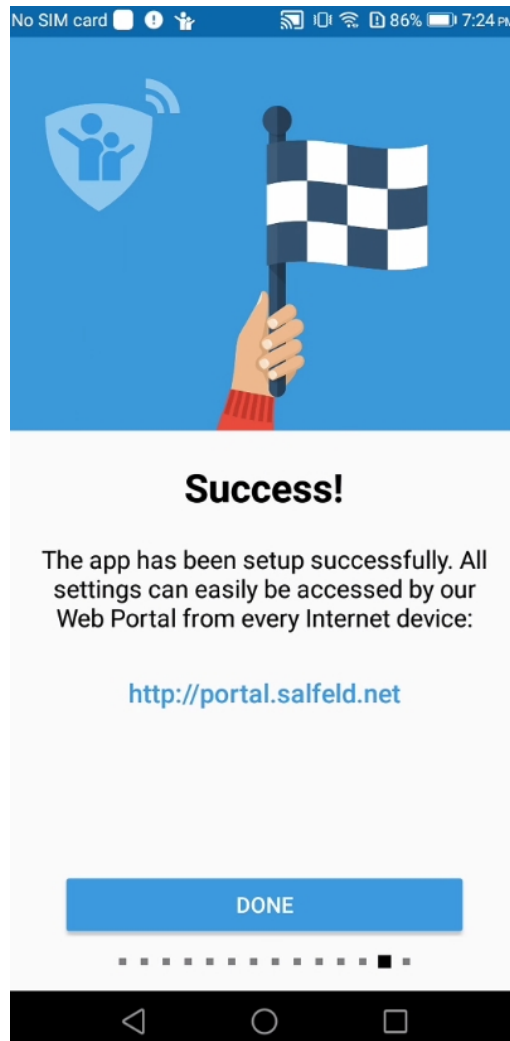


Illustration: Success! The app was successfully installed! All further steps can now be done from the Web Portal.

## Android update notes

If you try to install the current APK version over an existing PlayStore version, you will receive an Android error message. The reason for this is the different signatures of the PlayStore and our version. To update to the current version, you must (unfortunately) first completely [uninstall](#) the PlayStore version. After that, you can reinstall the version from the download area of our homepage. Please note on devices with multiple users (e.g., tablets), that the parental control must be uninstalled separately in each user account. Once you start using the new version from our homepage, you can update it in the future without having to uninstall it again.

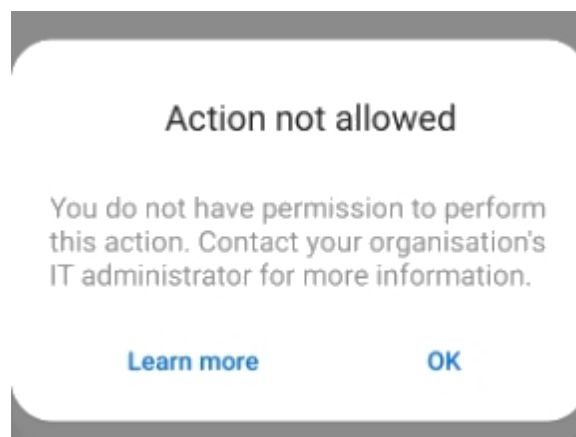
## Install on AndroidTV

Android TV does not provide a browser app as default. In this case you have to download the .apk file on another device (e.g. Windows PC), save it on a USB stick and use this USB stick to install Child Control on the TV. Please note that AndroidTV does not display the app directly on the start page. You can access the app via Settings (cogs) -> Apps -> All apps. AndroidTV also lacks the implementation of the device administrator. This prevents unauthorized uninstall. Alternatively, you can block the app settings via Web Portal -> Apps to prevent an unauthorized uninstall. Notice: Amazon FireTV sticks are not supported (yet).

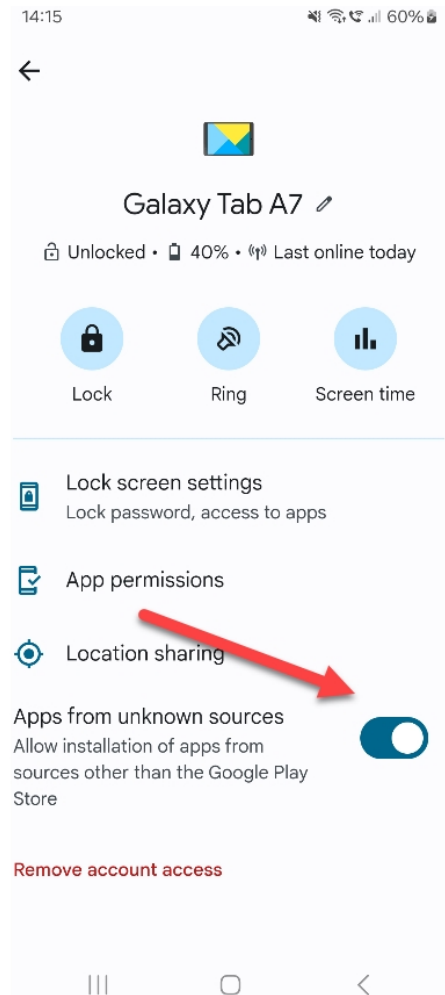
## Why is all this so complicated?

The Android operating system is characterized by a multitude of individual permissions that help protect users' privacy. These permissions ensure that not every app has unrestricted access to the device. Although this is generally a positive measure, it can lead to challenges when setting up Child Control. The app requires the activation of various permissions to fully ensure its functionality. We explain in detail which specific rights are needed in the chapter [Required Permissions](#). If you encounter problems during the setup, this chapter offers initial solutions. We are aware of the complexity of this issue and are also happy to provide personal support. If you have any questions or concerns, please do not hesitate to [contact us](#).

## Action not allowed? FamilyLink active?



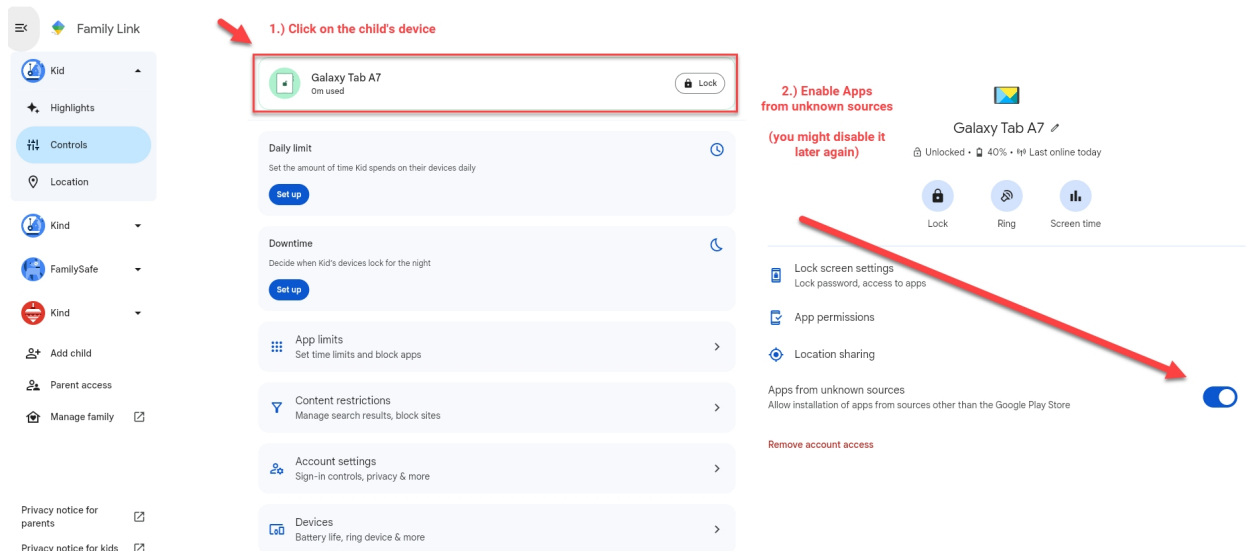
If the installation of the Child Control App is not possible after downloading and the above message appears, this is due to Google FamilyLink being active on the device. You can solve the problem as follows:



On the parent's device, open the FamilyLink app. Tap on the respective child's device and enable 'Apps from Unknown Sources'. After installing the Child Control App, you can reset this setting.

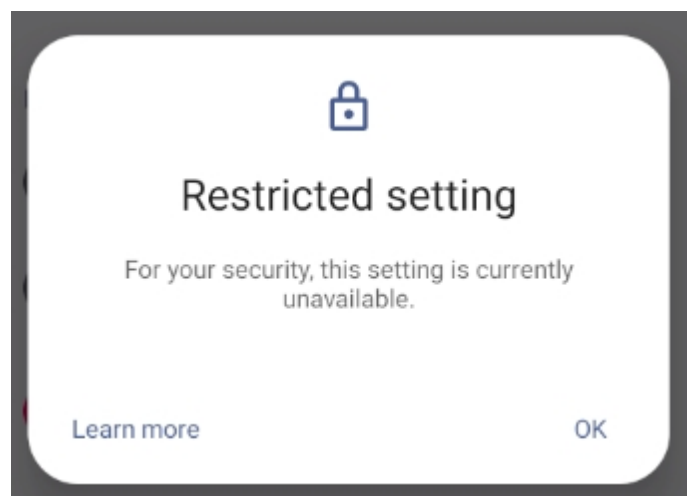
If there is no FamilyLink app on the parent's device, you can also make this setting online using a browser via <https://familylink.google.com/>. When accessing this page, make sure that you are logged in to Google with your parent account, which manages the FamilyLink child account. Click on the respective child's device on the FamilyLink overview page and then enable Apps from Unknown Sources.





## Setup Issue: Restricted Setting

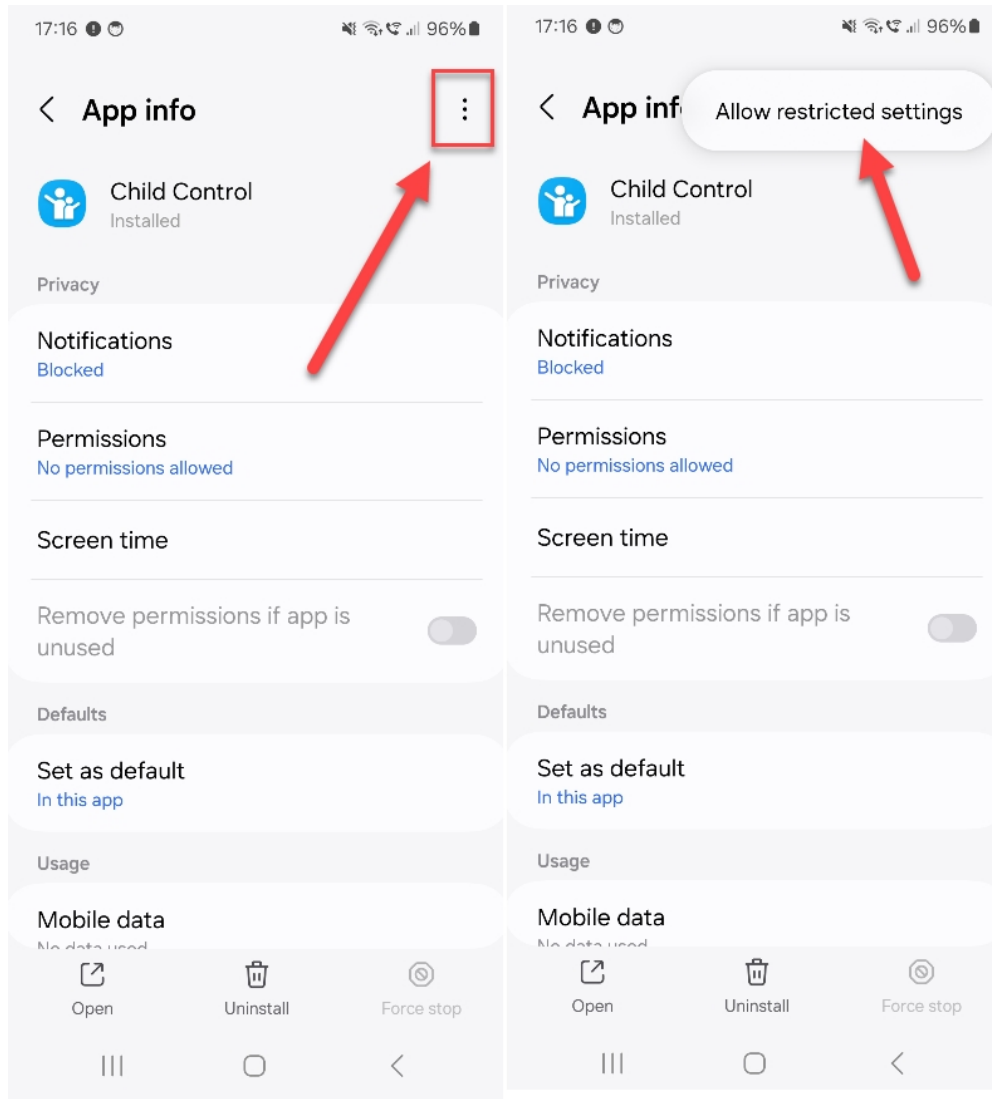
The following problem can occur when activating permissions such as Accessibility Services on newer versions of Android:



The Android permission for Accessibility Services is needed in Child Control to read the current URL of the web browser for the web filter and potentially block a webpage. It also protects manipulation-critical areas (e.g., adjusting the clock). Since Accessibility Services can be misused by apps, Google has introduced this security feature in newer Android versions. You can solve the problem as follows:

Press the Android back button (multiple times) to return to the setup of Child Control. Then initially skip activating the Accessibility Services. Complete the

installation. After that, on the child's device, go to Settings > Apps > Child Control. Click on the three dots at the top right and choose "Allow restricted settings". See the screenshot below (the screenshot is from a Samsung device; the layout may vary on other devices). Then switch back to the Child Control app, scroll all the way down, and press the "[Missing Rights](#)" button. Now the Accessibility Services for Child Control should be activatable. If you encounter problems, we are happy to help. Click here for [support contact!](#)



## Installation Windows

## Download the latest version

Download the latest version from our [download page](#). You can always install the current version over your existing one. Settings will be kept. After downloading, start the installation program. It downloads parts of the current version from the internet and starts the setup procedure.



## Windows user accounts

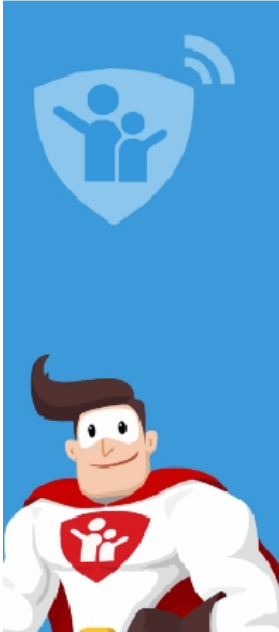
Child Control itself seamlessly connects to the Windows user accounts. This makes it possible to define individual time limits, program restrictions or Internet filters for each Windows user. It is also possible to switch off the monitoring completely (e.g. for the parent user account). We recommend that you create a parent user account (with password) on which no restrictions are active. This ensures that you will still be able to operate the PC in all cases.

## Entering your (parent) Login E-Mail

At the first start you will be asked to enter an email address for login and a password. The password is required each time you want to change Child Control settings. The password is also needed to uninstall Child Control via the control

panel. Please choose a secure password here. The name of your dog is certainly not a great idea :-)

✕



### Enter Parents E-Mail

Enter your E-Mail address below, which you would like to use to manage parental controls later. This address cannot be changed later.

Enter your (parent) E-Mail:

[Proxy \(experts only\)](#)

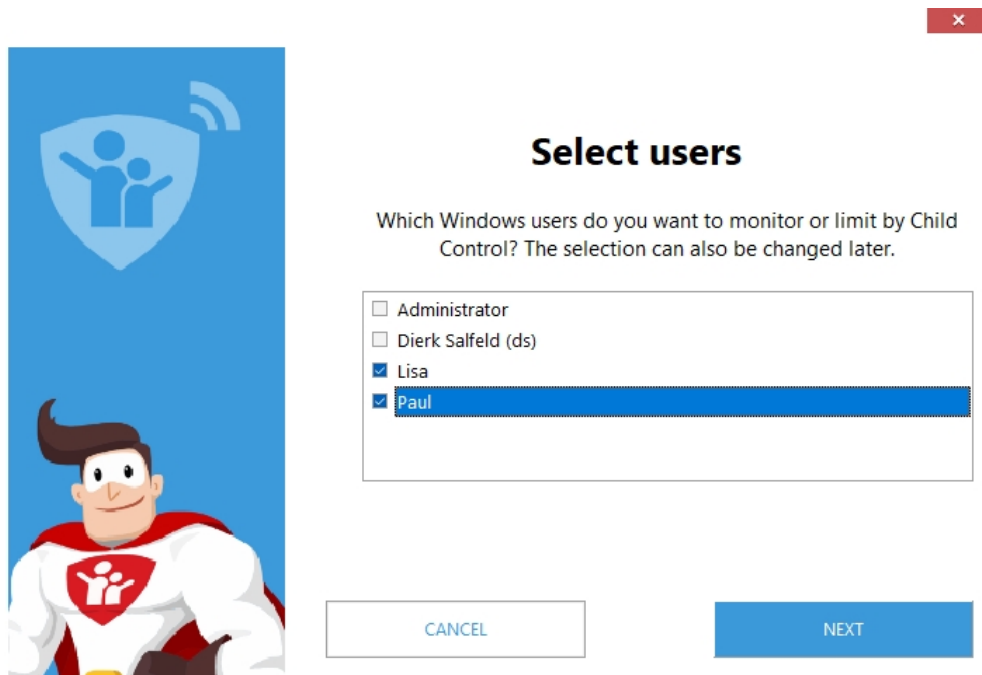
CANCEL

NEXT

Please check your e-mail address carefully for the login. This cannot be changed later (except by uninstalling and reinstalling). This e-mail address is also required in case of a forgotten password. Therefore, please make sure that you have access to this e-mail account.

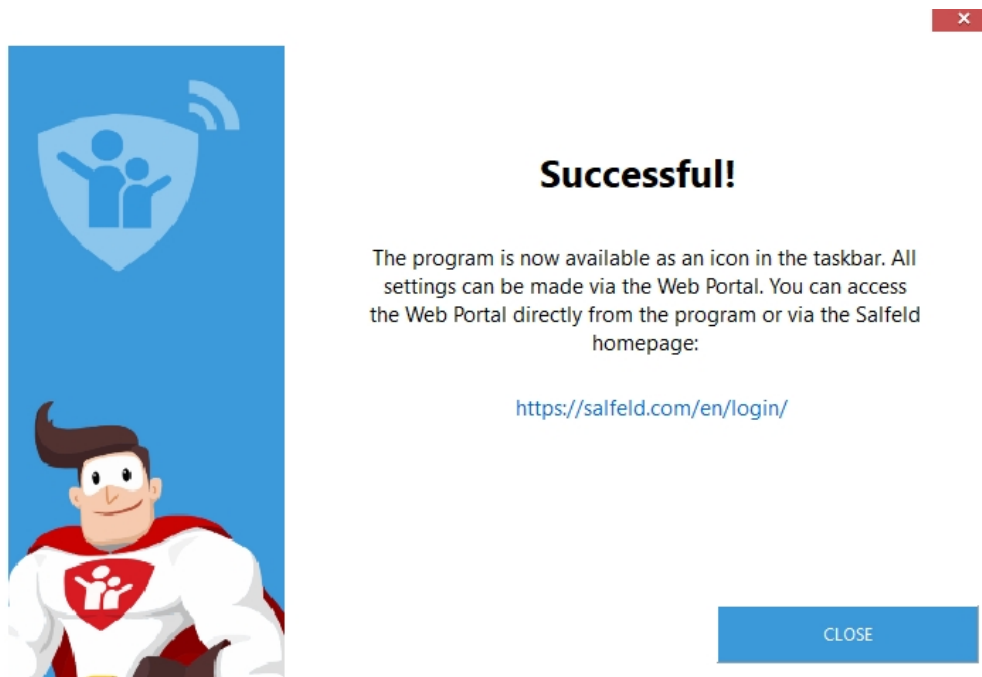
## Select users for Child Control

The next step is to select the users for whom Child Control should be activated. Please make sure that any parent account in Windows that is not marked here has a password so that the children cannot easily bypass the program. If you miss users in this list, although they were created in Windows, please make sure that you have to log in once with each newly created Windows account.



## Setup

After the program and the Web Portal have been successfully set up, you can immediately log in to the Web Portal and make settings. You should also see the Child Control icon in the lower right corner of the Windows taskbar. When clicking on it, the currently logged in user will receive information about used times and currently valid limits.



## Done!

Child Control is now installed locally on your children's PC. The settings can now be made conveniently via the Web Portal from any browser. The big advantage is obvious: You don't have to bother your children on the PC every time you want to change restrictions. You can now do this conveniently from any Internet end device (office PC, tablet, smartphone etc.). You will always find the login to the web portal on the Salfeld homepage in the login section:

<https://salfeld.com/en/login/>

One more tip: Many browsers offer you to save the password. Do not use this function if your children also have access to the PC and browser with which you have logged on to the Web Portal.

## Required Android Permissions

[Why and what permissions are needed?](#)

[Device Administrator](#)

[Accessibility Services](#)

[Usage Stats](#)

[Display over other apps](#)

[GPS and Location](#)

[Notification Access](#)

[How to enable again?](#)

[Deactivates itself constantly?](#)

### **Why and what permissions are needed?**

Android's security concept is that an app should only have as many rights on the phone as it actually needs. For example, a calculator app does not need access to your phone or your location data. Android recognizes a variety of different permissions. Depending on what the app wants to use, you need to enable the appropriate rights. Normally you have already set all relevant rights for Child Control when installing the app. As soon as Child Control is installed, access to these system rights are protected with your password. Nevertheless, it can happen that an access right has been deactivated (consciously or unconsciously) again. In this case you will receive a warning message in the Web Portal. In this case, activate the required access right manually via the settings of the child phone or tablet.

### **Device Administrator (disabled)**

When installing Child Control, you have specified that the app is entered as Android device administrator. This setting prevents the app from being easily uninstalled. We have implemented various security measures to ensure that the device administrator is not deactivated.

[How to enable again?](#)

## Accessibility Services (disabled)

Accessibility is an installed service that is responsible for web filtering and blocking some system settings. Furthermore, this service helps to detect possible manipulations. Unfortunately, there are some device manufacturers where this right is often deactivated by itself. This can be caused by activated battery-saving programs, among other things. If the Accessibility right is missing, this has no effect on an overall limit or an app/group limit. Only the web filter and the protection of some system settings are affected. This is important for all users where, contrary to expectations, the operating system regularly deactivate themselves (only the case for a few devices).

Cannot be activated? On some tablets (especially Samsung devices running Android 15 or later), accessibility permissions can only be activated if the Child Control app is also installed on the tablet's main account. Please make sure the app is installed on the main account and activate the Accessibility Services there. After that, these permissions can also be activated on a secondary account.

If the main account is only used by you as a parent, you can disable the features under Web Portal > Apps and Web Portal > Web Filter so that the app does not interfere with the parent account. Licensing is not affected – licenses always apply per device. This means that one license also covers a tablet with multiple user accounts.

**Having trouble activating?** Message about **Restricted Setting?** See the following [FAQ entry](#) for more information.

[How to enable again?](#)

## Usage Stats (disabled)

In order for Child Control to count times of other apps, access to the usage data is required. Without this right, only the total device time can be counted and restricted, but not individual apps. Furthermore, individual apps cannot be blocked either.

[How to enable again?](#)



## Display over other apps (disabled)

This is probably the most important of all rights required by Child Control. Some background information: An app like Child Control cannot directly prevent other apps from starting or (as on Windows) terminate other apps/tasks. We can only use the above rights to detect which app is currently running and overlay the lock screen over this app if there is a limit. For the lock screen to be allowed to overlay itself over an existing app or the home screen, the "Display over other apps" right is absolutely necessary for Android versions higher than Android 6. Very old Android versions (Android 6 and below) do not support this permission.

If this permission is missing, Child Control counts the time, but the device cannot be locked. As of Android 12, system messages are also sometimes sent at irregular intervals that Child Control uses this right. Directly when clicking on this system message, the child can enter the settings and thus possibly manually deactivate this right. You can prevent this by locking the settings under [Security](#) and possibly blocking the notifications. Furthermore, depending on the device type, you can also deactivate these system messages / turn off notification for system messages.

[How to enable again?](#)

## GPS and Location

Find all relevant information about necessary GPS rights in the chapter [GPS \(Android\)](#).

## Notification Access

You can block Android notifications via [Web Portal -> Security](#) in case of a [Device Limit](#). This setting is useful because some notifications also offer the possibility of interaction (e.g. replying to WhatsApp chat) without the corresponding app (WhatsApp) having to be in the foreground. For blocking, Child Control must have explicit access to the notifications of Android. In the default configuration, this is **not the case**, so the right is not active. You can activate the notification access as follows: On the device, select Settings -> Apps -> Special access. On many devices, this menu item is located in the app overview at the top right (three dots menu). In the Special Access menu, select the sub-item "Notification Access" and activate the switch for the Child Control App here. If desired, notifications will then be blocked immediately if a device limit is active

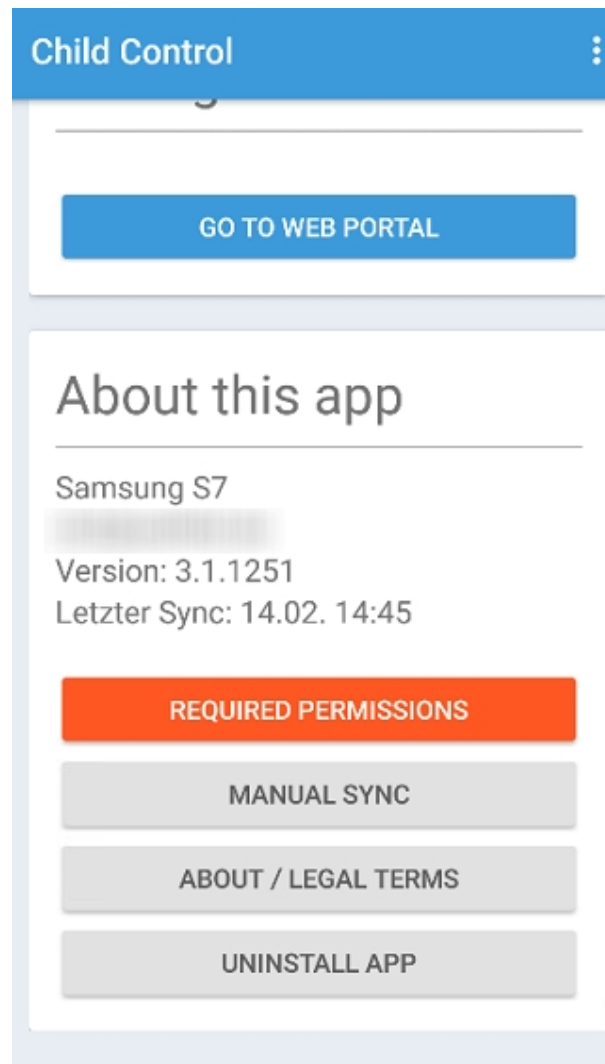
(alternatively, always).

**Having trouble activating? Message about **Restricted Setting**?** See the following [FAQ entry](#) for more information.

### **How to enable again?**

If one of the above Android rights is missing (except GPS and Notification access), a corresponding warning message is displayed in the web portal. You need the child device to reactivate the missing right. The simplest procedure is: Click on Child Control app and scroll down to "About the app". Here, a red button will signal you the missing rights. Select this button to reactivate the missing right directly from the app.

**Having trouble activating? Message about **Restricted Setting**?** See the following [FAQ entry](#) for more information.



### **Deactivates itself constantly?**

If a certain right is constantly or regularly deactivated as if by itself, this may be due to unauthorized manipulation by the child. Here you can take certain precautions in the [Security](#) section (e.g. block settings entirely). Some manufacturers provide their Android devices with special energy-saving programs, which may deactivate these rights on the system side by itself. Check directly on the child device if Child Control is definitely excluded from battery saving measures. In some (very few) cases, the problem is also directly on the device. Especially with very cheap China import phones we could already observe such malfunctions. You are welcome to [contact our support](#) in case of problems (specifying brand and model).

## Updates

[Why updates are important?](#)

[Updates for Android \(APK only\)](#)

[Updates for Windows](#)

[Switching APK <> Play Store](#)

### Why updates are important

We regularly update our software and apps, fixing existing bugs and adding new functionalities or features. Additionally, we adapt the software to new versions of Windows and Android.

If there is an important update and you are using an outdated version, you will be notified via a notice on the web portal.



### Updates for Android (APK only)

If you use the APK file of Child Control (downloaded from our homepage), updates will unfortunately not be installed automatically. However, when an update is available, you can easily install it over the existing version.

To install the update, open a browser app (e.g., Chrome or Firefox) directly on the child's device. Navigate to the Salfeld homepage's [download section](#) and start the APK download. All settings on the child's device will be preserved. For information on current changes, refer to the [Android version history](#). Feel free to watch the APK update video:



## Updates for Windows

The Windows version of the parental control has a built-in automatic update feature that keeps the software up to date automatically. Usually, no manual intervention is necessary.

However, you can always manually install the current version from our [download page](#) over your existing version. All settings will be preserved in this case. Information on current changes can be found in the [Windows version history](#).

## Switching APK <> Play Store

You can download our app either from the Google Play Store or as an APK file from our website. Unfortunately, these two versions are not directly compatible due to different code certificates. If you want to switch from the APK version to the Google Play Store version (or vice versa), the app must be completely uninstalled and then reinstalled from the other source. For instructions on uninstall, please refer to the chapter [Uninstalling on Android](#). If you want to save settings (and reload them later), the [Profiles feature](#) is recommended.



# Settings Web Portal

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[Web Portal: Control center](#)

[Menus and device selection](#)

[Portal Activities](#)

[Do I always need Internet access?](#)

## Web Portal: Control center

The Web Portal is the central point to make all settings. Here you can view the logs/reports (and thus see when what happened on the device) and set extensive limits (total limit, app/program limits, web filters, etc.). The Web Portal is browser-based, i.e. you can access it with any browser from a Windows PC, cell phone, tablet, Mac, iPad etc. You can access the Web Portal via the [Salfeld login page](#) or via the "Web Portal" button within the Android app or Windows software.

**Important:** You have to install the app **first** on the child device **and then** access the settings via the Web Portal. Proceed in the same way if you want to add a new or additional device. Make sure that you do not save password to Web Portal in your browser if anyone else like you has access to the device the browser is running on.

## Menus and device selection

In the Web Portal, you will find a menu on the left that allows you to access the various settings (e.g. total limit, app filter, web filter, logs, etc.). On a smaller device (smartphone), this menu is accessible via the hamburger icon at the top left. At the top right, you will find the selection menu for the various devices on which you have installed Child Control. If an entry is missing here, make sure that the version on the child PC or child cell phone was installed beforehand. If despite installation on the child device it is not visible in the selection, please check for a typo error. To the left of the device selection you will find the 3-point menu for general settings, questions and a licence overview.

## Portal Activities

Within the 3-point menu (see above) you will find the menu item Portal Activities. In this history, you can see which settings were made in the Web Portal and when. If there are entries here that do not originate from you, the child seems to have somehow come into possession of the access password. In this case, we recommend changing the password in the [Settings](#) section. After changing the password, the new password must also synchronize with the child's device. Therefore, also check on the child device whether the password change has worked. If in doubt, uninstall the app and download or install it again. Also check whether the password is not automatically stored somewhere in the browser that the child has access to.

PORTAL ACTIVITIES			Today
06.11.21 18:48:15	P20 lite	Device Limit: Blocked Times changed	
06.11.21 18:48:13	P20 lite	Device Limit: Blocked Times changed	
06.11.21 18:48:05	P20 lite	Device Limit: ON	
06.11.21 18:47:50	VM-HYPER-GAMING-PC Julian Dümmelmann	Web Filter: youtube.com added or changed	
06.11.21 18:47:33	VM-HYPER-GAMING-PC Julian Dümmelmann	Device Limit: OFF	
06.11.21 18:46:55		Login successful (correct password)	
06.11.21 17:50:54		Login successful (correct password)	

## Do I always need Internet access?

An Internet connection is required to access the Web Portal. The app on the child device has its own independent database that is synchronized with the Web Portal settings. This means that limits are maintained even if the child device does not have an Internet connection. Please find more information in the [FAQ section](#). Important features and functions like [uninstall](#) and or



[extension time](#) are always available - regardless there is Internet connectivity or not.

## Device Limit

In this section you can set a general time limit and blocked times for the device. This limit determines how long Windows PC or the Android device of the child can be used on a day/week/month or a specific day of the week basis. Blocked Times periods are times when the device should not be used at all.

### **In this chapter**

[Using the Device Limit](#)

[Combination of \(time\) limits](#)

[Limit reached action](#)

[Forced Breaks](#)

[Audio Limit \(Android only\)](#)

[Lock/unlock for given time](#)

[Always allowed apps](#)

### **Using the Device Limit**

Enter time limits in the format hh:mm (hours:minutes) or use the arrows for increase/decrease. For Device Blocked Times, please click on the respective box in the table below to allow (green) or block (red) usage. During operation, the user will be notified before a locked hour that the hour has been locked by you (see also "Settings", "Warnings"). To select several boxes at once, simply hold down the left mouse button and mark the area. When the area is marked correctly, press the right mouse button. Select the "Reset" button to cancel all selections. Tip: You can also set lockout times (red/green boxes) to quarter hours. To do this, simply click on the corresponding box with the right mouse button.

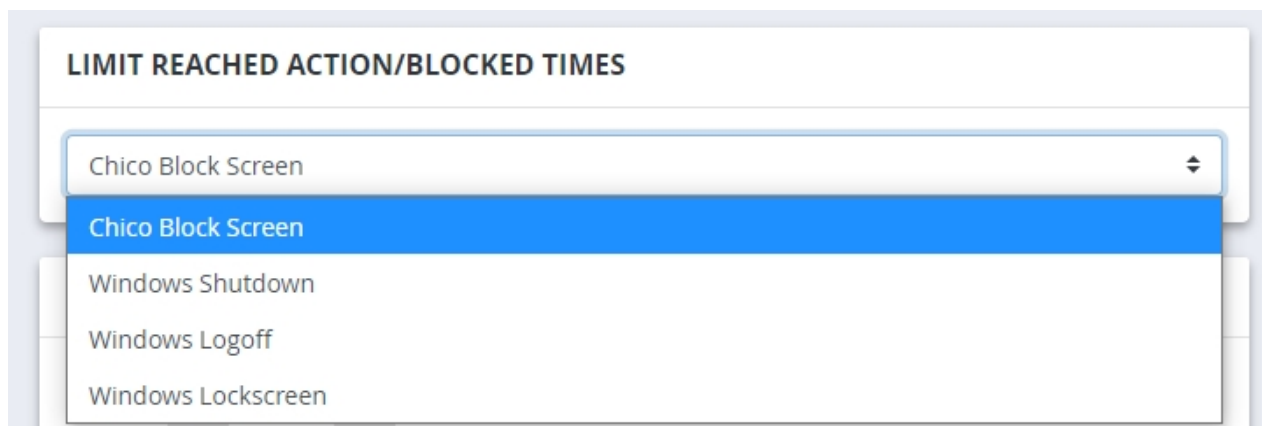
Important notice: Its possible to combine all limits. Please note that the shortest limit is in effect. So you can set a daily limit of two hours, but a maximum of only ten hours per week (instead of the calculated 14 hours). You can also specify that this limit applies, but that the PC may not be used after 8 pm. As you can see, there are almost no limits to possible limit settings. In [Settings section](#) you can also define what should happen after the limit expires. Possible choices are to shut down, log off or allow only certain released programs (so that the pre-cable program can still be operated even if the time has expired). The limits

shown here apply to PC use, i.e. how long the PC is switched on. The same settings are also possible for the Internet time under Internet Limits and for programs (see Apps/Programs) and web pages (see Web Filter). On Android devices there is no Shutdown option. Instead the Block screen will be displayed if a limit has been reached.

## Combination of limits

The shortest limit applies! You can also combine different limits. For example, you can specify that the PC may run for a maximum of 7 hours a week, but on no day for more than 1:30 hours. Also in this case the shortest limit applies, i.e. after 7 hours of running time per week the quota is used up. If you only want to define a weekly limit of e.g. 10 hours and leave the daily usage open, then enter 10:00h as the weekly limit and 10:00h as the daily limit.

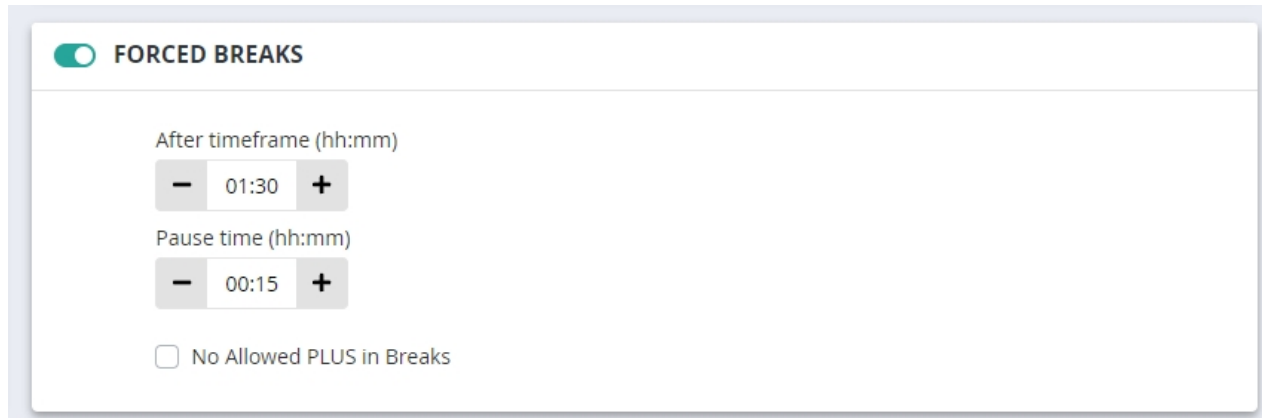
## Limit reached action



While the Child Control lock screen always appears on Android mobile devices after a total limit has expired, you have a choice on Windows systems. Here, in addition to the Child Control lock screen, you can also choose the Shutdown, Logout, and Windows lock screen options. Please remember that only apps that are always allowed (Allowed PLUS) can be started from the Child Control lock screen.

## Forced Breaks

You can specify that after a certain period of use, a pause defined by you must be taken. When the time has expired, a lock screen appears, indicating when the device can be used again. You can optionally specify whether you want to allow extensions for pauses. (Note for Windows: You can find these settings under Device Limit -> Special Limits).



**FORCED BREAKS**

After timeframe (hh:mm)  
 - 01:30 +

Pause time (hh:mm)  
 - 00:15 +

☐ No Allowed PLUS in Breaks

No extension during the break! Please note that any existing extensions will be ignored during breaks. These will be available again after the break.

Apps that you have set as "Allowed" with the option "Counter Stop" or the option "Bonus" are excluded from the pause count. Select the checkbox labeled "No Allowed PLUS in Breaks" to block all apps during a break. Voluntary breaks are recognized by the system and the time is counted accordingly. Example: You have specified that after an hour, a half-hour break must be taken. If the device is now used for an hour starting at 12:00, a break must be taken at 13:00 until at least 13:30. However, if the device is only used from 12:00 to 12:30 and is only switched on again at 13:00, the break is not due until 14:00 (from 12:30 to 13:00 a break has already been taken, which the system has counted towards this time).

If you want to completely reset already counted times for the pause, deactivate the pause function and switch it on again a little later (after a sync, about 3-5 minutes). Alternatively, you can also reset all counted times under [Reports](#).

## Audio Limit (Android only)

The sound or audio playback is a special case in the Child Control app. You can, of course, apply a time limit to an audio app like Spotify, but this only takes effect when Spotify is currently in the foreground. However, this is usually not

the case. Sound or audio playback can also occur when another app is in the foreground. Likewise, audio playback is possible when the device is showing the lock screen or home screen.

Technically, we are unfortunately unable to detect which app is currently producing sound, but we can detect whether or not sound playback is happening. For this reason, you have the option to set a separate sound limit. This limit is independent of the overall limit and can block general sound output after a certain daily, weekly, or monthly usage, or during a restricted time period. As with all other limits, a time extension can be applied when the sound limit expires. If you don't want a current extension to affect sound playback, you can enable the option "No extension for sound limit." The phone's ringtone and alarm sound are not affected by the sound limit.

**Important Note on the Audio Limit:** Technically, we are unable to determine which app is producing sound. If the audio limit is enabled, the sound output from games or even desired content (e.g., educational videos) will also be counted. Therefore, please choose this limit carefully!

☒ **Audio Limit**

☒ Day/Week/Month
 

Day (hh:mm)
 

–

03:00

+

☐ Week
 

–

168:00

+

☐ Month
 

–

744:00

+

☐ Weekday-Limit
 

Monday
 

–

02:00

+

Tuesday
 

–

02:00

+

Wednesday
 

–

02:15

+

Thursday
 

–

02:30

+

Friday
 

–

02:45

+

Saturday
 

–

03:00

+

Sunday
 

–

00:45

+

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MON																								
TUE																								
WED																								
THU																								
FRI																								
SAT																								
SUN																								

☐ No extension for Audio Limit
 

RESET

## TANS/Roaming

With [TANs](#) you can assign an extension to a voucher code (similar to a TAN). Use the [roaming feature](#) to count times across multiple devices.

## Lock/unlock until a given time

Should your child not use the PC for the next three days because of urgent school matters? Or is it vacations and you want to disable Child Control for a week? Use this function to either completely lock or completely unlock the PC until a certain date.

FOR A GIVEN TIME


BLOCK


FREE TIME


This setting takes precedence over all other time limits and is not combined (i.e. if you unlock, no other locks take effect, if you lock, available time is not usable). Select the appropriate option in this section and enter the corresponding date.


## Always allowed apps


ALWAYS ALLOWED APPS


 Contacts

 Signal

 Phone

 anton.app

 Calculator

 wikipedia.org

Use the access level ALLOWED PLUS to allow an app or website even the device limit is already expired

GO TO APP FILTER

GO TO WEB FILTER

Here you can see a list of your always allowed apps. How to permanently allow apps and programs (i.e. even after time expiration) is explained under [section Apps/Programs](#) -> Always allowed. Use [Web Filter](#) with access level Allowed PLUS to always allow specific domains.



## Apps / Programs

In this section you can define how individual apps (Android) and programs (Windows) should be handled. You can lock individual entries, always allow them or set a time limit. With the group function you can also set a time limit for several apps (ideal e.g. for game apps).

### In this chapter

[App List - The overview](#)

[Allowed - Default access level](#)

[Allowed PLUS - always allow apps](#)

[Allowed PLUS - optional blocked times](#)

[Blocked - Deny access to app](#)

[Time limit \(for a specific app\)](#)

[Groups \(for multiple apps\)](#)

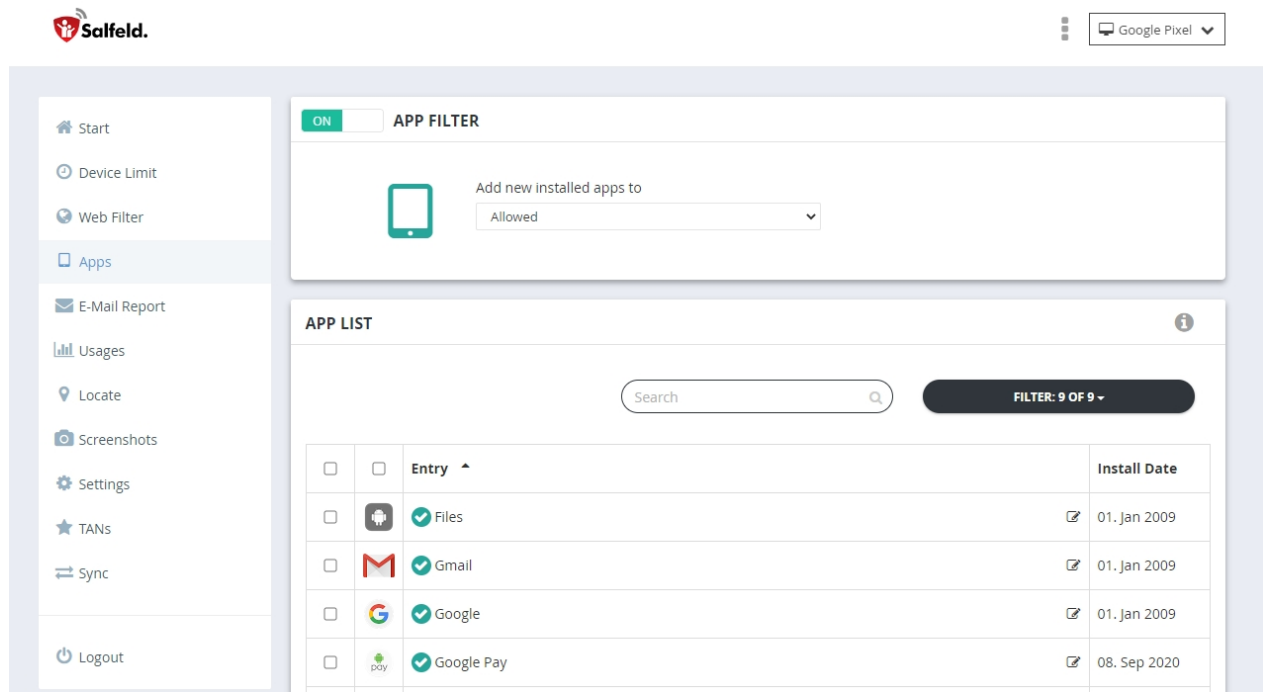
[Special groups Internet and System \(Windows\)](#)

[Special: Bonus app issues time voucher](#)

[Count in background \(Windows only\)](#)

### App List - The overview

In this list you can see all apps installed on the Android device. On a Windows PC, only the most common and used apps are displayed here for performance reasons. An app from a Windows PC is added to this list as soon as it is started for the first time. With Windows, you can enter an \*.exe name yourself at any time via the Add button and select an appropriate limit / access type. Above the list you will find the setting "Add new installed apps to". Here you specify what should happen to newly installed apps and programs. You can allow them by default, block them or assign them to a group (with a time limit).



**APP FILTER**

ON

Add new installed apps to

Allowed

**APP LIST**

Search

FILTER: 9 OF 9

		Entry	Install Date
<input type="checkbox"/>		Files	01. Jan 2009
<input type="checkbox"/>		Gmail	01. Jan 2009
<input type="checkbox"/>		Google	01. Jan 2009
<input type="checkbox"/>		Google Pay	08. Sep 2020

## Allowed - default access level

Apps and programs are all grouped in the "Allowed" section after installation. This means that this particular app has no time restrictions. However, please remember that an overall device limit (Web Portal -> Device Limit) has priority over the app limits. If the device time limit has expired, this will also override the allowed apps.

## Allowed PLUS - always allow apps

Always Plus means that the app can even be accessed when the device time limit has been reached. If a device timeout is active, the lock screen is displayed on the mobile device. There the child can select "Allowed Apps" to select an app that you have defined here and which is always allowed despite the device time limit.

Request change'. Under 'ACCESS LEVEL', the 'ALLOWED PLUS' option is selected. Below this, three radio button options are listed: 'Always allowed (even device time expired)', 'Always allowed and stop time counting', and 'Always allowed and bonus'. The 'Always allowed and stop time counting' option is selected. Time settings are shown for 'Time Used' (00:10), 'Bonus Time' (00:05), and 'Max. Bonus/Day' (00:30). At the bottom right are 'CANCEL' and 'SAVE' buttons."/>

**DUOLINGO** 0+ EDUCATION

Learn a new language with the world's most-downloaded education app! Duolingo is the fun, free app for learning 35+ languages through quick, bite-sized lessons. Practice speaking, reading, listening, and writing to build your vocabulary and grammar skills. [Request change](#)

**ACCESS LEVEL**

**ALLOWED PLUS** ▾

☐ Always allowed (even device time expired)

☐ Always allowed and stop time counting

☐ Always allowed and bonus

Time Used:

— 00:10 +

Bonus Time:

— 00:05 +

Max. Bonus/Day:

— 00:30 +

**CANCEL** **SAVE**

The option Always Allowed and stop timer counting is interesting if this app should be allowed and should not affect the overall limit. If this option is selected, the time for the app will be counted (you may want to know how long this app has been running), but the total counter (relevant for device limit) will be stopped. This setting is (besides the bonus option) ideal for all explicitly desired apps, e.g. vocabulary trainers or educational apps.

### Allowed PLUS optional blocked times

In some cases, you may still want to restrict an app that is always allowed. For example, a learning app could always be allowed via the access level Allowed PLUS, but the device should still not be used after 8 pm. In this case, there is an individual blocking time also for Allowed PLUS entries. Activate the corresponding and set the desired blocked time for this Allowed PLUS entry. See the following screenshot.

## SELECT ACCESS LEVEL

ALLOWED PLUS ▾

- ☒ Always allowed (even device time expired)
- ☐ Always allowed and stop time counting
- ☐ Always allowed and bonus

Time used:

Bonus Time:

Max. Bonus Time/Day:

☐ No Allowed PLUS in Blocked Times ⓘ

☒ Set individual Blocked Times ⓘ

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MON																								
TUE																								
WED																								
THU																								
FRI																								
SAT																								
SUN																								

CANCEL


SAVE

**Blocked - Deny access to app**

Here you can define programs and apps that are not allowed to be executed by the selected user. If such an app or program is started, it will be closed immediately on Windows. On Android, the lock screen is displayed over the called app. In both cases it is possible to send a new unlock request for this app.

## Time limit (for a specific app)

Similar to the Web Filter Time Limit, you can assign a specific day/week/month limit to an app here. Please always enter time limits in the format hh:mm (hours:minutes) or use the arrows for the settings. You can also enter blocked times (lockout periods) here, during which the use of the respective app should not be allowed. Please click on the respective box in the table below to allow (green) or prohibit (red) the use of the app. Example of a single app time limit:



**BRAWL STARS**
12+ GAMES

Fast-paced 3v3 multiplayer and battle royale made for mobile! Play with friends or solo across a variety of game modes in under three minutes. [Request change](#)

**ACCESS LEVEL**

TIMELIMIT (PRG) ▾

☒ Day/Week/Month Limit
 ☐ Weekday-Limit active

Day

-

01:30

+

Week

-

07:00

+

Month

-

90:00

+

Monday

-

01:30

+

Tuesday

-

01:30

+

Wednesday

-

01:30

+

Thursday

-

01:30

+

Friday

-

01:30

+

Saturday

-

01:30

+

Sunday

-

01:30

+

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MO																								
TU																								
WE																								
TH																								

Blocked times can be specified in 15-minute intervals. To do this, press the right mouse button in the respective box and select the appropriate time.

## Groups (for multiple apps)

Groups are a summary of several apps or programs. The advantage of grouping is that e.g. all games can be combined in one group. The group times will always increase if any game/application of this group is running. If several apps of the same group are running, the time is still counted only "once". If the limit is reached, it is no longer possible to start all entries of the group. If you want to merge several apps into one group, select the corresponding apps and click the "Edit" button. Select a group in the following window:

**4 ENTRIES**

Brawl Stars Driving School 2017 Rider Zoo 2: Animal Park

**ACCESS LEVEL**

GAME GROUP

☒ Day/Week/Month Limit ☐ Weekday-Limit active

Day: 02:30  
Week: 20:00  
Month: 90:00

Monday: 01:30  
Tuesday: 01:30  
Wednesday: 01:30

Thursday: 01:30  
Friday: 01:30  
Saturday: 01:30  
Sunday: 01:30

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MO																								
TU																								
WE																								
TH																								

## Special groups on Windows

On Windows systems, in addition to five groups that you can manage yourself, there are a few more groups. By default, the System group and the Win10 Apps group manage Windows internal programs as well as the Windows UWP apps. If you want to set a limit for a program/app of this group, you have to choose

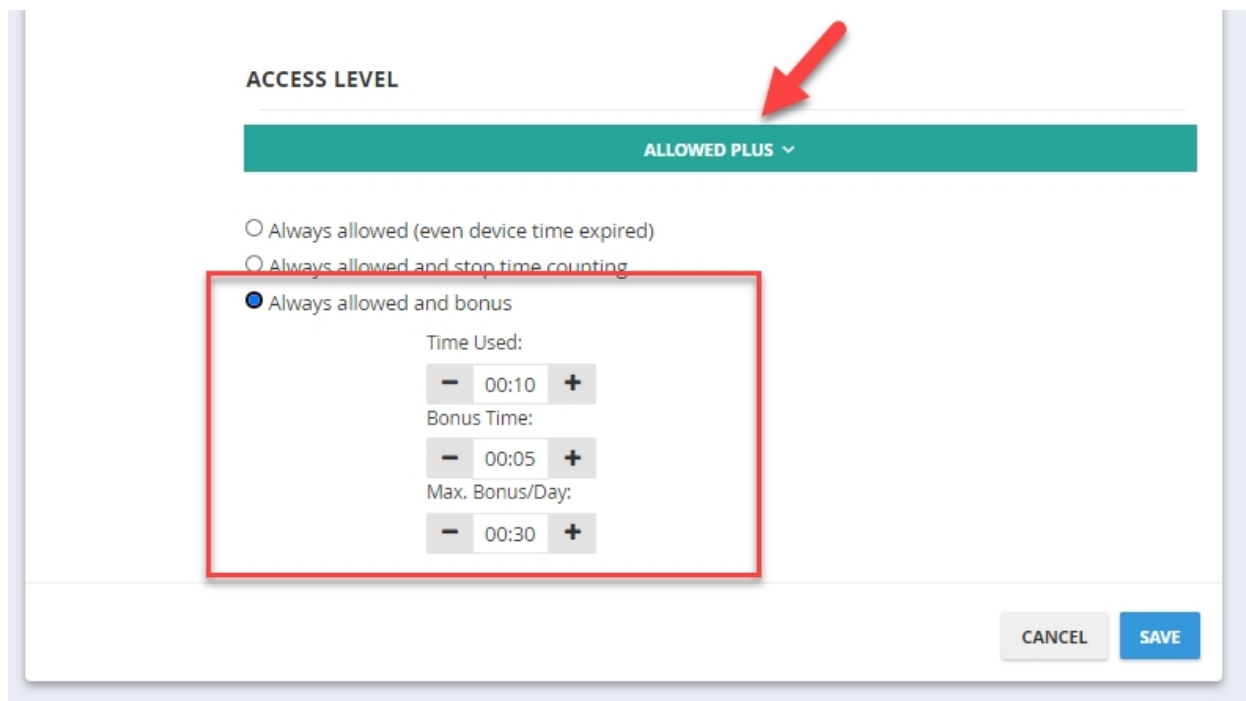
another access type for this app.

## Special Internet group

On Windows systems, there is also the Internet group, in which you can also set time limits. Note that the Web Filter is applied to members of this group. Avoid games in this group, because some games have problems with the Web Filter. Ideally, this group should include all available browsers (e.g. Chrome

## Special: Bonus app issues time voucher

With the Bonus option you go one step further than the always allowed applications: The app time is counted in the bonus, but the total device time is paused while the app is running. In addition, after the app has been used for a specified amount of time, a time voucher is issued to the child. You can set both values yourself. The time voucher is generated in the form of a Bonus-TAN. See [section TANs](#) for more information about TAN time vouchers.

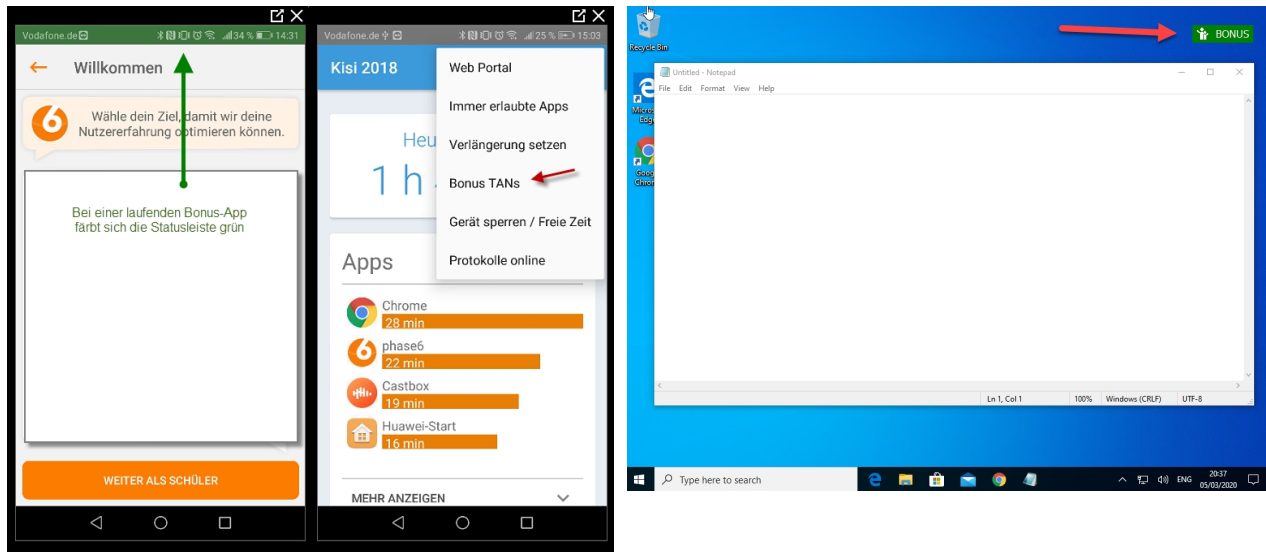


The screenshot shows the 'ACCESS LEVEL' dropdown menu set to 'ALLOWED PLUS'. Below this, three radio button options are listed: 'Always allowed (even device time expired)', 'Always allowed and stop time counting', and 'Always allowed and bonus'. The 'Always allowed and bonus' option is selected. A red box highlights the configuration fields for this option: 'Time Used:' (set to 00:10), 'Bonus Time:' (set to 00:05), and 'Max. Bonus/Day:' (set to 00:30). At the bottom right, there are 'CANCEL' and 'SAVE' buttons.

You (or the child) can recognize a running Bonus App on the mobile device by the green notification bar. If this app is then used for the period of time you have specified, a Bonus TAN will be generated automatically with the bonus time

(you have specified). The child can then access and redeem the Bonus TANS directly on the device. In combination with a short device total limit, the Bonus Apps can easily cover a "first learn - then play" scenario. The child must first "earn" the regular play time for other apps by using desired learning apps.

A currently running Bonus App is indicated on Android by a green status bar, on Windows by a green "Bonus" sign. In the following you will find two screenshots for clarification:



If the green bonus bar disturbs on Android, you can deactivate it under Web Portal -> Settings -> Options -> Do not show bonus bar.

## Count in background (Windows only)

By default, Child Control only counts the times for the current app in the foreground, i.e. for the app (or program) that currently has the input focus. Select the Count also in background option if you want to count the app's time even when it is not in the foreground. If this option is active and the corresponding exe file is running for the selected user in the Windows task manager, the time is also counted in the background. Limits are of course also observed and enforced in this case.



The screenshot displays the Salfeld Child Control interface. At the top, there is a header 'Salfeld Child Control'. Below it is a calendar grid with days of the week (MON, TUE, WED, THU, FRI, SAT, SUN) on the left and hours (0 to 23) on the top. The grid cells are teal. A red arrow points to a checkbox labeled 'Count also in background' with an information icon. To the right of the checkbox is a 'RESET' button. At the bottom right are 'CANCEL' and 'SAVE' buttons.

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MON																								
TUE																								
WED																								
THU																								
FRI																								
SAT																								
SUN																								

☐ Count also in background ⓘ

RESET

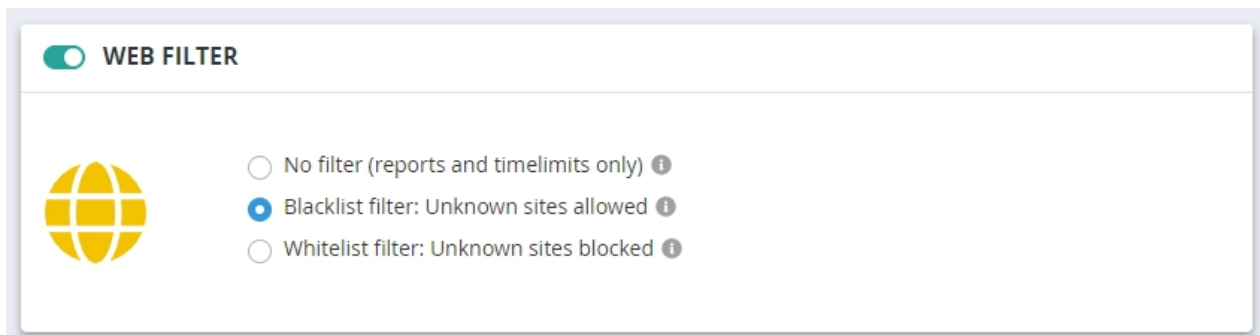
CANCEL SAVE

Please note that it is often not apparent to the user when an app is still running in the background. For example, closing a single browser tab does not necessarily mean that the browser is closed. In current Windows versions, you can see whether the app is still running by the small marker under the taskbar. Important: If you apply this option to browsers or the Internet group, this overrides the settings for Allowed PLUS domains (see chapter Web Filter). This means that you cannot then stop the counter or give a bonus for domains. Background counting takes precedence for Allowed PLUS domains.

## Web Filter

### Web Filter - Filter Levels

With the web filter, you control which contents can be displayed in your browser. When the web filter is activated, you can choose between three different filter levels:



#### No Filter

In this setting, all visited websites are logged. Additionally, the rules from your Web List apply: blocked domains are restricted, and time limits for certain domains are enforced. This level is excellent for monitoring web activities without immediately blocking content. Specific blocks based on categories, keywords, or age are available in the next level.

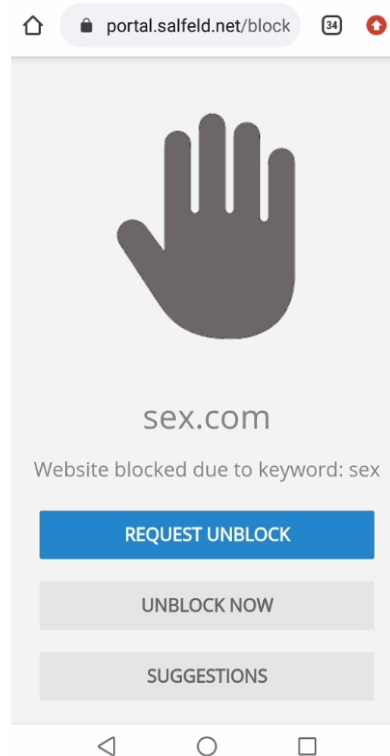
#### Blacklist

In this filter level, all websites not restricted by specific keywords, categories, or age filters are allowed. Your own entries in the Web List can override general filter categories. If a website is blocked due to a category filter or a keyword, but is listed as allowed or time-restricted in the Web List, this block will be overridden. In short, any website not blocked by another filter criterion is allowed at this level.

#### Whitelist

In this setting, you precisely define which websites are permitted. All other websites are automatically blocked. Therefore, no further filters by keywords or categories are available at this level, as only the sites you have specified are allowed.

Should a website be blocked by the web filter, a child can send a release request. On Windows PCs, all applications located under "Programs" in the "Internet" group are filtered. The browsers Edge, Chrome, and Firefox are already included by default. However, you can add more browsers to this group. Please note that timing restrictions on websites are only possible with the aforementioned standard browsers.























On Android devices the Web Filter only works in the Chrome Browser App. In addition, the Accessibility Services must be activated on Android devices. Above you can see an example of block page screen on Android.

## Web List

The Web List is the overview of all your own(!) allowed, prohibited and time limited websites. The Web List contains a few known child sites and two prohibited sites during the first installation. You can select one or more entries by clicking on the icons and then use the Delete or Edit buttons below the list. Use the Add button to add your own entries.

Important: The Web List is only intended for your own additions. Known unwanted websites (e.g. pornography, chat, social media) can be filtered by categories (see below). There are several million websites behind the categories. The Web List is therefore the wrong place to manage hundreds (or even more) of websites. A long web list has a negative effect on the performance of the child device.

WEB LIST				
			Search	FILTER: 4 OF 4
<input type="checkbox"/>	<input type="checkbox"/>	Entry ^		Last changed
<input type="checkbox"/>		<input checked="" type="checkbox"/> abc.com		02. Apr 2020
<input type="checkbox"/>		<input checked="" type="checkbox"/> alfy.com		02. Apr 2020
<input type="checkbox"/>		<input checked="" type="checkbox"/> askforkids.com		02. Apr 2020
<input type="checkbox"/>		<input checked="" type="checkbox"/> barbie.com		02. Apr 2020
<input type="checkbox"/>		<input checked="" type="checkbox"/> barbie.everythinggirl.com		02. Apr 2020
<input type="checkbox"/>		<input checked="" type="checkbox"/> bbc.co.uk		02. Apr 2020
<input type="checkbox"/>		<input checked="" type="checkbox"/> candystand.com		02. Apr 2020
<input type="checkbox"/>		<input checked="" type="checkbox"/> cyberkids.com		02. Apr 2020
<input type="checkbox"/>		<input checked="" type="checkbox"/> discovery.com		02. Apr 2020
<input type="checkbox"/>		<input checked="" type="checkbox"/> disney.com		02. Apr 2020

## Web Keywords

You can define for which keywords a web page should not be displayed. The keywords will then lead to a blocked page during a search. Please note that permitted or time-limited pages are not checked for the keywords. Choose your keywords with care: Very often keywords lead to false positive alerts and non working web pages.

**WEB KEYWORDS**

bdsm x bondage x domina x erotic x erotik x fetisch x fetish x fick x fuck x lolita x porn x  
 sex x teens x tits x titten x

☐ Use advanced keyword search (slower!)

**Web Categories**

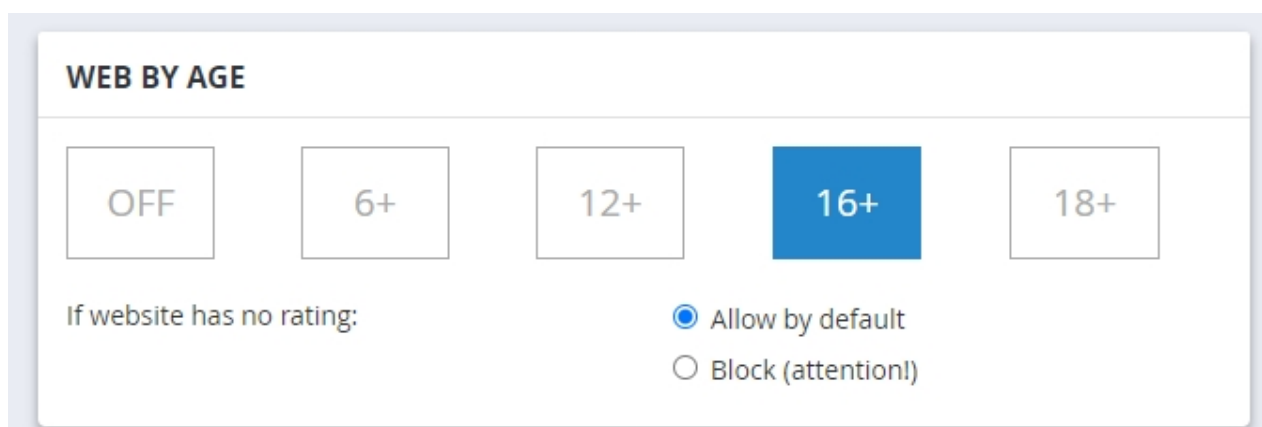
Child Control supports unwanted websites from various categories. The basis is a filter list with several million entries. This list is constantly updated and is available to all users. Activate the unwanted category in this tab by clicking on it, e.g. sex and pornography. You can check whether a URL/domain is already included in the category filter by clicking on Lookup / Suggest URL.

**WEB BY CATEGORIES**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Chat/Dating           | <input checked="" type="checkbox"/> Learning/Education  |
| <input checked="" type="checkbox"/> E-Mail/Webmail        | <input checked="" type="checkbox"/> Video and Pictures  |
| <input type="checkbox"/> Sex and Porn                     | <input checked="" type="checkbox"/> Music/Audio/Radio   |
| <input type="checkbox"/> Violence/Weapons                 | <input checked="" type="checkbox"/> Shopping/Travel     |
| <input checked="" type="checkbox"/> Proxy/Spyware/Hacking | <input checked="" type="checkbox"/> News/Mags           |
| <input checked="" type="checkbox"/> Gambling/Online-Games | <input checked="" type="checkbox"/> Social Media        |
| <input checked="" type="checkbox"/> Dubious Sites         | <input checked="" type="checkbox"/> Office/Finance      |
| <input checked="" type="checkbox"/> Drugs and Alcohol     | <input checked="" type="checkbox"/> Sport/Entertainment |
| <input checked="" type="checkbox"/> AdServer              | <input checked="" type="checkbox"/> Traffic/Weather     |
| <input checked="" type="checkbox"/> Company/Institution   | <input checked="" type="checkbox"/> System/Drivers      |
| <input checked="" type="checkbox"/> Search Engine         | <input checked="" type="checkbox"/> Software/Downloads  |
| <br>  |   |
| <input checked="" type="checkbox"/> Allowed Category      |   |
| <input type="checkbox"/> Blocked Category                 |   |

## Web by age

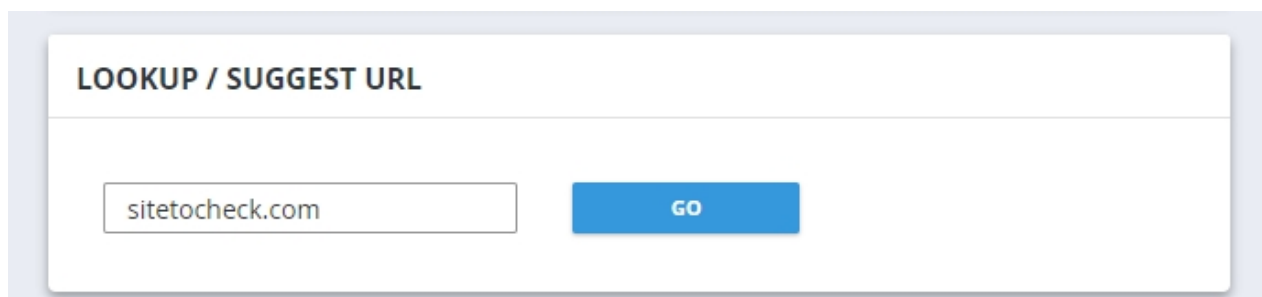
You can set age restrictions for websites. You can also specify what should happen if there is no age rating for the page in question. Whether and with which age classification a website is deposited with us, you can see under Lookup / Suggest URL. There the appropriate age classification is deposited behind the entry. If you do not consider an age classification to be correct or useful, you can report this to us immediately in the Report section. We will then check the entry again.



The screenshot shows a settings panel titled "WEB BY AGE". It contains five buttons for age ratings: "OFF", "6+", "12+", "16+", and "18+". The "16+" button is highlighted in blue, indicating it is the selected default. Below these buttons, there is a section titled "If website has no rating:" with two radio button options: "Allow by default" (which is selected) and "Block (attention!)" (which is unselected).

## Lookup / Suggest URL

You can check whether a certain domain already exists in our internal blacklist (category list).

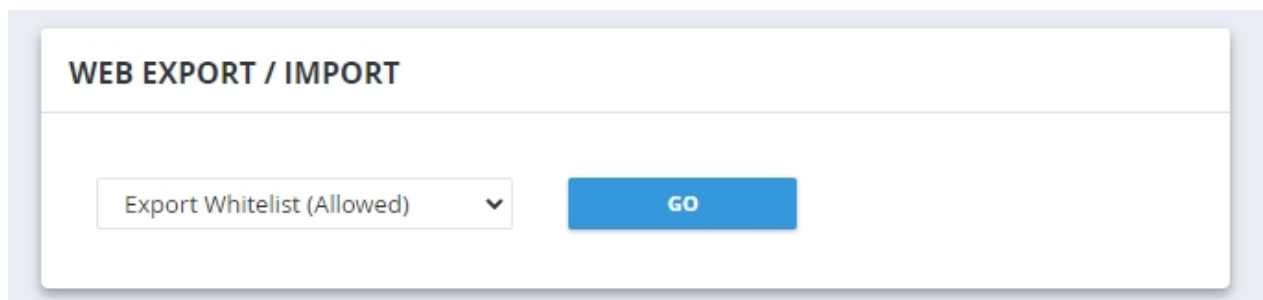


The screenshot shows a form titled "LOOKUP / SUGGEST URL". It features a text input field containing the domain "sitetocheck.com" and a blue "GO" button next to it.

If the domain is not yet in our list, you can submit a proposal this way. You can also select the appropriate category and your age estimation. After a short check we will add this domain to our list. You can also report false alarms or wrongly blocked domains in this way.

## Import/Export Black-/Whitelists

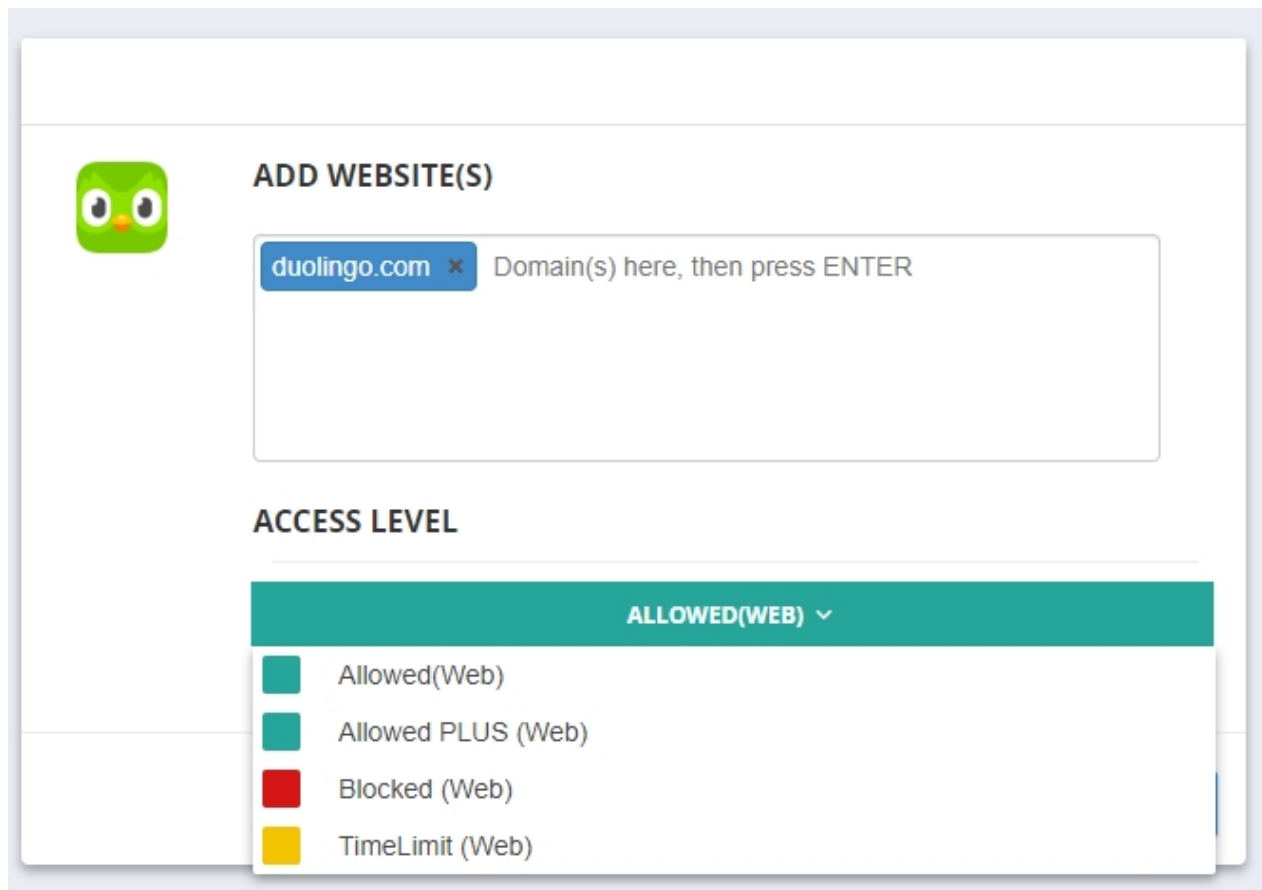
Under this item you can save blacklists (forbidden URLs and keywords) as well as whitelists (allowed URLs and domains) in a simple text format outside the web portal (e.g. as a backup copy). An export of all settings can be found under [section Settings](#) -> Import/Export.



The screenshot shows a web interface titled "WEB EXPORT / IMPORT". Below the title is a horizontal bar containing a dropdown menu and a button. The dropdown menu is currently set to "Export Whitelist (Allowed)" and has a downward arrow icon. To the right of the dropdown is a blue button with the text "GO" in white capital letters.

## Set access level

When adding or editing a web page, you can specify how it should be allowed.



The screenshot shows a user interface for adding and configuring website access. On the left is a green owl icon. The main section is titled 'ADD WEBSITE(S)'. Below this is a text input field containing 'duolingo.com' with a small 'x' icon to its right. To the right of the input field is the text 'Domain(s) here, then press ENTER'. Below the input field is the section 'ACCESS LEVEL'. Under this section is a dropdown menu currently showing 'ALLOWED(WEB)' with a downward arrow. The dropdown menu is open, showing four options: 'Allowed(Web)' with a teal square, 'Allowed PLUS (Web)' with a teal square, 'Blocked (Web)' with a red square, and 'TimeLimit (Web)' with a yellow square.

## Allowed

Enter individual Internet pages (domains) for the user you want to allow. This option is intended for websites that are to be allowed without restrictions (see whitelist). Please note that desired websites (both those that are always allowed and those that are allowed for a certain time) are not checked for unwanted terms from the "Blocked" category. Therefore, you should also enter pages here that should be excluded from filtering.

## Allowed PLUS

You can always allow certain web pages via the Allowed PLUS access level. This means that these web pages can be accessed even if a [device limit](#) is active. If a device limit is reached, the lock screen is displayed. Here, an always-allowed app or a website can then be selected via "Allowed apps" button. For more information about the possibilities of Allowed PLUS (stop counter, bonus voucher, etc.), see chapter [Apps -> Allowed PLUS](#).



## Time limit

Under "Time limit" you can define how long the website can be visited per day, week or month. You can also define blocking times (similar to blocking times for the PC or the Internet as a whole) under "Time allowed". Allowing time for individual Internet pages is particularly suitable for chat sites, online games, etc. where children spend a lot of time. You can easily find out which pages are included in this category in the [Usage Logs](#) section. In this area you can also use the details Blocking times. If you have selected the blacklist mode "Unknown websites blocked", only websites from the Allowed as well as Time limit and Group sections are accessible.

## Blocked

Here you can define unwanted internet pages (domains) where an internet page should be blocked (blacklist). In this case a warning message will be displayed.

## Group

You can assign a domain to an existing group. When you do this, the group's counter increases each time an entry from this group is active. Adding a domain to a group is similar to the access level [groups for apps or programs](#). It is also possible to manage domains and apps/programs together in a single group. This allows you, for example, to simultaneously assign both the YouTube app and the domain youtube.com to a group on an Android device and limit their usage time.

## Options (Windows version only)

In the Windows version there are some options available for the web filter. Set the [Neutral warning](#) message to suppress the exact reason for the web block. Instead of "Page blocked because of keyword porn" only the text "Unwanted web page accessed" will appear. The [Advanced Web Filter](#) checks not only the

URL or domain but also the HTML <title> and <meta> tags of the corresponding page (Attention: this setting can slow down the internet speed significantly!). Disable web filter fallback: If a web page is blocked by Child Control, the lock screen appears in the browser. In addition, this page is closed after approx. 15 seconds. This serves as further protection if, for example, antivirus software negatively influences the functioning of the web filter. If you do not want automatic closing, activate the checkbox here. The option Disable dynamic whitelist is only available if you use the whitelist mode. The dynamic whitelist allows other domains/URLs embedded in an approved page to be loaded as well. Only disable the dynamic whitelist if you want an absolutely strict whitelist filter. No Downloads prevents direct downloads of files of the types \*.exe, \*.zip and \*.mp3. Use Redirect blocked sites to URL to specify that instead of the lock screen, redirection is to a page you specify (e.g. to a search engine for children).

**OPTIONS**

☐ Display a neutral warning message

☐ Advanced webfilter (slower)

☐ Disable webfilter fallback

☐ Redirect blocked site to URL:

☒ Disable dynamic whitelist

☐ No Downloads (exe,zip,mp3)

## Website not working (anymore)?

If you encounter problems with website display after activating the web filter (e.g., embedded videos not displaying correctly), it could be due to your filter settings. First, check if the issue is caused by the web filter by temporarily disabling it and testing if the website functions correctly without the filter.

If the website loads correctly with the web filter disabled, review the logs > Blocked History. Record all domains that were blocked during the access and add them to the Web List under the access type "Allowed". Sometimes, the blocked domains are cryptic server addresses used for hosting videos. On Windows, a third-party [antivirus program](#) could also be the culprit.

Especially in Whitelist mode, it is often necessary to allow additional domains to ensure the functionality of specific websites. By using the logs and the history of blocked pages, you can precisely understand which contents were blocked and make the necessary adjustments.

## E-Mail Report

You can specify when you want to be informed. The daily report is always sent the following day for the corresponding user. The same applies to the weekly report. This report is sent at the beginning of a new week. In Child Control, the week starts on Monday. Daily and weekly reports are user-specific and are sent separately for each user (if the e-mail report is activated). Release requests can also be sent by e-mail. If no activity took place the day before (previous week), no report is sent.

Before enabling the e-mail report, you should click the Test E-Mail button once to make sure that your entries are correct and that e-mails can be sent. You can also send the report to a second person whose e-mail address you enter under "CC".

ON

E-MAIL REPORT

i

Receiver

your@email.com

CC

Subject Line

Child Control Pauls device

Options

☒ Daily Report

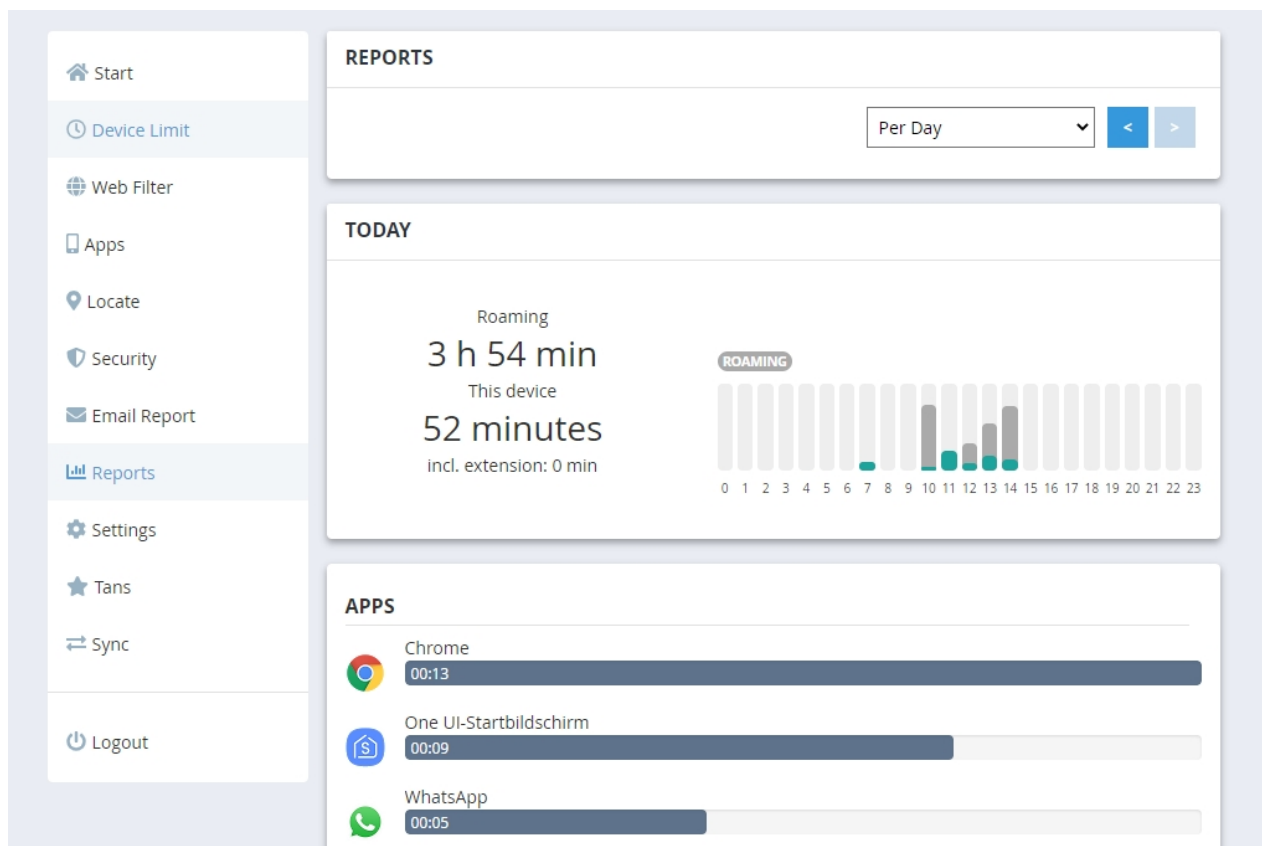
☒ Weekly Report

☒ Unlock Requests

TEST E-MAIL

## Reports

In this section you will get an overview of how long individual apps/programs and websites have been running as well as a history of started programs and websites. You can also see what happened on the device and whether websites or programs were blocked. Select the drop-down button in the upper right corner to choose a time period or specific day. Click the small arrow on the right side of each entry to set time limits directly for the selected app, block the app completely or assign it to a group.



### Settings (hide logs and visible buttons)

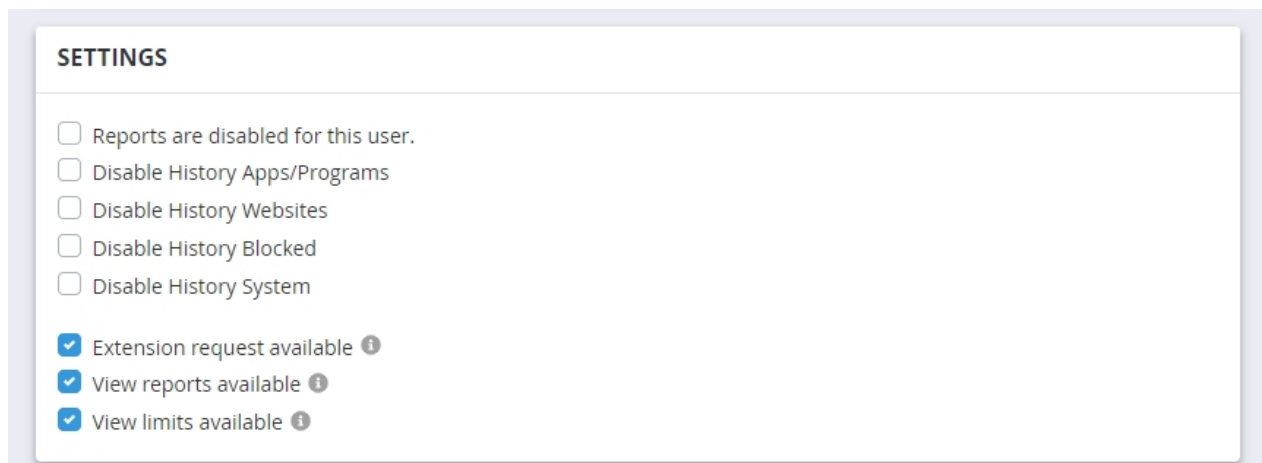
In the lower area of the logs you have the possibility to deactivate the entire log or to exclude individual areas. For example, you can specify that you only want to be informed about the running times, but not about the web sites history of the child. If the respective option is activated, no more data is transferred from

the PC to the Web Portal. Data transferred up to this point is retained. If the recording of an area is deactivated, this data is also not available in the e-mail report in the daily or weekly e-mails.

Extension request visible: The extension request button is available in the app. This allows the child to request additional time. Activate the options in the [Email Report](#) or install the [Parent App](#) to receive extension requests. A sent release request is automatically deleted after 8 hours.

View reports visible: The Reports button is available on the child device. This also allows the child to view the logs (read only).

View limits visible: The Limits button is available on the child device. This allows the child to view the limits (read only).



## Reset times

At the very end of the logs you will find the "Reset times" section. Select the "Delete Times" button to delete all counted times and also all log entries. The data is deleted both in the Web Portal and directly on the child device. This function is especially useful if you do not know exactly why a limit is currently in effect and want to start from "zero".

## RESET TIMES

Click Delete Times button to entirely clear all counted times and usage logs. If roaming is active, all roaming times will be deleted as well.

**DELETE TIMES**

## GPS (Android)

You can use the Web Portal to locate the child mobile device. The prerequisite for this is that the app has been granted the appropriate authorization on the child device. You can set the authorization directly during installation or later via Settings -> Apps -> Child Control-> Location. For a location the device also needs an internet connection and the GPS services must be activated in the settings.

### Inaccurate location?

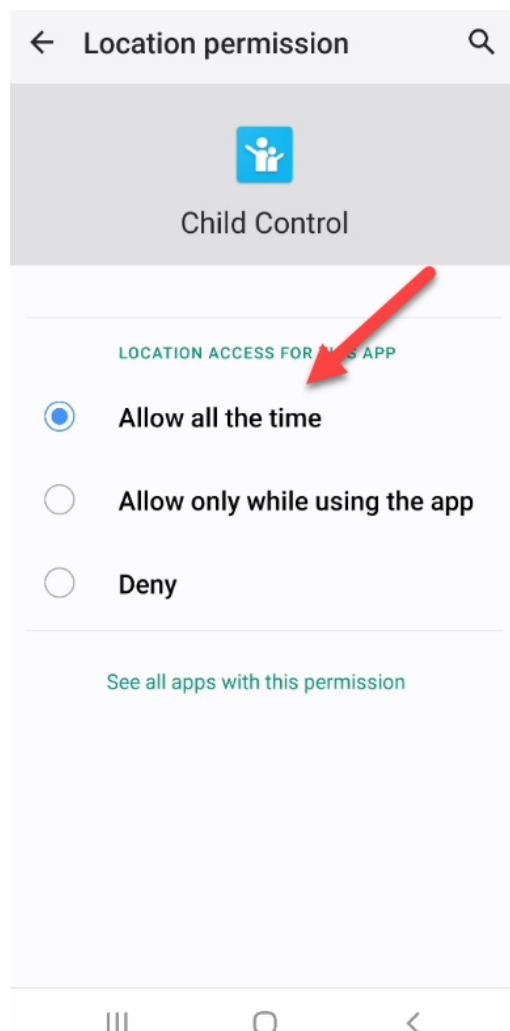
If the location is permanently off by a few hundred meters to a few kilometers, the following procedure has helped other customers: Take the child's device and open there Settings -> Apps -> Child Control -> Permissions -> Location. Deactivate location permission for Child Control and then re-enable it again. Check if the location is more accurate then.

The screenshot displays the Salfeld Child Control Web Portal interface. On the left is a sidebar menu with the following options: Start, Device Limit, Web Filter, Apps, E-Mail Report, Usages, **Locate** (highlighted), Screenshots, Settings, TANS, Sync, and Logout. The main content area is titled 'LOCATE YOUR DEVICE'. It contains a text box stating: 'If your device is turned on and reachable via WIFI or mobile connection you can locate its position by pressing the button below. This process can take up to 60 seconds.' Below this text is a blue button labeled 'PRESS TO LOCATE'. Underneath the button is a Google Map of Central Europe, showing a red pin located over Stuttgart, Germany. The map includes labels for various cities and regions, and a legend at the bottom right indicates 'Karte' and 'Satellit' views.



## Missing GPS location rights?

If you did not enable GPS feature when installing the Child Control app, you can change this at any time afterwards. This procedure may also be necessary if Android has made a system update (e.g. to a new Android version). Proceed as follows: Switch to the Settings app directly on the child device. Look for the menu item "Apps" here. The names of the menus may differ on your device. Find the Child Control app in the Apps area. Then search within the Child Control entry for the permissions settings. Click on the Location Permission. Then select the option "Always allow" from Android 10 on:



## Security

Use the Security section to make additional security settings for the selected device. Settings are different depending on a Android or Windows device.

[Security Android](#)

[Samsung Security](#)

[Security Windows](#)

### Security Android

On Android devices, you can select several options to increase security and reduce cheating. Remember that device manufacturers can customize the Android system. For this reason, some security settings may not work on some devices or may not work as expected.

### Android Mobile Device

Settings ⓘ	Blocked (only security related) ⚡
Additional WakeUps ⓘ	Not active ⚡
Suspected manipulation ⓘ	Do nothing ⚡
Check Interval ⓘ	Low ⚡
Notifications ⓘ	Allowed ⚡
Videos inside WhatsApp ⓘ	Allowed ⚡
Split screen view ⓘ	Blocked ⚡
Allowed Apps always allowed ⓘ	No ⚡
Force Boot Priority ⓘ	No ⚡
Dualscreen ⓘ	Blocked ⚡
Popup and PiP ⓘ	Allowed ⚡

RESET NOW

### Settings

The Settings app on the child device allows you to make changes to the system, such as changing the date or battery-saving programs. You have the choice here of not locking the settings at all, for certain security-related areas, or completely. This is always useful if the child has tried to manipulate the app via the settings.

### Additional WakeUps

The additional wake-ups regularly check whether the internal background service of Child Control is still running and restart it if necessary.

### Suspected Manipulation

Suspicious actions (such as critical settings like date/time) or other cheats can be (partially) detected by Child Control. In this case the device can be locked

automatically for a given time. This option allows you to specify how long the device should be locked. The lock is similar to the "Lock until" function. The lock can be revoked at any time (even before expiration) directly on the device as well as via the Web Portal.

### Check Interval

The check interval defines the time period in which banned apps should be checked. The default setting Moderate corresponds to one second and can be increased for powerful devices.

### Notifications

Here you define whether Android notifications should be suppressed when a [device limit](#) has expired (alternatively, always). This setting is useful because some notifications also offer the possibility of interaction (e.g. replying to WhatsApp chat) without the corresponding app (WhatsApp) having to be in the foreground. For blocking, Child Control must have explicit access to the notifications. In the default configuration, this is **not the case**, so the right is not active. You can activate the notification access as follows: On the device, select Settings -> Apps -> Special access. On many devices, this menu item is located in the app overview at the top right (three dots menu). In the Special Access menu, select the sub-item "Notification Access" and activate the switch for the Child Control App here. If desired, notifications will then be blocked immediately if a device limit is active (alternatively, always).

### Videos inside WhatsApp

In WhatsApp, linked (Youtube) videos can be played directly in the app. This works even if you have locked the Youtube app. Furthermore, in this case, time is counted for WhatsApp and not for Youtube app. With these settings, you can generally disallow the playback of videos in WhatsApp.

### Allowed apps always allowed

If the device is blocked via Web Portal -> Start -> Actions -> "Block until", apps with the access level "Allowed PLUS" (i.e. apps you have always allowed) are also no longer accessible in the default settings. With this setting you can change this behavior and make apps with the access level Allowed PLUS always accessible.

### Force boot priority

Tries to make the app's background service load and start as quickly as possible when the device reboots. Unfortunately, this feature is not supported by every device.

### Dual Screen

Some devices offer the possibility to display two apps at once (sometimes called splitscreen). Technically, however, the Kisi app can only ever count the currently active app in the foreground. When displaying multiple apps in dualscreen, time counting is not accurate. Activating this option prevents this kind of display.

### Popup and PiP

In addition to the dual screen, some device manufacturers also offer the option of displaying apps in a small window, which can overlay other apps. Here, too, time counting might be wrong. Select this option to prevent the popup view.

## **Samsung Security**

On Samsung devices, some system-side restrictions can be made in addition to the above settings. Since these restrictions are not made by the app, but by the Samsung system itself, caution is advised here! You could lock yourself out of the system with some settings! Use the Samsung security settings with caution!

**Samsung Security (BETA)** ⓘ

Factory reset ⓘ	Allowed ⇅
Safe boot mode ⓘ	Allowed ⇅
App-block by system ⓘ	No ⇅
Date and time settings ⓘ	Allowed ⇅
Settings ⓘ	App settings (see above) ⇅
Popup and PiP ⓘ	Allowed ⇅
Pin app ⓘ	Allowed ⇅
Turn GPS on/off ⓘ	Allowed ⇅
Turn Airplane mode on/off ⓘ	Allowed ⇅
Multi user (tablet only) ⓘ	Allowed ⇅

**RESET NOW**

### Factory Reset

When Blocked is selected, resetting to factory settings is no longer possible. This restriction also remains in Safe mode.

### Safe boot mode

If Blocked is selected, it is no longer possible to start the device in safe mode. In the (rare) event of an error, you may no longer be able to start the device.

### App-block by system

Select the "YES" setting to have the Samsung system additionally block unauthorized apps when an app or overall limit has expired. This setting is also recommended if there is a suspicion of manipulation (e.g., through always allowed apps).

### Date and time settings

If Blocked is selected, changes to the date and time are prevented by the system. Before setting this option, please check directly on the child device whether the date and time are correct.

### Block Settings

When App Settings is selected, the defaults from the Mobile Device Security section (see above) apply. If "Blocked by OS" is selected, the settings on the device are blocked by the system. Settings for WLAN, Bluetooth, etc. are then no longer possible. A (temporary) removal of this block is only possible by resetting this setting here.

### Block Popup and PiP

Prevents Samsung devices from displaying content in multi-window mode (picture-in-picture) and also disables the popup view.

### Pin app

Prevents the system function "Pin this app" in the "Blocked" setting. A pinned app can result in the lock screen of the Kisi app not being displayed correctly. We recommend blocking the pinning of apps. Note: If this function is blocked and then allowed again, the pinning of apps must also be reactivated in the settings.

### Force GPS always on

Select Yes to always enable GPS on the child device and prevent disabling it. A location deactivation of single apps is not affected.

### Disable Airplane mode

Select Yes to disable flight mode settings for the user. If flight mode is required (e.g. on an airplane), the device must be turned off completely in this case.

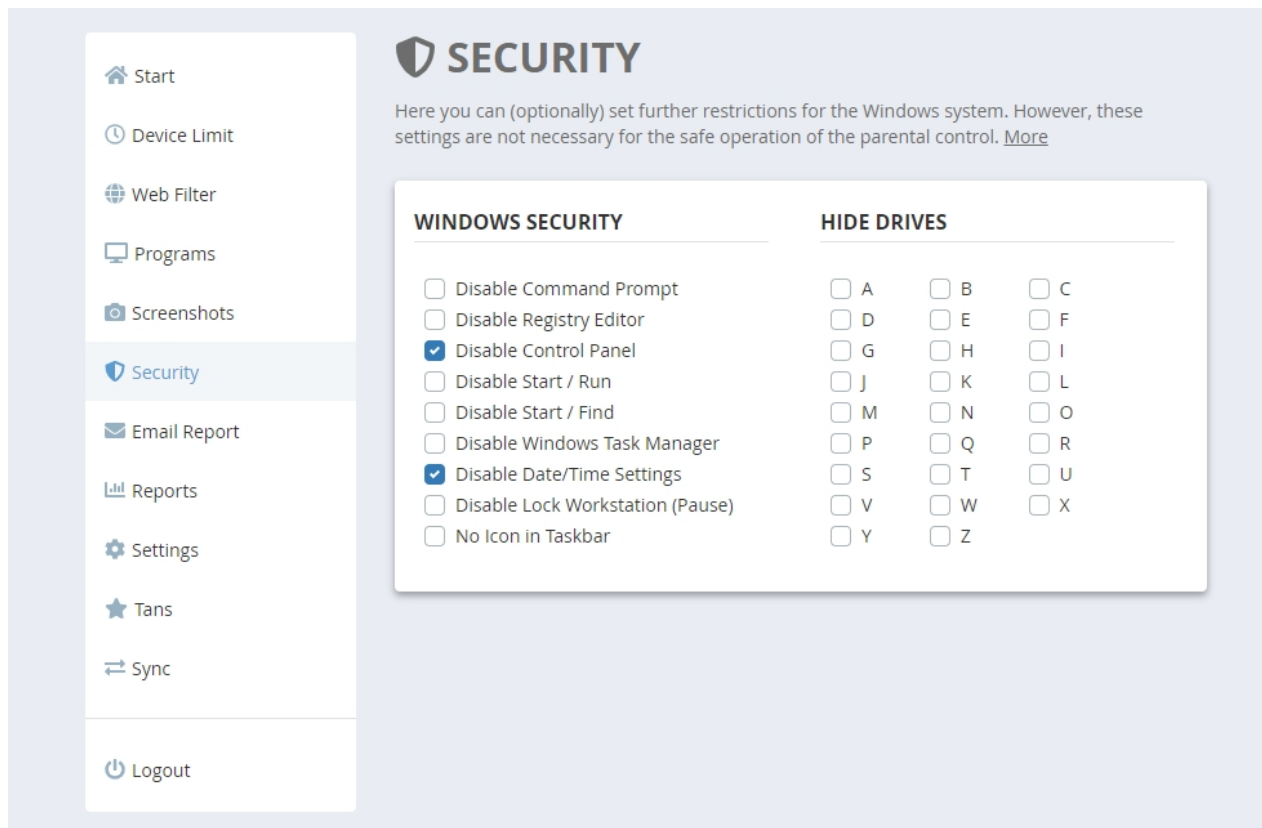
### Multi user (tablet only)

Multiple users or a guest user can be used on a Samsung tablet. By creating new users or switching to the guest user, Child Control can be bypassed. Set this setting to Blocked to prohibit creating and switching to other users (including switching to the guest user).

## Windows Security

Set here various restrictions for your Windows system. However, these settings are not relevant for internal security. So it is not necessary to lock the task

manager explicitly. Even an admin user cannot terminate the Child Control processes in Windows via the task manager. The restrictions in detail:



### Disable Command Prompt

Prevents access to MS-DOS and the command prompt. Also, pure DOS programs or batch files from Windows are no longer executable. Choose this point as well if you want absolute system security.

### Disable Registry Editor

Prevents calling the Registry Editor (REGEDIT). Since Child Control also stores some of your data directly in the Windows registry, this setting significantly increases your system security.

### Disable Control Panel

Access to the Control Panel via the Start menu (Settings) is denied to the respective user. This means that the user can no longer uninstall software, add Windows components via the Control Panel, and much more.

### Disable Start/Run

If you select this restriction, the user will no longer be able to call programs directly from the command line. It is also no longer possible to call them directly



in the Explorer or via the Task Manager. Of course, the user can still execute the corresponding file via the Explorer (but he has to click through...)

#### Disable Start/Find

Hides the start menu entry "Search" from the start menu and from various other Windows dialogs. This means that a direct search for files or modification data is no longer possible.

#### Disable Windows Task Manager

This setting locks the task manager for the user. It is no longer possible to use STR-ALT-ENTF to terminate programs or shoot down tasks. You should choose this restriction if you think that the parental control has been "tricked".

#### Disable Date/Time Settings

Blocks access to the Windows system clock. Please note: Changing the clock in the BIOS is still possible. For security reasons, you should therefore assign a password to the BIOS. ATTENTION: This setting is only active for the respective user after a restart or complete logout (not user change).

#### Disable Lock Workstation (Pause)

Prevents calling the Windows lock screen via the key combination WINDOWS + L and via the context menu of the info module (right click on the clock icon of the parental control) in the task bar.

#### No icon in in the taskbar

If this setting is selected, the user will not be shown any hints and will not be able to see for himself how much time is left for him. The icon in the taskbar is also not visible. If an unwanted internet page is called, the user will not receive a hint, the page will simply not be loaded (or the browser reports a "page not found" error). This setting is suitable for completely "camouflaging" Child Control.

#### Hide drives

This area displays all active drives (including active network connections) on your computer. Select any drive to hide it in the Explorer. But be careful: The drive will only be hidden and will not be shown in the drive selection, but direct access is still possible.

#### **Tips for unwanted drive starts:**

Let's assume you want to prevent starts from the CD-ROM drive (e.g. games). Simply select the allowed programs in the Programs section. In addition, select the button "Allow only these programs" and a CD-ROM game will no longer be

able to start. To get a better overview of which programs you should and should not allow, simply install the parental control once for 2-3 weeks without any restrictions. In the log you can see exactly which files your child(ren) has run and which not. You can then easily decide what should be allowed and what not. More information about this in the Programs section.

### **What to do in case of problems?**

In some cases, not all security settings can be set for the respective user. This happens especially when the Windows user profile is in use or does not exist yet. In this case an error message appears in the above section. Therefore, please make sure that any newly created user has been logged into Windows at least once. Problems can also be caused if the corresponding user is logged into Windows "in parallel". This happens if you have selected "Change user" instead of "Log off" in Windows. In very rare cases it can also be a defective Windows user profile. In this (rare) case you can proceed as follows: Temporarily make the corresponding user a computer administrator in the Windows Control Panel. Restart the computer completely and log in with the user name with which it did not work. After logging on, call up Parental Control in this user account itself and set the restrictions in this tab. Then log out and log in again with your account and reset the administrator status if necessary.

## Screenshots

[General](#)

[Android](#)

[Windows](#)

### General

In this section, you can view the current screen of the child's device at defined intervals. To delete the screenshots, simply turn off the function. If the number of screenshots exceeds the maximum (currently 100), older screenshots are deleted and replaced by new ones.

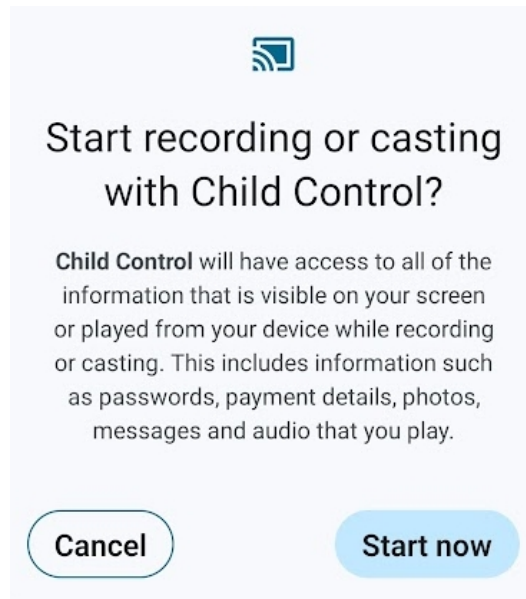
No screenshots are saved if the device is in standby or on the lock screen. Also, screenshots are not saved if the device does not have an internet connection at the time. In this case, the screenshot is simply discarded (and not "caught up" like other settings).

Single Screenshot: Unlike interval screenshots in this section, it is possible to request a current screenshot via Web Portal -> Start -> Actions. Note that the screenshot functionality on the start page under Actions is only available when the device is online.

### Android

To use the screenshot function with current Android versions, please download the latest version from our [download area](#). If you have an older version installed from the PlayStore, [uninstall](#) it first and then download the new version from our website. More information can be found under [Installation > Update Notes](#).

To take screenshots, the device user must give consent. When activating the screenshot function or requesting via Action > Screenshot, a warning/notification appears on the device. The appearance of this message may vary.



This permission must be granted again after each restart of the device or an app update.

Seeing a **lock symbol** instead of a screenshot? This means Android could not take a screenshot of the current app. This is a (deliberate) security measure by Android, often with banking apps. Manual screenshots directly on the device are also not possible with such apps.

## Windows

**Black screen** on screenshot? If your Windows screenshot shows a black screen, it's likely that a game using its own graphics and video drivers is active. In this case, the parental control cannot create a screenshot.

**User Assignment:** On Windows systems, screenshots currently cannot be assigned to individual users on the child's PC. If the PC is used by multiple children, you can only check the "Logs" section to see who was using the device at that time (and who the screenshots might belong to).

## Settings

[Background / General Information](#)

[Options Android](#)

[Time Counting Android](#)

- [Options Windows](#)
- [Import/Export Profiles](#)
- [Self Protection](#)
- [Roaming](#)
- [Delete device and data](#)


## Background / General Information

In this area you can set your own background image instead of the default background of Child Control. This image then appears in connection with the warning messages on the child device. For best results, we recommend a transparent PNG graphic with a resolution of 1920x1080 pixels. The image must not be larger than 900 KByte.

Under General Information you will find current information about the software/app used as well as the operating system version. The date of the last synchronisation and the currently used serial number and its validity period are also displayed. You can also enter a new licence/serial number or change the access password at any time via the "Change" link.

**SETTINGS**

Set your own background image and specific settings such as password, alerts and roaming. Save and load settings using the import/export function. [More](#)

**BACKGROUND**


UPLOAD IMAGE ?

**GENERAL INFORMATION**

**Login:** [\(Change\)](#)  
**Password:** \*\*\*\*\* [\(Change\)](#)  
**Device:** Galaxy S9 [\(Edit name\)](#)  
App 3.1.1365 | Android 10.0 | Portal: V170  
Last Sync: 10.04.23 07:27:16 [\(Sync\)](#)  
**Licence:** [\(Change\)](#)  
Valid to: 01.01.25

**SECURITY MOBILE DEVICE**

Find security related settings in menu Security.

[SECURITY](#)

## Options Android

Here you can define if and when warnings of time lapse should be shown to the user. Extensions are automatically deleted at the beginning of a new day. Select the appropriate option to transfer unused extension times. Do not stop Audio in block screen: If a device limit is reached, Child Control stops the audio output after 10 seconds at the latest. If you do not want to stop the audio output, please select this option. See also [FAQ special case audio apps](#).

Extension request visible: The extension request button is available in the app. This allows the child to request additional time. Activate the options in the [Email Report](#) or install the [Parent App](#) to receive extension requests. A sent release request is automatically deleted after 8 hours.

View reports visible: The Reports button is available on the child device. This also allows the child to view the logs (read only).

View limits visible: The Limits button is available on the child device. This allows the child to view the limits (read only).

Extension request visible: The extension request button is available in the app. This allows the child to request additional time. Activate the options in the [Email Report](#) or install the [Parent App](#) to receive extension requests. A sent release request is automatically deleted after 8 hours.

View reports visible: The Reports button is available on the child device. This also allows the child to view the logs (read only).

View limits visible: The Limits button is available on the child device. This allows the child to view the limits (read only).

OPTIONS ANDROID

☒ Warning 1 Minute
 ☒ Warning 2 Minutes
 ☒ Warning 3 Minutes [Change](#)
☒ Warning 5 Minutes [Change](#)

☒ Extension request available ⓘ
 ☒ View reports available ⓘ
 ☒ View limits available ⓘ

Time counting (BETA) ⓘ

V1 (App based) ⌵

☐ Warning as toast message ⓘ
 ☐ No auto delete extensions ⓘ
 ☒ Do not stop audio in block screen ⓘ
 ☐ Force portrait in block screen ⓘ
 ☐ Advanced App Check ⓘ

## Time Counting Android

Set here the type of time counting. The time counting decides how apps and the total time are counted. Here you have the choice between two different models. V1 model: In this mode, Child Control checks the current foreground app every 10 seconds and increases its times as well as the total time. Home screen (launcher) as well as the Child Control app are counted and also increase the total time. In the past, with this model there was sometimes the phenomenon that times of individual apps were counted too high and special display forms (picture-in-picture) were not recognised. The remedy was to deactivate the notifications for apps that were counted too high (as these were sometimes incorrectly recognised as apps). In this model, no times are counted if you have set Child Control to OFF (Web Portal -> Action -> Child Control OFF). When resetting the times, all values are deleted, including those of the current day.

V2 Model: Here we use the times per day counted by the operating system (OS). The home screen (launcher) as well as the Child Control app itself are not counted and do not increase the total time. To avoid rounding differences, apps are counted by the minute (even if the runtime was less than a minute). Since this model is based on the times counted by the OS, times are also recorded in which you had explicitly set the parental control to OFF (Web Portal -> Action -> Child Control OFF). When resetting the times, the current daily values are restored immediately.

## Options Windows

Select here in which intervals before the time expires a warning message should be issued to the user. Please note that if the pre-warnings are switched off, the user may not have time to save important work (e.g. in a text program). Therefore, please be very careful when switching off the early warnings. Please note that in active extension phases (both PC and Internet time) no more early warnings are displayed.

Hide warnings after 15 seconds: When a message is displayed (e.g. "5 minutes remaining"), the user must confirm it by clicking "Close". By selecting this option, the message is automatically hidden again.

Beep instead of warning (game mode): In addition to the warning message on the screen, you can have a warning tone played. The acoustic message only refers to the pre-warnings. This feature is useful when playing DirectX or other games that suppress Windows screen messages. At least your child will still hear an audible warning sound to let him know that the time is about to expire.

Device limit reached: Here you can select what should happen after time limits have expired. By default, the Kisi lock screen is displayed. Select Shutdown to turn off the PC when the device limit expires. If you select Log off, the user will only be logged off, but Windows services may continue to run. The Windows lock screen option calls the Windows lock screen (which can also be accessed with the Windows+L key combination).

Pause timers: Here you can specify if and when a time count should be paused. This can be the case, for example, when a screen saver is running. Note: A running screen saver is not recognized by the parental control if it was started via a link. If you want to start the screen saver manually, a corresponding entry is available in the context menu of the status display (right click on the Parental Control icon in the taskbar). If a certain program should stop the counter, please define it in the Programs section. Add the corresponding program to the "Always allowed" group and additionally set the check mark at "When all counters are HOLDED in the foreground".

Disable Fast User Switching: If you select this restriction, the option to change the user (Windows Start menu -> Change user) is no longer available.



## Import/Export Profiles

If you want to import and export settings, use the Profiles section. For more information, see the [chapter Profiles](#).

## Self-Protection

Not described in help file yet. More information coming soon. Contact us for support.

## Roaming

Roaming means common time counting and common settings for several devices/users (e.g. Windows PC and mobile phone). More information on how to use roaming can be found in the [Roaming settings](#).

## Delete device and data

**WARNING:** The app must always be uninstalled directly on the children's device! Instructions on how to do this can be found in the [Uninstall chapter](#). Only use this function if the device is no longer available (stolen, broken, etc.) All data for this device will be permanently deleted from the web portal. However, the app itself remains on the device! Your account (login data) is not affected, see chapter [Delete Account](#).

## Sync

Data from the Windows PC or the mobile device (smartphone or tablet) is regularly transferred to the Web Portal. Changes to the limit are also transmitted from the Web Portal to the device. This is done in recurring synchronizations that take place every few minutes (assuming the device is connected to the Internet).

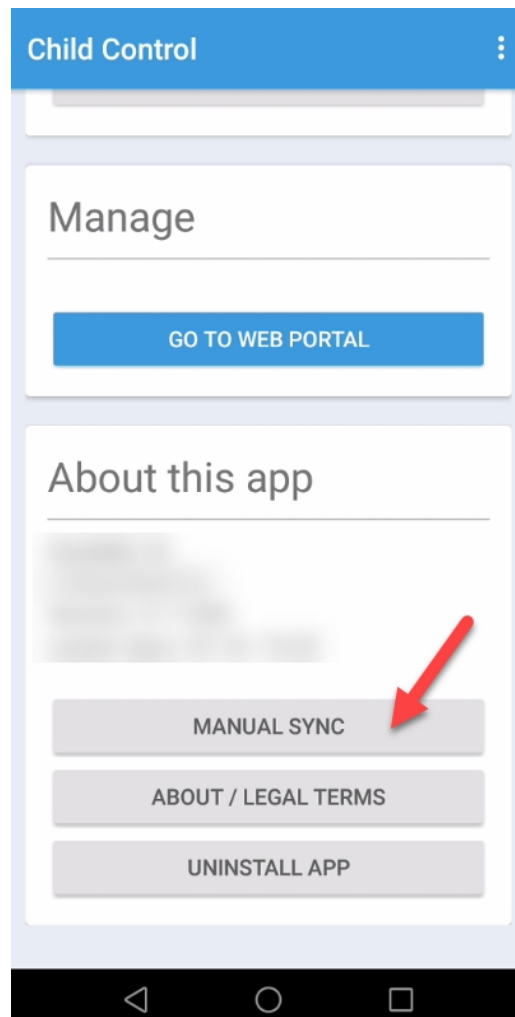
### **Sync outdated or very long ago?**

If the date of the last sync is a few days old and you are sure that the device has been used in the meantime, you should do the following: Check yourself (i.e. personally!) whether the app is still installed on the child device at all. Check if there is an internet connection and if all updates are installed on the child device. Also restart the child device once (a restart sometimes helps wonders!). You can find further information under the FAQ entries Android [App does not work \(checklist\)](#) or [Windows version does not work \(checklist\)](#). If in doubt, reinstall the app/software from our [Download](#) page.

No Internet connection is required for the limits to work. All data is stored in a local database on the child device. This also ensures that limits work without an internet connection. Should the connection be interrupted, all "older" data from the mobile device or PC will be "added" to the web portal, i.e. nothing will be lost.

### **Manual Sync (Android only)**

If the child device does not want to sync anymore, you can also perform a sync directly from the mobile/tablet. To do this, start the app and select the "Manual Sync" button. In case of any issues its furthermore a good idea to restart the device once.



## TAN voucher

Use this section to create a so-called TANs (transaction number). A TAN is a time voucher which can be used instead of the actual password for time extensions. Another advantage of these TANs is that you can also give a TAN to your child by phone or SMS, so that the child can extend a possible time limit itself. Only extension times can be set with the TANs. They do not replace the personal password for Child Control.

Start

Device Limit

Web Filter

Apps

Locate

Security

Email Report

Reports

Settings

**Tans**

Sync

Logout

★ TANS

TANs are time vouchers for your children. Assign the desired extension time to a 6-digit TAN (number). The child can enter this number instead of the password at any time and will receive the extension you set. [More](#)

<input type="checkbox"/>	TAN	Minutes	Created	Device	Status ⓘ
<input type="checkbox"/>	B88999	5	22.05.21	Galaxy S20	BONUS
<input type="checkbox"/>	B95250	5	12.05.21	Galaxy S20	BONUS
<input type="checkbox"/>	371005	40	06.05.21	VIZE	CREATED
<input type="checkbox"/>	863461	35	06.05.21	VIZE	CREATED
<input type="checkbox"/>	B21604	30	06.05.21	VIZE	BONUS
<input type="checkbox"/>	B70060	20	06.05.21	VIZE	BONUS

< 1 >

Entries 15

DELETE

EXPORT

ADD

Each TAN is assigned to a specific time limit, which you can enter yourself under "minutes". The "Add" button adds a new TAN to the list. With "Delete" you remove all marked TANs from the list. Each TAN can only be used once by each user. Also briefly recall the notes on extension times:

- A TAN is not bound to a specific user
- An extension basically extends all active time limits
- An extension is still active even after a possible computer restart
- Each extension can be extended again (with a new TAN)
- Each extension expires at midnight on the same day (adjustable in section

[Settings](#))

## Roaming

Roaming means common time counting and common settings for several devices/users. It is often the case that children use not only a PC, but also a cell phone and possibly a tablet. This raises the question of how the time limits should be distributed. Our answer to this problem is called roaming. With roaming, times on the selected devices are added together and limits are synchronized.

To be able to count times together in Child Control, the corresponding users (Windows) and devices (Android) must be assigned to a roaming account. For members of this roaming account, the times are now counted together and the limits are synchronized on all devices (i.e. each device gets the same limit). Another requirement for a working roaming scenario is an active Internet connection. This ensures that times and limits can be synchronized to the individual devices via the Internet.

To activate roaming for a user or device, select in the Web Portal -> Settings -> Roaming -> Manage. In the following screen you can then assign one of five roaming accounts to the user or device. If you change the settings of a device in the Web Portal from now on, this will affect all participating devices simultaneously. Times are added up like in a shared time account and adjusted accordingly on the devices.

Email Report


Reports

Settings

Tans

Sync

Logout



Version: 3.1.1311 | Android 11.0  
Last Sync: 24.05.21 14:54:51 (Sync)

Licence:  (Change)  
Valid to: 09.09.21

SECURITY MOBILE DEVICE

Find security related settings in menu Security.

SECURITY

OPTIONS ANDROID

☒ Warning 1 Minute

☒ Warning 2 Minutes

☒ Warning 4 Minutes [Change](#)

☒ Warning 7 Minutes [Change](#)

☐ No auto delete extensions [i](#)

☐ Do not show bonus notification [i](#)

☐ Do not stop audio in block screen [i](#)

TANS TIME VOUCHERS

Total: 7 TAN


TANS

ROAMING (MULTI-DEVICE)

Roaming active

ROAMING

ROAMING



Use the Roaming feature to count times across different devices. Lets say you have enabled this option on your PC and on your mobile: Used times from the PC are automatically transferred to the mobile device and vice versa. Important: Only times can be counted together. Time limits and restrictions have to be set on each device separately! [\(More\)](#)

Roaming Account  
Galaxy A40

Roaming Account #3

Members:

Galaxy A40  
SURFACE-PRO (Dierk Salfeld)

To disable roaming for this device, remove the roaming account in dropdown above.

CANCEL

OK

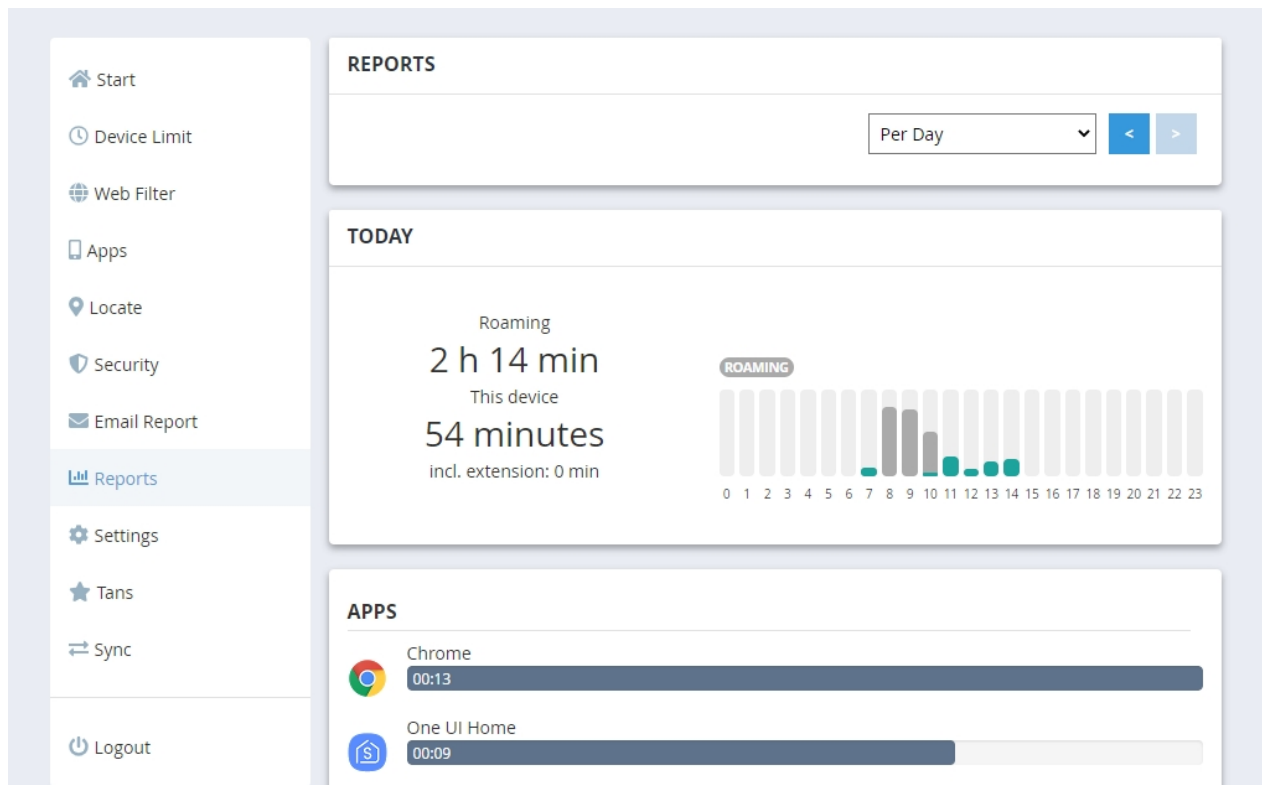
For clarification a practical example: In roaming account #1 the Windows PC of Boris (with the user account Boris) and the cell phone of Boris is a member. Max uses the cell phone for 10 minutes in the morning before school, then again for 10 minutes during the school break. He does not switch on the PC until noon. Because both devices belong to the same roaming account, the 20 minutes already used are transferred from the cell phone to the Windows PC. Boris uses the Windows PC for 30 minutes in the afternoon. In the evening, when he wants to use the cell phone again, the time there is automatically increased to 50 minutes, since the PC was used from the roaming account in the meantime. If the limit is one hour per day, there are now 10 minutes left on both the cell phone and the PC.

If you, as parents, change a setting for Boris' cell phone (e.g. the daily limit), the entry on the Windows PC will also change automatically and vice versa. To keep track of what happened on which device at any time, the logs section contains detailed information about when which time was automatically transferred to which device.

**Now including extension!** In older versions, an extension was always device-related. In the current versions, the extension now applies to all roaming devices. So if a limit is reached and you grant an extension, it applies to all defined devices of the specific roaming group.

Screenshot Web Portal -> Protocols with roaming enabled:





**Question: What happens if I remove a PC from the roaming account?**

When you remove a device from your roaming account, it will keep the last active restrictions, which can of course be adjusted afterwards (without affecting other devices).

**Question: Why does the roaming time differ from the time of the device?**

Normally, roaming time is synchronized on all connected devices. However, if one of the devices has no Internet connection (for whatever reason), the time may differ. As soon as the device is connected to the Internet again, the (local) time is adjusted to the roaming time.

**Question: I want to set up roaming for multiple children, how can I do that?**

If you want to set up roaming for several children, select the appropriate devices for each child and choose a different account for each one. There are five accounts available in total, i.e. you can manage up to five different children roaming with one web portal login. There are no limitations regarding the devices. You can assign any number of devices to a roaming account.

## Extension (Time)

Child Control has always offered an extension function in case a time limit has expired. The extension can be set in different ways.

[Extension \(time\) on Android device](#)

[Extension \(time\) on Windows PC](#)

[Extension \(time\) via the Web Portal](#)

[Extension \(time\) via TANs](#)

[Extension \(time\) via bonus TANs](#)

[Multiple extension\(s\)](#)

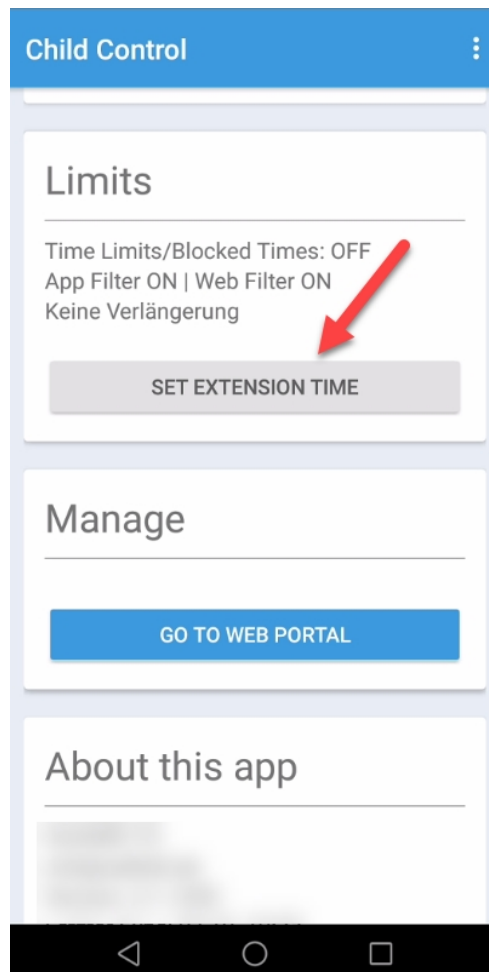
[What is extended?](#)

[To whom and for how long does it apply](#)

[Can an extension \(time\) be reduced?](#)

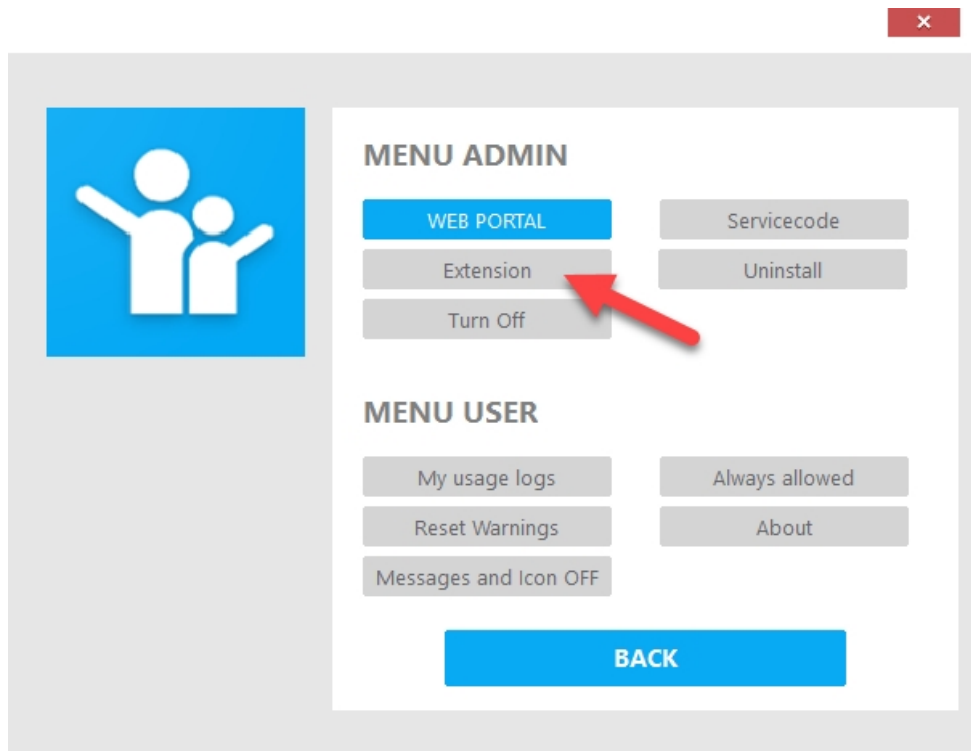
### **Extension (time) on Android device**

Launch the app on your child device and scroll down to the Limits card. There select the Set Extension button. After entering your password you can choose the desired extension time.



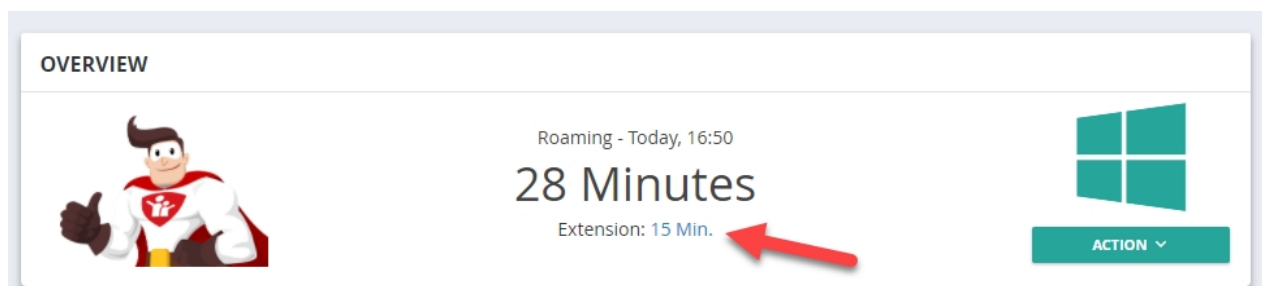
## Extension (time) on Windows PC

You can open the status window by clicking on the icon in the taskbar. Then click on the Extension button and the window for the extension appears. Now enter a renewal time in minutes and your password (the same password you use for the settings).



### Extension (time) via the Web Portal

You can set an extension directly on the start page in the Web Portal under the status display ("Today xx minutes").

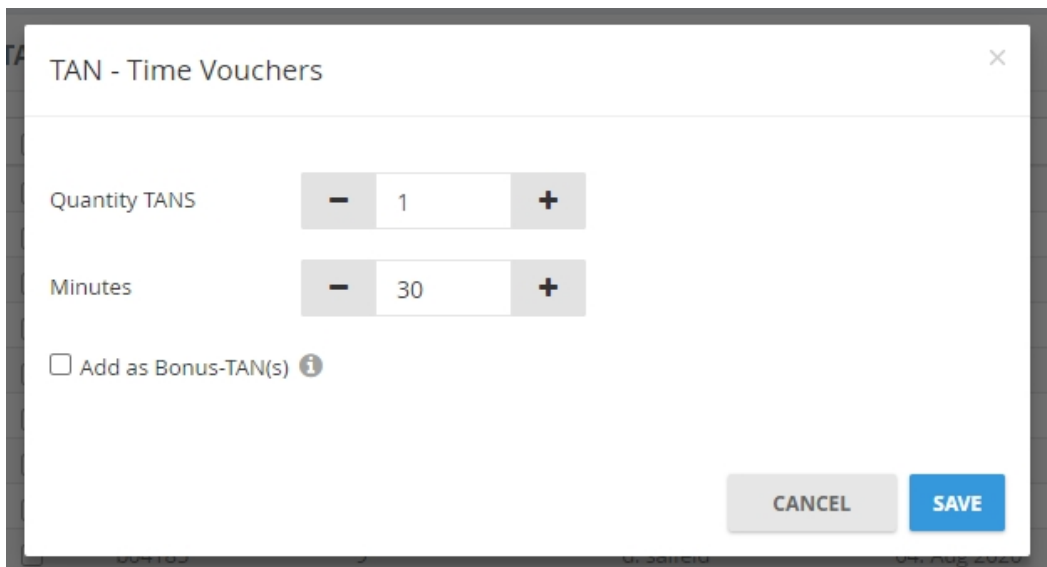


### Extension (time) via TANs

TANs are time vouchers. A TAN is a 6-digit number assigned to a fixed extension time. The child enters this voucher number directly on the device and receives the extension you have specified. A TAN can only be used once by the child.

## Extension (time) via bonus TANs

Bonus-TANs are also time vouchers. Here too, an extension is assigned to a 6-digit code. Bonus-TANs can be generated by bonus programs defined by you. Difference to the "normal" TAN: A Bonus TAN is displayed on the child device, i.e. the child can directly view and use these codes. A "normal" TAN must be communicated to the child.



The screenshot shows a dialog box titled "TAN - Time Vouchers" with a close button (X) in the top right corner. Inside the dialog, there are two rows of input fields. The first row is labeled "Quantity TANs" and has a value of "1" between minus and plus buttons. The second row is labeled "Minutes" and has a value of "30" between minus and plus buttons. Below these rows is a checkbox labeled "Add as Bonus-TAN(s)" followed by an information icon (i). At the bottom right of the dialog are two buttons: "CANCEL" and "SAVE".

An extension is *\*always\** displayed on the child device. If you have set an extension via the Web Portal and it is not displayed on the child device, this setting has probably not yet been synchronized. Either select manual sync or wait a while until the extension has been transferred. You can also set a renewal before a limit expires, the renewal will only count down when a limit is actually reached.

## Multiple extension(s)

You can set an extension several times, in which case the different extension times are added together. An extension is *\*always\** displayed in the status window. Alternatively to the password, you can also enter (a previously defined) TAN to extend the time. When entering a TAN, the entered minute time does not matter, it is permanently linked to the TAN. For more information, please read the chapter TAN management.

## **What is extended?**

An extension will increase the times of ALL possible time limits. An extension also overrides a possibly set blocking time. The extension is displayed in the status window. The extension time remains the same until any limit has expired. From that point on (a limit has expired) the extension time is counted down every minute. After this extension time has expired, the limit takes effect as if there had been no extension.

No extension during a [Forced Break](#)! Please note that any existing extensions will be ignored during breaks. These will be available again after the break.

## **To whom and for how long does it apply**

An extension is only valid for the user for whom it was set. All other users remain untouched. An extension is valid for a maximum of one day, i.e. if a new day starts, the extension is reset to 0. However, you cannot automatically delete or prevent this behavior under Settings -> General -> Extensions and thus transfer extensions to a following day.

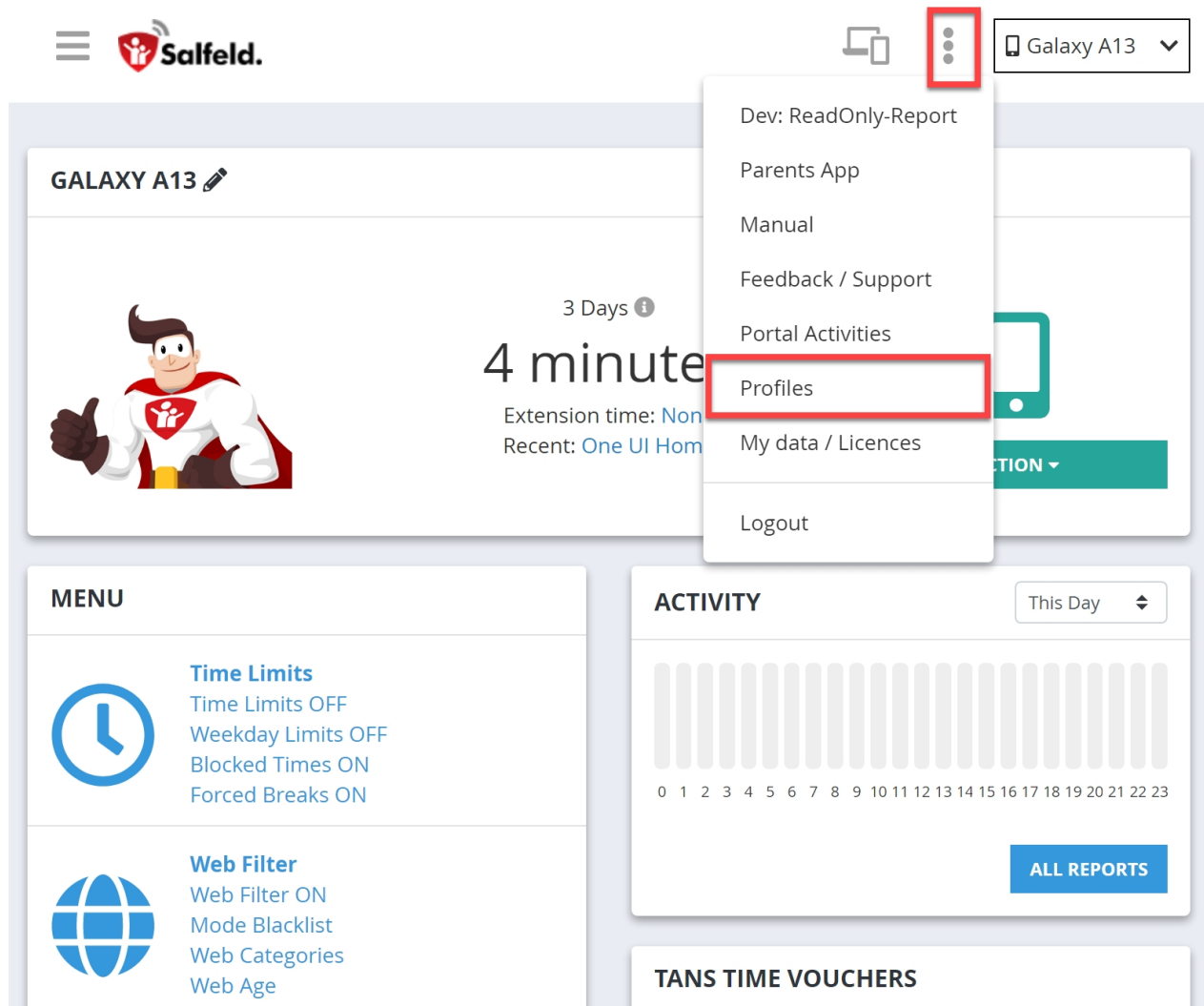
## **Can an extension (time) be reduced?**

Yes, enter a time less than or equal to 0. Currently it is not possible to set a "minus" extension (means time deduction).

## Profiles

Profiles allow you to quickly and easily load and save existing settings. This is practical if, for example, you want to use an existing configuration for another device. You can also use profiles to cover different scenarios, so it would be conceivable to create a profile for school time and a profile for vacation time. Depending on the purpose, you could then quickly assign such a saved profile to a device.

Profiles are saved in your account in the Web Portal and remain even if you have uninstalled the app on the child device. Only when you delete your account completely, the profiles are also deleted. Profiles work across devices, meaning you can use a profile from an Android device for Windows (and vice versa). As an alternative to saving within the Web Portal / your account, you can also save and load profiles locally on your PC.



To load a profile or to save it, select the Profiles item from the three-dot menu at the top right of the device selection. A profile is always saved or loaded for the currently active Android device or for Windows for the active device and the selected user. Passwords, login email address, license and logs of the respective device are not saved in the profile. When loading a profile, entries in the app (program) list that do not exist on the target device are discarded. For example, if you had saved time limits for a game app in a profile that does not exist on the device being loaded, this entry will be ignored when loading.



## Licence

You can test all our programs and apps for 30 days free of charge and without any obligation. If you wish to extend the trial period, please [contact us](#). If you want to use the software permanently, you need a license. You will receive this in the form of a serial number. A serial number is required for each device. Exceptions are multi-user licenses: Here you can enter a serial number on multiple devices.

[How many licenses do I need?](#)

[Where do I enter the serial number?](#)

[How do I move a license?](#)

[License is in use?](#)

[Can I increase the license?](#)

[How do I unsubscribe?](#)

[Lost your Serial number?](#)


### **How many licenses do I need?**

Licenses are only needed for the child devices. Parental access via the web portal using an internet browser or the Android parent app is free of charge. If you have more than one child device, we offer affordable multi-user licenses. How many users share a device (e.g. several Windows user accounts) is not important for licensing. The license is always per device, no matter how many users are created on this device.

### **Where do I enter the serial number?**

You enter the license exclusively via the Web Portal. The program can be installed and uninstalled on Android as well as on Windows without a serial number. If you are using a trial version, you will be notified immediately after logging into the Web Portal and can also enter a serial number on this screen:

**LICENCE INFORMATION**



☐

**Licence Information**  
The software is not a subscription. You can continue using the software for a period of 185 days. [\(Renew with a discount\)](#)

☒

**Enter Serial Number**  
Activate your licence now entering your personal serial number:  
  
[My data and licences](#)

**OK**

If this screen does not appear when starting the web portal, you can always enter a license directly via the Settings item:

**SETTINGS**

Set your own background image and specific settings such as password, alerts and roaming. Save and load settings using the import/export function. [More](#)

**BACKGROUND**
[UPLOAD IMAGE](#)

**GENERAL INFORMATION**

**Login:** [\(Change\)](#)  
**Password:** \*\*\*\*\* [\(Change\)](#)  
**Device:** Galaxy S20 [\(Edit name\)](#)  
Version: 3.1.1311 | Android 11.0  
Last Sync: 24.05.21 14:53:40 [\(Sync\)](#)  
**Licence:** [\(Change\)](#)  
Valid to: 09.09.21

**SECURITY MOBILE DEVICE**

Find security related settings in menu Security.

[SECURITY](#)

**OPTIONS ANDROID**

☒ Warning 1 Minute  
☒ Warning 2 Minutes  
☒ Warning 4 Minutes [Change](#)  
☒ Warning 7 Minutes [Change](#)

☐ No auto delete extensions ⓘ  
☐ Do not show bonus notification ⓘ  
☐ Do not stop audio in block screen ⓘ

You can also reach the license entry via the item "My Data/Licenses" directly via the three items next to the device/user selection. See info and screenshot in the next chapter:

### I have a new device - How do I move a license?

A license can be moved from one device to another as often as you like. Please uninstall the app on the old device to get the serial number free again. Then download and install the app or the Windows version on the new device and enter the serial number again. If there are problems with the serial number (e.g. because the old device is defective and the software cannot be uninstalled there), you can reset the serial number as follows Click on the three dots at the top right of the device selection and select the menu item My Devices/Licenses. Under "My Licenses" you can give up the assignment to individual devices and

thus "free" the license itself for new devices:

The screenshot shows the user interface of the Salfeld Child Control web portal. It is divided into three main sections: 'MEINE DATEN', 'MEINE GERÄTE', and 'MEINE LIZENZ(EN)'. In the 'MEINE DATEN' section, there are buttons for 'KONTO LÖSCHEN' and 'E-MAIL ÄNDERN'. In the 'MEINE GERÄTE' section, there is a table listing devices: 'Galaxy Tab Jungs' (Testversion, [Lizenz eintragen](#), Zuletzt 20.02.20) and 'Galaxy Tab Master' (Zuletzt 20.02.20), each with a 'LÖSCHEN' button. In the 'MEINE LIZENZ(EN)' section, there is a table with two rows, each showing '1 Gerät(e)' and a date 'bis 08.02.22' and 'bis 25.02.22' respectively. Each row has 'RESET' and 'UPGRADE' buttons. A red arrow labeled '1' points to the top right menu icon. A red arrow labeled '2' points to the 'Meine Daten / Lizenz(en)' option in the dropdown menu. A red arrow labeled '3' points to the 'RESET' button in the 'MEINE LIZENZ(EN)' section. At the bottom right, there is a 'ZURÜCK' button.

If you want to apply (extensive) settings before uninstalling, you can save them via Web Portal -> Settings -> Import/Export (per user) and load them again later.

### License is in use?

If the app or software is uninstalled from a device, the corresponding license/serial number becomes "free" again. If this did not work for some reason, you can reset the license/serial number manually. To do so, select the RESET button from "My Licenses". Afterwards you can assign the serial number to your devices again.

### Increase/extend license?

Yes, you can extend an existing license and/or change the number of devices via

the upgrade order link on our homepage. A currently existing license will be deducted at the daily value, i.e. you will only pay the difference to the next higher license (e.g. upgrade from single to triple license). Use [Upgrade or renew license](#) page to extend your license.

## **How do I unsubscribe?**

Child Control is not a subscription. There is no automatic renewal. After the term expires, you decide whether you want to renew the license at a preferential price or not. If you do not want to renew the license, you do not need to do anything else. If you want to extend the license, you can find special offers under [Upgrade or renew license](#) link.

## **Lost your serial number?**

You don't remember the serial number of your license? We will gladly send it to you via the [My Licenses](#) page.

## **Parent App**

[What is the Parent app?](#)

[Install](#)

[Advantages](#)

[Uninstall](#)

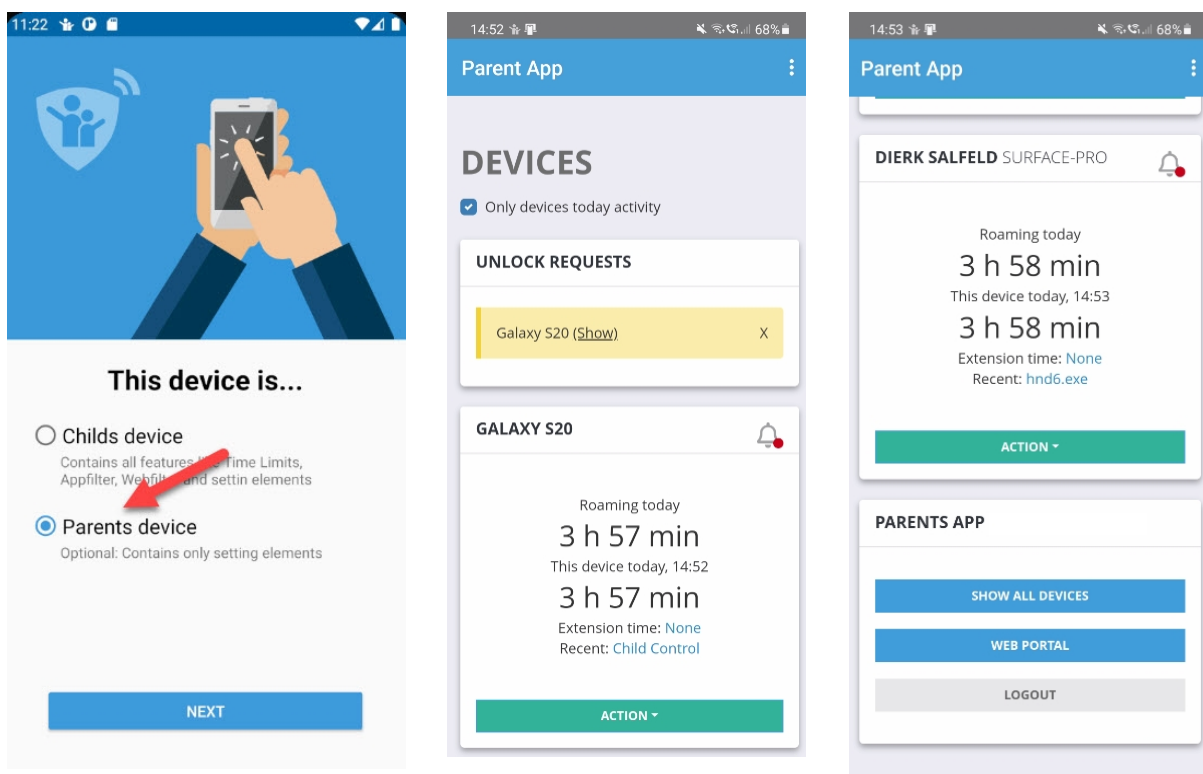
## **What is the Parent App?**

The Parent App is a special view within the web portal. The biggest advantage of the Parents App view is the display of all active devices in one screen. Especially if you manage devices of multiple children, here you can see at a glance what happened on which device and for how long. And that without cumbersome switching back and forth between the devices. You can access this parent app view either in the web portal via the three-dot menu at the top next to the device selection or by installing it as a parent app. If you install the parent app on your Android smartphone, you will also receive notifications about sharing or renewal requests.

## Install

If you have an Android smartphone (or tablet), you can install the Child Control app on your device as a parent app. To do this, use the same login credentials as on the children's devices. During the installation of Child Control, select **Parents device** (instead of Childs device) in the corresponding step. No licence is required for the parents app and it can be installed on as many devices as you want. Information on how to install [parent app on iOS devices](#) (iPhone, iPad).

The biggest advantage of the parent app is the display of all active devices in one screen. Especially if you manage devices of several children, here you can see at a glance what happens how long on which device. No switching between devices using the standard Web Portal required to see different usage logs and settings.



## Advantages

- Overview of all devices with today's times
- Direct links for extension time, unlocking, locking
- No more (inconvenient) login/password via browser
- Password/login can be saved for quick access

## License-free, unlimited devices

In the parent app you can see today's active devices with the time used so far. Upcoming limits are displayed in red letters in the respective card. Use the context menu in the upper right corner of the card, to execute device-related actions, such as an extension, locking or unlocking until a given timestamp as well as direct link to the Web Portal. The display refreshes every 1-2 minutes when the app is active and after each power-on. If your children have access to your device as well, please make absolutely sure that you always log out of the parents app (Logout button). Also, make sure you have not checked "Save password" when logging in. Remember: anyone who has access to the parents app can also change all Child Control settings or disable it entirely. If you are the only one who has access to the device, it makes sense to save the password for even faster access.

## Uninstall

Uninstalling the Parents app (unlike the Kids version) does not require you to enter your password. You can simply uninstall the Parents app like any other app. On most devices, the easiest way to do this is to long-click on the icon and then select Uninstall from the context menu.





# Uninstall

---

Your personal password is required to uninstall the software or app. Without this password uninstall is not possible. If you have forgotten your password, you can restore it at any time using the [Password forgotten link](#).

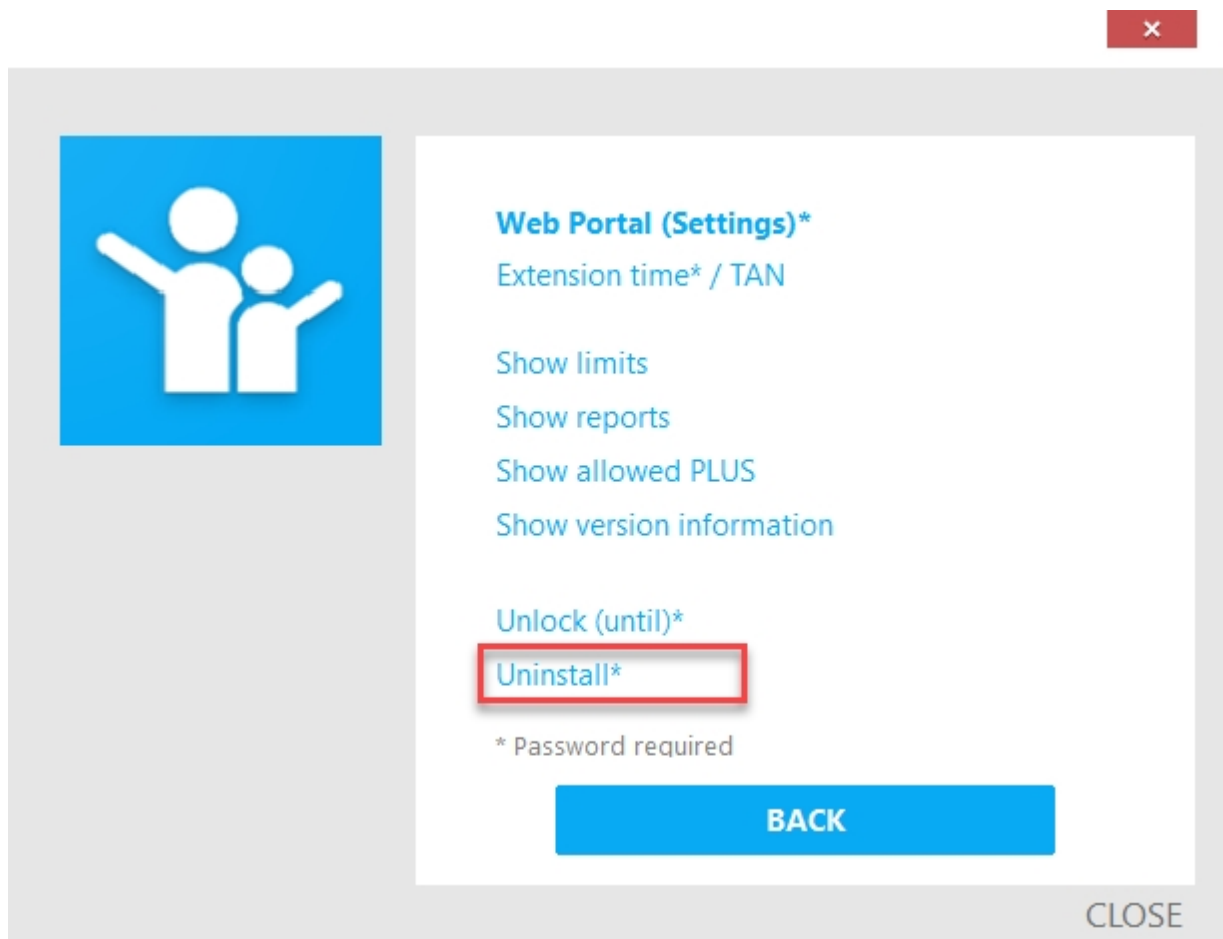
## Uninstall Windows-PC

### Via control panel

You can uninstall Child Control just like any other Windows application via the Control Panel. If the Control Panel is locked on the current account, please reset the restrictions under [Security](#) in the Web Portal first. Uninstall always requires your password, which you can reset via the [Password forgotten link](#). In addition to uninstalling via the Windows Control Panel, the following two methods are also possible:

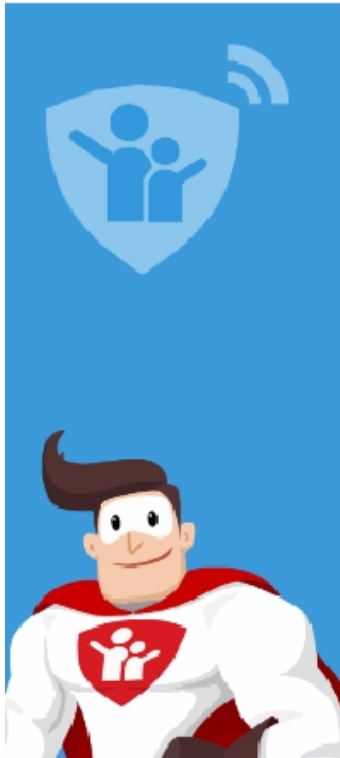
### Via Info Window

Click on the icon -> [Info Window] -> Action -> Uninstall



## By downloading

again from our [download page](#) -> Enter password -> Uninstall



## Please select...

- ☐ Continue with existing database (keep settings)
- ☐ Database RESET (delete all settings)
- ☒ Uninstall - Remove software completely

CANCEL

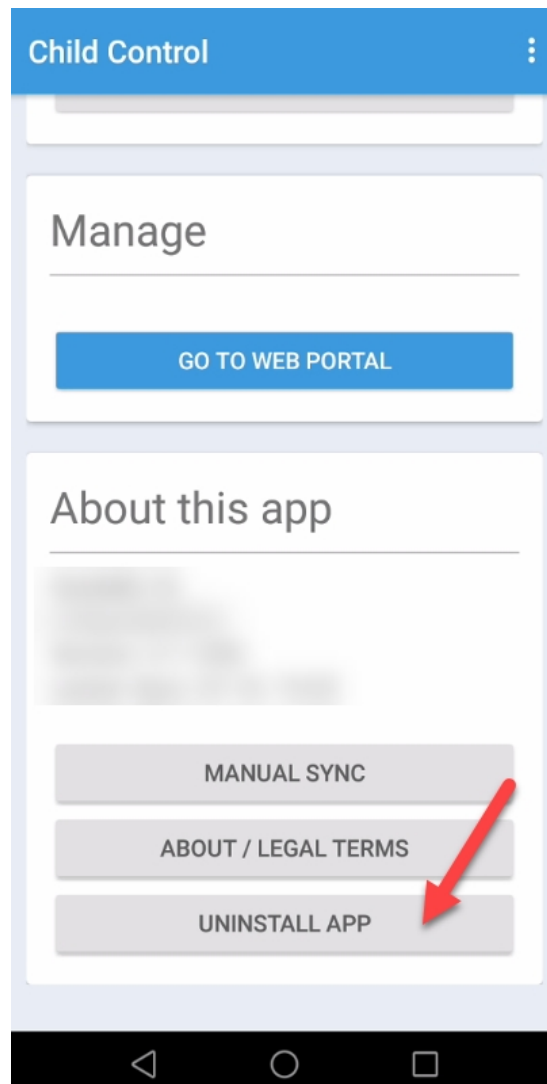
NEXT

## Uninstall Android

If you want to remove the app from the child device, please use the built-in uninstall routine. You can access this routine by accessing Child Control app and clicking Uninstall App in the About section (see screenshot below).

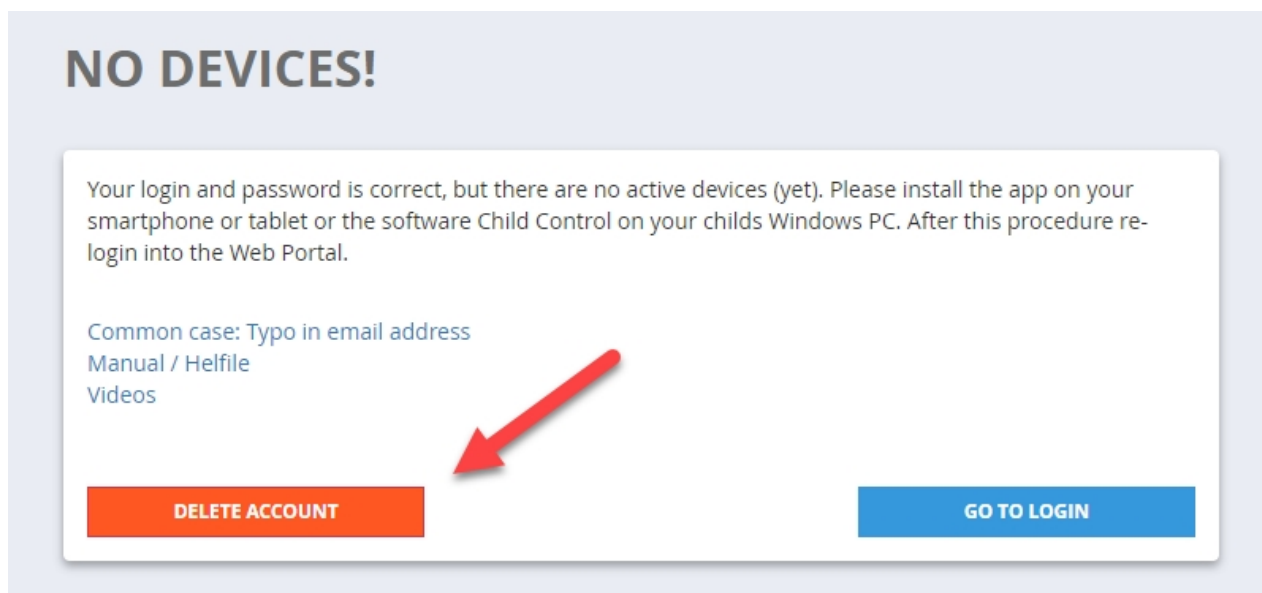
This is the only way to remove the device from the web portal and to release any used license for use with other devices or products (e.g. the Windows version of Child Control). If you would like to save your settings before uninstalling, you can save them in the Web Portal under Settings -> Import/Export and import them again on the new device in the same way. Please remember that after uninstalling, the settings of the device in the Web Portal are permanently deleted.

Please make sure that the device has an Internet connection when uninstalling, otherwise the device cannot be removed online in the Web Portal and the license remains in "is used" state. If the device is no longer available (e.g. due to a technical defect or loss) you can delete the data directly in the Web Portal for this device. Select the corresponding device in the upper right corner and then navigate to [Settings](#) -> Delete device.



## Delete Account

When you installed Child Control the first time, you set an email address and password. Even if you uninstall Child Control, your account will remain (for now). We delete this data automatically after 90 days of inactivity. If you want to delete your account manually, i.e. your login information (e-mail address and password), all Child Control clients must be uninstalled on all children's devices. After that you can log in to the Web Portal and delete your account. If there are no more active devices to your account, you will get the following screen after logging into the Web Portal:



Devices on which the Child Control cannot be uninstalled (e.g. because they are technically defective or lost) can be deleted in the [Settings](#) section.

# FAQ

---

In this section you will find the most frequently asked questions and answers (FAQ). If you still need further help or have any other question, please do not hesitate to contact us.

## General FAQ

[Forgotten your password?](#)

[Problems receiving e-mail?](#)

[Change group name in portal](#)

[Change login e-mail or device name](#)

[All about licenses and serial numbers](#)

[Device missing in Web Portal? E-Mail typo?](#)

## Device specific FAQs

[Click here for the FAQ Android](#)

[Click here for the FAQ Windows](#)

## Forgotten your password?

When you've installed Child Control, you specified an e-mail address. Directly on the child PC you can see which e-mail address was used under Options / About (in case you ever forgot it :-) ...) You can reset the password at any time via our password page on our homepage. For security reasons you will receive a confirmation e-mail. If you do not receive this email within 10 minutes after requesting it on our homepage, please check the spam settings of your email provider.

## Problems receiving e-mail?

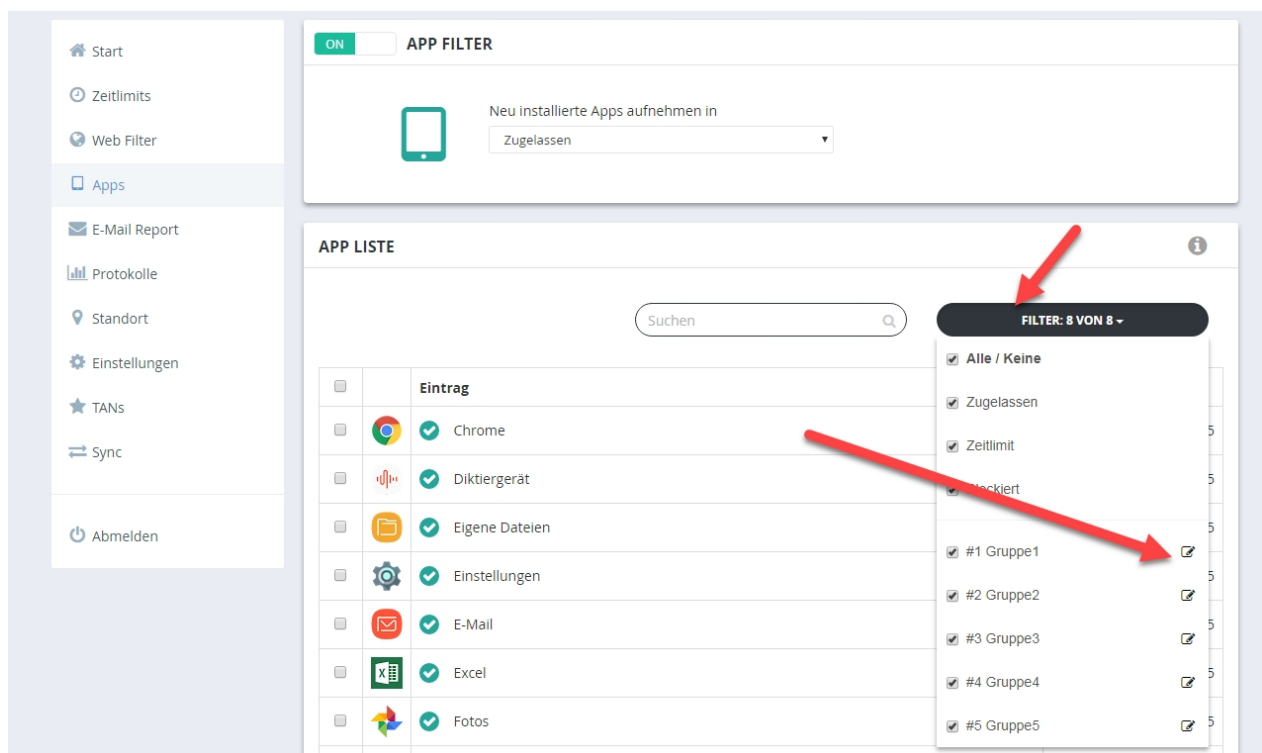
If the e-mail delivery via our server does not work, but you have received a

"successful" message from the program, 95% of the reason is that your mail program/mail provider has classified the Child Control report e-mail as SPAM/Junk. This is also the case if you have requested a "Forgot Password" email and it does not reach your mailbox within 10 minutes.

Often spam filters are dynamic, i.e. it is quite possible that it worked before. Please check your junk/spam folder for the sender of the parental control message `report@mail.salfeld.net`. It is recommended to save this address in your e-mail program in the address book. You can also send a message to this address directly from your e-mail program. You should receive an automatic reply here. You can request a (new) test mail from Child Control at any time in the E-mail Notification section by clicking on the "Test mail" button. If emails are only partially received (e.g. no stop mail), this may be because the PC was not shut down properly. In case of a simple "power off" or crash no STOP Mail will be sent anymore.

## Change group name in portal

You can change the name of a group by clicking on the Filter button in the Web Portal -> Apps (or Program) area and then on the small edit sign next to the group name. See the following screenshot:





## Change login e-mail or device name

If you want to use a new or different e-mail address for Child Control, you must completely uninstall the program or app and then reinstall it with the new e-mail address. Licenses are not affected, they are not bound to an email address and can be moved as often as you like. The new e-mail address is only available in the Web Portal *\*after\** you have reinstalled the app or program on the child device. If you want to use (extensive) settings, you can save them via Web Portal -> Settings -> Import/Export (per user) and load them again later. We are working on making this procedure more comfortable in the future.

## Device missing in Web Portal? E-Mail typo?

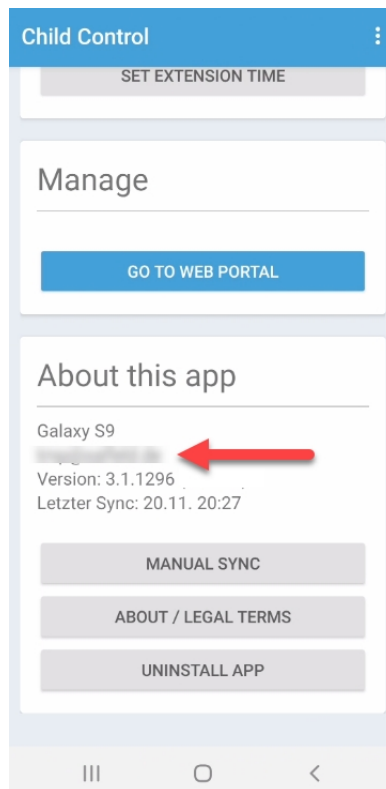
If no devices can be found after logging in to the Web Portal, this is often due to a typo in the e-mail address. You entered this during installation on the children's Android mobile device or Windows PC. You can display the entered e-mail address as follows:

Android: Start the app and scroll down to the section "About the app". There you will see the e-mail address you entered. Check the exact spelling. (see screenshot below) Windows: Click on Child Control's icon in the taskbar. In the info window that appears, first click on Options and then on About. Check the exact spelling. (see screenshot below)

To set a new e-mail address, the software must be completely uninstalled. You will find more instructions in chapter [Uninstall](#). After a successful uninstall, download the current version again from our [download page](#) and use the correct e-mail address. If you want to apply (extensive) settings, you can save them via Web Portal -> Settings -> Import/Export (per user) and load them again later.

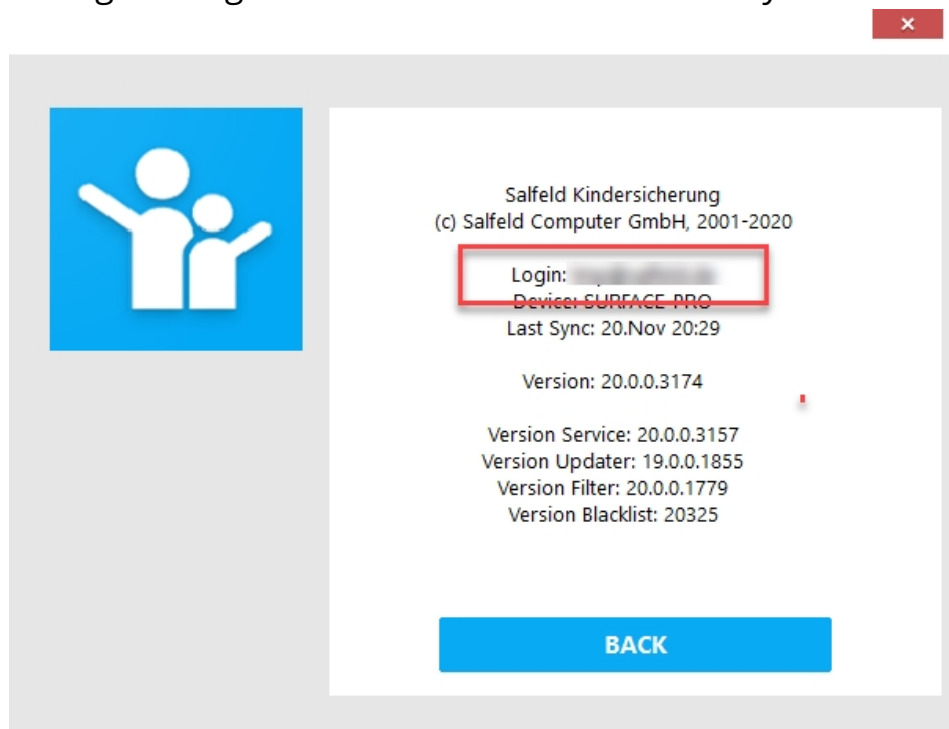
Screenshot Android

Make sure the given Login e-mail address is 100% correctly entered.



## Screenshot Windows

Make sure the given Login e-mail address is 100% correctly entered.



## FAQ Android

[Device specific requirements](#)

[Checklist: App does not work](#)

[Time counting wrong](#)

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[Does the app always need Internet?](#)

[System time error?](#)

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### Device specific requirements

Some manufacturers and models have device-specific settings. These settings must be made to ensure that the Kisi App works correctly! Please click on one of the following manufacturer links to learn more. Depending on the model and Android version, names (menu items) may vary.

[Blackview](#)

[Huawei \(Honor\)](#)

[Motorola](#)

[Nokia](#)

[Samsung](#)

[Wiko](#)

[Xiaomi](#)

[ZTE](#)

### Checklist: App does not work (anymore)

If the Kisi App does not comply with time limits correctly or does not work as expected, the following checklist will help you to find the problem:

1.) Please take the child device yourself and start the Kisi App. Is the counted time for today displayed correctly? (screenshot). It is important that you check this yourself (i.e. in person!) on the children's device to rule out possible manipulation or malfunctions.

2.) Check directly on the children's device whether the date and time are set correctly. A correct date is required for the Kisi App to function correctly. In case of manipulation you should lock the settings and activate the manipulation protection (see chapter settings). Also check on the device whether there is enough free memory available. On many devices there is also an item "Device maintenance" under the app settings, which can delete unnecessary files. If there is very little memory (less than 500 MB) left on the device, delete individual apps. The entire Android system always needs some free memory to work properly.

3.) Check the child device for active battery saving programs. Recently, the battery saving programs have been one of the main reasons for "dropouts" of the Kisi app. Manufacturers of cell phones and tablets are increasingly delivering radical battery saving programs with factory settings. You must ensure that the Kisi App is excluded from these battery saving programs. The settings for this vary slightly from device to device. Most of the time you will find a list of apps under the menu item Battery and there you can also specify that an app may always run in standby mode or you can assign special settings to it. In the following you will find links to some manufacturer-specific adjustments: Blackview, Huawei/Honor, Motorola, Nokia, [Samsung](#), Ulefon, Wiko, [Xiaomi](#)

4.) Check if the synchronization from the Web Portal works. To do this, call up the Web Portal and block any app (select app under Apps and set to Blocked). Is this lock implemented on the child device after 2-3 minutes? Check whether the device also reacts correctly to a short test limit. To do this, set a short daily limit in the Web Portal under Total Limit and check the display directly on the child device after a sync. Is the remaining time displayed correctly? (screenshot). If this does not work, please uninstall the app and then reload it from our [Download page](#). For how to save existing settings, please refer to the Uninstallation chapter.

5.) Finally, restart the device and check if locked apps are actually still locked and the total time in the app is correctly increased every minute. This is the only way

to make sure that a battery saving program from 3.) does not block the app again.

If the app used to work correctly and now suddenly doesn't work anymore, uninstalling and reinstalling it may help. In this case, however, it is important that the app is uninstalled correctly before reinstalling. Please refer to the [Uninstall chapter](#) for instructions. chapter (where you can also learn how to save your settings).

Our customer service is of course available to answer any further questions you may have. When contacting us, please specify the child device (model/manufacture) and the Android version you are using.

## **Time counting wrong**

There are several ways to count the times on Android. Android itself provides an interface, but it does not always provide correct data. For this reason we currently still rely on our own counting method: We check the current foreground app every 10 seconds. If this app is still the same as 10 seconds ago, we increase the app count by the mentioned 10 seconds.

In the following cases no time is counted:

- the screen of the app is switched off
- the device is on the lock screen
- an always allowed or bonus app with the option counter STOP is running

Counted too much time? The app also counts the time when the device is only (unlocked) on the home screen and there is no app currently in the foreground. There have also been individual cases where the notifications from an app have caused miscounts. If it only affects one specific app at a time, you could try to disable the notifications for that app.

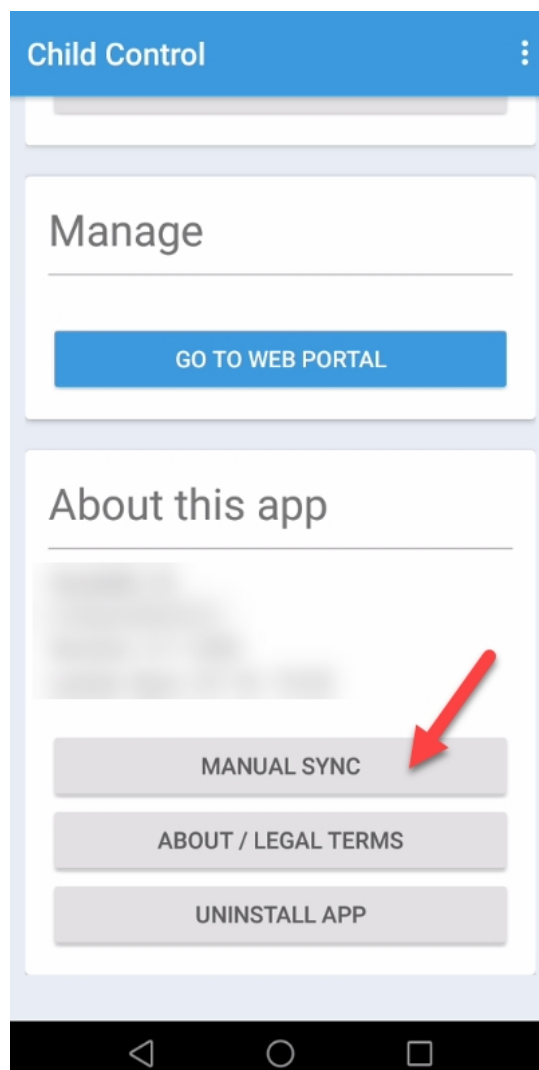
Not enough time counted? In some cases, the parental control may count less time than the child actually spent on the device. Background information: On Android devices, Parental Control works as a service in the background, which runs independently of the currently selected app and counts the times.

However (in contrast to Windows) the Android operating system itself can pause such services at any time. This can happen especially if another app is using a lot of memory or CPU load and the device is about to crash. This is often the case with very graphics-intensive games. Unfortunately there is no real antidote

(except maybe using a more powerful device). By the way, the service is continued by Android itself as soon as the "critical" system state is no longer present (from this point on, the time is counted up). Against this background it is quite possible that a game is counted shorter than it actually ran.

## Synchronization issues

Does the manual sync from the Web Portal not work? Does the phone no longer synchronize automatically? Is the date of the last sync "too old"? Check directly on the child device to see if the parental control app is still installed. Check if the device has an Internet connection and click on the "Manual Sync" button in the app:



Can a synchronization be triggered this way? If it works, check if there is enough memory left on the device and delete unneeded apps or other files if necessary. If nothing works, you can and should uninstall the app once and then reinstall it.

## **Multi-User Support**

Starting with Android version 5.x it is possible to manage multiple users. However, this function is not supported by all device manufacturers. If you can and want to use multiple users on one device, please note the following instructions: The app must be installed and set up separately on each user account. When setting up the app, assign a meaningful device name such as "Samsung Max", "Samsung Paula" instead of just "Samsung Tablet". This makes it easier to distinguish the devices later in the Web Portal. In the Web Portal, individual users are treated like different devices. As with Windows Child Control, only one license is required per device.

Please note that Child Control blocks user switching by default. In the Web Portal under Settings -> Security Mobile Device, set the option Lock settings to "None" if you want to manage different users. If the app's mode of operation is bypassed by creating new users or the guest user, the following procedure very often (not on all devices) helps: Create a new user account for the child from the main account (often called "owner"). Then secure the main account with a password known only to you. From now on the child will use the newly created account (only the main/owner account has the right to create additional accounts). The user can be changed directly from the notification bar on some devices. However, you can usually disable this in the device settings. If you are about to buy a new smartphone, you can avoid the multi-user problem by choosing a manufacturer that does not offer user management. This is the case with almost all Samsung devices, for example.

## **Does the app always need internet?**

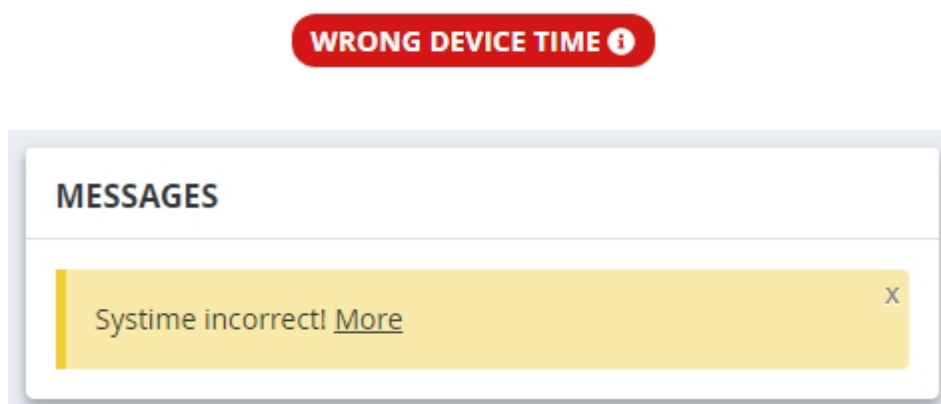
Child Control settings can be made centrally via our Web Portal. But what happens if the child device does not have Internet? For example, if it was deactivated by the flight mode or if there is no WLAN? In this case all your previously set limits will be kept on the device. The app uses a database directly

on the device, which is independent of an internet connection. Only changes made afterwards and the transfer of the usage logs to the web portal requires an Internet connection on the child device again. However, no data is lost: As soon as the child device is connected again, all data since the last time is transferred to the web portal and any changes to the limits are transferred from the web portal to the device.

If and when the last time data was exchanged between the device and the Web Portal can be seen directly in the Web Portal on the start page and under [Sync](#) -> Time last sync. In this context, please note the special case of daily e-mail reports: For example, the child cell phone is used for one hour until 17:00 today. From 17:00 on, child switches on the flight mode and plays for another hour afterwards. Then the cell phone is put away by the child. Because of the activated flight mode the web portal only knows the count until 17h. The e-mail report goes out the next morning and shows one hour. As soon as the cell phone has however again an Internet connection, the time after 17:00 is "added" and the times increase accordingly.

## System time incorrect?

The Child Control app depends on the date and time as well as the time zone being set correctly on the child device. This is necessary to ensure that time limits function correctly and that lockout periods are observed. Manipulating the date is a popular trick for kids to circumvent the app. If Child Control detects a "wrong" system date or time, a corresponding warning message is displayed in the Web Portal:



If "Suspected Manipulation" setting (see chapter [Security](#)) is activated, the child



device will be locked completely for the given time. It can only be unlocked with the parent password or via the Web Portal. Even if changes to the date are 90% due to the kids: bad batteries and defective hardware can in some cases lead to a malfunction of the system time.

On Android devices, the app protects against changing the system time when the user interface is activated. Unfortunately this protection does not work 100% on all devices. You can lock the settings to fix this problem. Remember that an incorrect system time can lead to strange reports, possibly even in the future (if the date has been presented). We recommend to [reset times](#) if the system date is wrong..

## **Android device rights**

Find all information about device rights (and their problems) in chapter [Required Android Rights](#).

## **GPS/location problems**

If a locating of the device fails repeatedly although the mobile device is switched on and online, please check the different permissions for the standard query directly on the mobile device. The procedure for subsequent activation of the GPS function can be found in chapter [GPS \(Android\)](#).

### Inaccurate location?

If the location is permanently off by a few hundred meters to a few kilometers, the following procedure has helped other customers: Take the child's device and open there Settings -> Apps -> Child Control -> Permissions -> Location. Deactivate location permission for Child Control and then re-enable it again. Check if the location is more accurate then.

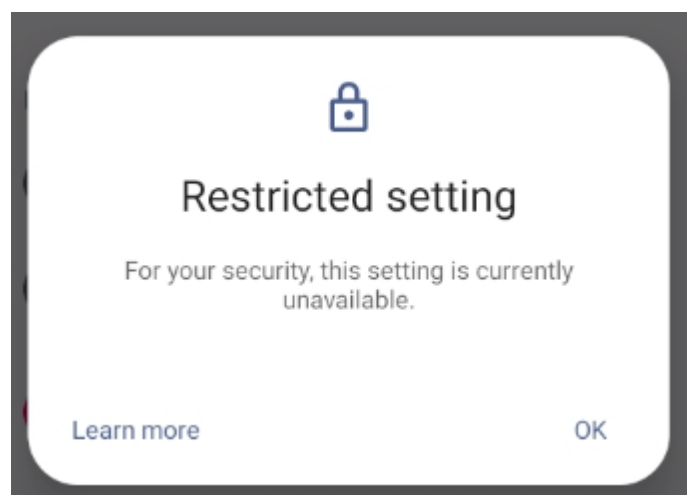
## **FCM-Token error**

The FCM-Token (Firebase Cloud Messaging), also known as a Google ID for Android, is a special identifier generated for each device and app during installation. This identifier allows our web portal to send real-time notifications

to your mobile device, even when it's in standby mode. It's important to note that the FCM-Token is only available on devices linked to a Google account. In the Child Control app, we utilize this FCM-Token for GPS queries and to trigger immediate synchronizations when you make changes to your settings. If the FCM-Token is unavailable, GPS queries won't work. Synchronization of altered settings occurs without the FCM-Token as soon as you use or power on your device. If you encounter an error related to the FCM-Token in the web portal, uninstalling and reinstalling the app may help resolve it. Check also if Google Play Services are up to date. Please be aware that FCM functionality is not available on devices without a Google account, such as Amazon devices.

### Setup Issue: Restricted Setting

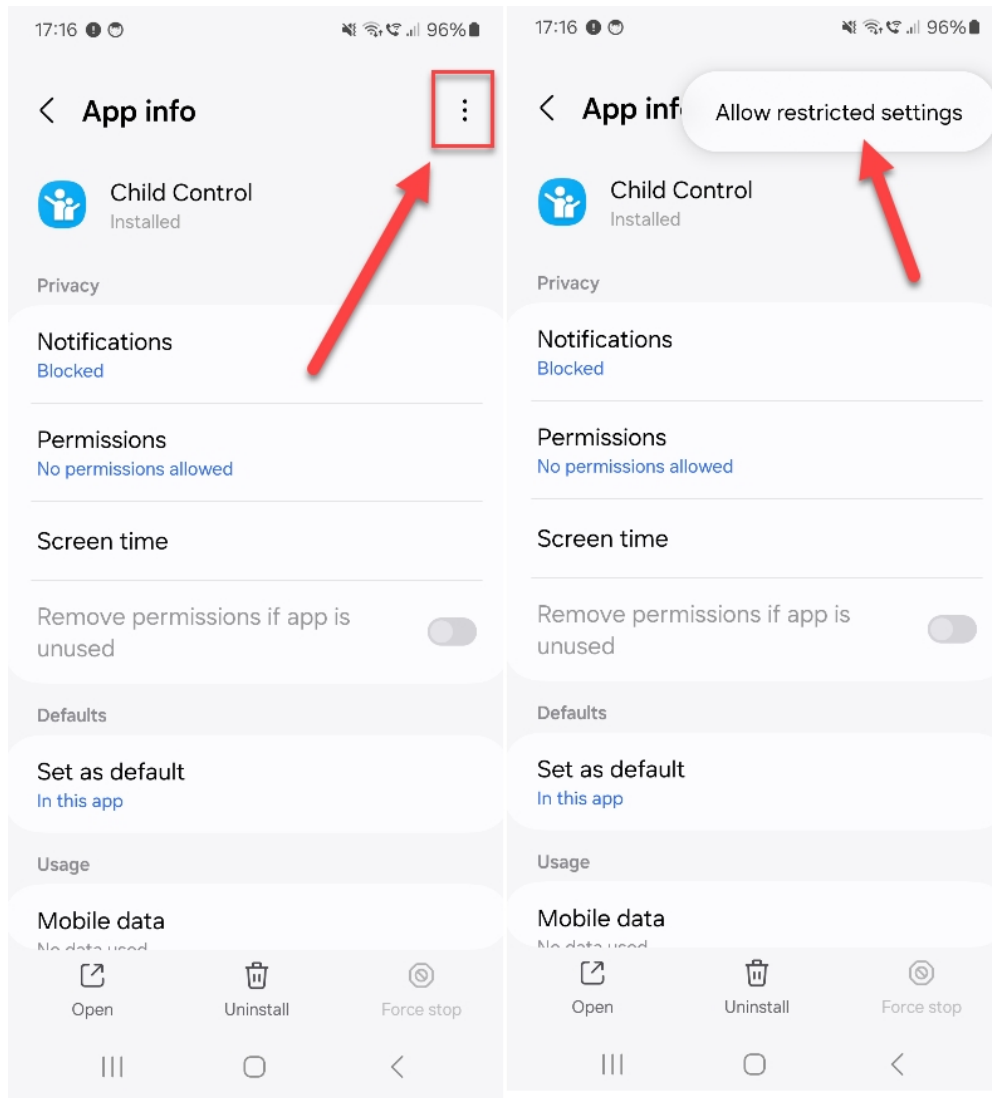
The following problem can occur when activating permissions such as Accessibility Services on newer versions of Android:



The Android permission for Accessibility Services is needed in Child Control to read the current URL of the web browser for the web filter and potentially block a webpage. It also protects manipulation-critical areas (e.g., adjusting the clock). Since Accessibility Services can be misused by apps, Google has introduced this security feature in newer Android versions. You can solve the problem as follows:

Press the Android back button (multiple times) to return to the setup of Child Control. Then initially skip activating the Accessibility Services. Complete the installation. After that, on the child's device, go to Settings > Apps > Child Control. Click on the three dots at the top right and choose "Allow restricted settings". See the screenshot below (the screenshot is from a Samsung device;

the layout may vary on other devices). Then switch back to the Child Control app, scroll all the way down, and press the "[Missing Rights](#)" button. Now the Accessibility Services for Child Control should be activatable. If you encounter problems, we are happy to help. Click here for [support contact!](#)



## Always allow certain apps

You can always allow certain apps in Child Control (even if the time has already expired). You can also specify apps where the total counter stops. It is also possible to set bonus times for certain desired apps (e.g. learning programs). The necessary settings for this can be found in the section [Apps -> Allowed Plus](#).

Special case audio apps (e.g. Spotify)

Audio apps are a special case in terms of time counting, since the corresponding

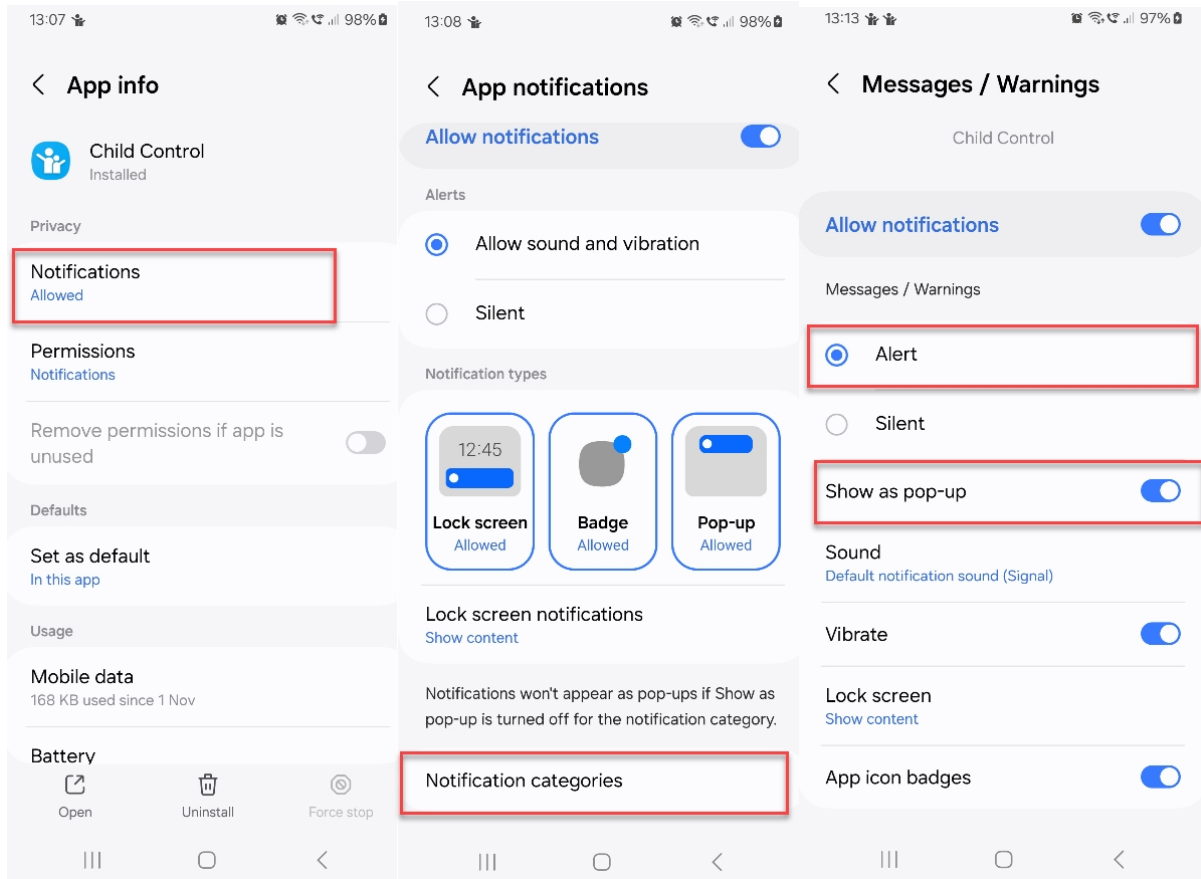
app does not necessarily have to be in the foreground. The audio control can also be operated via the Android notification bar or the lock screen.

Unfortunately, it is not technically possible to detect this. If an audio playback is running and the device total limit (or a device block time) is reached, the audio playback stops. This can be manually restarted, but it should stop automatically after 10 seconds at the latest. Unfortunately, this only works with a total limit, not with an individual app limit of the music app. If you do not want the sound to stop when the limit expires, select the corresponding setting under Settings -> [Android Options](#). A time limit of the actual audio app (as long as it is running in the background) is unfortunately not possible.

## Problems with Push Notifications?

Push notifications can be used in the Child Control parent app to inform you about incoming unblock or extension requests from the child device. In the child version, push notifications can be used to display alerts as small notifications instead of full-screen warnings ("2 minutes remaining") (configurable in Web Portal > Settings > [Options Android](#)).

**IMPORTANT:** In recent Android versions, it is no longer sufficient to simply allow notifications for the Child Control app. You also need to explicitly enable "Show as pop-up" in the notification category and change the option from "Silent" to "Alert". In the child version, there are two notification categories, which you can display or hide separately. The following screenshot is from a Samsung device; on devices from other manufacturers, the terms may differ.



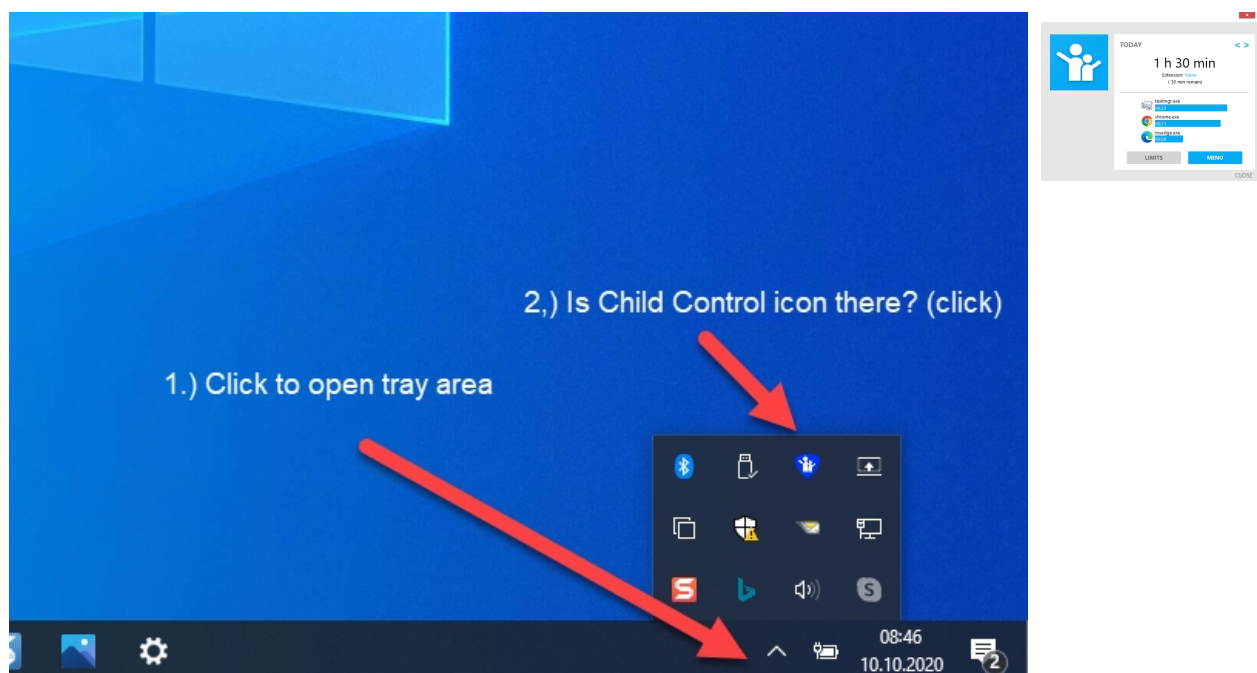
## FAQ Windows

- [Forgotten your password?](#)
- [Not working \(anymore\)?](#)
- [Windows 11 compatible?](#)
- [Antivirus settings?](#)
- [Strange display of a website?](#)
- [Webfilter does not work?](#)
- [Settings only on the Internet?](#)
- [Update notification in the portal?](#)
- [Black screenshot?](#)
- [Also for Windows-Admins?](#)
- [Manage multiple PCs?](#)
- [System time error notification?](#)
- [How do I restrict Minecraft?](#)
- [Add/delete users?](#)
- [Is there domain support?](#)
- [Reset Child Control?](#)
- [Problems receiving email?](#)

## Not working (anymore)?

If the program no longer works properly and/or limits are not met, please proceed as follows: 1.) Make sure, all available Windows updates are installed correctly. Some customers reported, Child Control has stopped working due to an outstanding or running Windows update. 2.) Restart the child PC manually once.

Then check if the Child Control icon is available in the lower right corner of the taskbar. When you click on the icon, the current limits and the time that has elapsed should be displayed. The whole thing should then look something like this:



Check in the status windows picture whether the elapsed time and the displayed limits correspond to what you see in the Web Portal or what you have set. Check if the PC-Tag counter really counts up every minute. You should also check if the synchronization works correctly. You can find the date of the last sync directly on the child PC in the above info area under (left side) "Details" and then at the bottom of the screen. If the icon is not displayed in the taskbar (maybe you have hidden it intentionally) try the key combination SHIFT + CTRL + F6.

If no info window appears here either, you should download the parental control again from our homepage and install it over your existing version. You will

always find the download on our download page. If all this does not help, you can reset the parental control once. For more information on resetting, see the chapter Reset Parental Control. Another cause for malfunctioning of the parental control could be an installed antivirus program. Please refer to the chapter Setting up antivirus.

Suspicion of manipulation? If you suspect that children are manipulating the program, you should ensure that the child user accounts do not have administrative rights before reinstalling the program. Also make sure that other admin users (e.g. you as a parent) have secured the Windows user account with a password.

### **Windows 11 compatible?**

Yes. The current version of Child Control works also with all Windows 11 versions.

### **Antivirus settings**

If Child Control does not (no longer) work properly or synchronizations fail, this may well be due to the installed antivirus or security solution. Please keep in mind that both antivirus programs and our parental control automatically receive updates, i.e. it is quite possible that it will not work from one day to the next. Find below a list antivirus programs causing sometimes issues:

Bitdefender  
Comodo  
Eset/Nod32  
G-DATA  
Malware bytes

No problems are known to us (at present!) with the following programs: Avira, Avast, Kaspersky, McAfee

If your antivirus has blocked parts of Child Control, this should usually somehow appear in the reports of the antivirus program. Check such reports for the file names below. With most antivirus programs it is not only necessary to create a firewall rule for Child Control, but also to ensure that parental control is not

mistakenly detected as malware or potential danger. You can usually achieve this by including the following files as exceptions in your antivirus program:

```
c:\windows\cc\ctlsysui.exe  
c:\windows\cc\ctlsysmgr.exe  
c:\windows\cc\winctlsvc.exe
```

No settings are necessary for Windows' own Antivirus Defender or the Windows Firewall. If there are already problems with an antivirus program during the installation of Child Control, a simple deactivation of the antivirus is normally not sufficient (drivers are still loaded). Many customers have solved this problem by uninstalling their antivirus, restarting the PC, installing the Child Control and then installing the antivirus program again. If you have set internet restrictions via a router, make sure that contact to the following servers is allowed: [salfeld.net](http://salfeld.net), [sse.salfeld.net](http://sse.salfeld.net), [portal.salfeld.net](http://portal.salfeld.net), [sync.salfeld.net](http://sync.salfeld.net). The used ports are 80 (http) and 443 (https).

Tip: If you have made your settings and everything works correctly, set a password (if possible) in your firewall/internet security program. This prevents third parties from possibly resetting these settings. Restart your PC once after all changes.

### **Strange display of a website?**

A website does not work properly when web filter is turned on in Child Control? If you use the whitelist mode, only pages that are explicitly listed under "Allowed" are allowed. However, it is possible (and this happens quite often) that the given website still does not work or is displayed correctly. This is due to the fact that many websites use within their websites other domains (which might be blocked). Example: You, as parents, are the ones who release the children's site [tivi.de](http://tivi.de). Nevertheless, the child cannot watch the videos there (only a strange error message appears). The reason is that the videos are located on the (other) domain [zdf.de](http://zdf.de), which must be unlocked as well. If a page is not displayed correctly, the following procedure almost always helps:

Use Web Portal -> [Usage Logs](#) and check the period under History Blocked. Unlock all blocked entries there and try to call the website again. If it should not succeed despite these hints, contact us with indication of the unlocked domain, we will be glad to help you!



## Web filter does not work?

If Child Control's web filter does not work at all, this could be due to an installed antivirus program. If you are using another antivirus program than the (built-in) Microsoft Defender, you can find some initial information in the FAQ [Antivirus settings](#). Please also check the following requirements: Are the used browsers (e.g. chrome.exe, firefox.exe, microsoftedge.exe) registered under Web Portal -> Programs -> Internet group? The web filter is only applied to programs in the Internet group. If all this fits, please go to <http://blocktest.salfeld.net> in your browser to check the actual functioning of the web filter. Please also remember that Child Control only filters active connections. If a web page is already completely in the browser cache, it will not be checked again. In this case, delete the browser cache manually. If a keyword is not correctly filtered, please remember that this filter does not work on pages that you have explicitly entered under Web Filter -> Allowed. In rare cases, even pending Windows updates have caused the web filter to malfunction. Therefore, make sure that you are using the latest Windows version and restart the child PC once.

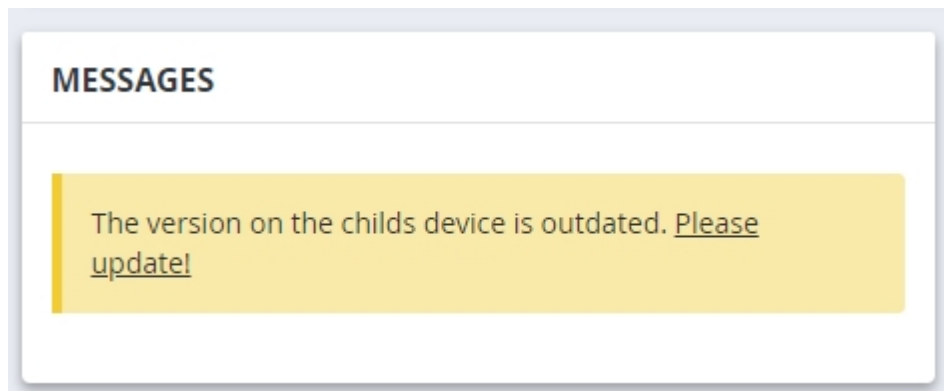
## Settings only on the Internet?

You install Child Control once on the child's PC. A database is created directly on the PC and the limits you set (e.g. time limits or web filter) are monitored directly on the device. It is also possible to (temporarily) switch off Child Control as well as to set extensions (by password or TAN) directly on the respective child's PC without an Internet connection. All other settings can be made on the Internet in our Web Portal. The advantage for you is that you can access the settings from any location and any Internet device without disturbing the child on the child's PC. For us, this has the advantage that we can implement improvements much faster than before (we no longer have to adapt two different user interfaces).

The settings in the Web Portal synchronize with the settings directly on the child's PC at regular short intervals (<3 minutes). Both in the Web Portal (on the start page) and on the child PC (click on the icon, then on the left on Details) you can see the time of the last successful synchronization.

## Update notification in Web Portal

Child Control is updated by us regularly, i.e. new versions are released several times a year. Here we correct errors or add new functions. It is important that the latest version is always installed on the children's PCs. Normally, you do not need to do anything else for this.



Child Control loads and installs current versions in the background. If the warning message is still displayed in the Web Portal, you can always install the current version from our homepage over your existing version. All data will be preserved. You can always find the download here:

<https://salfeld.com/en/download/>

## Black screenshot

If a black image appears instead of the screenshot, this may have the following reason: In this case a program on the child PC (e.g. video player or 3D game) directly addresses the graphics card and does not use Windows standard graphics routines. Under these conditions, Child Control unfortunately cannot take a screenshot (or only a black screen is displayed). You can disable graphics hardware acceleration in the Windows system settings (not recommended). Then you will get a screenshot, but videos and 3D games may be displayed very "jerky" or slowed down.

## Also suitable for Windows Admins?

Yes, even for administrator accounts you can set various settings and

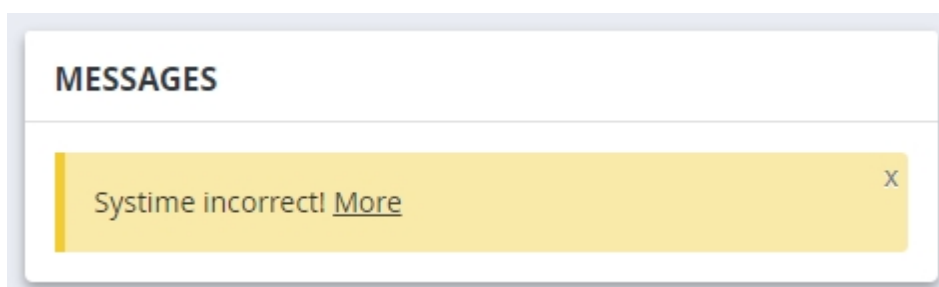
restrictions in Child Control. Some restrictions also apply to admin accounts with Child Control installed: For example, it is not possible for administrative users to simply stop the software processes (not even with alternative task managers). Despite all these measures, the attack surface for manipulation is much higher for an admin account. We therefore recommend to use a standard Windows account and not to grant administrative rights to the child. Make sure that existing admin accounts are password protected in Windows.

## Manage multiple PCs

You can control multiple PCs with one and the same Web Portal login. It is important that you have entered exactly the same data (user name and password) on all PCs. If you are running multiple PCs with Child Control and you want to manage them all online with the same user account, make sure that the same user name (email) is entered on each of the child PCs. A change of the user name is only possible by reinstalling and resetting the settings. Before this step, we recommend that you save any existing settings. See also Import and Export of Settings.

## System time incorrect notification

Child Control depends on the date, time and time zone being set correctly on the child device. This is necessary to ensure that time limits function correctly and that lockout periods are observed. Manipulating the date is a popular trick for kids to circumvent the software. If Child Control detects a "wrong" system date or time, a corresponding warning message is displayed in the Web Portal. Even if 90% of changes to the date are due to the kids: bad batteries and defective hardware can also cause the system time to malfunction in individual cases.



On Windows PCs only administrative users can make changes to the system time. So if the child only has a standard account, you do not need to take any further protective measures. For children with admin user rights, you can prevent changes to the date and time via the Web Portal -> Security -> Windows Security -> No Date/Time Settings. Please keep in mind that an incorrect date can also be set in the BIOS of the PC. The BIOS is outside of Windows and the sphere of influence of any software - the only thing that helps here is to directly protect the BIOS with a password (which is possible in most cases). Keep in mind that an incorrect system time can lead to strange reports, possibly even in the future (if the date has been set). We recommend to reset the already counted times if the system date is wrong.

Important! The message is not automatically hidden, even if the date may be correct again. This way you can recognize a manipulation even later. If the date on the child device is correct, you can hide the message with the "x" in the upper right corner.

## **Restrict Minecraft**

If you want to restrict Minecraft, simply add minecraft.exe with a time limit of your choice in the Program Filter section. This time limit will be enforced whether Minecraft is played as a desktop application or within the browser. Due to Minecraft's special detection, in exceptional cases the game may start first (but will then end within 30 seconds).

## **Add/delete users to Child Control?**

In the Windows version, the user management connects seamlessly to the Windows user accounts (both local and Microsoft accounts). You do not create any users in the Child Control itself. The program recognizes all user accounts installed on the Windows PC. When a new user account is added, it usually appears automatically in the Web Portal. If you want to explicitly add (or even delete) a user to the Web Portal, please proceed as follows: Download and reinstall the current version of Child Control from our [download page](#) on the child PC. When reinstalling, all settings will be applied (if desired). In the Users screen, make sure that all relevant users are checked. If the Windows users are not listed in the following overview, you may have to log on and off the corresponding account once in Windows.

Also make sure that you have set a strong password for users who are not checked in Windows. This prevents children from simply using a different (not monitored) account. Another tip: To prevent children with admin rights from creating a new user and thus possibly bypassing Child Control, you can specify that new users are not allowed in the Web Portal under [Settings](#) in the Options section. In this case, Child Control will immediately log off a new user in Windows.

## Supporting Windows domains / Active Directories?

With a domain, the following special features must be observed: The software can be configured either with the domain accounts or with the local accounts. When configuring on a domain client, it is necessary to install and configure the program with domain admin rights.

We do not recommend installations in domains >50 users, because the reading and administration of the users can have a great impact on the performance of the program and the PC. In a local installation without domain (i.e. the program is not needed in the domain) the program can be installed locally as usual (important: log on locally). Please note that switching from domain logon to local logon can cause individual user accounts to "disappear" in the program (if, for example, a domain account is not available locally).

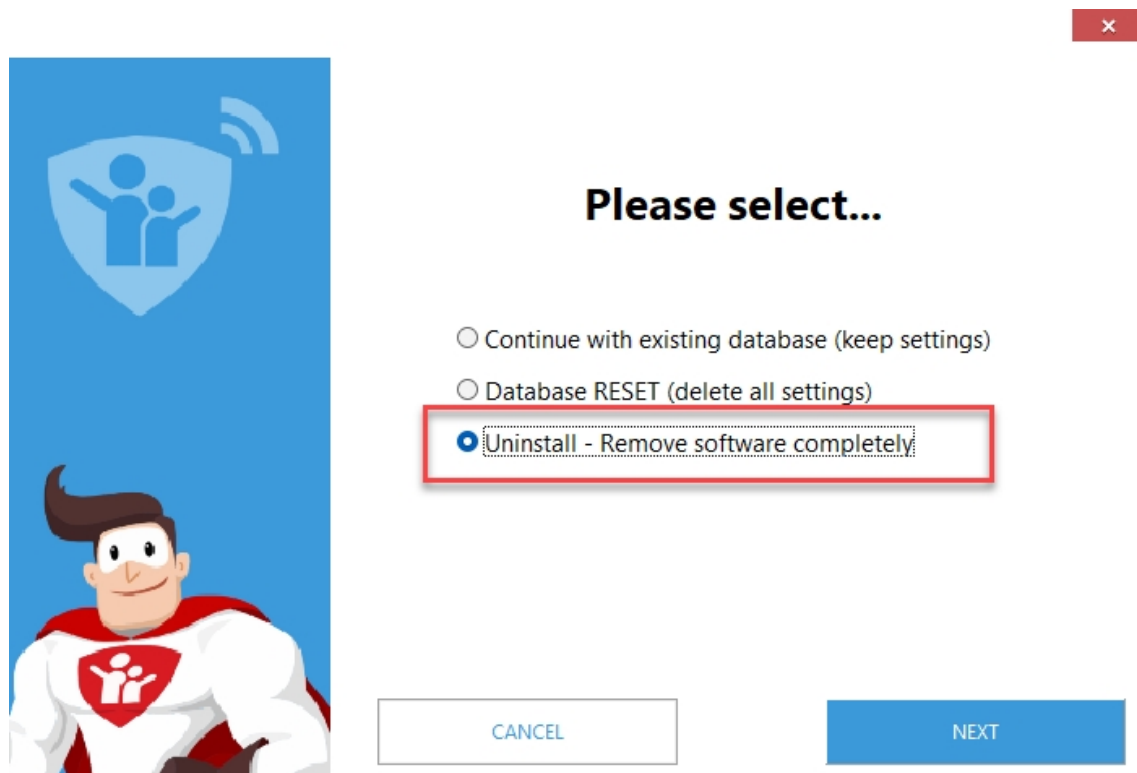
Summarized: In a domain the software "attracts" the domain users, in a local application the local users. If you switch between domain and local logon, you should create the respective user accounts twice (i.e. in domain AND(!) locally), otherwise users might be deleted again. Note: Child Control does not support Azure Active Directories (yet).

## Reset Child Control

If for some reason Child Control no longer works or does not work properly, you can and should reset the program once. The following procedure only makes sense if Child Control has already worked correctly in the past, i.e. you have already successfully logged on to the Web Portal. If the installation never worked before, this procedure makes no sense. Please [contact our support](#) in this case. For a reset, please proceed exactly in the following order:

Log in to the Web Portal with your login name and select the PC in the top right corner on which it no longer works. If you want to use the settings again later, you can now save them under Settings -> Export. Please note that you have to repeat this step for each of the users on the corresponding PC (the export is always per user). Now delete this PC from the Web Portal under Settings -> Delete. After confirmation and an automatic logoff, download and install the program again on the child PC. Always use the latest version from our download area.

After a successful setup you will be asked to enter your password again. You will then be presented with the following screen to choose from:



Now select RESET to reset all locally stored data. This action can take up to 20 seconds. After that, enter your login name and the corresponding password again. After the successful installation you can log in to the Web Portal and read in any previously saved data for the respective user under Settings -> Import.

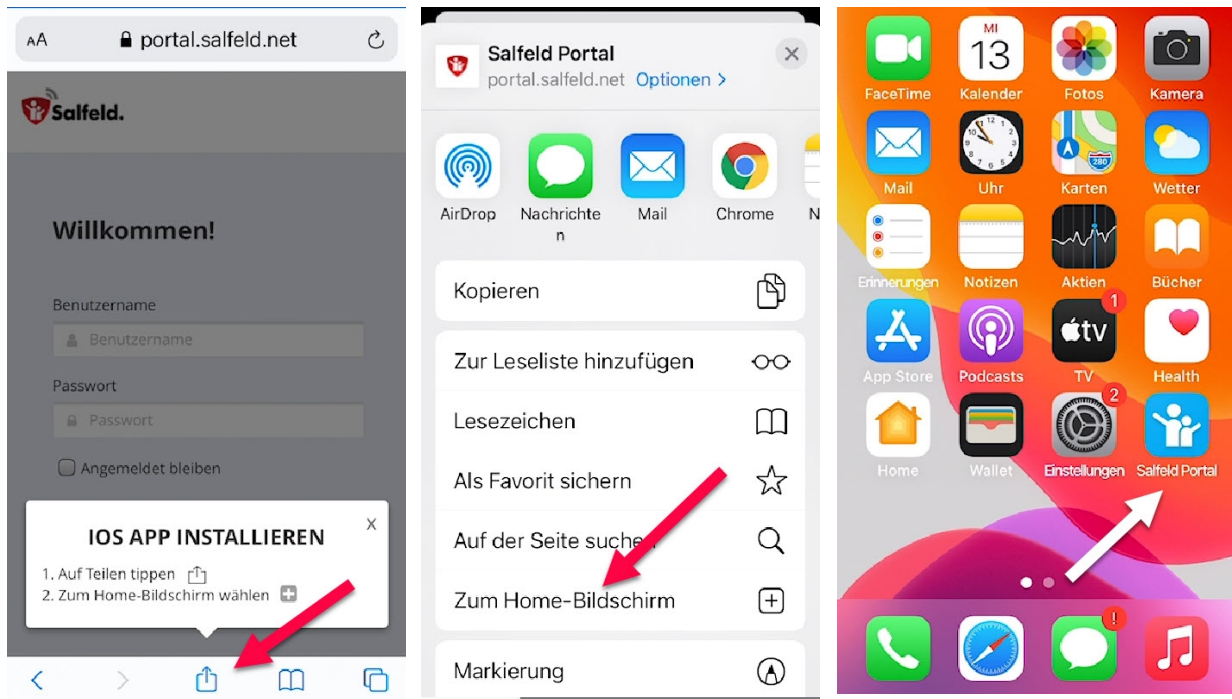
## FAQ iOS

### No Child Control for iOS

Unfortunately, our solutions are only available for Android and Windows. Apple has a very closed system with iOS, where apps from third-party developers can hardly access system functions technically. A parental control app like we offer for Windows and Android is not technically feasible on iOS. Apple has been offering its own parental control, [Screen Time](#), since iOS 12. Maybe that already fits your needs.

### Web Portal app for iOS

If you have installed Child Control on the child's Android or Windows device, you can conveniently control it on your iPhone or iPad via an iOS web app. To do this, open the [Salfeld login page](#) in the Safari browser (you must use Safari!). Then click on the Share icon and afterwards on the option "Add to Home Screen". From now on, the Web Portal will be available to you as app. If you can ensure that your children do not have access to the device, then you can select the "Keep me signed in" option on the login screen. This will keep the username and password saved and you won't have to re-enter it every time.



Important: Before accessing the above, Child Control must be installed on the children's Android device. Instructions for installation can be found in [chapter Installation](#). PS: The Salfeld Portal app from the Apple AppStore is no longer available and has been replaced by the above-mentioned web app.





# Appendix

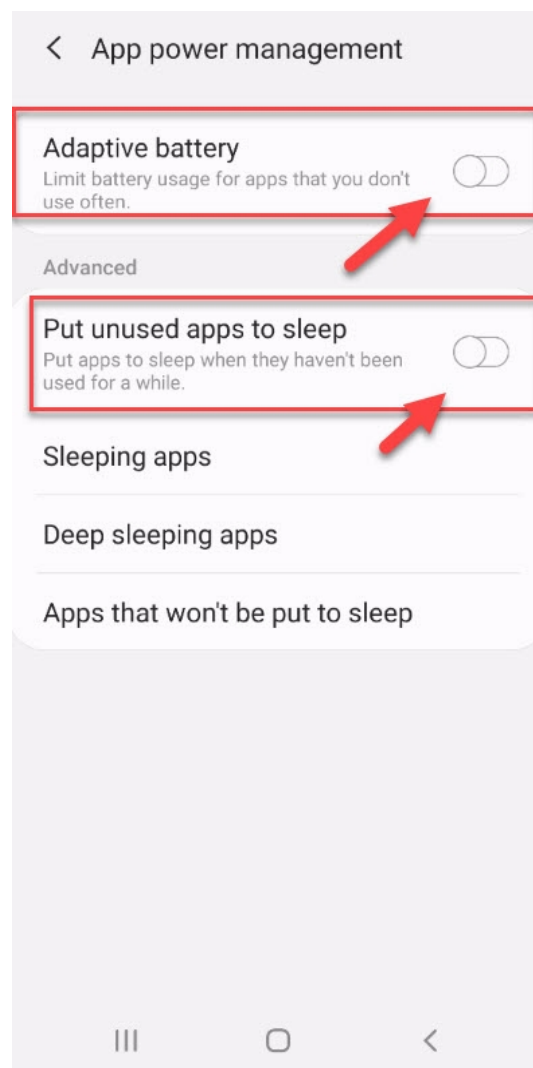
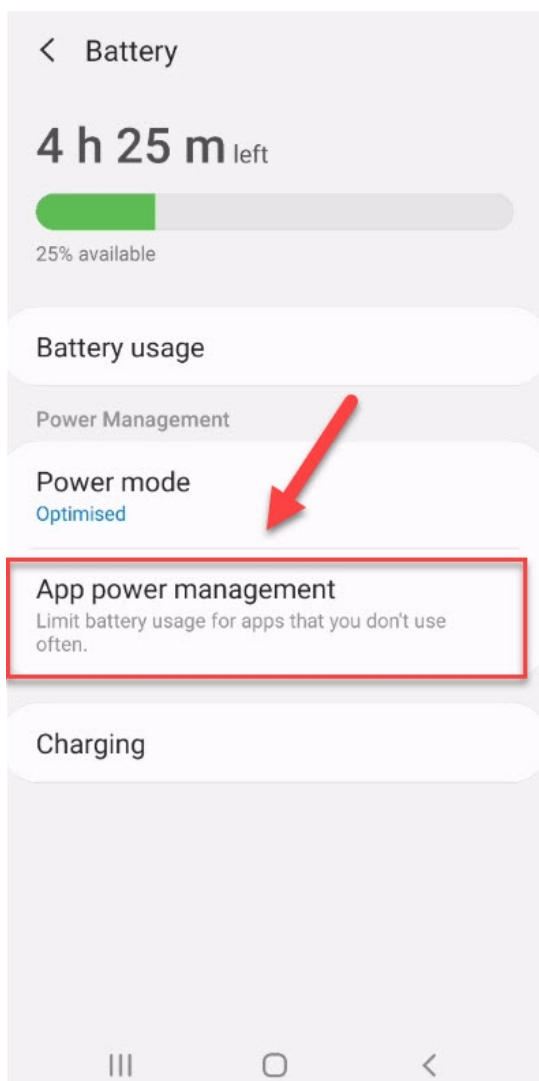
## Faq-Samsung-Battery

### App does not work properly on Samsung

Some customers report issues on Samsung devices. The issue is about not counting times or limits which does not take effect. First indications suggest that Samsung has introduced a "tightened" battery saving mode on some devices with ongoing updates, which may cause the Child Control's background service to stop. Please check the following points directly on the Samsung device under Settings -> Device care -> Battery -> App Power management

Adaptive battery (must be set to OFF)

Put unused apps to sleep (must be set to OFF)



## Self-test Web Filter

Child Control has an integrated self-test for the web filter. Before doing so, please make sure that the web filter is switched on. The browser used must be listed under Web Portal -> Programs -> Group Internet (this is automatically the case for Chrome, Firefox, IE and Edge). If all this fits, please call the following test page:

[Blocktest page](#)

If this test is successful, all required drivers and programs for the web filter have been loaded successfully. If the test is not successful, please check first if all Windows updates are installed correctly. The PC should also be restarted once. If the problem persists, please check for installed third-party antivirus software ([link](#)).

## Faq Security Checklist

[Why is it even manipulable?](#)

[Checklist for Samsung devices](#)

[Checklist for other devices](#)

### **Why is it even manipulable?**

The security architecture of Android unfortunately does not allow apps deep access to the system. While this is a good thing for protection against viruses and malware, it can be rather limiting for our Child Control app. For example, with the Child Control app, we cannot simply hide icons on the home screen or fully stop apps from running or prevent them from starting. We can only read the currently open foreground app, check if a limit exists, and then place our lock screen over this app. This fact naturally makes the Child Control app vulnerable to various forms of manipulation. The app's security also depends heavily on the type and manufacturer of the device being used. This checklist provides an overview of what to do if you suspect manipulation.

## Checklist for Samsung devices

On Samsung devices (from Android 10 and higher), some functions can be blocked directly at the operating system level. This allows you to prevent manipulations in a targeted manner. You can find all settings for this under Web Portal > Security > [Samsung Security](#). When activating a setting in Samsung Security for the first time, you may need to update permissions on the child device. Once you enable a restriction from the Samsung Security section for the first time, a red "[Required Permissions](#)" button will appear at the bottom of the app on the child device. Select this button to enable Samsung Security once. From then on, we particularly recommend the following restrictions:

### Block popups (suggested)

App content can be displayed as a "small window" over other apps. For example, YouTube can run as a small window over an always-allowed (Allowed-PLUS) app. In the reports, you would then only see the use of the actually allowed app. Set the option for Popup/Picture-in-Picture to "Blocked" to prevent this small window display. The restriction is applied directly at the Samsung system level, meaning that when this option is enabled, apps can no longer enter popup mode.

### App-block by system (suggested)

Select the "YES" setting to have apps blocked at the Samsung system level when an app or device limit has expired. This setting is also recommended if there is a suspicion of manipulation (e.g., via always-allowed apps).

### Date and time settings (suggested)

The Child Control app relies on the correct system time. Without the correct time or date, times cannot be recorded accurately, and limits cannot be maintained. Enable this setting to prevent any changes to the date. Before enabling this setting, please ensure that the date and time are correct on the child device.

### Factory reset (partly suggested)

When set to "Blocked," a reset to factory settings is no longer possible. This restriction remains in place even in safe mode.

### Safe boot mode (partly suggested)

When set to "Blocked," safe mode can no longer be accessed. In rare cases, this may prevent the device from being started in the event of an error.

### Settings (partly suggested)

This option allows you to fully lock the device's settings or settings app at OS level. We recommend this option only if permissions have been removed or are missing on Samsung devices. Please note that when settings are locked, other system areas (e.g., connecting to new Wi-Fi networks, pairing a Bluetooth device, changing the ringtone, etc.) will also become inaccessible. You can temporarily lift this lock only by deactivating this setting here.

**The Web Portal > Security > Samsung Security section can significantly help reduce the risk of manipulations.**

**Samsung Security**

Factory reset ⓘ	Allowed ⇅
Safe boot mode ⓘ	Allowed ⇅
App-block by system ⓘ	Yes ⇅
Date and time settings ⓘ	Blocked ⇅
Settings ⓘ	App settings (see above) ⇅
Popup and PiP ⓘ	Blocked ⇅
Pin app ⓘ	Allowed ⇅
Turn GPS on/off ⓘ	Allowed ⇅
Turn Airplane mode on/off ⓘ	Allowed ⇅
Multi user (tablet only) ⓘ	Allowed ⇅

RESET NOW

## Checklist for other devices

All of the following settings can be found under Web Portal > [Security](#). Our recommendations (in order of importance) for this area are as follows:

### Block popups

App content can be displayed as a “small window” over other apps. For example, YouTube can run as a small window over an always-allowed (Allowed-PLUS) app. In the reports, you would then only see the usage of the actually allowed app. Set the Popup/Picture-in-Picture option to Blocked to prevent this small window display.

### Settings (lock)

Through the Settings app on the child’s device, it is possible to remove certain permissions from the Child Control app. If you frequently receive notifications that permissions are missing, set the Settings option to Blocked.

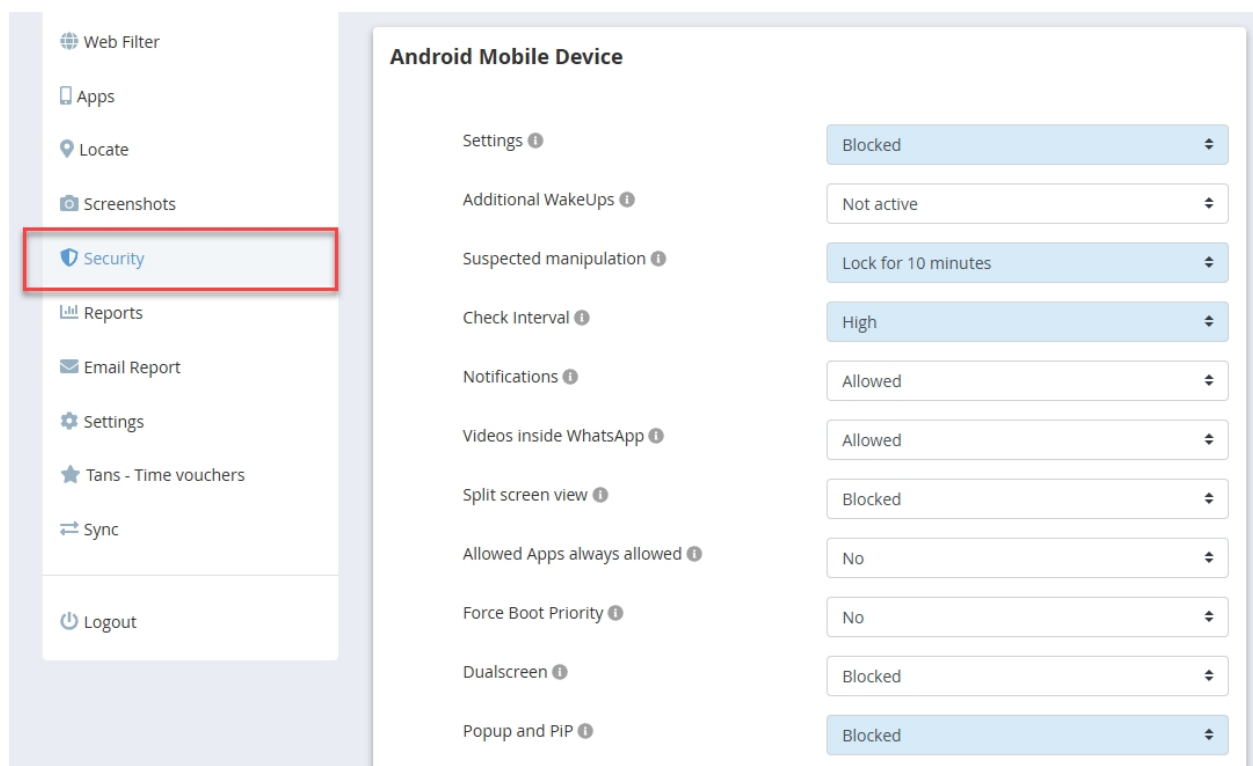
### Suspected manipulation

In some cases, the Child Control app can be bypassed by quickly switching between different screens. Especially in connection with Allowed-PLUS apps, this can be used to gain additional time. When Suspicion of Manipulation is active and the Kisi app detects certain patterns, the device can be automatically locked for a time specified by you.

### Check interval

By default, the Child Control app checks the active foreground app every second and enforces any existing limits. If the device is not a low-cost, low-performance child device, you can increase the check interval to enhance security.

**The Web Portal > Security section offers several settings to prevent or reduce the likelihood of manipulation.**



## FAQ-Xiaomi

If the app is not working correctly on a Xiaomi device, please check the following settings on the device. If these settings are blocked by Child Control, you can temporarily set them to "Allowed" under Web Portal > Security > Settings

[App Details](#)

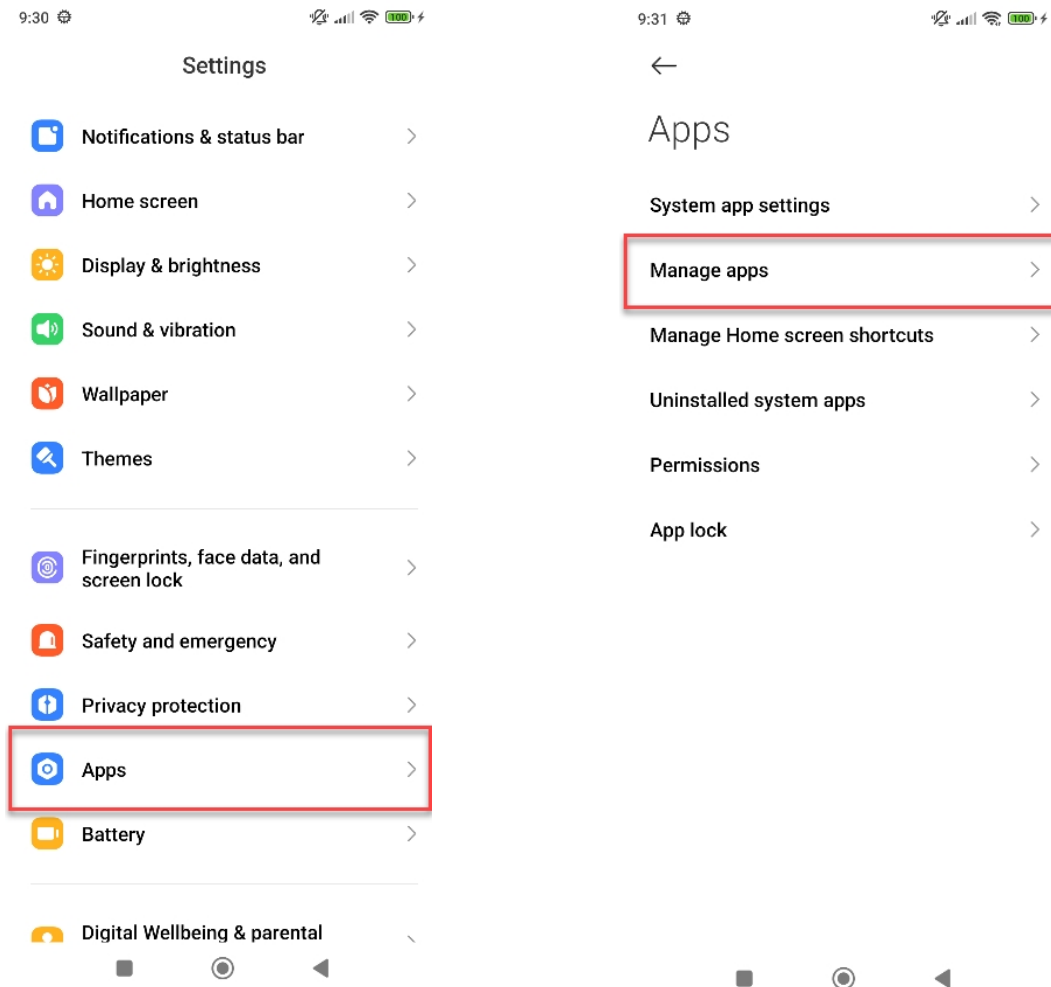
[Other Permissions](#)

[Set Power Saving Mode](#)

[Background Auto-Start](#)

### App Details

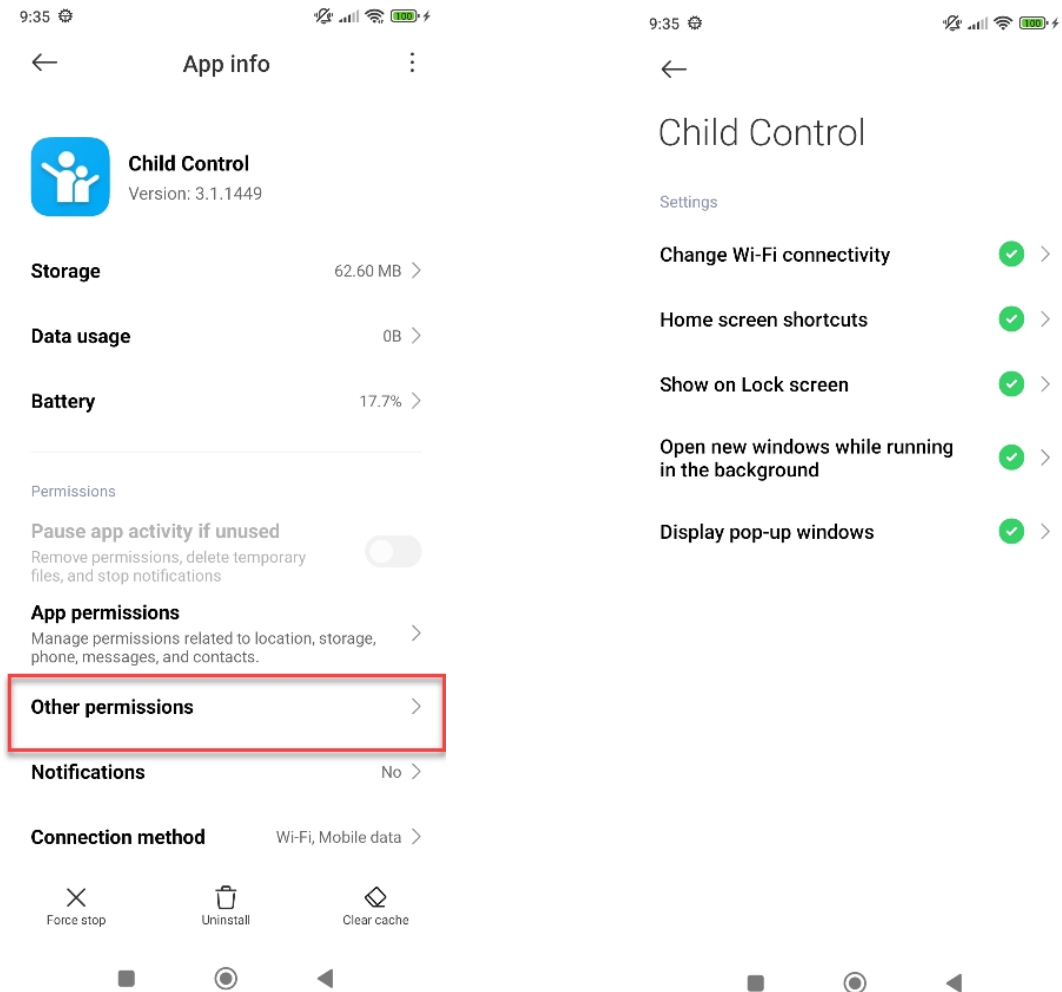
On the child's device, go to Settings > Apps > Manage Apps



## Other Permissions

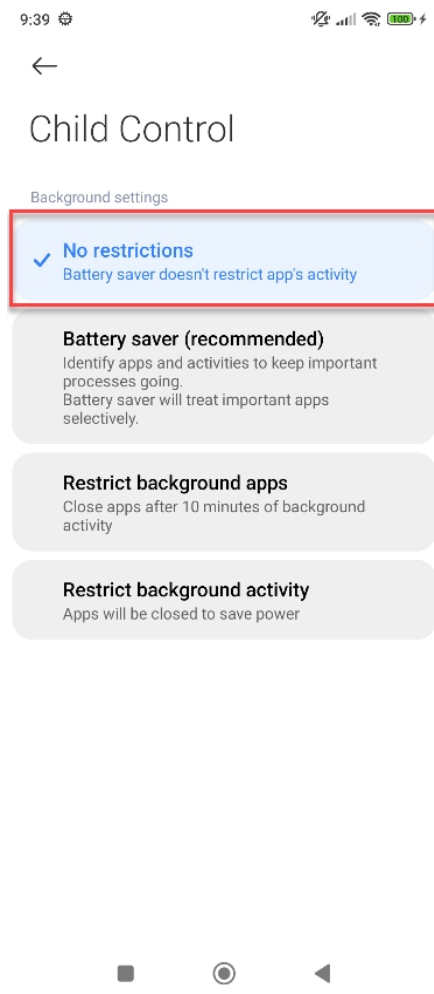
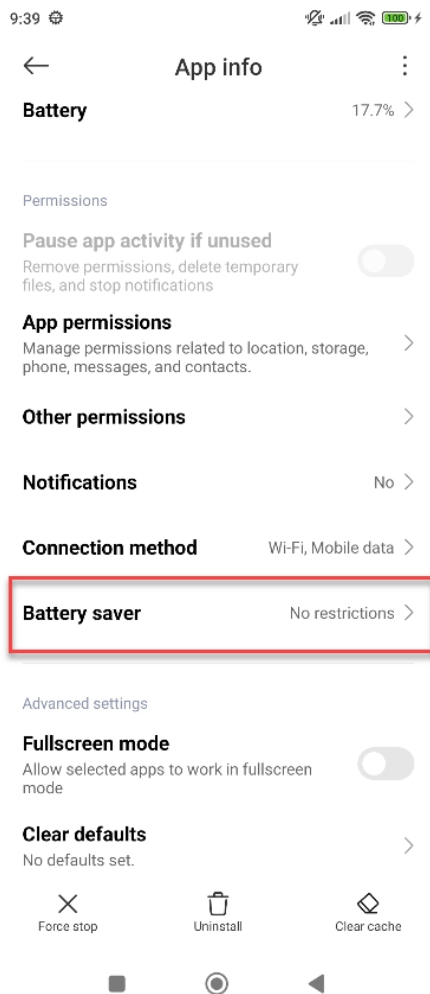
Select the Child Control app from the list of apps, then go to Other Permissions. Enable at least the last three options, including Display pop-up windows and Show on Lock Screen and open new window while running in background.





## Set Battery Saving Mode

Select in the App info of Child Control app the Battery saver menu and set the battery mode to No restrictions:



## Background autostart

Go to settings > Apps > Permissions > Background autostart and enable there the Child Control entry.

