

Parental Controls for Zazeen TV

Ensuring your family gets the safest TV experience is easy to do. There are 3 different settings which can give you piece of mind and the power to decide what content is appropriate for your children and family to enjoy.

CREATE A USER ACCOUNT

**Creating separate user accounts helps control what can be viewed under specific user profile.
User accounts are password-protected.**

1. Press **MENU** on your remote, scroll over and select the **SETTINGS** option on the display menu.
2. You will be prompted to enter a password to gain further access. Enter your “**Parental Control/Movie Rental Password**” found in your Welcome Letter using the number pad on your remote. If you do not have this information on hand, please contact our Technical Support Department at **1-877-810-2877**.
3. You will arrive on the **SETTINGS** menu, click **USERS** and scroll over to **ADD** button to create a new user account.
4. Scroll over and highlight **NEW LOGIN** and click **OK** using your remote. Type in the user name you wish to create using the on-screen keyboard and click **DONE**.
5. You are required to create a new password for this user account. Enter the password directly in the password field using the keypad on your remote. If you make any errors during the inputting process, please use the **BACK** button on your remote and re-enter your password.
6. Next, you are asked to enter a **PIN** which is the same password listed in the Welcome Letter. To complete the user setup process, select **CONTINUE** and follow on screen instructions to create parental controls associating with this user account. If desired, parental controls can be independently assigned to each user account within the home. When a user signs in to their account, the assigned parental control parameters will be automatically applied.
7. To ensure user account setting is turned on, go back in the main **SETTINGS** option. Click on **PREFERENCE** and check off **REQUIRE LOGIN** option and click **SUBMIT**.
8. Finally, reboot the Set-Top Box by powering off and unplugging power supply from the unit. To complete, plug in the power cord and turn the unit back on.
9. Once the Set-Top Box reboots, follow the prompts and log in using your user name and password.
10. To add, delete or make changes to the specific user parameters, you will have do so under the main user account. To make this switch, sign off and log into the main user account by entering the same password found in the Welcome Letter. Note that the switching of user accounts would take a few moments.



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CHANNEL BLOCKING

**Channel Blocking functionality will fully block specific channel(s).
These channel(s) will become invisible in the TV channel listing.**

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3. You will arrive on the **SETTINGS** menu. Under **PREFERENCE**, use the arrows on your remote and check off **CHANNEL BLOCKING** option.
4. Next, scroll over to **EDIT** to make your selection. To block a specific channel, highlight that channel and click **OK**. A lock symbol will appear next to the channel that is now blocked from viewing.
5. To ensure these changes take effect, click **SUBMIT**.
6. You will be taken back to the **SETTINGS** menu where you will have to click on **SUBMIT** once more to complete the setup. The channels you have blocked will no longer be part of the TV channel listing, which means the channel blocking is set up properly.
7. You can add or remove channels from being blocked. To do so, go on the **SETTINGS** menu, click **EDIT** next to **CHANNEL BLOCKING** to make revisions to your selections. Once complete, click **SUBMIT** to confirm your selections.
8. To deactivate **CHANNEL BLOCKING**, simply go back on the **SETTINGS** menu, and uncheck **CHANNEL BLOCKING** and click **SUBMIT**.

PARENTAL CONTROL

Parental Control allows you to block programs according to their content and rating levels. These channels will appear as “Restricted” and their descriptions will be omitted in the TV channel listing.

1. Press **MENU** on your remote, scroll over and select the **SETTINGS** option on the display menu.
2. You will be prompted to enter a password to gain further access. Enter your “**Parental Control/Movie Rental Password**” found in your Welcome Letter using the number pad on your remote. If you do not have this information on hand, please contact our Technical Support Department at **1-877-810-2877**.
3. You will arrive on the **SETTINGS** menu. Under **PREFERENCE**, use the arrows on your remote, and check off **PARENTAL CONTROL** option.
4. At default, parental control will only block Adult Entertainment Channels upon activation.
5. To add further limitations, click **USERS** under the **SETTINGS** menu using the arrows on the remote. You may proceed with adding further controls: **MOVIE RATING** (G rating to XXX Rating), **TV RATING** (TVY to TVMA), **UNLOCK TIME OUT** (duration from 30 Minutes to 24 hours) and **BLOCK UNRATED**. You also have the choice to block shows with specific content.
6. Once your selections are made, click **SUBMIT** and **OK** to finalize the setup.
7. To verify **PARENTAL CONTROL** is activated, go back on the **SETTINGS** menu to ensure the box is checked off.
8. Once activated, any channels blocked by parental control will appear as **RESTRICTED**.
9. You have the option to view any restricted channel(s). To do so, highlight the specific channel and click **OK**. You will be prompted to provide the “**Parental Control/Movie Rental Password**” provided in the Welcome Letter. Depending on your allotted unlock time duration, these channels will remain available during the timeframe even when the unit has been turned on and off. To restore the original Parental Control restrictions, simply unplug the power cord, wait 10 seconds and plug the power back in the Set-Top Box.
10. You can deactivate Parental Control restrictions at any time and restore the TV guide to normal operations. Simply go on **SETTINGS** menu, enter your “**Parental Control/Movie Rental Password**” and uncheck **PARENTAL CONTROL** box. Click **SUBMIT** to complete.

If you wish to learn more about how to manage media in your home, the [Media Smart](#) offers practical support for the home, school and community. You may also visit [Canadian Radio-television and Telecommunications Commission](#) to obtain the latest information.