



KidSafe User Guide



In today's world, using a mobile phone is part of daily life and if used wisely can benefit all. As a parent, one of the main benefits you have when your child has a mobile phone is the reassurance that you can contact your child when need be and visa versa when outside the home. Apart from the numerous benefits a mobile phone has, regrettably, they also afford senders of bullying or malicious communications new ways of harassing a child even when they are no longer within sight. This can take the form of offensive phone calls, texts, images or video.

3's new KidSafe application allows you to manage your child's mobile phone use - this safety feature ensures you know who, when and how your child is using their mobile phone. This user guide takes you through step by step the process of using the KidSafe application - remember it's the parents who understand how the technology works that will be in a better position to supervise how their children use their mobile phone.

Apart from using this KidSafe application you should advise your child of the following key anti-bullying points:

- Be careful about who you give or lend your mobile to and who you give your phone number to
- If you receive abusive messages or calls, keep a record of the times and dates, save the message to your mobile phone and always tell a parent or teacher
- Always tell someone you trust what's happening e.g. your parent or teacher - they may want to contact the Gardai
- Do not reply to abusive or rude text, picture or video
- Do not forward any such messages as they could be assisting a bully or breaking the law.
- If you are being bullied or harassed you can request us to change your number for free. To do so please contact our helpdesk to request a number change for your account.



Currently the KidSafe application is available on **3's Nokia 6220 handset** only. We hope to extend the handset range next year.


Remember, it's essential that you discuss with your child the importance of having this application on their phone. **It's for their benefit as well as yours.** Their mobile phone experience is no different than any other phone - The KidSafe Application ensures they are communicating with their friends and family without any intrusions.

This guide is written based on the following assumptions:

1. You are using a 3 Nokia 6220 (KidSafe compatible handset)
2. KidSafe is installed
3. The user has a basic knowledge of how the phone operates—i.e. they have read the phone's User Guide.

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4. Selecting a menu item is done by pressing the Navi- scroll key
 5. After powering on the phone it takes 35 seconds before Kidsafe is active

To access the KidSafe application.

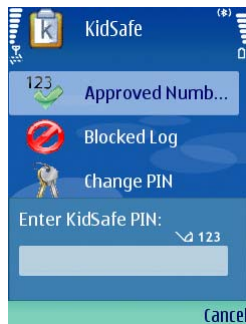
1. Press the phone "Menu" key 
2. Navigate to Applications-->My Own

Note: the location of the application may vary from handset to handset

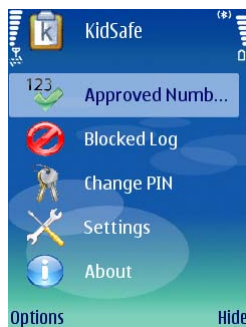


3. Select "KidSafe"
4. You are prompted to "Enter KidSafe PIN"

Note: This is not the same as the phone PIN or SIM PIN.



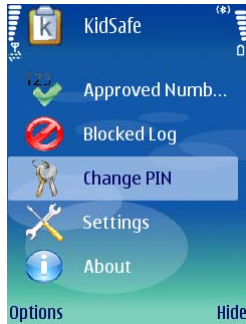
5. This is initially set to "1234"
6. All the Parental Control functions are available here.



Set up KidSafe for the first time.

First, change the Parent PIN from the standard number, 1234, to a PIN number that you can remember easily. To do this, scroll down and select the 3rd option on the KidSafe menu.

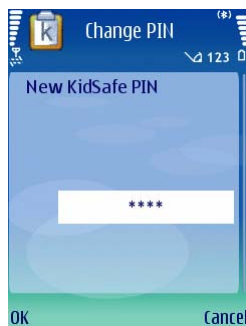
1. From the menu, select Change PIN



2. Select New KidSafe Pin

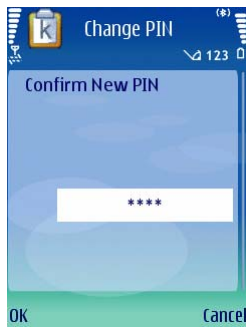


3. Enter your new four-digit KidSafe PIN number



4. Press Navi™ scroll key
5. Scroll to Confirm the New PIN
6. Press Navi™ scroll key

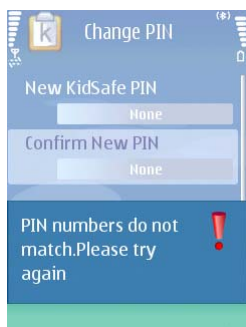
-
7. Re-enter your new PIN to confirm it



8. Press Navi™ scroll key
9. If the numbers match, the following screen will be displayed



If the numbers don't match, you will see the following message:

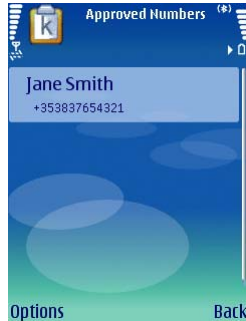


Repeat the Change PIN step above

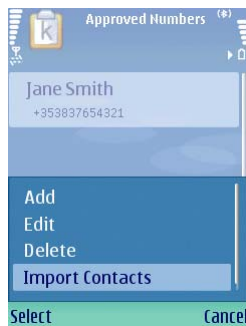
Once your PIN has been changed, you can now move onto setting up your KidSafe Approved Number contact list. It's the Approved Numbers contact list that your child will be able to make and receive voice calls and text messages. Please note that only contacts on the Approved Numbers list will be able to communicate with your child so ensure you have your number approved!

Configuring the KidSafe Approved Numbers list - Import existing numbers

1. Select Approved Numbers menu option. The current list of approved numbers is displayed



2. To add existing contacts from your current contact list to the Approved Numbers list, select Options



3. Select Import Contacts. The current contact list is displayed



- 3.1. To approve contacts individually, Press the Navi scroll key. The contact is displayed with a ✓



3.2. Select Done. The newly approved contact appears in the Approved Contacts list



4. To Approve all contacts select Options

4.1. Select Mark/Unmark



4.2. Select Mark all

4.3. All contacts are displayed with a ✓



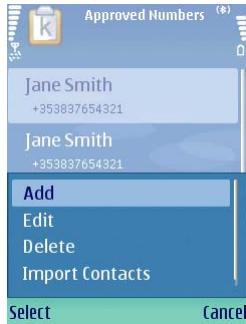
5. Select Done. All numbers are now approved.



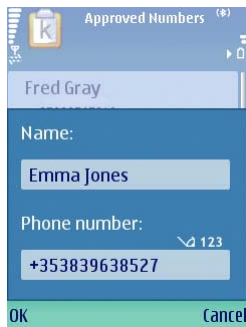
Please note that if your child wants to add a new friends' number to their contact list, they add the contact as normal but remember they will only be able to contact that friend once they have been added to the Approved Numbers list. Therefore they need to ask you to approve this number - again this ensures you know who, how and when they are using their phone. The same applies when your child wants to remove a contact from contacting them.

Add a new contact to the KidSafe Approved Numbers List

1. Select Options
2. Select Add



3. Complete new contact details



Press OK. To add this new contact to the KidSafe Approved Numbers list

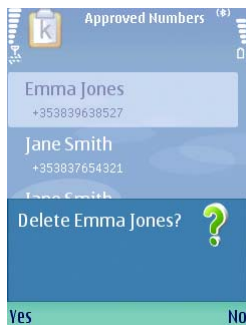
Note: This contact will only appear in the KidSafe Approved Number list. It will not appear in the phone's Contacts list.

Remove a contact from the KidSafe Approved Numbers list.

1. Select the Contact to be deleted
2. Select Options
3. Select Delete



4. Confirm the deletion from the KidSafe Approved Numbers list



Note: This deletes the contact from the KidSafe Approved Numbers list it does not delete the contact from Contacts

Edit a contact in the KidSafe Approved Numbers list.

1. Select the Contact to be edited
2. Select Options
3. Select Edit

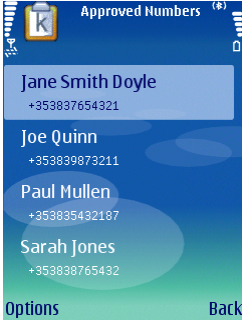




4. Make necessary changes to the Name or Phone number.



5. Select OK to save the changes



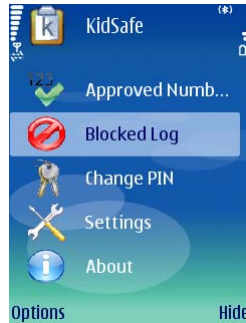
Note: These changes are reflected in the KidSafe Approved Numbers list only.



Reports Blocked Log

This option lets you see the last fifty actions blocked by KidSafe. These include the phone number, the item number, the time, the date and the type of action, including any of the following: CALL TO, CALL FROM, SMS TO, SMS FROM, MMS TO, MMS From and Bluetooth

1. From the KidSafe menu, select 'Blocked Log.'

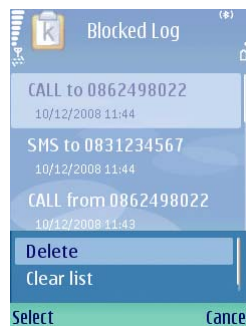


2. The blocked numbers are then displayed, like this:

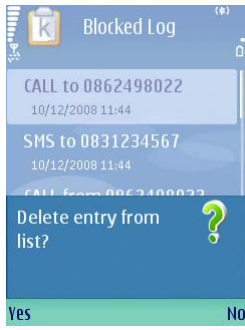


Blocked Log - Delete an entry

1. Highlight the entry to be deleted
2. Select 'Options.'

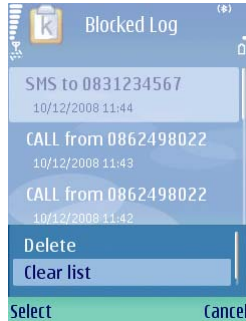


3. Confirm the deletion

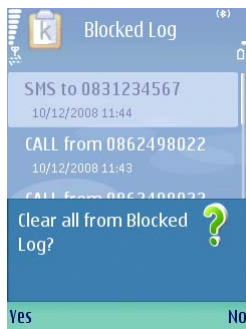


Blocked Log - Delete All Entries

1. Select 'Options'.
2. Select 'Clear List'



3. Confirm the deletion

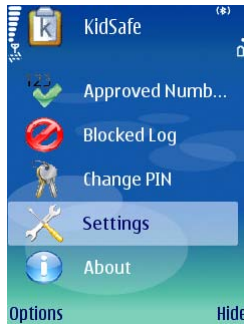


4. The Blocked Log is now clear

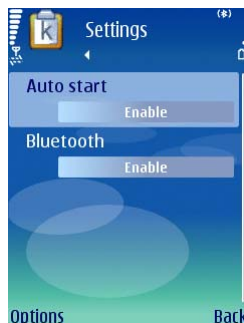
Configuration Options in KidSafe.

The Settings Menu option allows you to determine which features of KidSafe you wish use

1. Select "Settings"



The available configuration options are displayed as follows:

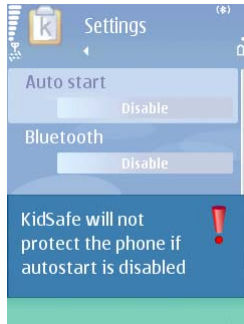


Auto start - Determines whether KidSafe starts automatically when the phone is switched on. To change the current setting

1. Press the Navi-scroll key to toggle the setting from Enable to Disable

NOTE it is strongly advised that Auto start is always set to ENABLE. Otherwise Kidsafe does not automatically start when the handset is powered on.

If Disable is selected a warning message is displayed.



2. Select Back to exit Settings

Bluetooth - Determines whether KidSafe will allow Bluetooth communications. To change the current setting:

3. Press the Navi-scroll key to toggle the setting from Enable to Disable



4. Select Back to exit Settings

Note: if Bluetooth setting is changed from Disabled to Enabled, it also needs to be activated in the phone's Bluetooth menu also.



Frequently Asked Questions

Why is the KidSafe application not blocking calls, SMS?

- a. Check to ensure that KidSafe-is running by holding down the Menu key. This will display a list of the applications currently running on the phone.
- b. If Kidsafe is not running. Run the application, and check that that it is not Disabled in KidSafe → Settings

My child wants a new handset. How do I keep the previous KidSafe controls?

- a. Check to ensure that the new handset is KidSafe-enabled-and-approved. Presently, the Nokia 6220 works with KidSafe. We will be expanding the handset range next year.

I have forgotten my KidSafe PIN. What can I do?

Bring the handset back to your 3 Store and we will reset the PIN for you

I can see a number in the Contact list but my child cannot call or text it?

- a. Check that that the contact has been Approved.
- b. If not, add the number to the Approved List go through the Approve Numbers. The contact may have been added since you last updated the approved numbers on your child's phone.
- c. Try dialing the number from another phone to check that it is valid.

My child can call or send texts but can't receive them from the same person. What's happening?

- a. The incoming number has to be the same as the one in the approved numbers list.
- b. Often, when someone dials out from a building with more than one phone line, the switchboard number, rather than the direct line extension, is the one that registers on the protected phone. To fix this, enter both numbers in the phone—or get the person to use a mobile that has an approved number.
- c. For your child's security, KidSafe does not allow unknown numbers or identities to connect. If the caller is using a mobile, they need to change their call settings so that their caller ID is visible. Sometimes, a call made through a switchboard will not show the caller's identity. Again, the caller should use an approved number to call the protected phone.

What if the dialing format of the incoming number is different from that entered in the phone book?

We recommend that you enter all numbers using the full international prefix dialing code, for example +353831234567.


I can see a 'Blocked Number' service address. What is this?

You will see 'Blocked Number' when a non-standard dialing number (such as a mix of numbers and letters) has attempted to contact your child. This usually means that a telephone operator or a company has attempted to send a message.

I can see only the last 50 blocked actions. Why?

This is normal. KidSafe stores the details of only the last fifty blocked actions. These are overwritten as more blocked actions are recorded.

What is Bluetooth?



Some phones contain a type of technology called Bluetooth. If a phone is Bluetooth enabled and the Bluetooth is turned on, it can be detected by another Bluetooth phone in the area. This technology enables mobile phones to communicate with each other. For example it allows friends to swap or transfer data such as music tracks, pictures etc but it also means that if Bluetooth is activated on a mobile phone, they may receive an unexpected and unwanted message from an unknown user who is nearby.

If you have a query regarding the KidSafe Application, please go to the 3 Store where you purchased the Application. We have trained personnel within the 3 Grafton and Henry Street stores who are best placed to answer your query.

For all other queries or for more information about our services please note the following contact point:

How to Contact us

For more information about our handsets, tariff plans, services and network coverage or any other enquiry you may have you can contact us. Please ensure to quote your account number and /or mobile number.

By telephone:

Customer Services - Free from your 3 mobile when you dial 333; from other telephone lines dial 083 333 3333 (charged at standard rates)

By fax:

083 333 3334 - please ensure you state it's for the attention of Customer Services

By post:

3 Customer Services
Hutchison 3G Ireland Limited,
PO Box 333
Dublin 2.

By e-mail:

customerr.services.ie@3mail.com

Website:

Our website is a great source of information - it is the most up to date source of information. Please check out www.three.ie.

Our Contact Centre is available 24 * 7, 7 days a week - remember it's free to call from your 3 mobile handset.

Relevant contact details:

Commission for Communications Regulation

Irish Life Centre
Lower Abbey Street
Dublin 1
Consumer Line LoCall 1890 22 9668
Email: info@comreg.ie
Website: www.askcomreg.ie

Regulator of Premium Rate Telecommunications Services (RegTel)

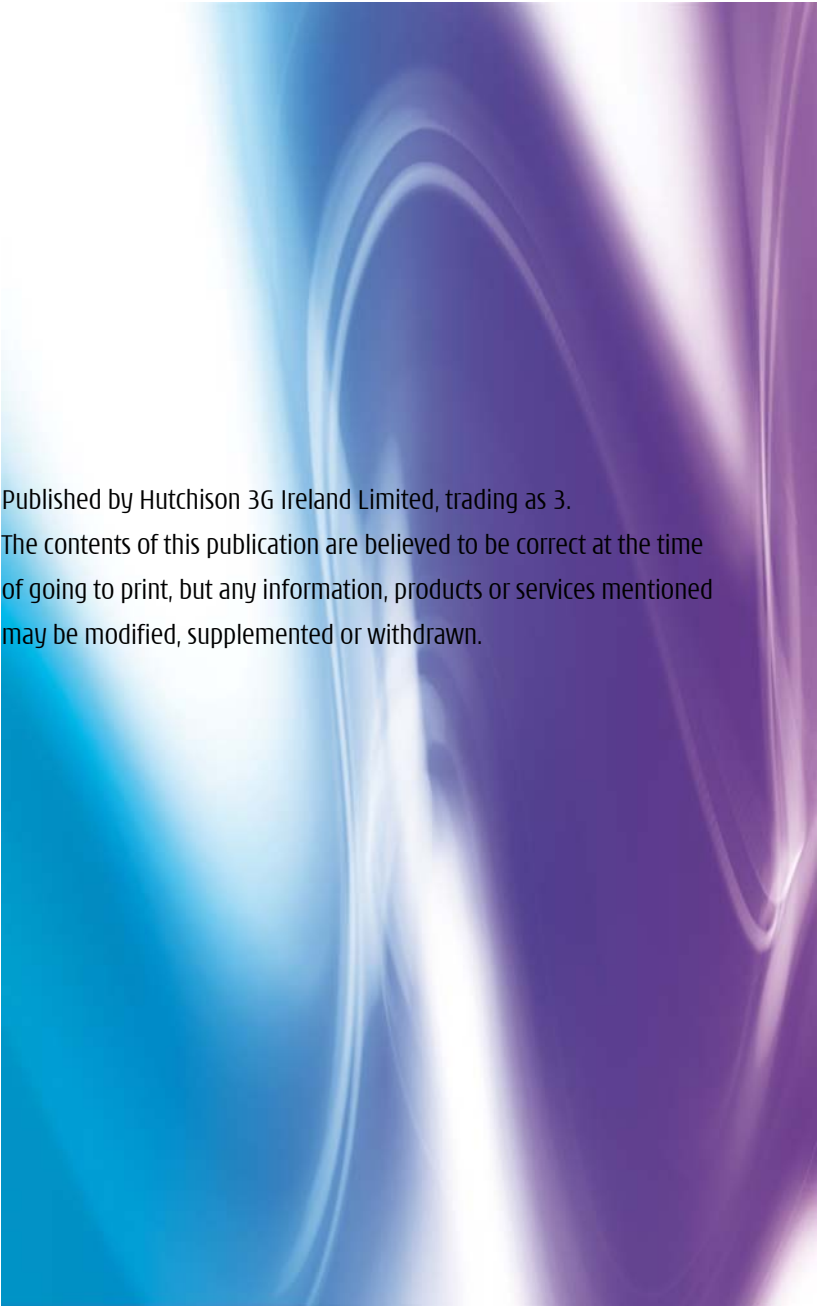
Crescent Hall
Upper Mount Street
Dublin 2
Tel: Lo call 1850 741741
E-mail: regtel@iol.ie
Website: www.regtel.ie

Data Protection Commissioner

Canal House
Station Road
Portarlinton
Co. Laois
Ireland.
Tel: Lo Call 1890 252 231
E-mail: info@dataprotection.ie
Website: www.dataprotection.ie

Child Safety Issues www.childline.ie and ISPAI www.hotline.ie

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