

# fetch

Fetch Mobi App  
User Guide

# Welcome to Fetch

Welcome to the Fetch Mobi App .....	3
Before you start .....	4
Signing into the Fetch Mobi App.....	9
Connecting to your Fetch Box.....	11
Home .....	12
Using the TV Guide .....	17
Watching or managing your Recordings .....	20
Watching Movies .....	24
Watching Shows .....	30
Watching Sport .....	34
Continue Watching from My Stuff .....	35
Managing your Account and Settings .....	38
Tips and Troubleshooting .....	41

# Welcome to the Fetch Mobi App

With the Fetch Mobi App, you can use your phone or tablet to enjoy Fetch at home or on the go:

- Buy and rent movies and buy shows from the Store.
- Browse available content and watch trailers.
- Watch Movie and TV Store content in SD.
- Download movies and shows onto your phone or tablet to watch on the go.
- Access Movie Box and your subscription channels (subscriptions required for Movie Box and Fetch channel packs).
- Watch your recordings at home.
- Set and manage recordings on your Mighty from anywhere so you never miss your shows.
- Doubles as a remote control for your Fetch box, including Voice Control.

# 1 Before you start

Before installing the Fetch Mobi App, check that your mobile device is supported and you are aware of the network and connection requirements.

## Supported phones and tablets

### Apple iOS Devices

Device Type	OS	Remote Control	Play Movie Box and Live TV	Rent or Buy *	Play Rentals and Purchases
iPhones	iOS 14.5+	✓	✓	–	✓
iPod	iOS 14.5+	✓	✓	–	✓
iPad	iOS 14.5+	✓	✓	–	✓

\* iOS users will need to rent or buy through your Fetch box, or Fetch Account at [fetch.com.au/account](https://fetch.com.au/account). Once you have completed your purchase on the website or box, you can watch the content on your mobile device.

### Android Devices

Device Type	OS	Remote Control	Play Movie Box and Live TV	Rent or Buy	Play Rentals and Purchases
Android Phones*	OS 8.0+	✓	✓	✓	✓
Android Tablets*	OS 8.0+	✓	✓	✓	✓

\* Android users can't download the app from Google Play if your mobile device has been jailbroken.

### Note

The Fetch Mobi app screens used in this guide may look slightly different depending on which mobile device you are using.

## Registration of mobile devices

You can register up to 3 mobile devices at any time and the number of devices you can watch on varies depending on what you are watching. See detail in the section below.

You can switch registered playback devices, but switching is limited to up to 2 a month and no more than 10 a year (Page 41).

# What you can do on the Mobi App

The features of the Fetch Mobi App will depend on the status of your service and subscription.

Setup	Subscription	Use the App to:
<b>Not signed in.</b> You've not yet entered your Activation Code / Fetch ID through the app.		Browse on demand movies and TV shows Browse Live TV channels Watch trailers Watch Movies on now trailer channel Watch Sneak Peek preview channel
<b>Signed in.</b>	<b>Ongoing Subscription.</b> You have a current Fetch subscription.	<b>All of the above, plus</b> Add movies and TV shows to My Stuff Rent or buy from Movie Store (Android only)* Buy from the TV Store (Android only)* Watch purchased movies and TV shows in SD Watch Live TV channels and Watch from Start Watch Movie Box Download movies and TV episodes
	<b>Fetch Mini.</b> You have a connected Fetch Mini.	<b>All of the above, plus</b> Control your Fetch box
	<b>Fetch Mighty.</b> You have a connected Fetch Mighty.	<b>All of the above, plus</b> Record live TV Manage your Recordings Watch your Recordings
	<b>No Subscription.</b> You've cancelled your subscription.	<b>Same as the above, except you can't:</b> Watch Live TV channels and Watch from Start Watch Movie Box Watch your Subscription TV recordings
	<b>Restricted account.</b> You no longer have an active billing relationship with a Fetch Service Provider.	<b>You can only:</b> Browse on demand movies and TV shows Browse but not watch Live TV channels Watch trailers Watch previously purchased movies and TV shows

\* If using iPhone and iPad, you will need to rent or buy through your Fetch box or Fetch Account at [fetch.com.au/account](https://fetch.com.au/account). Once you have completed your purchase on the website or box, you can watch the content on your mobile device.

## What you can watch

### Movie Store and TV Store

You can play content you have purchased from TV Store and purchased or rented from the Movie Store (Pages 24 and 29), on your mobile or tablet. You can also download a movie or episode to watch offline. You can watch or download on up to 2 devices at the same time. There's no limit to the number of items you can download onto each device. However, you just can't watch or download the same movie or episode you rented or bought on more than 1 device at a time. You can watch the movie or episode on either a mobile device or Fetch box but not on both at the same time.

You can only watch movies and shows in Standard Definition (SD) on mobiles and tablets. You can rent or purchase High Definition (HD) or 4K Ultra HD if available from your Fetch box, to watch in HD or 4K Ultra HD on your box, and SD on your mobile or tablet. You can rent, purchase or watch 4K on Fetch Mighty, Fetch Mini 4K, or Fetch Mini (model number HY4424).

If at any time you decide to cancel your subscription to Fetch you won't lose access to TV and Movie Store content you have purchased. You can still watch it using the app.

### Play Movie Box movies

You can watch Movie Box movies if they are included with your Fetch subscription. You can watch on up to 2 devices at a time. You can watch the same Movie Box movie on both devices at the same time, or on a mobile device and Fetch box at the same time. You can't download Movie Box movies to watch on the go.

## Watch Recordings

You can play your Free-to-Air and subscription TV recordings on up to 2 devices at a time. You need a subscription to the channel pack to watch subscription TV recordings. See below for channels you can watch on mobile devices. Closed Captions are not available when watching recordings on mobile devices.

## Play Live TV and Watch from Start

You can watch subscription TV channels on up to 2 devices at a time if included with your Fetch subscription.

You can also watch shows from the start on up to 2 devices if this option is available for the selected subscription channel.

Al Jazeera	CNBC	Movies now showing	Stingray CMusic
Animal Planet	Curiosity Channel	MSNBC	TBN Inspire
Baby TV	Discovery	MTV	The Food Network
BBC Brit*	Discovery Turbo	MTV Hits	TLC
BBC Drama*	ESPN	MTV 00s	Travel Channel
BBC Earth*	ESPN 2	MTV 80s	Universal Channel
BBC News	Euronews	MTV 90s	ZooMoo*
BBC UKTV	Fashion TV	MyZen TV	
Bloomberg	France 24	NDTV 24x7	
Channel News Asia	Good	Nick	
Club MTV	HGTV	Nick Jr.	
CMT	Investigation Discovery	Nick Music	
CNN	Love Nature	Oxygen*	

\* Virtual channels you can watch anytime without needing to record.

## Launch Apps

You can launch a movie or show on an app from the Ways to Watch in the Fetch Mobi App (Page 16). Currently, you can launch programs within the app for Disney+ (subscription required), 9Now, 10 play, 7plus, and SBS On Demand. You can choose between watching the app on your mobile device or on your connected Fetch box.



## 2 Signing into the Fetch Mobi App

Download and install the Fetch Mobi App from the App Store or Google Play.

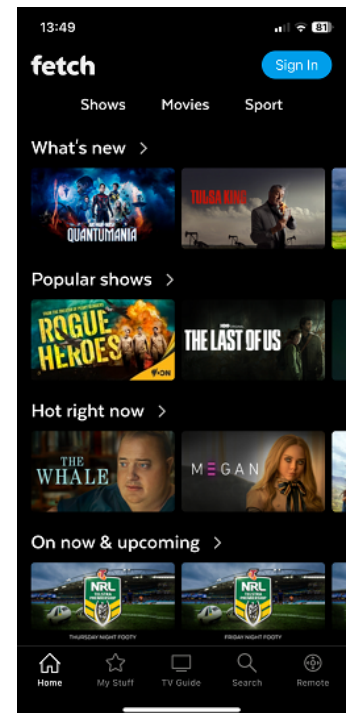
You'll need the Activation Code (also called the Fetch ID) you got from your Fetch Service Provider to sign in.

You can find your Activation Code / Fetch ID on your Fetch box at [Menu > ⚙ > Mobile & Tablet](#) or [Device Info > Options](#) (you'll need your PIN to see your code).

- 1 Select the Fetch Mobi App icon on the desktop of your mobile device to launch.
- 2 The app loads the [Home](#) screen.
- 3 To get full access to the app, tap [Sign in](#). We'll also prompt you to sign in if you add to My Stuff, purchase, or play content.
- 4 Type in the Activation Code / Fetch ID you got from your Fetch Service Provider or Fetch box. The app will store your Activation Code / Fetch ID so you don't need to retype it every time you sign in. To sign in with a different Activation Code / Fetch ID select [Sign in using a different Fetch ID](#).
- 5 Next, enter the PIN for your service.
- 6 Finally, read and if you agree accept the Terms and Conditions.

### Note

If you can't load the app or get an error, make sure you're connected to your Wi-Fi or mobile network then try again. If you get an error that the Sign In Failed, check your code and try again.



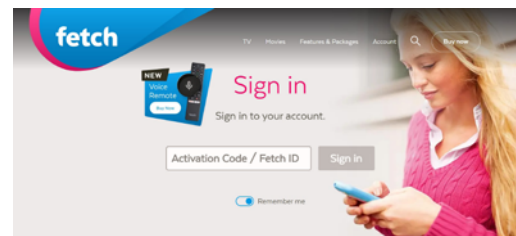
## Sign into your Fetch Account online

You'll need your Activation Code (also called your Fetch ID) if you want to sign into the service online at [fetch.com.au/account](https://fetch.com.au/account).

- 1 On your computer or mobile device web browser, go to [fetch.com.au/account](https://fetch.com.au/account) and follow the on-screen prompts.
- 2 The first time you sign in, you'll need to enter the Activation Code / Fetch ID and set your PIN.

If you already set a PIN through your Fetch box you just need to confirm it.

Once your account details are confirmed, we'll show you [My Stuff](#).



## Your account at [fetch.com.au/account](https://fetch.com.au/account)

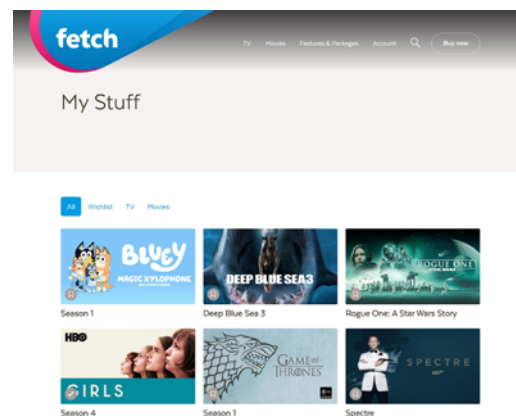
[fetch.com.au/account](https://fetch.com.au/account) is where you can go to manage your mobile devices, subscription packs, change your PIN or get help. Choose [Account](#) > [Settings](#) for options.

**IMPORTANT:** Remember to bookmark this site and add it to your home screen to make it easier to find when you need it.

If you are using the app on an **Android** device you won't need to come here very often as you can rent or buy Movies and buy TV shows directly from the Movie and TV Stores in the app to watch on your phone or tablet.

If you are using an **Apple** device on the go, you can add the things you want to buy to [My Stuff](#) in the app, then go online at [fetch.com.au/account](https://fetch.com.au/account) to access your Wishlist and complete the purchase ready to watch on your app.

We'll show you how later in this guide. You can also buy things directly from the Movie Store and TV Store in your account, then watch them on your app. Keep a note of your Activation Code / Fetch ID and PIN as you will need these to log into your Fetch Account on the website.





# 3 Connecting to your Fetch Box

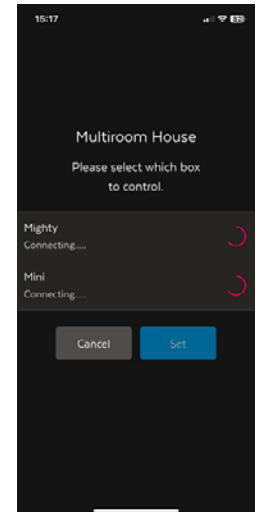
We'll automatically connect to your Fetch box when you sign into the app with your Fetch ID / Activation Code and PIN. Once your devices are connected you can control your Fetch box from your mobile or tablet like a remote control (Page 13).

## Multiple Fetch boxes on your account?


If you have more than one Fetch box set up in your home for Multiroom, you can choose which box you want to control.

All your boxes must be on the same account with your Fetch Service Provider, powered on and connected to your local network. You can control one box at a time from the app.

To switch between the boxes you wish to control, tap  or go to  > [Box Settings](#) > [Control Box](#) (Page 41).



## Can't connect to your Fetch Box?

If the app can't connect to your Fetch box you will see an alert  and message in the app. Make sure your box is turned on and connected to your home network.



# 4 Home

After launching the app on your mobile or tablet, the home screen will load. Use the menu to navigate the app. Select [Home](#) to come back to the home screen.



## Home

The Home screen presents a mix of content on Fetch, featuring a selection of new and popular titles.

To browse a carousel, swipe left or right, or tap to select. To see more titles in a category, tap [>](#) next to the carousel name.

Use the tabs along the top of the Home screen to access [Shows](#), [Movies](#), and [Sport](#).



## My Stuff

Find your rentals and purchases ready to watch, along with movies or shows you added to My Stuff, plus your recordings.



## TV Guide

Browse the TV Guide to see what's on, and set recordings if you're connected to your Fetch box. Watch live TV channels and Watch from Start on your mobile or tablet if included in your subscription.



## Search

Access the text entry search to find movies and TV shows on the app. The search includes channels, recordings, apps, and the TV and Movies Stores.



## Remote

Use your mobile or tablet like a remote to control your Fetch box.



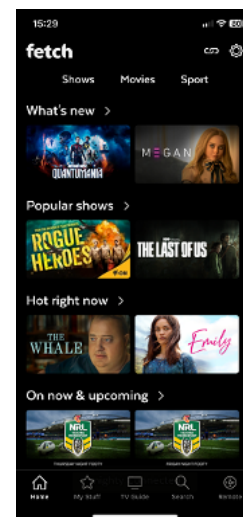
## Switch Fetch box

Choose another Fetch box to control if you have more than one connected box in your home. If there are any issues with your box connection, you'll see an alert





## Settings

Access settings, such as Parental Controls and mobile data usage (see Page 39). If there are any issues with your account, you'll see an alert

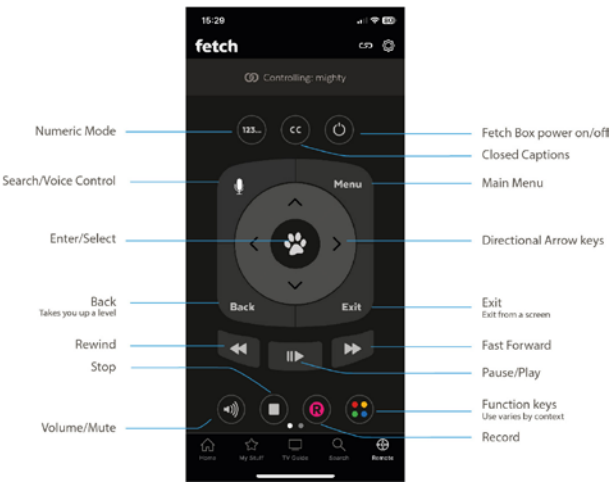


# Control your Fetch Box

You can use the Fetch Mobi app to control your connected Fetch box. Tap  on the menu. You can switch to controlling a different box in your home by tapping .

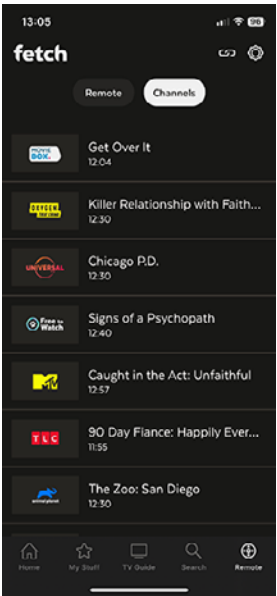
## Remote

Use the on screen Fetch remote to control your box.



## Channel Changer



Browse what's on TV via the handy [Channel Changer](#). Tap the channel to watch on your connected Fetch box and TV now.



# Voice control

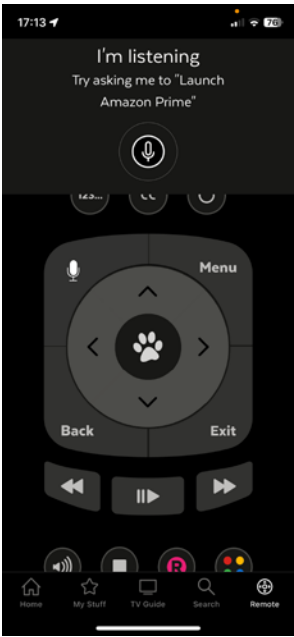
You can control your connected Fetch box with voice commands through the Fetch Mobi App remote.

Tap  on the menu to launch the remote.


- 1 Press and hold the voice button .
- If you see a prompt about permissions, change your device settings to allow the Fetch Mobi App to access the microphone and speech recognition. Then repeat step 1.
- 2 When you see “I’m Listening” in the app, keep holding  and ask Fetch to find or do something.
- See below for examples of voice commands you can use.

## Search for content on your Fetch box by voice

Search by	Voice command example
Search by title	“Bluey” “Toy Story”
Search apps	“Search for funny videos on YouTube” “Search for The Expanse on Prime Video” “Search for West Wing”
Search by actor or director	“Amy Schumer” “Quentin Tarantino”
Search by theme	“Kids movies” “Show me action movies”
Search by a famous quote	“Use the force, Luke” “Just keep swimming” “That’s so fetch”




### Note

If you see an error when doing a voice search in the app, remember to keep holding  the whole time you say a voice command. You can also try repeating your command or saying it in another way.

Control your Fetch box by voice

Voice command example	What it does
“Fetch BBC Drama” or just “BBC Drama” “Play Discovery Turbo”	Launches the channel on your Fetch box
“Fetch Netflix” or just “Netflix” “Go to SBS On Demand” <b>Tip:</b> You can search using voice commands in selected apps too. This functionality is currently available for the Disney+, Apple TV+, Prime Video, and YouTube apps.	Launches the app on your Fetch box
“Recordings” “Fetch Kids Movies” “Go to Movie Store” “Movie Box”	Opens the area on your Fetch box
“Pause” or “Play” “Rewind eight times” “Fast forward”	Pauses, plays, rewinds, or fast forwards what’s playing on your Fetch box

# Search

To use the text entry search in the Fetch Mobi App to find movies and TV shows, tap  [Search](#) on the menu. The search includes channels, recordings, Movie Store and TV Store, and apps available on Fetch.

- 1 Select the search box and start typing the name of the program, actor or director you’re looking for.
- 2 Select [Search](#) to start the search.
- 3 Choose a title from the search results to open the program info or choose an actor or director to see all their movies and shows.

## Note

You can only search for Netflix Exclusive Content through the Netflix app or through a text search on your Fetch box.



# Ways to Watch

When you select a movie or show on the Fetch Mobi App, we’ll show you all the available ways to watch the title. From here you can select the format that suits you. The ways to watch can include TV channels, TV Store, Movie Store, or apps like Netflix, Stan, and ABC iview, but will depend on content availability.

## Launching Apps

For movies or shows available on streaming or TV apps, you can choose to launch the app on either your Fetch box or mobile device. You’ll need a subscription to watch streaming services like Prime Video or Stan. Some Free-to-Air TV apps may ask you to create an account to watch.

- 1 Select the app in the [Ways to Watch](#).
- 2 Follow the prompts to choose the device you’d like to watch on.
- 3 The app will launch on your connected Fetch box or mobile device, depending on your choice. If you don’t yet have the app installed on your mobile device, follow the prompts to get the app from the App Store or Google Play.





# 5 Using the TV Guide


The TV Guide is the easiest place to find what you want to watch right now. You'll need to sign into the Fetch Mobi App and have an ongoing subscription to watch.

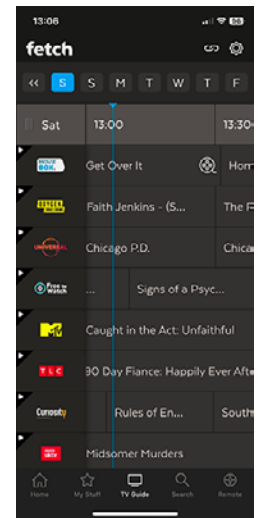
If you connect to your Fetch Mighty this is also where you can record individual episodes of a show, or set a Series Recording to automatically record every episode of a show. Recording is not available if you connect to a Fetch Mini.

## See what's on and coming up






- 1 Go to [TV Guide](#) on the menu.
- 2 Use the day picker to see another day of the week.
- 3 To go back a day and watch programs you missed, tap << , or >> to navigate forward in the TV Guide. Reverse Guide functionality is not available on all channels.
- 4 Select a show to see the options.

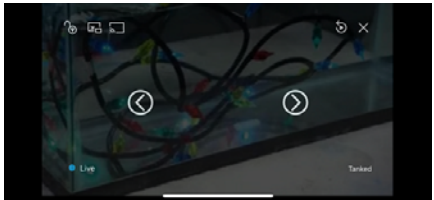
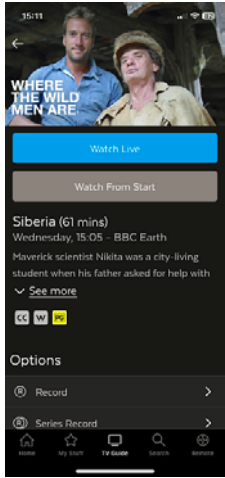
### Note

If you see a Fetch box connection alert  it means you're not connected to your box anymore. You'll need to reconnect to record or add reminders.




# Watching TV

- 1 Select a show from the [TV Guide](#).
- 2 Tap [Watch Live](#) to watch, or [Watch From Start](#) to play the show from the start, or tap  while watching live to Watch from Start. This functionality is not available on all channels.
- 3 You can watch on your mobile or connected Fetch box (see Page 40 for playback options).
- 4 The Fetch Mobi App will register your device for playback. For more information, see Page 41.
- 5 Changing channels while watching live is easy. Tap  or . Tap  to browse and watch at the same time. When you're done watching, tap  to close.




# Set reminders

You can set a reminder to alert you when your favourite shows are about to start.

- 1 In the [TV Guide](#), find the show you want a reminder for.
- 2 Tap [Reminder](#) and choose the reminder time (such as 10 minutes before the show starts).
- 3 A  will appear beside programs with a reminder. Repeat the above step to cancel a reminder.

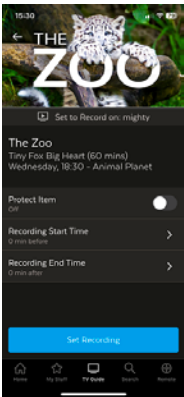
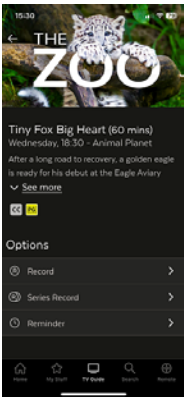
# Recording TV

Go to [TV Guide](#) on the menu.

- 1 In the [TV Guide](#), select the show you want to record.
- 2 Tap [Record](#) and choose [Set Recording](#).
- 3 To record the series rather than the individual episode, tap [Series Record](#) and choose [Set Series Record](#).
- 4 Change the recording options if you wish (see Page 20 for more info).  
You can switch to controlling a different box in your home by tapping  .

## Note

If you can't see recording options, make sure you're connected to your Fetch Mighty. If you see a message "Could not set recording" it may mean you have too many recordings already set for the same time. You can manage your recordings at [My Stuff > Recordings](#) from your mobile, tablet, or Fetch box.



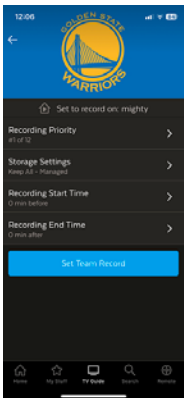
# Set Team Recordings

You can set a Team Recording for each of your favourite sporting teams to record every match the team plays in (selected sporting events and teams only).

There are 2 ways to set team recordings.

- 1 **From the TV Guide**
  - 1 Go to the [TV Guide](#).
  - 2 Select a live game and then tap [Team Record](#).
- 2 **From Sport**
  - 1 Go to [Home > Sport](#).
  - 2 Find and select a live game and then tap [Team Record](#).

For Team Recording options see Page 22.  
For more info on the [Sport](#) area, see Page 34.



# 6 Watching or managing your Recordings

You can play and manage recordings from your mobile device. You'll need to sign in and have an ongoing subscription to watch and be on the same network as your Fetch box.

Go to [My Stuff > Recordings](#).

We automatically group all episodes of the same show together by program name. To see all seasons and episodes you've recorded, tap the program.

To watch a recording, tap the recording and then select [Play](#). Select either your mobile device or connected Fetch box and TV (Page 42).




To see your upcoming recordings, select [My Stuff > Scheduled](#).

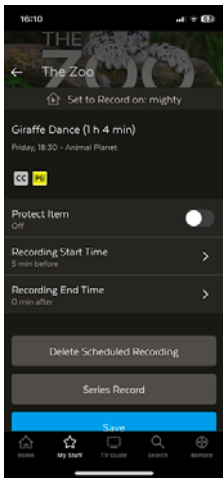
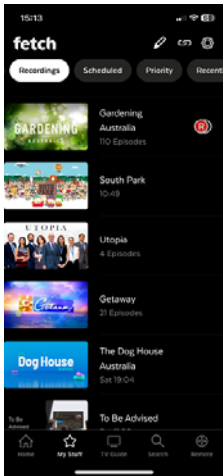
To access options, such as protect, recording start and end time, or series record, tap the recording.

## Note

Closed Captions are not available when watching recordings on mobile devices.

You'll see different icons next to your recordings.

-  Series or Team Recording
-  (Red) Currently recording
-  Protected



## Protect recordings



Fetch will automatically delete older recordings from your Fetch box if it needs to make space on the hard drive for newer recordings. The [Protect Item](#) feature lets you protect your important recordings from being deleted.

## Change the recording start and end time

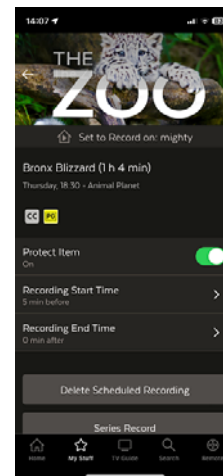
Sometimes shows don't start or end on time due to unexpected scheduling changes. To make sure you record the whole show, you can use the [Recording Start Time](#) and [Recording End Time](#) to add extra time to the start and end of your recording.

Just choose the time amount you'd like to add (such as 5 minutes before the show starts). The recording time will change based on your selection.

## Deleting and restoring recordings

You don't need to worry about your Fetch box filling up. It will automatically delete old recordings that are not protected if it needs more space. However, if you'd like to delete a recording, select it and then choose [Delete Recording](#) or swipe left and tap . To delete multiple recordings at a time, select .

If you delete a recording by mistake, you can restore it at [My Stuff > Recently Deleted](#). Fetch also moves older recordings here to delete permanently when it needs to make more space on your Fetch box for new recordings.



# Things you can do with Priority

To manage your Series Recordings and Team Recordings go to [My Stuff > Priority](#).  
Tap a program for options.

## Set the seasons you want to record

You can use the [Season Options](#) to set which episodes will record.

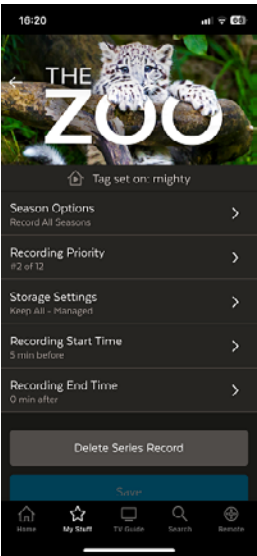
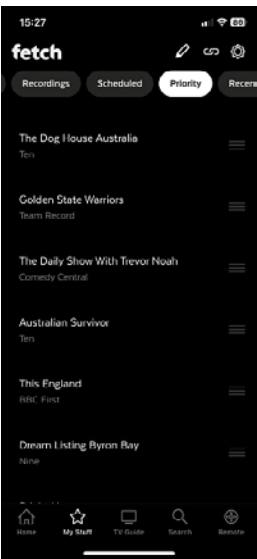
- [Record All Seasons](#) means all episodes from all seasons of the show will be recorded.
- [Record Latest Season](#) means only the latest season onwards will record.
- [Record Newest](#) will only record newer episodes than the latest episode and season onwards.

If the episode is already on your Fetch box, then it won't record again, however, you may still get duplicate recordings if the correct season or episode info is unavailable.

## Set the number of episodes to keep

The [Storage Settings](#) let you choose the number of recorded episodes of a show you want to keep on the Fetch box hard drive.

- You can keep [1 episode](#) (record today's and delete yesterday's) or keep the most recent [2](#) or [5 episodes](#).
- [Keep All \(Managed\)](#) means the recordings will be kept unless the box needs space for more recordings.
- [Keep All \(Protected\)](#) means the recordings will never be deleted unless you manually delete them.



### Set priorities of Series Recordings

Sometimes you might schedule more than the allowed number of recordings to occur at the same time. You can prioritise your Series Recordings (which includes any Team Recordings you've set) so if this happens, your higher preference shows get recorded.

To change the priority, tap and hold the recording and move it up or down the list.

#### Note

Pinned programs will display a yellow line in [My Stuff > Priority](#). These programs have top priority if there are recording conflicts. Currently you can only pin or unpin recordings on your Fetch box at [Menu > My Stuff > Priority](#) and not via the Fetch Mobi App.

# 7 Watching Movies

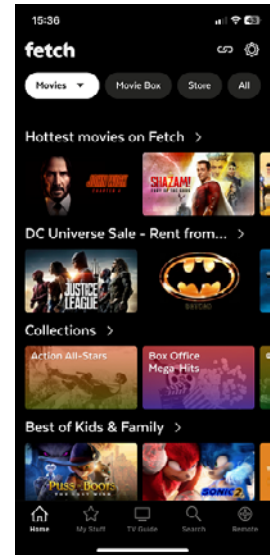
The Movies area displays a variety of content carousels with movies available on Fetch so you can easily see what's new and popular.

Go to [Home > Movies](#).

Scroll down the [Movies](#) screen to browse movies by collections, genres, and more.

To find movies, use the [Movies](#), [Movie Box](#), [Store](#), and [All](#) tabs along the top of the screen.

When you select a movie, we'll show you all the available [Ways to Watch](#) the title (Page 16).





# Rent or buy movies from the Store

The Movie Store offers over 10,500 movies to buy or rent, ready to watch whenever you want. The cost of movies you rent or buy will be added to your Fetch Service Provider account. When you buy or rent a movie you will be prompted for your PIN.

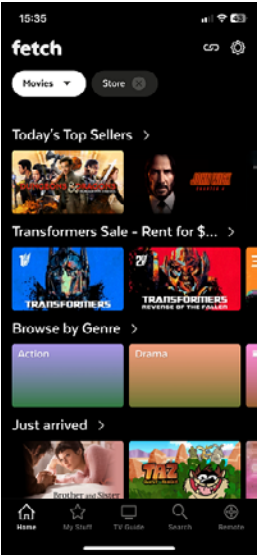
If you're using an Android mobile or tablet, you can rent or buy movies through the Fetch Mobi App once you're signed in (Page 9). If you have an iPhone or iPad, you'll need to rent or buy the movie through your Fetch box or online account.

Go to [Home > Movies > Store](#).

## Renting and buying movies (Android devices)

When you rent a movie from the Movie Store you have 7 days to start watching, and 48 hours to watch from when you first play or download. You can watch the movie as often as you want during this time.

You can watch movies you buy as often as you like whenever you want to (see Page 7 for more info about watching movies on your mobile device).



### Note

You can only rent, buy and watch movies in Standard Definition (SD) on your mobile or tablet.

- 1 On an **Android** device view the movie you want to watch.
- 2 From the movie details screen you can select to:
  - Watch the [Trailer](#), if available
  - Android users can [Rent](#) or [Buy](#) the movie, or
  - iOS users need to add the movie to [+ My Stuff](#) then go to your Fetch box or [fetch.com.au/account](https://fetch.com.au/account) to complete the purchase\*.
- 3 You can choose to rent or buy, if available. Price varies by movie.
- 4 Android users, to purchase, we'll prompt you for your PIN.

iOS users refer to the section below on renting and buying through your Fetch Account.

\* If you're using an Android phone or tablet, you can rent or buy movies through the Fetch Mobi App once you've signed in (Page 8). For iPhone or iPad, you first need to add the title to [My Stuff](#) on the app, then either go to your Fetch box, or go to [fetch.com.au/account](https://fetch.com.au/account) to complete the purchase ready for you to watch on your App. For more info, see Page 27.

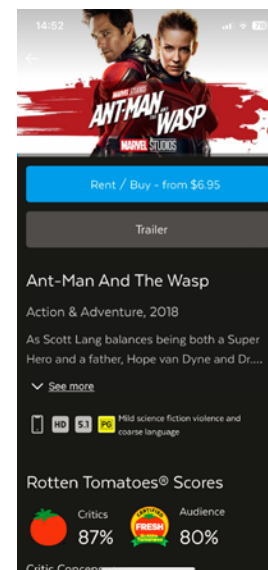


### Tips

Scroll down the movie screen to see Rotten Tomatoes ratings, Cast and Crew Info and more.

### What is a Movie Credit?

Your service may include Movie Rental Credits from time to time. A credit lets you rent a specified number of eligible movies from the Movie Store at no additional cost. If you have an account directly with Fetch you can check your credit in your account. Sign into [fetch.com.au/account](https://fetch.com.au/account) and choose [Settings > Billing & Payments > Movie Credit](#). Apple iOS customers, when using a Movie Rental Credit you will still need to go to your Fetch box, or online to [fetch.com.au/account](https://fetch.com.au/account) to action the purchase, even though you won't be charged for the transaction.

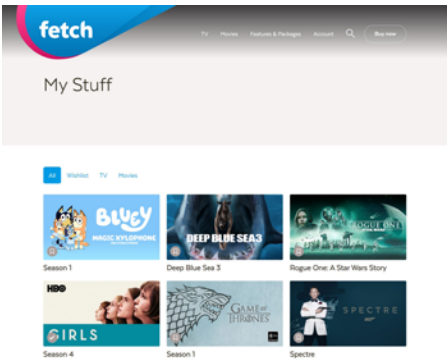


# Renting or buying movies (Apple devices)

If you're using the Fetch Mobi App on an **Apple Device**, you can rent or buy content through your Fetch box.

When using the app on the go, you can rent or buy through your account at [fetch.com.au/account](https://fetch.com.au/account).

- 1 Add the content you want to buy or rent to **My Stuff** in the Fetch Mobi App.
- 2 Sign into your account at [fetch.com.au/account](https://fetch.com.au/account) via your web browser (Page 10).
- 3 From the **Wishlist** in your account, select a movie to buy or rent, or TV show to buy. If you don't have any **Wishlist** items, go to the **TV Store** and **Movie Store** to find what you want. You can buy an episode rather than the whole season of a TV show.



If the content isn't available to watch on mobile devices or if there are any problems with the purchase, we'll let you know.

- 4 You'll be asked to enter your PIN to continue with the purchase.
- 5 Once you confirm, the item is added to **My Stuff** (Page 35) ready to watch.  
You can't watch movies or TV shows on the website, you'll need to go to your Fetch Mobi App.

## Finding your movies

To find the movies you have rented or bought go to **Home > My Stuff**. You can view your most recent purchases in the **My Purchases & Rentals** carousel. For all your purchased movies, go to **My Stuff > My Movies** (Page 36).

## Movie Box

Movie Box brings you 30 movies included at any time with a new movie added each day. iOS and Android users simply go to the [Movies](#) menu, select [Movie Box](#) to browse and watch on demand.

Movie Box is not included in all subscriptions so you may need to upgrade your subscription to access it.

- 1 Go to [Home > Movies > Movie Box](#) and select a movie to watch.
- 2 Select [Movie Box](#) in the [Ways to Watch](#).
- 3 You can add the movie to your My Stuff to watch later.
- 4 Tap [Play](#) to start watching now.
- 5 You can watch on your mobile or connected Fetch box (see Page 40 for playback options). When you choose your mobile or tablet, the app will need to register your device for playback. For more information, see Page 41.

### Note

Movies included in Movie Box can't be downloaded to watch on the go.

## Play a movie or show

After the movie or show starts playing you can pause and resume, fast forward, and more from the playback controls.

### Play/Pause

Tap ► or || to play, pause or resume playback.

### Skip to a point

Drag the play head along the scrubber bar.

[0:11  -1:21]

### Skip Back/Forward

Tap ⏮ or ⏭ to skip back or ahead 10 seconds.

### Lock

Tap 🔒 to lock or 🔓 to unlock the screen.

### Minimise

Tap  to browse and watch at the same time.

### Switch Device

Tap  to watch on another device.

### All Episodes

Tap  to see all episodes of a TV show.

### Next Episode

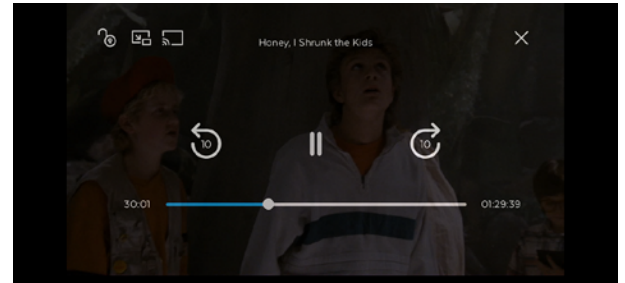
Tap  to skip to the next episode of a TV show.

### Closed Captions

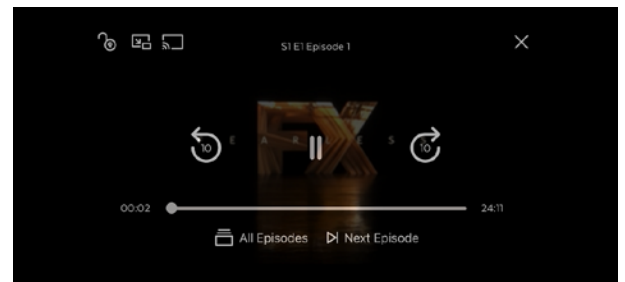
If available, tap  to turn captions on or off.

### Done

Tap ✕ to stop playback.



Movie playback



TV Show playback

# 8 Watching Shows

The Shows area displays a variety of content carousels with shows on Fetch so you can easily see what's new and popular.

Go to [Home > Shows](#).

Scroll down the [Shows](#) screen to browse shows by collections, genres, and more.

To find shows, use the [Shows](#), [Featured TV](#), and [Store](#) tabs along the top of the screen.

When you select a show, we'll show you all the available [Ways to Watch](#) the title (Page 16).

## Buy shows from the Store

In the TV Store you can buy individual episodes or full seasons of some of the most popular TV shows. TV shows can't be rented. You'll need to sign into the app (Page 9) to browse and buy from the TV Store. The cost of TV Shows you buy will be added to your Fetch Service Provider account.

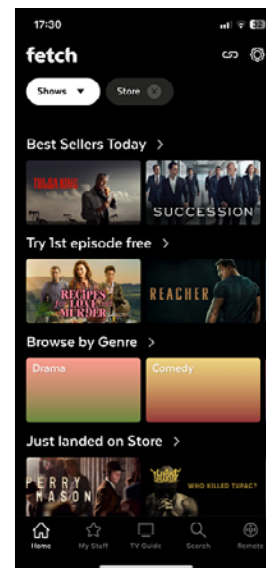
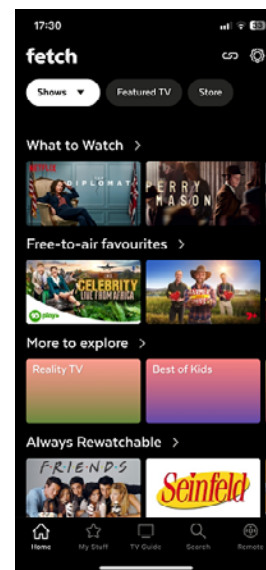
If you're using an Android mobile or tablet, you can buy through the Fetch Mobi App once you're signed in. If you have an iPhone or iPad, you'll need to buy through your online account or Fetch box.

Go to [Home > Shows > Store](#).



### Tips

You may watch the first episode of some shows free of charge. Go to [Shows](#) and scroll down to the [Try 1st episode free](#) carousel.



## Buy seasons or episodes

- 1

Select a show to buy from the TV Store.
- 2

From the season details you can select to:

• Watch the [Trailer](#) (if available)

• Android users can [Buy](#) the season or

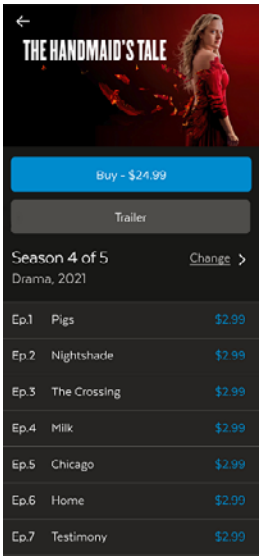
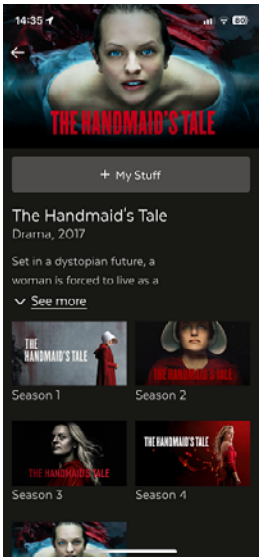
• Apple iOS users need to add the season to [+ My Stuff](#) then go to your Fetch box or [fetch.com.au/account](#) to complete the purchase\*.
- 3

Android users, to buy an [Episode](#) rather than the whole season, scroll down the season details and pick the episode you want to watch. Choose the [Buy](#) option.

iOS users, either buy through your Fetch box or see Page 26 for how to buy through your Fetch Account.
- 4

Android users, to purchase, we'll prompt you for your PIN. Once you confirm your purchase, the show is added to [My Stuff > My Shows](#) (Page 35).

\* If you're using an Android phone or tablet, you can buy TV Store episodes and seasons on the Fetch Mobi App once you've signed in (Page 9). For iPhone or iPad, you first need to add the title to My Stuff on the app, then either go to your Fetch box or go to your Fetch Account at [fetch.com.au/account](#) to complete the purchase ready for you to watch on your app. For more info, see Page 27.



## Cost to buy episodes and seasons

TV episodes are \$3.49 for HD (purchasable from Fetch box only) and \$2.99 for SD. The price may be lower if we are running a special offer.

The price for a whole season of a show will vary depending on how many episodes are in the season, but you do save money buying the whole season rather than the individual episodes.

Episode purchases don't count currently towards a Season purchase.

### What is an ongoing season?

You can buy an "ongoing" season of some TV shows before all episodes have been released. This means you can pay for the season upfront at the lower season price, and then watch each episode as it becomes available on the service.

### Note

You can only buy and watch TV shows in Standard Definition (SD) on your mobile or tablet.

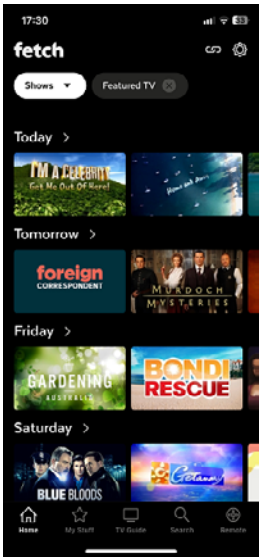


# Featured TV

There are loads of shows available on TV that you can record. **Featured TV** makes it easy to find upcoming shows and set recordings.

Go to [Home > Shows > Featured TV](#).

You can explore shows on today, tomorrow or later in the week. Tap a program for info and options.



# 9 Watching Sport

In Sport, you can find and watch live sport content as well as on streaming apps like Optus Sport or Stan Sport if you have a subscription to these services. This is also where you can set up Team Recordings to automatically record every match your favourite team plays. You can also do this from the TV Guide (Page 19).

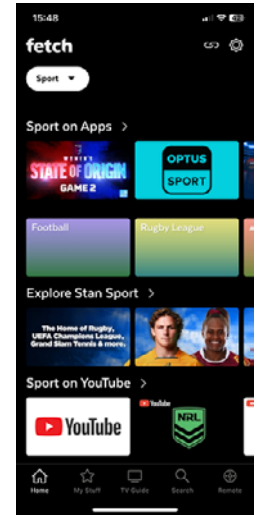
Go to [Home > Sport](#).

- 1 Scroll down the screen to browse sport content by apps and categories like Football and Rugby League.
- 2 To set a Team Recording, select a category and program. Team recording is only available for selected sporting events.



## Tips

You can prioritise your Team Recordings at [My Stuff > Priority](#) (see Page 22).



# 10 Continue Watching from My Stuff

My Stuff is the easiest place to get back to shows and movies you engaged with anywhere on Fetch. As you watch, add to My Stuff, or set recordings, the titles will be added here so you can easily jump back into them. You'll need to sign in (Page 9) to access My Stuff.

Go to [Home > My Stuff](#).


## Continue Watching

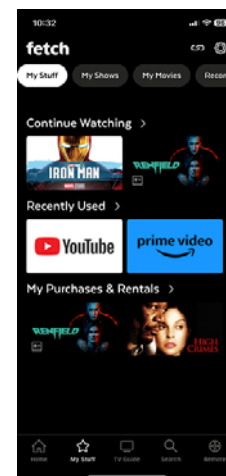
As you watch programs through the Fetch Mobi App, they will appear in the [Continue Watching](#) carousel - so you can easily resume watching. This includes your:

- Recordings
- Programs on TV Apps
- Movie Box
- Movies and Shows from the Store

To resume, select a program from the carousel. Then launch the program details from the ways to watch and choose the playback option.

### Note

If you turn on the [Shared Continue Watching](#) feature you can start watching on one device and finish on another. You can turn this on or off through the Fetch Mobi App at  [Media Settings](#) (Page 40).



## Recent Recordings

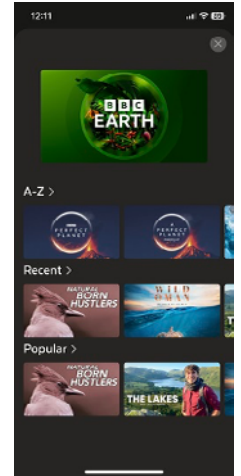
The [Recent Recordings](#) carousel includes your latest recordings. Select a recording to open the details and play or manage the recording (Page 20).

## TV Apps

If you missed a show on live TV, you can look for it on a TV app.

Go to [My Stuff > TV Apps](#). The [TV Apps](#) carousel lists all the channels that have programs you can watch later. You'll need a subscription to watch these channels.

Pick a channel, and start browsing the available content.

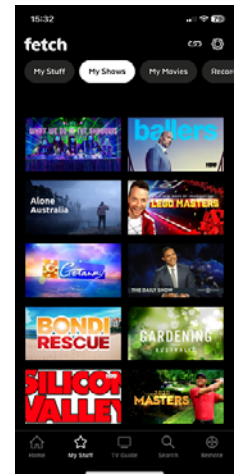


## My Purchases & Rentals, My Movies and My Shows

Find your recent movie and show purchases in the [My Stuff > My Purchases & Rentals](#) carousel.

To access all the movies you watched, recorded, added to My Stuff, bought or rented through the Movie Store (Page 24), go to [My Stuff > My Movies](#).

Likewise, to find all shows you watched, recorded, added to My Stuff or bought through the TV Store (Page 30), go to [My Stuff > My Shows](#).



# Downloads

In [My Stuff > Downloads](#), you'll find all movies and shows downloaded on your device – ready to watch on the go.


## Download movies or shows

You can download movies you've rented or bought, or shows you have bought, onto your mobile or tablet to watch on the go. Make sure you have enough free storage space on your device for downloads. Some movies and shows may not be available to download. Movies included in Movie Box can't be downloaded to watch on the go.

To download, follow these steps:

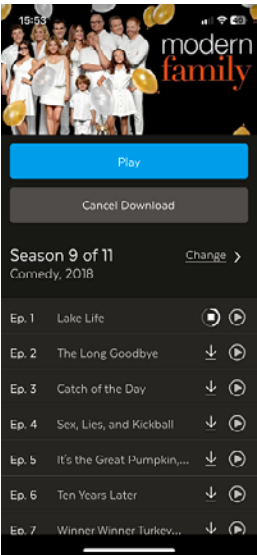
- 1 Select a movie, season, or episode and tap [Download](#). Choose the playback quality if prompted (Page 40).
- 2 For a movie you rented, you'll have 48 hours to watch the movie once you choose to play or download.
- 3 If you're already downloading to your device, the item will be queued for download later.
- 4 Find all your downloaded items still available to watch, in [My Stuff > Downloads](#). This is also where you can pause, resume, or delete download.

## How long can I access my Downloads?

You can access your downloads if you don't change your PIN or sign out all devices from  Settings – doing either of these will delete all downloads on each mobile device using your account.

You can use the Fetch Mobi App offline to watch your previously downloaded content. You can watch up to 120 hours over 24 days before you need to reconnect your mobile device to the internet.

You'll have 7 days to start watching a rented movie you downloaded and 48 hours to watch once you choose play or download.



## Note

If you see a “Download Unavailable” message you may already be watching or downloading the item on another device. For more info, see Page 43.

## Tips

You can change the default [Download Quality](#) in [Settings](#) (Page 40).

# 11 Managing your Account and Settings

Sign in and select  to manage your Fetch service, including setting up your Parental Controls.

## Account settings

### Find your Fetch ID

Select [Account](#) to find your Fetch ID (the Activation Code for your Fetch box or service). You will need your PIN to see your code.


This is also where you can [sign out](#) of your account if you're having security issues. You can sign out just the one device or all your mobile devices. You'll need your Fetch ID / Activation Code and PIN to sign in again on each device.

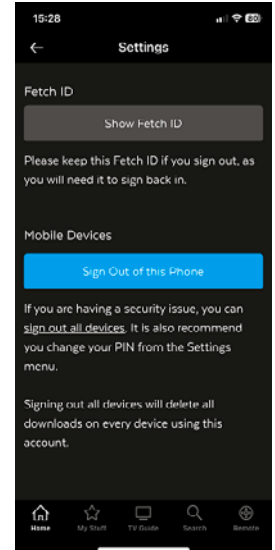
### Note

Signing out all devices will delete all downloads on each mobile device using your account.

### Tips

Other ways to sign out all mobile devices:

- From your Fetch box at [Menu](#) >  > [Mobile & Tablet](#)
- Sign into your Fetch account and choose [Settings](#) > [Sign out all devices](#) (Page 10).



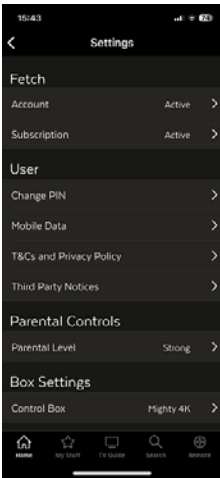
# User settings

## Change your PIN

Choose [Change PIN](#) to change the PIN for your Fetch service. This PIN is for all devices on your account, including your Fetch box, and is needed to rent or buy and watch restricted content, so should not be revealed to anyone.

### Note

Changing your PIN will sign out all mobile devices using your account and delete all downloads on each mobile device using your account.



## Mobile Data

Turn on [Warn me when streaming using Mobile Data](#) to warn you before streaming over a mobile connection.

Turn off [Use Mobile Data for Downloads](#) to allow downloads over Wi-Fi only. Turn on to download over any connection (Wi-Fi or 3G/4G).

### Note

Downloads or streaming over Wi-Fi or mobile networks may incur data charges. Check with your Wi-Fi or mobile data provider for details.



# Parental Controls

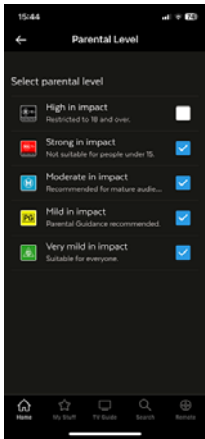
## Set a Parental Level for watching content on the app

You can choose a parental level for watching content on the app – you’ll need your PIN to change the level and watch content with that rating or higher.



### Tips

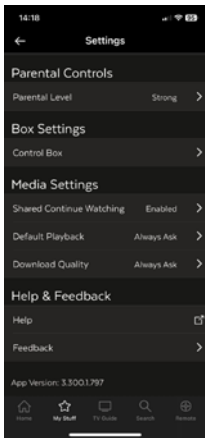
This setting is device-specific, so you can set up a different parental level on each device you’re using. This means you can secure your child’s device with the level set to G so that anything rated over G will need the PIN to view, while you set a higher rating on your own device.



# Media Settings

Turn on [Shared Continue Watching](#) to start watching, then resume playback on any connected Fetch box or mobile device (Page 35). Turn this off if you don’t want to share and resume playback across your connected devices. You can also turn this on or off on your Fetch box at [Menu > ⚙️ > Multiroom > Options](#).

You can choose the [Default Playback](#) option for watching content. You can set the app to always play on your mobile or tablet, or on your Fetch box, or ask you to choose a device each time you watch something in the app. You can also choose the default [Download Quality](#). You can set the app to always ask you to choose the quality, or to automatically download in either Low, Medium, or High quality (Page 37).



# Box Settings

Connect to your Fetch box to control it from your phone or tablet like a remote control.

You can switch between boxes here if you have more than one box connected on your account with your Fetch Service Provider. See Pages 11 and 13 for details.



# 12 Tips and Troubleshooting

## Playing content on your mobile or tablet

### How many playback devices can I have?

A playback device is any active mobile device on which you can play Fetch content. The Fetch Mobi App will register your mobile phone or tablet the first time you watch on the device.

You can have up to 3 registered playback devices for watching:

- Subscription TV channels
- Recordings
- Movie Box
- Movie Store and TV Store items

### How do I switch out playback devices?

If you already have **3** devices registered and try to watch on an unregistered mobile or tablet, we'll let you know.

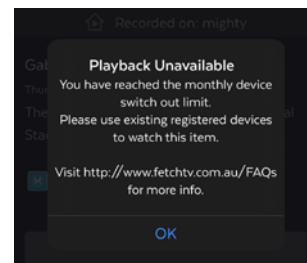
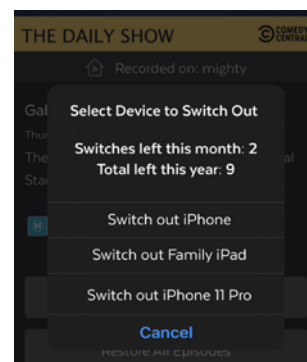
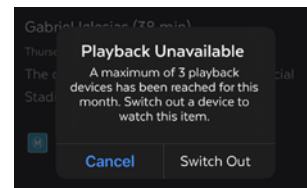
- To keep watching on your existing devices, tap **Cancel**.
- To watch on the new device (and deregister an existing device) tap **Switch Out**. You can then choose a device to switch out. Once your new mobile or tablet is registered, the content will start playing.

### What happens if I reach the switch out limit?

If you've already switched playback devices **2** times this month or **10** times this year, we'll let you know. You can watch on your Fetch box or another registered mobile or tablet until the limit resets in the next month or year.

### Note

You can watch on up to 2 devices at the same time depending on the type of content you're watching. See Page 42 for more info.



### Note

The limit is **2** switches per calendar month and up to **10** switches per calendar year.

Can I watch on more than one device at the same time?

Here’s what you can watch on up to 2 playback devices at a time:

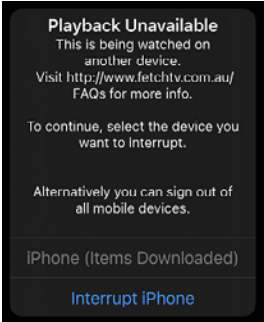
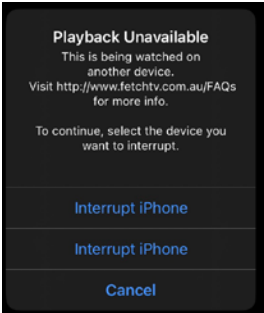
- Subscription TV channels
- Recordings
- Movie Box
- Movie Store and TV Store items

If you try to watch while 2 of your devices are already playing something, we’ll prompt you to stop playback on the other devices.

Downloads count towards this number. For example, you can watch Live TV on one device and download a movie on a second device. If you then try to watch on a third device, we’ll prompt you.

Note

You can’t stop a download via the playback prompt. You can either wait for the download to finish, or go to [My Stuff > Downloads](#) to delete the download, then try to watch again. For more on download messages, see from Page 43.

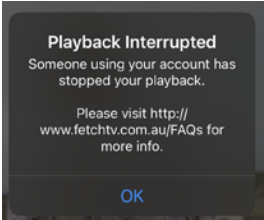
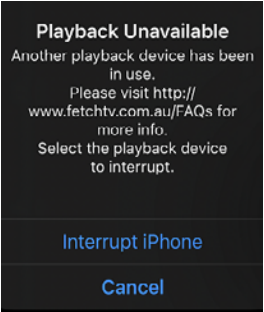


Can I watch rentals and purchases on more than one device?

You can’t watch or download the same movie or episode you rented or bought on more than 1 device at a time.

For example, you can play an episode of “Suits” on one device, and the movie “Frozen” on another, but you can’t watch “Frozen” on both devices.

If you try to watch a rented or purchased item you’re already watching on another device, we’ll let you know. If you wish, you can stop playback on the other device by choosing the device you want to interrupt.



If you stop playback via the playback prompts, your content will start playing on the new device. The device which was bumped will show a [Playback interrupted](#) message.

**I can't download or play until downloads are deleted**

You can download as many items as you like onto your device. However, you can only download or watch up to 2 items at the same time across your devices. And you can't watch or download the same movie or episode from the Movie Store or TV Store on more than one device at a time.

We'll let you know if you meet these limits with a "Download Unavailable" message or a "Playback Unavailable" message.

To download or play, you can do any of the following:

- Go to [My Stuff > Downloads](#) on the other device to stop or delete the download.
- Select [Sign Out](#) to clear downloads on **all** your mobile devices.  
If you choose to sign out of all devices, you'll need to sign back in to use the app again on each device. Then, try download or play again.

**I see a message "Download available over Wi-Fi only"**

Some content on the Fetch Mobi App can only be downloaded over a broadband network (it can't be downloaded over a mobile network such as 3G/4G). We'll let you know if your content is only available to download via Wi-Fi.

To download the content, you'll need to do either of the following:

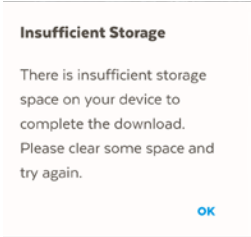
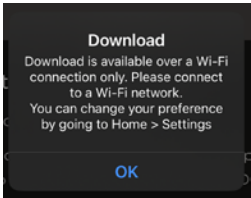
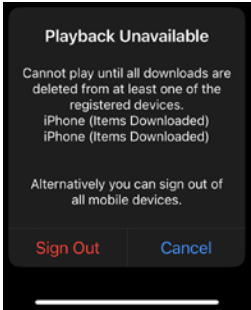
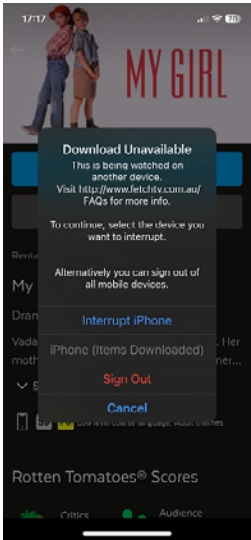
- Switch to a Wi-Fi connection through your mobile device settings and choose your Fetch Service Provider broadband network connection.
- In [Settings](#) (Page 39), turn on [Use Mobile Data for Downloads](#) to allow downloads over both mobile and Wi-Fi connections.

**I see a message "Insufficient storage space for download"**


If you don't have enough storage space on your mobile device for the download, we'll prompt you to clear some space on your device.

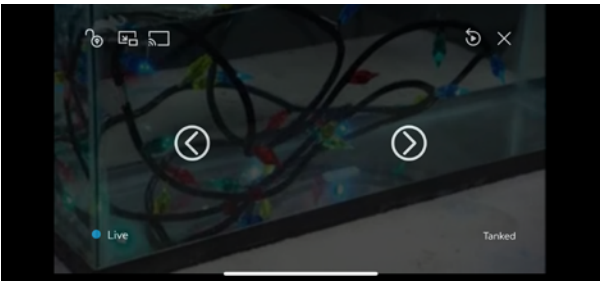
**Note**

If you stream or download, data charges may apply, so check with your Wi-Fi or mobile data provider for details.



**Can I project what’s playing on the app to a TV screen?**

To project what’s playing on the Fetch Mobi App to your Fetch box and connected TV, tap  in the app playback screen.



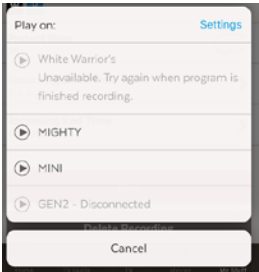
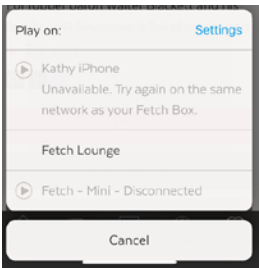
Alternatively, you can cast to your TV by mirroring or using an HDMI dongle from your device manufacturer. For example:

- **Android devices:** While the app doesn’t support casting to a Chromecast device, you can mirror to a Chromecast.
- **Apple iPhones and iPads:** you can’t stream directly to Apple TV via Airplay, but you can use Airplay mirroring to watch what’s playing on your mobile device, on your TV screen.

**I can’t watch recordings through the app**

To watch your recordings on mobile or tablet you need to be connected to the same network as your Fetch box.

You can also only watch Free-to-Air recordings that are already finished. So you’ll need to wait for a Free-to-Air recording to finish before you can watch it on your mobile device.



### Can I use the app in flight mode?

You can use the app offline or in flight mode (that is, without a network connection) to watch your downloaded movies and TV episodes. You may see an error if you try to use features that need a connection like renting movies or watching live TV.

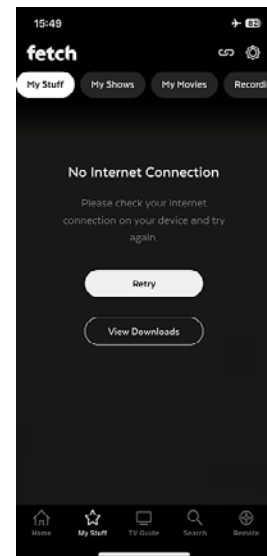
You can use all features again once your mobile device has a network connection.

### I see an “Offline timeout” message


You can use the app offline (that is while your device has no network connection) for up to 120 hours (about 5 days) over a 24 day period.

In this time, you can play purchased items you downloaded. If you see a message “Offline timeout” you’ll need to connect your mobile device to a Wi-Fi or 3G/4G network to use the app again.

Keep in mind, any rented items you downloaded are only available to watch offline for 48 hours from the time you chose to download or play them.

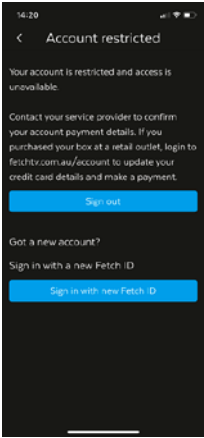
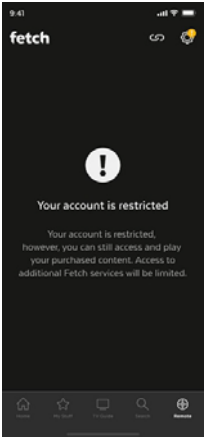


**My account is restricted**

If you no longer have an active billing relationship with your Fetch Service Provider, we'll prompt you when you next launch the Fetch Mobi App. You'll also see an alert on the Settings icon in the app .

With a restricted account, you can still play content you bought previously through Fetch. We'll prompt you if you try to purchase or play content you're not entitled to watch.

If your Fetch service is restricted or has been suspended due to a billing issue, you will need to update your payment details to resolve the issue, before you can use Fetch again. Contact your Fetch Service Provider to check your payment details, or visit your Fetch Account online if you bought your Fetch box through an authorised retailer and signed up for an account direct with Fetch (Page 10).





**[www.fetch.com.au](http://www.fetch.com.au)**

© Fetch TV Pty Limited. ABN 36 130 669 500. All rights reserved. Fetch TV Pty Limited is the owner of the trade marks Fetch. The set top box and the Fetch service may only be used lawfully and in accordance with relevant terms of use of which you are notified by your service provider. You must not use the electronic program guide, or any part of it, for any purpose other than private and domestic purposes and you must not sub-licence, sell, lease, lend, upload, download, communicate or distribute it (or any part of it) to any person.

Version: February 2025