

fetch

Mini 4K
Quick Start Guide

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All your entertainment, easy

Welcome to Fetch! Fetch combines Free TV, Catch-Up, premium channels, streaming apps, and movies all in one place; with Universal Voice Search so it's easy to find and start watching.

There are 6 easy steps to get you started:

- 1 Unpack the box
- 2 Connect the Fetch Mini 4K to your broadband modem
- 3 Connect the Fetch Mini 4K to your TV Antenna
- 4 Connect the Fetch Mini 4K to your TV
- 5 Power up your Fetch Mini 4K
- 6 Start up Fetch

This guide tells you all you need to know about setting up and turning on Fetch. It also has important safety and usage information.

Step 1. Unpack the box

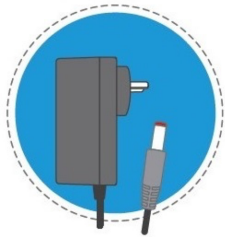
Before you install your Fetch Mini 4K, check that all the accessories you need have been supplied using this page as a checklist.

What's in the box:

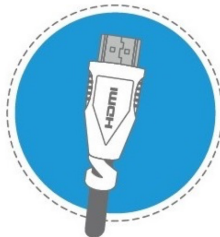


Fetch Mini 4K

Remote Control
with batteries



Power Supply



HDMI Cable

Activation Code

Please follow the instructions below that apply to you.

If you got Fetch from an internet provider:

- Your Fetch provider will have sent you an email, letter and/or SMS with your Activation Code.
- You'll need to refer to this during Setup (Step 6).
- Please contact them if you can't find your Code.

If you got your Fetch box from a retailer or directly from Fetch:

- Go to fetch.com.au/activate to get your Activation Code.
- You'll need to refer to this during Setup (Step 6).
- If you already have another Fetch box and account, go to fetch.com.au/account to add this Mini 4K to your existing account.

If you got your Fetch box from Telstra but no longer have a Fetch account with them:

- You'll need to cancel your Fetch account with Telstra before you can reactivate the box directly with Fetch.
- Then go to fetch.com.au/activate to get your Activation Code.
- You'll need to refer to this during Setup (Step 6).
- If you already have another Fetch box and account, go to fetch.com.au/account to add this box to your existing account.
- Telstra Plus points are not accessible via Fetch direct accounts.

Important Tips

- Place the Fetch box on a level surface.
- Don't stack it on anything that vibrates or generates heat.
- Make sure there's 5cm of space around the Fetch box for airflow.
- The remote control works up to 6m away from the Fetch box in Infrared mode.
The voice remote control works up to 10m away in Bluetooth mode.
- Unplug the Fetch box from the power source before cleaning.
- Clean using a dry cloth only - don't use water or chemicals.
- Don't try to open the Fetch box - it's dangerous and will void your warranty.
- Use only with a 100V-240V 50Hz AC power source.
- Use only the power supply provided.
- Keep liquid, children and pets away from the Fetch box at all times.
- For any problems with your Fetch box, if you have an account directly with Fetch go to fetch.com.au/account. If you got Fetch from your broadband or phone provider, please contact them for assistance.

Step 2. Connect to your Broadband Modem

Fetch is delivered by broadband Internet, so you need to connect your Fetch Mini 4K to the modem.

There are various ways to do this:

Option 1

Wi-Fi Connection

Use this option if:

- Your modem is not close to your TV, and
- You have reliable Wi-Fi in the room where your TV is.

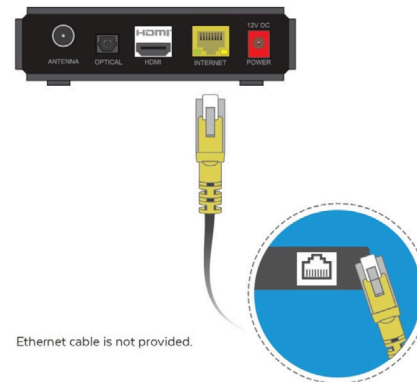
If you're using this connection option you can go straight to Step 3 Connect to your TV Antenna on Page 11 now. You will set your Wi-Fi up later when you get to Step 6.

Option 2

Wired Connection

This is the most reliable connection option. Use this option if:

- You can run an Ethernet cable directly from your Modem to your Fetch Mini 4K.



To connect, follow these steps:

- 1 Plug one end of an Ethernet cable into a free port on your broadband modem.
- 2 Plug the other end into the port labelled INTERNET on the back of your Fetch Mini 4K.

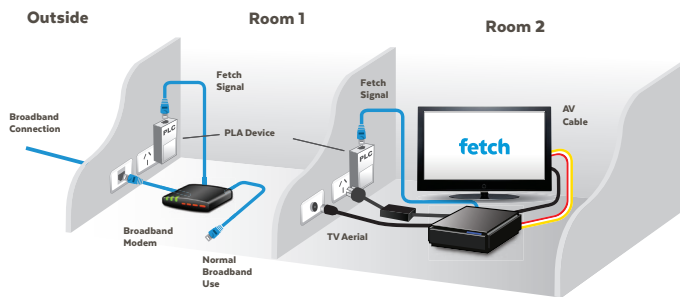
Option 3

Connect your Modem to your Fetch Mini 4K with Power Line Adapters

Use this option if:

- Your modem is not close to your TV, and
- Your Wi-Fi is not reliable in the room where your TV is.

Power Line Adapters (called PLA devices) transmit the signal from your modem to your Fetch Mini 4K box using the power cables inside your walls. You can purchase them from any Fetch retailer.



- 1 Plug one Power Line Adapter into an electrical socket near your broadband modem.
- 2 Plug one end of an Internet Ethernet cable into the port on the Power Line Adapter unit.
- 3 Plug the other end into a free port on your broadband modem.
- 4 Plug the other Power Line Adapter into an electrical socket near your TV and your Fetch Mini 4K.
- 5 Plug one end of an Internet Ethernet cable into the port on the Power Line Adapter unit.
- 6 Plug the other end into the port labelled INTERNET on the back of your Fetch Mini 4K.

Some more information on Power Line Adapters

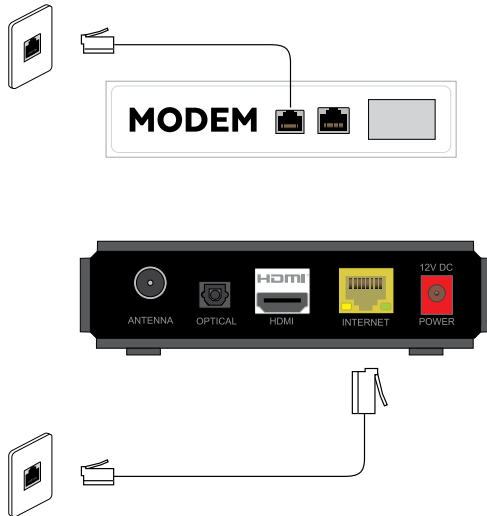
- Only use Power Line Adapter units on the same electrical circuit. Most homes have one circuit for lighting and another for electrical outlets, but large homes may have two circuits for electrical outlets.
- Power Line Adapters should be plugged directly into the wall outlet.
- Each Power Line Adapter needs at least 5cm below the power outlet to plug in the Ethernet cable so won't suit very low mounted wall outlets.
- Plugging Power Line Adapters into a double adapter or a power board isn't recommended as these can prevent the Power Line Adapters from connecting and working properly, and affect the speed and quality of your Fetch service.
- If you have to use an adapter/power board, because there is no other wall outlet available, make sure that: the double adapter/power board does not have surge protectors or noise filtering, and the Power Line Adapter is plugged into the first outlet (the one nearest the cord) on the double adapter/power board.
- In some houses, the configuration of the wiring in the house may mean the Power Line Adapters can't establish a connection due to multiple circuits or 3-phase power configurations.

Option 4

Data Cabling

Use this option if:

- Your modem is not close to your TV, and
- Your installation location has cabling with an Ethernet port nearby.



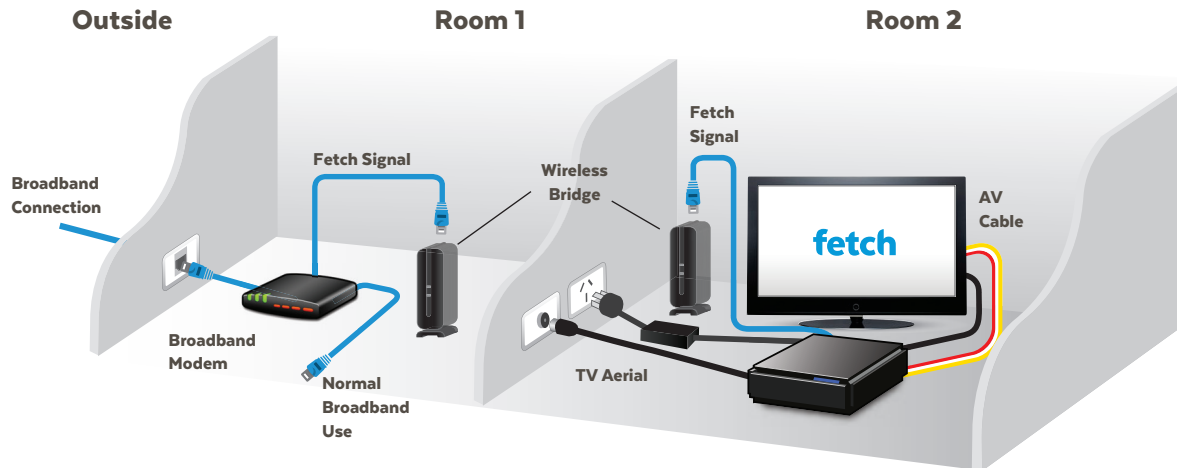
To connect, follow these steps:

- 1 Plug one end of an Internet Ethernet cable into a free port on your broadband modem.
- 2 Plug the other end into the Internet Ethernet wall socket nearest to your broadband modem.
- 3 Plug one end of a second Internet Ethernet cable into the port labelled INTERNET on the back of your Fetch Mini 4K.
- 4 Plug the other end into the Internet Ethernet wall socket nearest your TV and Fetch Mini 4K.

Option 5

Wireless Bridge

Use this option if you prefer to use a Wireless Bridge. Install the Wireless Bridge using the instructions supplied with it. Put one device near your broadband modem and the other near your Fetch Mini 4K.



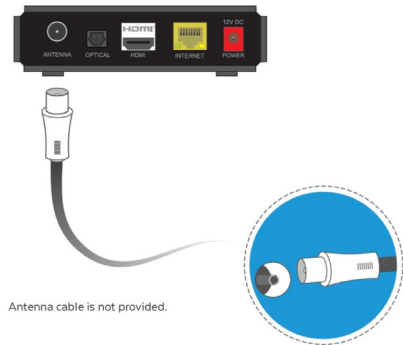
To connect, follow these steps:

- 1 Plug one end of an Internet Ethernet cable into the port on the Wireless Bridge near your broadband modem.
- 2 Plug the other end into a free port on your broadband modem.
- 3 Plug one end of an Internet Ethernet cable into the port on the Wireless Bridge located near your Fetch Mini 4K.
- 4 Plug the other end into the port labelled INTERNET on the back of your Fetch Mini 4K.

Step 3. Connect to your TV Antenna

You get your Free-to-Air Digital TV channels using your normal TV antenna. They are not delivered over broadband Internet.

You'll need your existing TV antenna cable, so unplug it from the back of your TV.



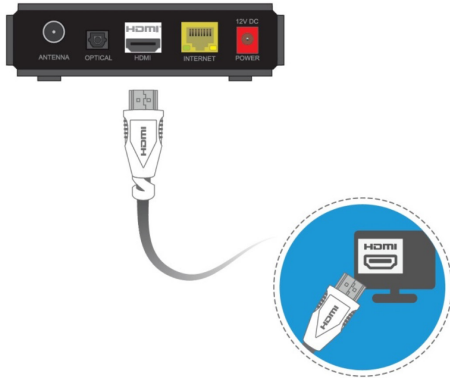
- 1 Plug one end of the existing antenna cable into the antenna wall socket, or leave if already connected to the wall.
- 2 Plug the other end of the antenna cable into the socket labelled ANTENNA on the back of your Fetch Mini 4K.

No antenna in the room with your Fetch Mini 4K?

If using Multiroom your Fetch Mini 4K can view Free-to-Air channels from a connected Fetch Mighty in your home. So you don't need to connect both boxes to your TV antenna. For more info download the Multiroom User Guide from fetch.com.au/guides.

Step 4. Connect to your TV

The Fetch Mini 4K connects to your TV using HDMI (High Definition Multimedia Interface). Only the HDMI cable is needed.



- 1 Plug the HDMI cable into the port labelled HDMI on the back of the Fetch Mini 4K.
- 2 Plug the other end into a free HDMI port on your TV.

To watch content in 4K HDR on your Fetch Mini 4K, you'll need:

- A connected 4K HDR TV
- A steady home broadband speed of 15-25 Mbps
- Video setting set to Auto (4K - 2160P) on your Fetch Mini 4K (you can do this later at [Menu > ⚙ > Audio & Visual > Video](#))

Your TV and home theatre equipment such as audio video receiver or sound bar if using, also need HDMI inputs that support 4K and HDMI 2.0/HDCP 2.2 signals. Check your TV manual for more info.

To watch High Dynamic Range (HDR) if your TV supports this, enable the option on your TV first and then on your Fetch Mini 4K at [Menu > ⚙ > Audio & Visual > Advanced > HDR Mode](#). Different TVs may use other names like "Ultra" or "Deep Colour".

Step 5. Power up

Once you've completed all the steps and put the batteries in your remote control it's time to turn everything on.

Connect your Fetch Mini 4K to power


- 1 Plug the red end of the power supply unit into the Fetch Mini 4K.
- 2 Plug the power supply unit into the wall power socket.

Select Source / Input on TV

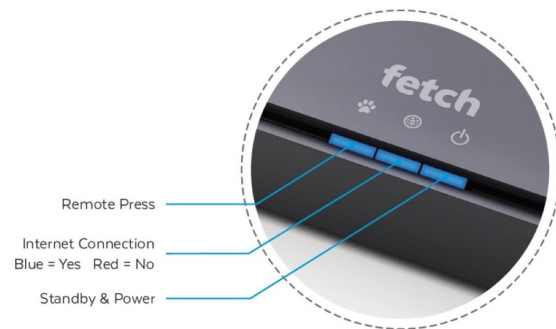





- 1 Turn on your TV.
- 2 On your TV remote press Source/Input or AV Select.
- 3 Select the HDMI port you plugged your Fetch Mini 4K into.

Turn on your Fetch Mini 4K

Turn on the Power at the wall socket. The power light  on your Fetch Mini 4K will light up.

Check the Fetch Mini 4K Connection



-  Standby light is blue when your Fetch Mini 4K is powered on. If it is red, the box is in standby mode and you should press the power button on the remote control to turn it on.
-  Internet light on your Fetch Mini 4K is blue when you have a broadband connection. If it is red, there is no live connection. During initial start-up it will change from red to blue.
-  Paw light on your Fetch Mini 4K will flash when you press any button on the remote. If it doesn't flash the box is not responding to the remote.

Step 6. Start up

This is the home stretch where you activate your Fetch service and get it all happening. It will take a few minutes for your Fetch Mini 4K to move through three loading screens and the screen may go black between each one. Don't worry, this is normal. Once finished simply follow the instructions on the Welcome Screen.

Remote Pairing

Your Fetch Mini 4K will pair the Bluetooth Voice remote during the start up process. You shouldn't need to do anything but if that didn't work you can pair later at [Menu > ⚙ > Remote Control](#).

Connect to your home Wi-Fi network

Your Fetch Mini 4K will check your connection to the Internet and prompt you if you need to connect. If you are already connected there is no need to set up Wi-Fi. If you are connecting using Wi-Fi:

- 1 Choose 'Wi-Fi Connection' and follow the prompts.
- 2 Select your home network from the list of in range networks. If needed, confirm the security settings.
- 3 Your Fetch Mini 4K will let you know once you're connected then continue to start up.

Welcome Screen

- Depending on your Fetch Service Provider, use your remote to enter the Activation Code for your Fetch box, or wait for your box to activate automatically. For more information see Activation Code on Page 5. Your code (which is case-sensitive) will then be checked and confirmed.
- If the feature is available to you, you can choose another Name for your Fetch Mini 4K.
- The box will next try set up the remote to control your TV. Do this now or later at [Menu > ⚙ > Remote Control](#).
- Choose 5.1 Surround Sound for Fetch, if your sound system supports this Audio Setting.
- Next you can set up your Parental PIN. Do this now or later at [Menu > ⚙ > User Preferences > PIN Change](#). If you've already set your PIN then you'll just need to confirm it.
- Your PIN is used for many things on Fetch such as renting movies, buying TV shows, adding channel packs, and watching restricted content. It's a good idea to write it down in case you forget it but make sure you always keep it secure. (You may want to keep it a secret from your children too).
- The box will then do a Channel Scan which may take up to 5 minutes. The box will check Diagnostics then show the location of the Fetch TV Privacy Policy. Select Finish to restart and load the Fetch main menu.

Do not turn off or reboot your Fetch Mini 4K at any time during set up. Software updates can take up to 5 minutes.

Visit fetch.com.au/guides to download the Fetch Mini 4K User Guide and get the most from your service.

Fetch Mobile App

Control your Fetch Mini 4K with your tablet or mobile phone at home or when you're out and about, using the Fetch Mobile app.

- Download to go.
- Handy second remote control.
- Watch channels, movies and TV Store shows.

To start go to the App Store or Google Play and install the Fetch app on your phone or tablet.



Pair the app with your Fetch Mini 4K

Once you've installed the app on your phone or tablet you need to pair it with your Fetch Mini 4K.

For more information, go to [Menu > ⚙ > Mobile & Tablet](#) on your Fetch Mini 4K or visit fetch.com.au/guides and download the Fetch Mobile App User Guide.


Remote Control

The remote control brings your Fetch Mini 4K to life every time you use it. It has all the functions you need for quick and easy viewing. To make your remote control work, remove the battery cover, insert the two batteries supplied, and replace the cover.


Set Up Universal Remote


You can use the Fetch remote to operate your TV as well as your Fetch Mini 4K. Your Fetch Mini 4K will try to set up your remote for you when you first set up your box but if that didn't work, you can set it up by going to [Menu > ⚙ > Remote Control](#).


For more information go to fetch.com.au/guides and download the Universal Remote Instructions

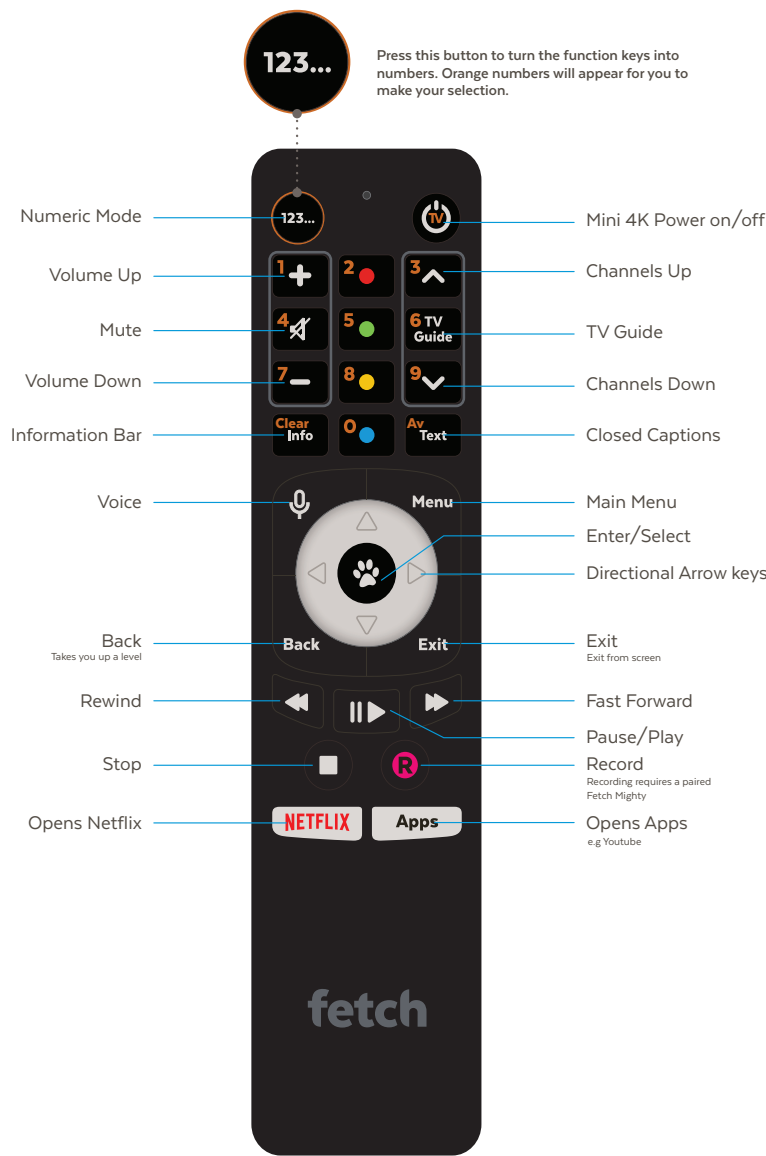
**Tips**

Press 123 to turn function buttons into numbers



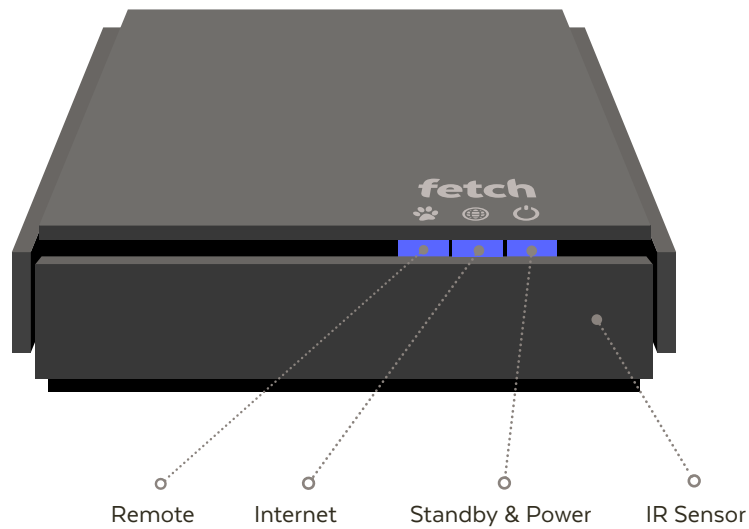
**Tips**

For voice control hold down  and speak into the top of the remote

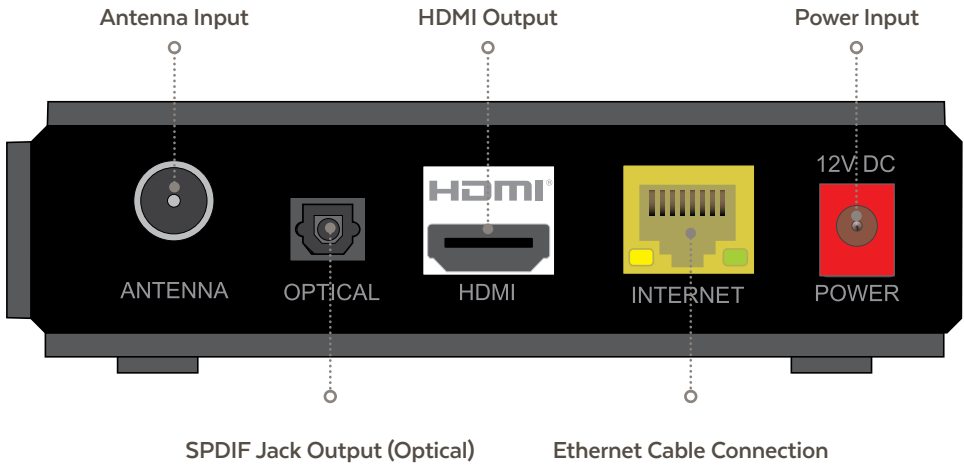


Fetch Mini 4K

Front Panel



Back Panel



Troubleshooting

If you're having trouble getting your Fetch Mini 4K to work check some of the tips below before you contact your Service Provider for help.



Display Settings

- If your TV image appears out of proportion or stretched you may need to change the Display Resolution, Aspect Ratio and Display Mode. Go to [Menu > ⚙ > Audio & Visual > Visual](#).
- If you have issues watching 4K or HDR, make sure your cabling and TV are 4K-capable (Page 12). You may need to change the Display Resolution in [Audio & Visual > Video](#) or HDR Mode at [Audio & Visual > Advanced](#).

Cabling and TV

- Make sure the power supply unit is correctly connected (Page 13), and there is power available at the wall power point.
- Check that the AV connections are secure and, if needed, try another connection mode (Page 12).
- Make sure the TV is set to the right AV input source and mode (Page 13).



Power cycle

- If you are having issues sometimes a box restart is all that's needed. You can restart at [Menu > ⚙ > Device Info > Options > Fetch Box restart](#).
- Or restart by pressing  then  on your Fetch remote.
- If your menu isn't working try turning the power to the box off for 10 seconds before turning it back on.

Internet connection

- Double-check that the broadband connection is active.
The 🟡 LED on the Fetch Mini 4K should be lit blue. If using an Ethernet connection, also check that the indicator lights on your modem are on. If using Power Line Adapters, check the status lights on the adapters.
- If there's no broadband connection, check you can browse the internet on a computer or smartphone connected to the same router as your Fetch Mini 4K. If not, contact your broadband provider. If you can, power cycle your Fetch Mini 4K.
- If connecting through Wi-Fi and you don't see your home network in the list of available networks, try refreshing the list of networks or restart your modem and wait a few minutes to see if your home network appears. Alternatively try to add your home network manually (you'll need the network name and password).

Remote Control

- Use the remote control within 10 metres maximum from the Fetch Mini 4K when paired in Bluetooth mode.
- For non-Bluetooth remote control, use the remote control within 6 meters from the Fetch Mini 4K (Fetch remote in Infrared mode).
- If the LED at the top of the remote control does not light up when a button is pressed, change the batteries.
- If the LED at the top of the remote control is green when a button is pressed the remote is paired. If LED is red and voice search isn't working go to [Menu > ⚙️ > Remote Control](#) to pair.
- If you have trouble pairing the remote, press and hold  and  at the same time, to reset and re-pair the remote.

Specifications

Input	Connector	Specification	Signal
Power	DC Male jack (3.5mm diameter)	Input 220V AC Output 12V DC 2A	
Antenna	RF Connector	50 Ohms	Channel Bandwidth 7 or 8 MHz
Broadband	RJ-45	Ethernet	IPv4
Data	1 x USB Type A	USB 2.0	Host
Output	Connector	Specification	Signal
Digital Video + Digital Audio	HDMI 1.4, 2.0	HDCP content protected	720p50, 1080i60, 1080p50, 1080p60, 2160p60
Surround Audio	TOSLINK	S-P/DIF	Optical

Other		
Dimensions	120(W) x 122(L) x 32mm(H)	
Max Weight	0.3kg (excl. packaging)	
Max Power Consumption	Up to 20W	
Operating Temperature Range	+5 to +45 deg C	
Storage Temperature Range	-20 to +70 deg C	
Humidity	10 to 90% NC	
RAM	2 GB	
Flash	8 GB	
Tuners	1 x DVB-T2	
Video Decode	MPEG4 HD, H.264/AVC, H265 HEVC, AV1	
Audio Decode	MPEG4 AAC, MPEG 4 HE-AAC v2	
Surround Sound Support	Dolby Digital Surround 5.1 (AC3) and Dolby Digital Plus (Enhanced AC3), Dolby Atmos	
Wi-Fi	IEEE 802.11ax, 2.4GHz/5GHz	
Bluetooth	5.0	
4K Capability	Yes	
HDR	HDR10, Dolby Vision	

Compliance

Product Code H671T

This product complies with the following Standards:

Electrical Safety	AS/NZS 60065.1-2008
RF Emissions	AS/NZS CISPR 13 and 22
C-Tick Supplier Code	N25670

Contact

Fetch

contactus@fetchtv.com.au

ABN: 36 130 669 500

fetch.com.au

Keep in touch

Like our Facebook page facebook.com.au/fetchtv to get all of our updates.

If you have an account directly with Fetch please log in to fetch.com.au/account to access the online troubleshooting, or contact your Fetch Service Provider for assistance.

User Guides

You can download the following User Guides from fetch.com.au/guides

- 1 Fetch Mini 4K User Guide.
- 2 Universal Remote Instructions.
- 3 Mobile App Guide.
- 4 My Media Hub User Guides.
- 5 Wi-Fi User Guide
- 6 Multiroom User Guide



fetch.com.au

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