

Fetch Mobi App User Guide



fetch

Welcome to Fetch

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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 from the Movie Store.
- Buy TV Shows from the TV Store.
- Watch content from the Movie and TV Stores in SD.
- Download movies and TV shows onto your phone or tablet to watch on the go.
- Watch Movie Box movies if included with your subscription.
- Watch selected entertainment channels if included in your subscription.
- Watch your recordings on your phone or tablet at home.
- Browse available content and watch trailers
- Set recordings from anywhere so you never miss your shows.
- Manage your recordings on the go.
- Doubles as a handy remote for controlling 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

iOS Devices

Device Type	OS	Remote Control	Play Movie Box and Live TV	Rent or Buy *	Play Rentals and Purchases
iPhones	iOS 11.0+	✓	✓	–	✓
iPod	iOS 11.0+	✓	✓	–	✓
iPad	iOS 11.0+	✓	✓	–	✓

* iOS users will need to rent or buy through your Fetch box, or Fetch Account at 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 5.0+	✓	✓	✓	✓
Android Tablets*	OS 5.0+	✓	✓	✓	✓

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

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 36).

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 22 and 27), 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 or Fetch Mini 4K.

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 Catch-Up

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

You can also watch Catch-Up TV shows on up to 2 devices if available for a subscription channel.

Al Jazeera	Club MTV	France 24	Nick Music
Animal Planet	CMT	Good	Nick Jr.
Baby TV	CNBC	HGTV	Oxygen*
BBC Brit*	Comedy Central	Investigation Discovery	Stingray CMusic
BBC First	Curiosity Channel	Love Nature	TBN Inspire
BBC UK TV	Discovery	Movies now showing	The Food Network
BBC Earth	Discovery Turbo	MSNBC	TLC
BBC Kids*	EDGE sport	MTV	Travel Channel
BBC News	ESPN	MTV Classic	Universal Channel
Bloomberg	ESPN 2	MTV Hits	ZooMoo*
CBeebies	Euronews	NDTV 24x7	
Channel News Asia	Fashion TV	Nickelodeon	

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

Launch Apps

You can launch Apps from the Search results in the Fetch Mobi App (Page 15). 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 (Page 30).

What you can do on the app

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

Setup	Subscription	Use the App to:
Not signed in. 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
Signed in.	Ongoing Subscription. You have a current Fetch subscription.	All of the above, plus Add movies and TV shows to Wishlist 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 Catch-Up TV Watch Movie Box Download movies and TV episodes
	Fetch Mini. You have a connected Fetch Mini.	All of the above, plus Control your Fetch box
	Fetch Mighty. You have a connected Fetch Mighty or Gen 2 Fetch box.	All of the above, plus Record live TV Manage your Recordings Watch your Recordings
	No Subscription. You've cancelled your subscription.	Same as the above, except you can't: Watch Live TV channels and Catch-Up TV Watch Movie Box Watch your Subscription TV recordings
	Restricted account. You no longer have an active billing relationship with a Fetch Service Provider.	You can only: 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. Once you have completed your purchase on the website or box, you can watch the content on your mobile device.

2 Sign 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, select the [Sign in](#) prompt or scroll down the Home screen and choose [Settings](#). We'll also prompt you to sign in if you try to use Wishlist, 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.



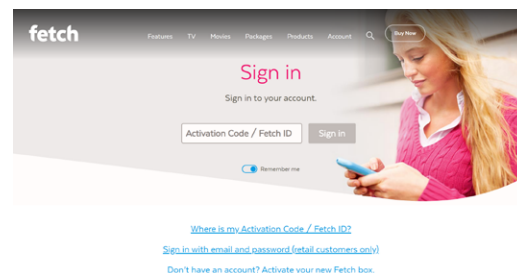
Sign into your Fetch Account online

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.

- 1 On your computer or mobile device web browser, go to 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 your My Stuff.



Your account at fetch.com.au/account

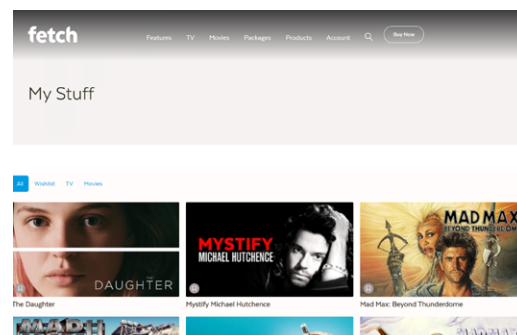
fetch.com.au/account is where you can go to manage your mobile devices, subscription packs, change your PIN or get help. Choose [Account > Settings](#) for options.

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 your Wishlist in the app, then go online at fetch.com.au/account to 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 Connect 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 12).

Multiple Fetch boxes on your account?

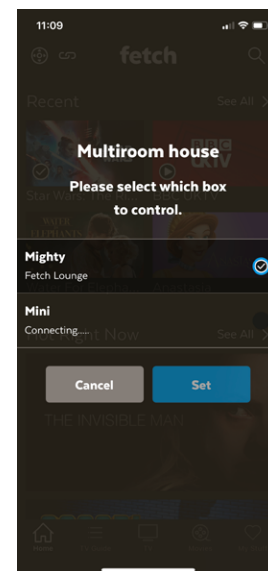
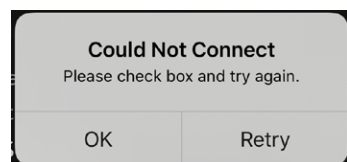
If you have more than one Fetch box set up in your home for Multiroom, you can choose which box you want to control.

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 boxes to control, select the  icon or go to [Settings > Control Box](#) (Page 35).

Can't connect to your Fetch Box?

If the app can't connect to your Fetch box, 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](#)

View the app home screen.



[TV Guide](#)

Browse the TV Guide to see what's on, and set recordings if you're connected to your Fetch box.



[TV](#)

Watch live TV channels and Catch-Up TV on your mobile or tablet if included in your subscription. Browse the TV Store to buy and watch shows.



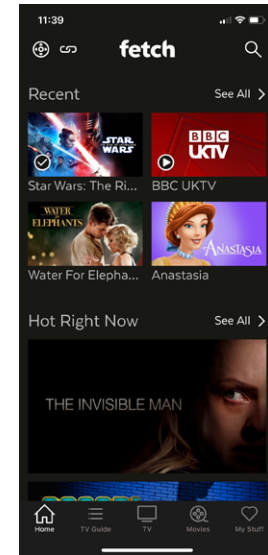
[Movies](#)

Browse movies available to rent or buy, and browse Movie Box movies if included in your subscription. Watch on your phone or tablet in SD.



[My Stuff](#)

In My Stuff you'll find all your current rentals and purchases ready to watch, along with your Wishlist and Recordings.



[Control](#)



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



[Switch box](#)

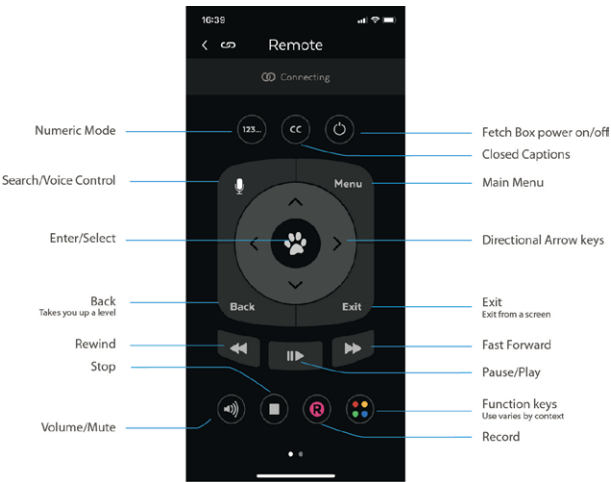
Choose another Fetch box to control if you have more than one connected box in your home.

Control your Fetch Box

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

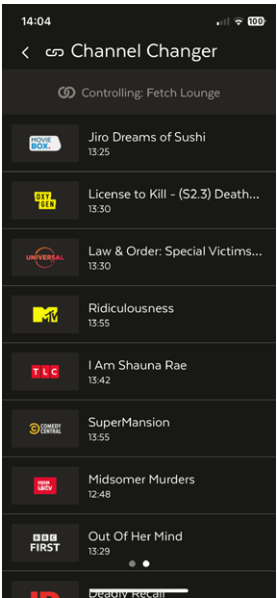
Remote

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

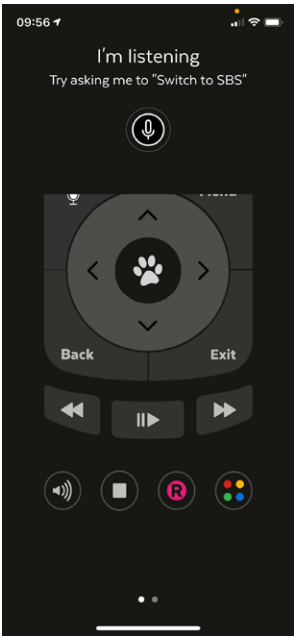
You can control your connected Fetch box with voice commands through the on screen remote.

Tap  at the top of the Fetch Mobi app screen 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 First” or just “BBC First” “Play Discovery Turbo”	Launches the channel on your Fetch box
“Fetch Netflix” or just “Netflix” “Go to SBS On Demand” Note: You can’t control or search using voice remote commands inside apps like Netflix or YouTube	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

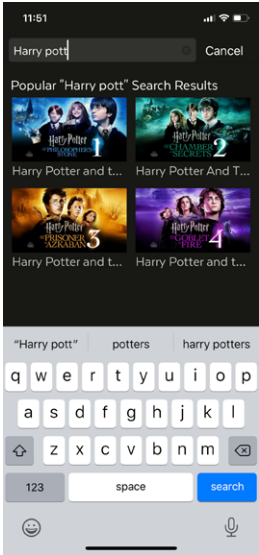
Search

To use the text entry search to find movies and TV shows on the app, tap the  search box at the top of the Fetch Mobi app screen. The search includes channels, recordings, Movie Store and TV Store, and Apps.

- 1 Select the search box and type the title, or a word from the title, of the program you're looking for. You can also type the name of an actor or director.
- 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.
- 4 If a title is available to watch in different ways on Fetch, you'll see them all. To watch, choose the format that suits you.

Note



You can only search for Netflix Exclusive Content through the Netflix App or through a text search on your Fetch box. For more info on launching apps, see Page 30.

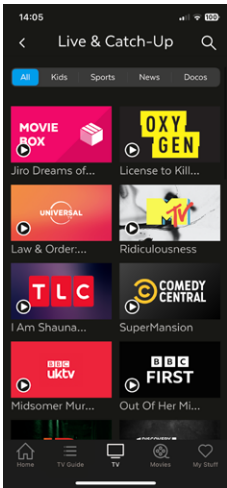
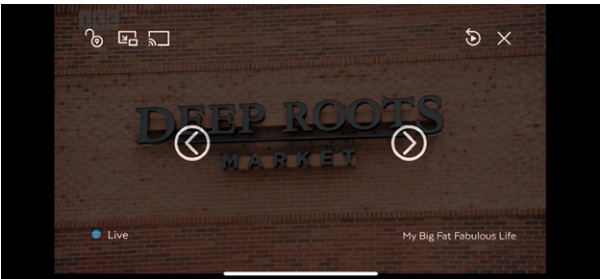


5 Watch Live TV and Catch-Up

To watch Live Subscription TV channels and Catch-Up TV (Page 6) on your mobile or tablet, select **TV** from the menu and choose **Live & Catch-Up**. You'll need to sign in and have an ongoing subscription to watch.


Watching Live TV

- 1 Select a channel to view the channel info.
- 2 Choose **Watch Live** or **Watch From Start** to play the show from the start.
- 3 You can watch on your mobile or connected Fetch box (see Page 35 for playback options). The app will register your mobile or tablet for playback. For more information, see Page 36.
- 4 Changing channels while watching live is easy. Tap ⏮ or ⏭.
- 5 Tap  to browse and watch at the same time. When you're done watching tap  to close



Watching Catch-Up TV

If you forget to watch or record something on TV you may be able to watch it on Catch-Up TV instead.

Look for channels with the icon  or tap  while watching live to watch the program from the start.

6 Using the TV Guide

The [TV Guide](#) is the easiest place to find what you want to watch right now.

If you connect to your Fetch Mighty (or Gen 2 Fetch box) 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.

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

See what’s on and coming up

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



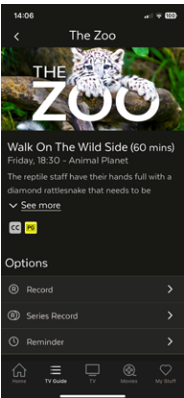
Note

If you see a message “Limited Access. Connect Now” it means you’re not connected to your Fetch box anymore. You’ll need to reconnect to set a recording or add reminders.


Set reminders

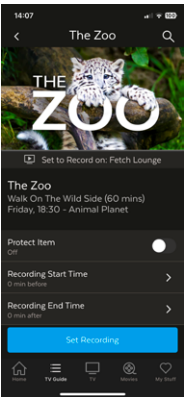
You can set a reminder to alert you when your favourite shows are about to start.

- 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

- 1 In the [TV Guide](#), find the show you want to record.
- 2 Tap [Record](#) and choose [Set Recording](#).
- 3 To record the Series, tap [Series Record](#) and choose [Set Series Record](#).
- 4 You can switch to controlling a different box in your home by tapping  .
Change the options if you wish (see Page 19 for more info).



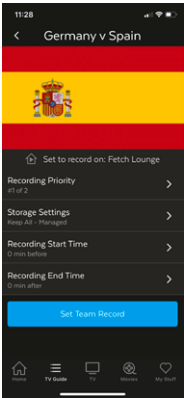
Note

If you can't see recording options, make sure you're connected to your Mighty or Gen 2 box.
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.

Tag teams to record all their live games

You can tag your favourite sporting teams to record every match that team plays in (selected sporting events and teams only). For options see Page 21.


- 1 Go to the [TV Guide](#).
- 2 Select a live game and then tap [Team Record](#).



7 Watch or Manage your Recordings






You can play and manage recordings from your mobile device (Page 5). You'll need to sign in and have an ongoing subscription to watch and be on the same network as your Fetch box.

Finding your recordings

- You'll find all your TV recordings at [My Stuff > Recordings](#).
- We automatically group all episodes of the same show together in folders 
- To manage a recording, select the recording or folder.
- To watch, choose [Play](#) then select your Fetch box or mobile device (Page 36).

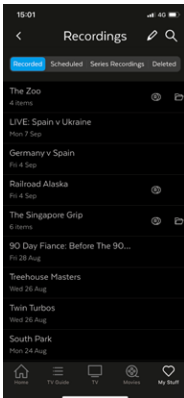
Recording Icons


Please see the screenshot as an example.

-  Series Record
-  Recorded
-  Watched
-  Protected
-  Group recordings from the same series in a folder

Protecting your 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.



To delete multiple recordings at a time, select 

Note

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

Change the recording start and end time

Sometimes shows don't start or end on time due to unexpected scheduling changes, so 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 start 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 or folder just select it and then choose [Delete Recording](#).

If you delete a recording by mistake, you can restore it at [My Stuff > Recordings > 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 Series Recordings

Go to [My Stuff > Recordings > Series Recordings](#) to see and manage [Series Recordings](#) on your connected Fetch box.

Set the season you want to record

You can set the season option for a Series Recording to control 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 and [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 priorities of Series Recordings

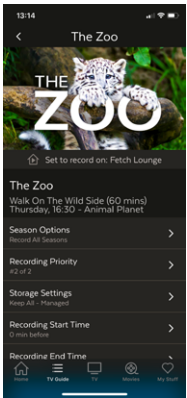
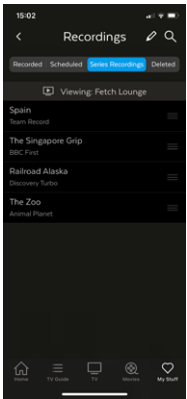
Sometimes you might schedule more than the allowed number of recordings to occur at the same time. You can prioritise your Series Recordings (which includes any Team Recordings you've set) so if this happens, your higher preference shows get recorded.

You can change priority when you set a [Series Recording](#) or at [My Stuff > Recordings > Series Recordings](#).

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 may just want to keep **1 episode** at a time (record today's and delete yesterday's) or you can choose to keep **2, 5, All (Managed)**, or **All (Protected)**. Managed means it will be kept unless the box needs space for more recordings. Protected means it will never be deleted unless you manually delete it.



8 Watch movies

There are 2 places you can watch movies on the Fetch Mobi App:

The Movie Store

The Movie Store offers over 9000 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 8). 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 [Movies > Movie Store](#).

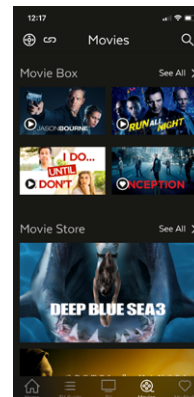
Renting and buying movies (Android devices)


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 5 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 your  Wishlist then go to your Fetch box or 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 your Wishlist on the app, then either go to your Fetch box, or go to fetch.com.au/account to complete the purchase ready for you to watch on your App. For more info, see Page 24.

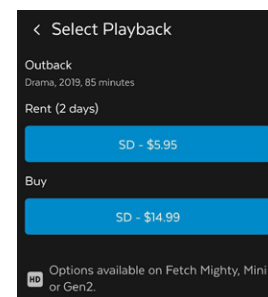
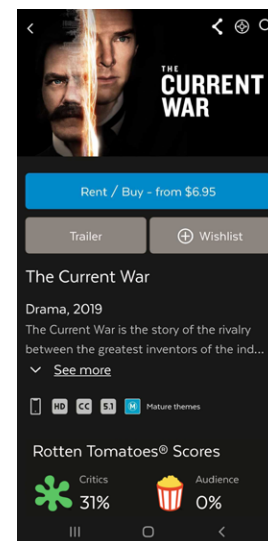


Tips

Scroll down the movie screen to see Rotten Tomatoes ratings, Cast and Crew Info and more. Tap  for sharing options like Email, Facebook & Twitter.

What is a Movie Credit?

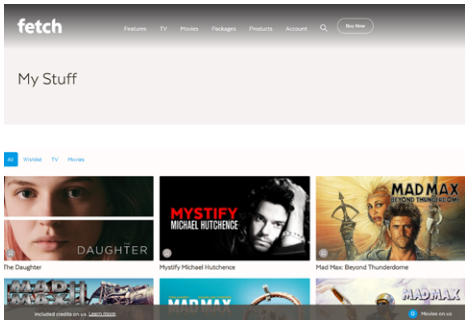
Your service may include a Movie Rental Credit from time to time. A credit lets you rent a specified number of eligible movies from the Movie Store at no additional cost. You can check your credit in your account. Sign into fetch.com.au/account and choose **Settings > Billing & Payments > Movie Credit**. 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 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.

- 1 Add the content you want to buy or rent to your Wishlist in the Fetch Mobi app.
- 2 Sign into your account at fetch.com.au/account via your web browser (Page 9).
- 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 your My Stuff (Page 28) 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 [My Stuff > Movies > Purchased](#).

To find your Wishlist go to [My Stuff > Movies > Wishlist](#).

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 [Movies > Movie Box](#) and select a movie to watch.
- 2 You can add the movie to your Wishlist to watch later.
- 3 Tap [Play](#) to start watching now.

You can watch on your mobile or connected Fetch box (see Page 35 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 36.

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]

Lock

Tap 🔒 to lock or 🔓 to unlock the screen.

Skip Back/Forward

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

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.

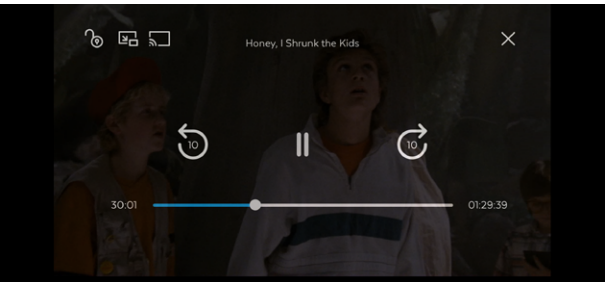
Closed Captions

If available, tap [CC] to turn captions on or off.

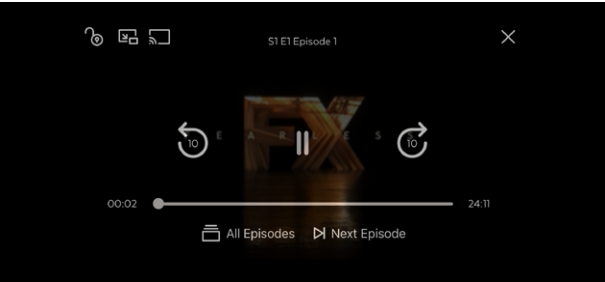
Done

Tap ✕ to stop playback.

Movie playback



TV Show playback



9 Watch shows from the TV 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 8) to browse and buy from the TV Store. The cost of TV Shows you buy will be added to your Fetch Service Provider account.

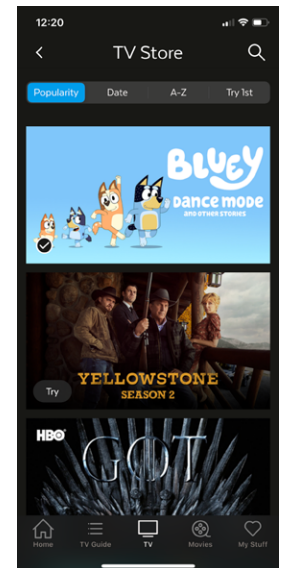
If you're using an Android mobile or tablet, you can buy through the Fetch Mobi app once you're signed in. If you have an iPhone or iPad, you'll need to buy through your online account or Fetch box.

- 1 Go to [TV > TV Store](#).
- 2 All TV shows available to watch are shown.
- 3 When you select a TV show, the latest season opens by default but you can see all seasons and choose an older season from the TV show details.



Tips

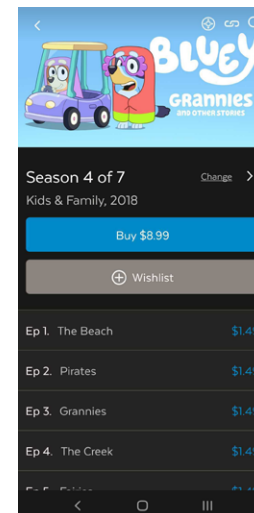
You may watch the first episode of some shows free of charge. Look for the “[Try](#)” badge on the show or go to [TV > TV Store > Try 1st](#).



Buy TV 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
 - iOS users need to add the season to your Wishlist 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 24 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 > TV Shows > Purchased](#) (Page 31).

* 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 8). For iPhone or iPad, you first need to add the title to your Wishlist 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 24.



Cost to buy TV 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.

10 Watching content on Apps

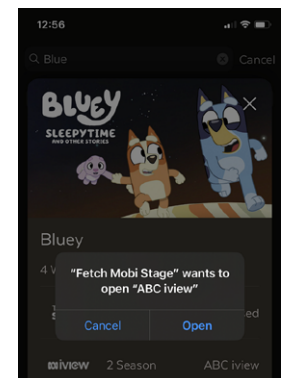
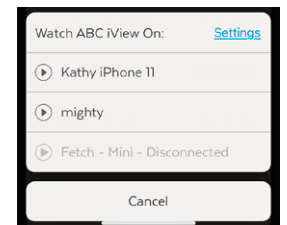
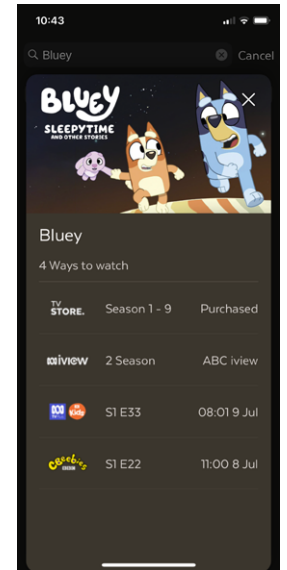
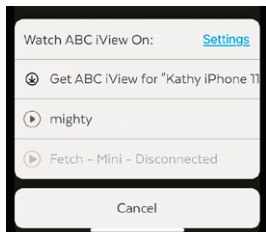
When you perform a search (Page 15), the results can include content on apps like Netflix, Stan, ABC iView and SBS On Demand. You can launch the app on your Fetch box or mobile device.

You'll need a subscription to watch streaming services like Amazon Prime Video or Stan. Some Free-to-Air TV apps may ask you to create an account to watch.

Launching apps from the Fetch Mobi App

- 1 From the search results in the Fetch Mobi App, select a show or movie on an app.
- 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 your mobile device, depending on your choice.

If you don't yet have the app installed on your mobile device, you can follow the prompts to get the app from the App Store or Google Play.



11 Find your movies and shows in My Stuff

Once you've signed into the app (Page 8) go to [My Stuff](#) to view your movies and TV shows.

Movies and TV Shows

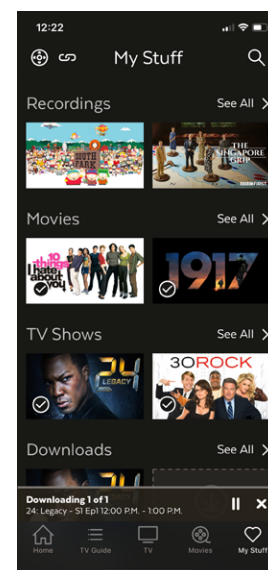
Find all movies you bought or rented through the Movie Store (Page 22). Go to [My Stuff > Movies > Purchased](#).

Find all TV Shows you bought through the TV Store (Page 27). Go to [My Stuff > TV Shows > Purchased](#).

Choose [Wishlist](#) to see items you saved for later.



You can refresh the My Stuff listing by swiping downwards on the screen to see your newest purchases.



Downloads

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

Download movies or TV show episodes

You can download movies you've rented or bought, or TV 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 TV 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:

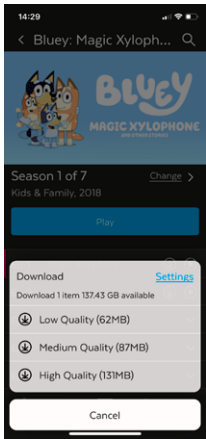
- 1 Select a movie or episode and tap [Download](#). Choose the playback quality if prompted.
- 2 For a movie you rented, you'll have 48 hours to watch the movie once you choose to play or download. Choose [Not Now](#) to cancel or [Ok](#) to go ahead with the download.
- 3 If you're already downloading 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 downloads.

How long can I access my Downloads?

You can access your downloads as long as you don't change your PIN or sign out all devices from [Home > Settings](#) – doing either of these will delete all downloads on each mobile device using your account.

If you're using the app offline, you'll have 120 hours viewing time (about 5 days) over a 24 day period to watch purchased items you downloaded. After this time, you'll need to reconnect to access your Downloads (Page 41).

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 39.



Tips

You can change the default Download Quality in [Settings](#) (Page 35).

12 Manage your Account and Settings

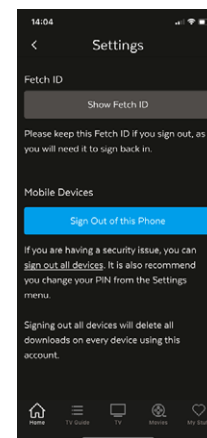
Select [Settings](#) from the bottom of the Home screen to sign in or manage your Fetch service, including setting up your Parental Controls.

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 online account and choose [Setting > Sign out all devices](#) (Page 9)

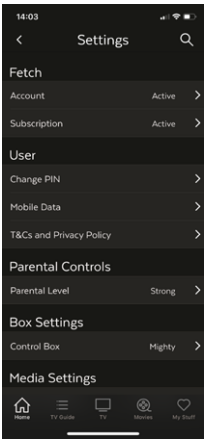
User settings

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.



Use Mobile Data for downloads

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

Set [Use mobile data for downloads to Off](#) to allow downloads over Wi-Fi only. Set to 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.



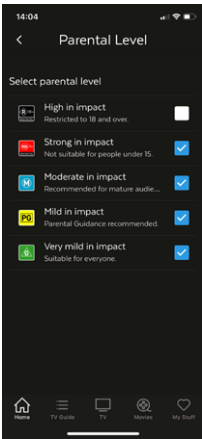
Parental controls

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.

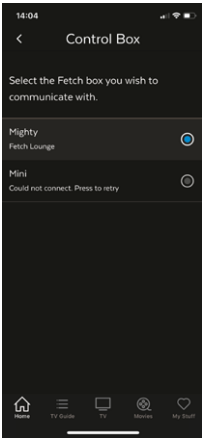


This setting is device specific, so you can set up a different parental level on each device you’re using. This means you can secure your child’s device with the level set to G so that anything rated over G will need the PIN to view, while you set a higher rating on our own device.



Media Settings

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.



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 10 and 12 for details.

13 Playing content on your mobile or tablet

FAQs for watching TV shows and movies

How many playback devices can you have?

A playback device is any active mobile or tablet on which you can play Fetch content. You can have up to 3 registered playback devices at any time for watching:

- Subscription TV channels, Catch-Up TV, and Recordings
- Movie Box
- Movie Store and TV Store items

The app will register your phone or tablet the first time you watch these types of content. You can watch on 2 devices at the same time (however, see Page 38 for more info).

Switching playback devices

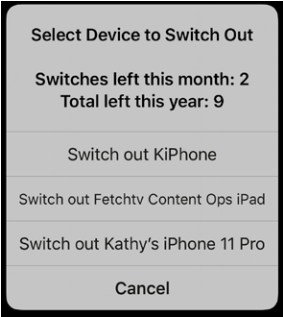
You can switch playback devices if you already have 3 devices registered and need to add a new device. If you try to watch content on an unregistered mobile or tablet, we'll prompt you to switch an existing device.

- If you [Cancel](#), you can't watch on the new mobile or tablet.
However, you can still watch on one of your other registered playback devices.
- If you choose to [Switch Out](#), you may then choose the device to switch out.

Once your new mobile or tablet is registered, the content will start playing.

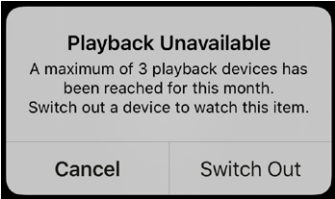
Note

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



What happens if you reach the switch out limit?

If you've already switched playback devices twice 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.



Can you play content on more than one mobile device at the same time?

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

- Live Subscription TV channels and Catch-Up TV
- Movie Box
- Movie Store and TV Store items
- Recordings

If you try to watch while 2 of your playback devices are already playing this content, we'll prompt you to stop playback on the devices.

Downloads

Downloads count towards this number.

For example, you can watch Live TV on one device and be downloading a movie on a second device.

If you then try to watch another movie on a third device, we'll prompt you.

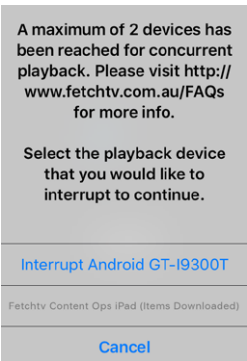
Note

You can’t stop a download via the prompt, so you may need to wait until the download finishes, or go to [My Stuff > Downloads](#) to delete the download, then try to watch again. For more on download messages, see from Page 39.

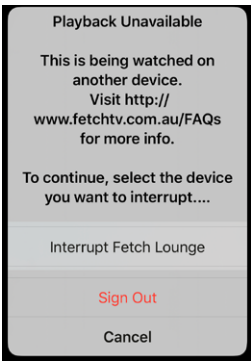
Rentals and Purchases

You can watch items you rented or purchased from the Movie Store and items you purchased from the TV Store, on up to 2 of your devices at a time, so long as these are two different movies or episodes. For example, you can play an episode of “Suits” on one device, and the movie “Frozen” on another, but can’t watch “Frozen” on both devices.

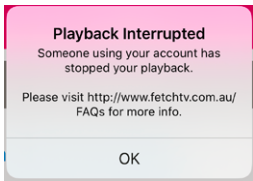
If you try to watch a rented or purchased item you’re already watching on another device, we’ll let you know. If you wish, you can stop playback on the other device by choosing the device you want to interrupt.



Movie Box, Live TV,
Catch-Up, Movie
Store and TV Store



Rentals or Purchases



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.

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.

Then, try download or play again.

Download available over Wi-Fi only

Some content on the Fetch Mobi app can only be downloaded over a broadband network (i.e. can't download over a mobile network such as 3G/4G). We'll let you know with a message similar to the following: "Download Unavailable - Download is available over a Wi-Fi connection only".

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

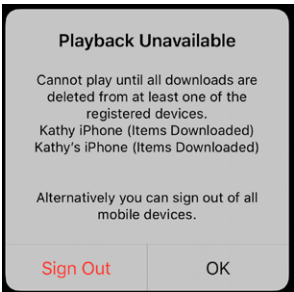
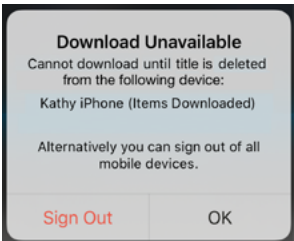
- 1 Switch to a Wi-Fi connection through your mobile device settings and choose your Fetch Service Provider broadband network connection.
- 2 In [Settings](#) (Page 32), use [Mobile Data for downloads](#) over both Mobile and Wi-Fi connections.

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 more details.



If you choose to sign out of all devices you'll need to sign back in to use the app again on each device.

Insufficient Storage

There is insufficient storage space on your device to complete the download. Please clear some space and try again.

OK

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

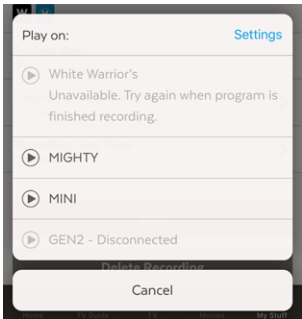
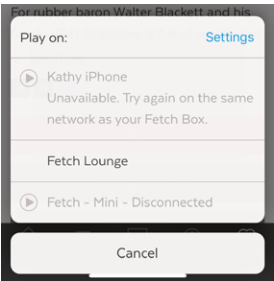
You can project what’s playing on the Fetch Mobi app to a TV screen through mirroring, or HDMI dongles from your device manufacturer. For example:

- For **Android**, while the app doesn’t support casting to a Chromecast device, you can, on an Android, mirror to a Chromecast.
- For **iPhone or iPad** 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 see a recording unavailable message

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 not still recording on your mobile device. So you’ll need to wait for a Free-to-Air recording to finish before you can watch on your mobile device.



Can you 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 or watching live TV.

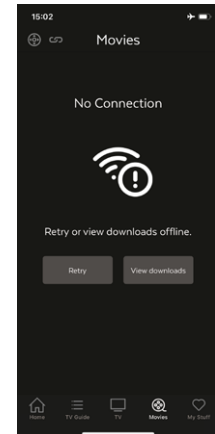
You can use all features again once your mobile device has a network connection.

Offline Timeout

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.

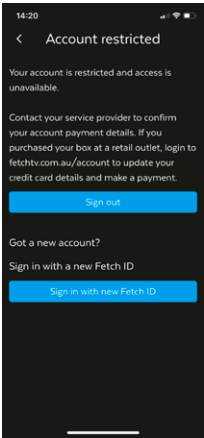
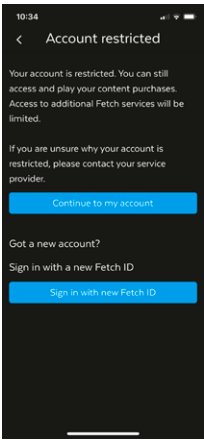


Account restricted

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.

If available, choose [Continue to my account](#) to keep using the app. Even with a restricted account, you can still play content you bought 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 due to a payment issue, you will need to Sign out and update your payment details 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 9).





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Version: April 2023