

Multiroom User Guide

fetch

Welcome to Fetch

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1 Welcome

Multiroom lets you connect up to 3 Fetch boxes on the same account. You can enjoy different shows in different rooms in the house, keeping everyone happy.

- Share rentals, purchases, and Channel Pack subscriptions
- Watch different channels in different rooms in your house
- Watch recordings on one Fetch box from another box in another room. If you have a Mighty or Gen 2 box, you can set and watch recordings on your Mini.

What you need to know

- All boxes need to be on the same account with your Fetch Service Provider. You can have up to 3 Fetch boxes on your account.
- Multiroom works on Mighty, Mini, and Gen 2 boxes.
- If you have an account directly with Fetch each box must be set up with the Activation Code (also called Fetch ID) for that box. If you got your box through your Fetch Service Provider (Optus, iiNet, Internode, Westnet, Aussie Broadband or iPrimus), your activation code for your first box will work on your second or third.
- To share recordings, you need to connect all boxes to the same local network (either via Ethernet or Wi-Fi).
- You use the same PIN across all your Fetch devices to rent or buy content, and more. This includes mobile devices with the Fetch Mobile App.
- You can set up a different Parental Level on each of your devices (to restrict content from being watched on the particular device).
- You can't mix Fetch retail boxes with a Fetch box through one of our ISP partners.

2 Setting up multiple Fetch boxes

For your boxes to share content, they all need to be connected on the same account. Various scenarios are outlined below, to help new and existing customers who either have an account directly through Fetch or got Fetch through Optus, iiNet, Internode, Westnet, Aussie Broadband or iPrimus.

For customers who have an account directly with Fetch

NOTE: IF YOU RECEIVED YOUR BOX FROM YOUR FETCH SERVICE PROVIDER SKIP TO PAGE 8

2 or more new Fetch boxes

To set up two or more new Fetch boxes, you will need to follow the steps below:

Setting up your first box:

- 1 Before you can use your Fetch box, you'll need to create an account directly with us.
Go to fetch.com.au/activate.
- 2 Once you have entered in your personal details and credit card details, you will be given an Activation Code (also called your Fetch ID).
- 3 Use this Activation Code /Fetch ID when setting up your Fetch box.

Setting up additional boxes:

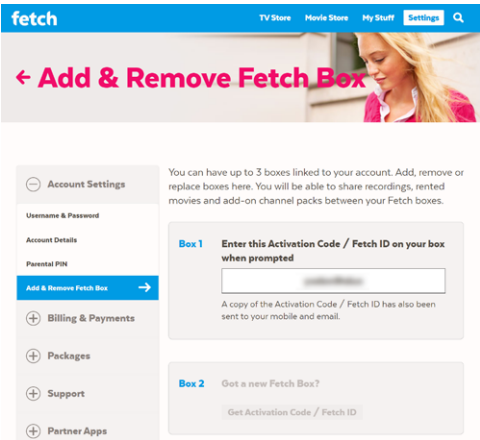
Once your first box has been set up, you will need to connect all boxes to the same account.

- 1 To do this, simply go to fetch.com.au/account. Sign in with the Activation Code /Fetch ID from step one.
- 2 Select [Add & Remove Fetch Box](#) from the menu.
- 3 You can add up to 3 different Fetch boxes on one account.

Connecting a new and existing box

If you already have a connected Fetch box and would like to add a new box to your account, follow the steps below:

- 1 On your computer or mobile device web browser, go to fetch.com.au/account and follow the on screen prompts to sign in.
- 2 Select [Add & Remove Fetch Box](#) from the menu.
- 3 Select [Get Activation Code/ Fetch ID](#).



Connecting 2 or more existing boxes

Fetch boxes under different Fetch accounts

All Fetch boxes you want to use for Multiroom must be on the same Fetch account.

To check if your boxes are on the same account

- 1 Sign into your Account and select [See all codes](#) on the overview screen.
- 2 If you see all your boxes listed in [Add & Remove Fetch Box](#), then you're all set to use Multiroom.

Boxes on different accounts

If you have boxes under different accounts, and want to start using Multiroom, you would need to choose one account to be your primary account, then cancel your other account/s. You can then add the deactivated box/es (on the cancelled accounts) to your primary account as Multiroom box/es.

Warning

If you go ahead with the steps above you will lose all purchases made under any cancelled account/s. It is unfortunately not possible to merge accounts so that you keep previous purchases made on cancelled Fetch accounts.

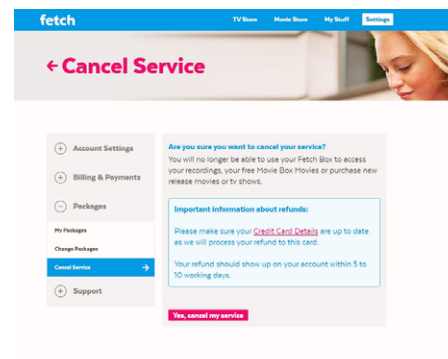
If you'd still like to proceed (and lose previous purchases under the cancelled account) here is what you'd need to do:

Choose a primary account:

- 1 Choose one account to be your "primary" account (presumably the one with the most purchases on it). Sign out of your primary account at fetch.com.au/account, as this is the account you want to keep.

Cancel other account:

- 1 Soft Reset the Fetch box you wish to move to your primary account. Do this at [Menu > ⚙ > Device Info > Soft Factory Settings – Reset](#). The box will restart, prompt to connect to the Internet if needed, then show the Welcome screen.
- 2 Go to fetch.com.au/account and sign into the account you want to cancel (presumably with the least purchases on it). This is the account connected to the box you just reset.
- 3 Choose [Packages > Cancel Service](#) and follow the prompts.



Add box to primary account:

- 1 Now, sign into your primary account at fetch.com.au/account.
- 2 Select [Add & Remove Fetch Box](#) to add the deactivated box to your account. You'll get an Activation Code / Fetch ID to use for this box.
- 3 Run through the Welcome screen and enter the Activation Code / Fetch ID you just received.

Repeat these steps if you have an additional Fetch box under a different account you want to cancel. You should now see all previous purchases made on your primary account on your Multiroom boxes too (in [Menu > My Stuff > My Movies](#) or [My Stuff > My Shows](#)). From now onwards, your purchases or rentals, subscription channels and recordings, will be available from all connected boxes.

For customers who have Fetch through Optus, iiNet, Internode, Westnet, Aussie Broadband or iPrimus

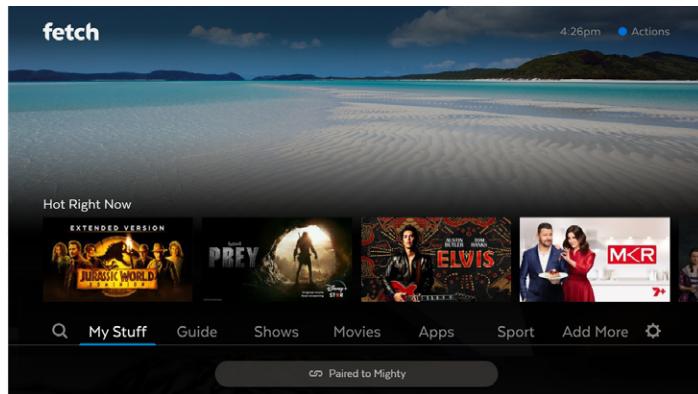
All Fetch boxes you want to use for Multiroom need to be on the same account with your Fetch Service Provider.

If you get another Fetch box on your account with your Fetch Service Provider, follow the steps in the Quick Start Guide to set it up. You need to enter any of your Activation codes and confirm the PIN for your service in the Welcome Screen as part of the set up. You can either use the Activation code from your existing set-top box or the new one that has been sent to you from your Fetch Service Provider via SMS or email. Only one Mighty per account can be included in Multiroom with iPrimus.

3 Start using Multiroom

All Fetch boxes you want to use for Multiroom need to be on the same Fetch account. Make sure they are powered on and connected to your local network.

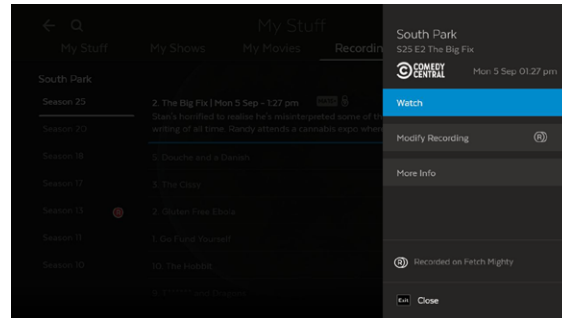
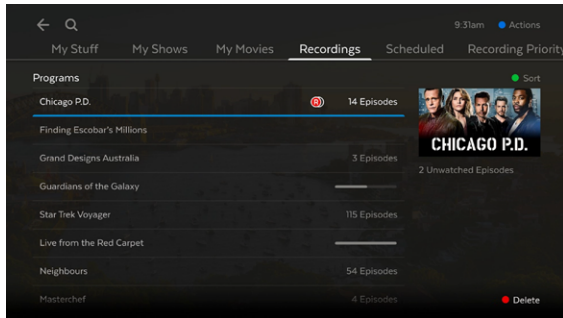
Your boxes should see each other and connect automatically on start-up. Allow up to 5 minutes for your boxes to find each other over your network and for any recordings from one box to be shared to **My Stuff** on another.



3 What you can do and how to do it

Watch recordings from any Fetch box

You can see and play recordings on all connected boxes in [Menu > My Stuff > Recordings](#). You can also access your most recent recordings via the [Recent Recordings](#) carousel in [My Stuff](#). When you view the program info for a recording stored on another box, it will show the name of the box the recording is on.



Tips

- If using a Fetch Mighty or Gen 2 box, you can't manage recordings stored on another Fetch box (protect, change recording start and stop time, and so on). You'll need to manage recordings on the box they're stored on. If using Fetch Mini, see Page 11.
- If you can't share or watch recordings on connected boxes see Page 16 for help.
- At present, due to a technical limitation, if you record a channel with Closed Captions, the captions will not display when you play back the recording on your Fetch Mini. The Fetch Mighty is unaffected.

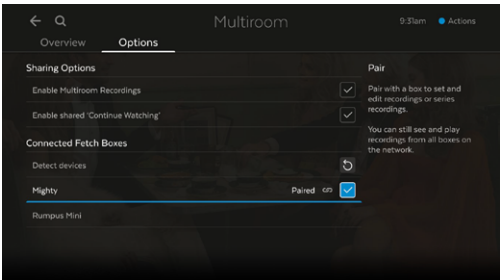
Manage and set recordings from your Fetch Mini

You can schedule and manage recordings directly from your Fetch Mini if you pair a Fetch Mighty or Gen 2 box (pairing happens automatically when you set up all your Multiroom boxes).

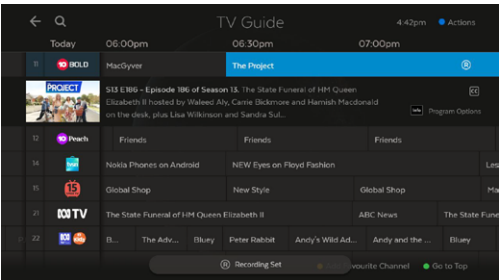
Pair a different box to your Fetch Mini

You can pair the Fetch Mini to one box at a time for the purposes of managing and setting recordings. To switch boxes (say if you have more than one Fetch Mighty or Gen 2 box):

- 1 On your Fetch Mini, go to [Menu > ⚙ > Multiroom > Options](#).
- 2 Make sure [Enable Multiroom Recordings](#) is selected under the [Sharing Options](#). If this is turned off then you won't see Recordings in My Stuff on the Fetch Mini.
- 3 Under [Connected Fetch Boxes](#) choose your other box to pair it now.



Once paired to a box, you can schedule and manage recordings on this box directly from your Fetch Mini.



Share Free-to-Air to your Fetch Mini

You can watch Free-to-Air channels on your Fetch Mini by streaming them from your paired Fetch Mighty or Gen 2 box. This means you don't have to connect your Fetch Mini to your TV antenna. (Your paired Fetch Mighty still needs a TV antenna connection to receive and share digital Free-to-Air TV).

There's no additional set up for this. If your Fetch Mini has no antenna connected, the Free-to-Air channels on the paired box will be available in the TV Guide on the Fetch Mini too.

Note

- You can't share Free-to-Air channels from one Fetch Mighty or Gen 2 box to another.
- You can't share Free-to-Air channels from one Fetch Mini to another.
- If you're having issues sharing Free-to-Air channels to your Fetch Mini, see Page 20 for help.



Tips

You can set up Parental Controls on each Multiroom box. So, you can set a Parental Level of "G", or block or hide some channels on a Fetch box in your child's room, without restricting access to the content in another room. Set this up at [Menu > ⚙ > Parental Controls](#).

Movie and TV Store

Any purchases and rentals from the Movie Store and purchases from the TV Store should be shared straight away across all of your connected boxes. Movies and shows you added to [My Stuff](#) will also be shared across your boxes.

- Go to [Menu > My Stuff > My Purchases & Rentals](#) to access your most recent movie and show purchases.
- Go to [Menu > My Stuff > My Movies](#) to find your purchased or rented movies, and movies you added to [My Stuff](#).
- Go to [Menu > My Stuff > My Shows](#) to find your purchased shows, and shows you added to [My Stuff](#).

You can watch Movies and TV Shows you have purchased, on all 3 boxes at a time. However, you just can't watch the same movie you purchased or rented, or episode you purchased, on more than 1 device at a time – either on a Fetch box, tablet or mobile.

Movie Box

Watch Movie Box, if included in your subscription, on any of your connected boxes at the same time. Go to [Menu > Movies > Movie Box](#) to browse these movies.

Subscription TV

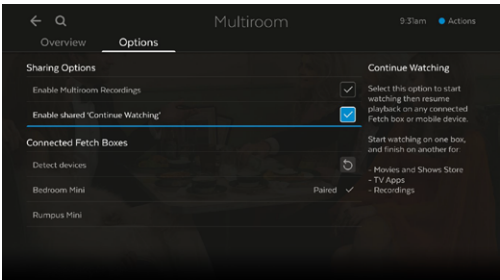
Watch your Subscription TV channels on any of your connected boxes at the same time.

Continue watching on another box

You can start watching in one room and resume playback on a connected Fetch box or the Fetch Mobi App.

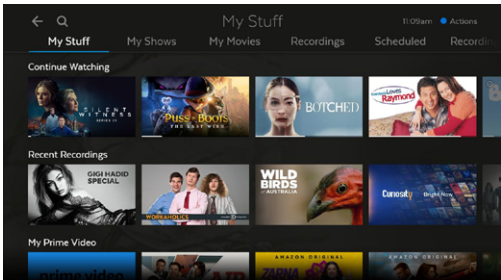
To set this up on your Fetch box:

- 1 Go to [Menu > ⚙ > Multiroom > Options](#).
- 2 Select [Enable shared 'Continue Watching'](#) under the [Sharing Options](#).
- 3 Repeat for each Fetch box you want to do this on.



Once set up, look for the [Continue Watching](#) carousel in [Menu > My Stuff](#). You can resume playback across devices for the following:


- Recordings
- Movies and Shows from the Store
- Programs on Free-to-Air TV Apps



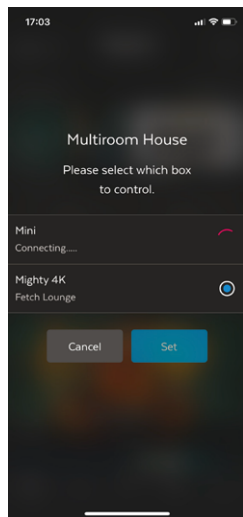
5 Fetch Mobi App

If you're using the Fetch Mobi App on your phone or tablet, it'll prompt you to connect to one of the Fetch boxes in your home when you sign in on the app.

You can then use your phone or tablet to watch movies and TV shows on the go, plus as a handy second remote.

To connect a box, you'll need to sign into the app with an Activation Code (also called Fetch ID) for a box on your account and confirm your PIN. You can switch boxes to control at any time by selecting  on the app menu, or going to [Home > Settings](#) on the app.

You can set recordings via the app once you connect to your Fetch Mighty or Gen 2 box. For more information see the Fetch Mobile App User Guide.





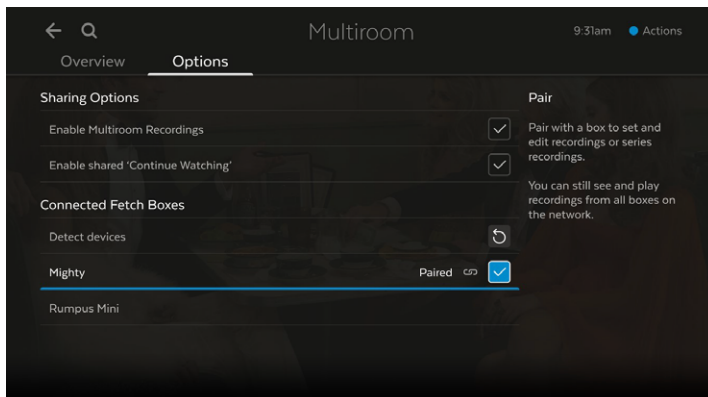
6 Tips and help

Multiroom recordings

I can't see Multiroom recordings on my Fetch box

If you can't see your Multiroom recordings, first check the following:

- All your Fetch boxes are on the same account with your Fetch Service Provider (Page 4).
- All your Fetch boxes are powered on and connected to the Internet (the  LED on the Fetch should be lit blue).
- All boxes are connected to the same local network – physically and logically (if your network is set up with different routers and IP address ranges then Multiroom won't work) (Page 18).
- The Sharing Options are selected on your boxes at [Menu > ⚙ > Multiroom > Options](#).
Tick [Enable Multiroom Recordings](#) and then choose  to refresh your connected Fetch boxes.
- Your modem is UPnP (Universal Plug and Play) compatible. Check your modem manual or look up the model online.



If you're having issues with Multiroom, try the following steps:

- 1 Turn off all your Fetch boxes, modem/router, and other networking equipment (such as bridges).
- 2 Turn on your modem/router and other networking equipment, and wait for it to start working normally.
- 3 Then turn on your Mighty or Gen 2 box and wait for it to start up fully and load the Home screen.
- 4 Next, turn on your Mini and wait for it to start up fully and load the Home screen.
- 5 If you are trying to share recordings from one Mighty or Gen 2 box to another, then turn the second Mighty or Gen 2 box on.
- 6 Wait about 5 minutes then go to [My Stuff > Recordings](#) on the Mini (or second Mighty or Gen 2 box) to check that it can see the recordings from your first Mighty or Gen 2 box.

Disconnect other network devices

If these steps don't help, there may be other devices on your network which are affecting the DLNA/UPnP ability for your Fetch boxes to discover each other over your network. These may include wireless speakers, Apple TV, media servers, network printers, and DLNA-type applications on phones, tablets, PCs and TVs. Please disconnect any such devices from your network and try the troubleshooting steps again.

How to check if my Fetch boxes are on the same local network

To share recordings between your boxes they all need to be connected to the same local network. Here’s how to check this through the Network Settings on your Fetch box:

- 1 Go to [Menu > ⚙ > Network](#).
- 2 Depending on how your box is connected to the Internet, you’ll find an IP Address in either the Wired or Wi-Fi tabs. If your box is connected via Wi-Fi, you’ll need to highlight your home network in the list and then choose [Advanced Wi-Fi](#) to view the IP Address.
- 3 Take note of the IP Address (such as: 192.168.1.2 or 10.0.0.3) on each of your Fetch boxes.



- 4 Check that the first three numbers in the IP Address on each box are the same. Only the last number in the IP Address should differ. You should then be able to share recordings across your Fetch boxes.
Please don’t change your Network Settings.

If all numbers in the IP Address are different on each box, then your boxes are connected to different local networks, so you can’t share recordings. We recommend you seek help from an IT consultant if you want to change your network setup.

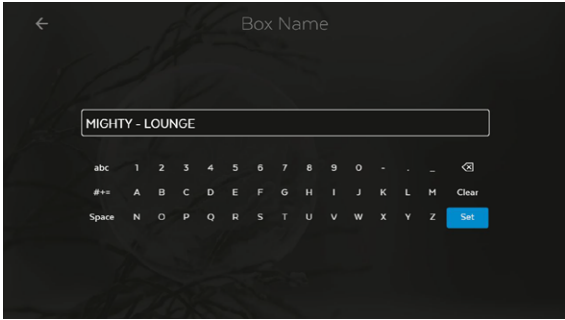
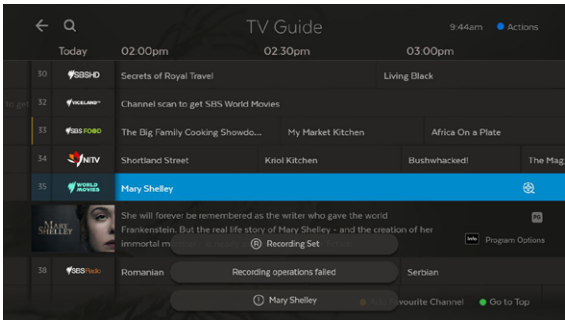
I can't set a recording from my Fetch Mini

You may see a message “Recording Failed <Program name> <Box name>” or similar when you try to record from your Fetch Mini. Check the connected box is powered on and connected to the same local network as your Fetch Mini, and even restart your modem/router and Fetch boxes.

For more help, see “I can't see Multiroom recordings on my Fetch box” (Page 16).

How to change the name of my Fetch box

In [Menu > ⚙ > Multiroom](#), choose [Edit](#) then enter a name for your box using the on screen keyboard. Choose [Set](#) to save.




Can I choose which box I want to record to?

You can't schedule recordings from one Fetch box to another in your home. If your Fetch Mini is connected to your Fetch Mighty or Gen 2 box however, you can schedule recordings from your Fetch Mini and switch between connected boxes in [Manage > ⚙ > Multiroom > Options](#). If you've scheduled the maximum number of recordings allowed at a time on your service (6 on Mighty and 4 on Gen 2) you can't record to another box.

I see a message “The recording is not playable on a Gen 2 box”

Some recordings on the Fetch Mighty can't play from a Gen 2 box because of an unsupported file format. You'll need to watch these recordings on a Fetch Mighty or Fetch Mini box.

I can't watch Free-to-Air channels on my Fetch Mini

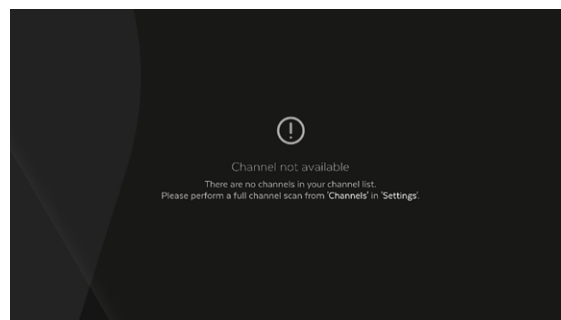
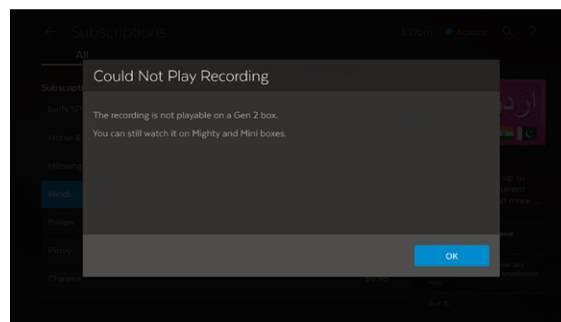
To share Free-to-Air channels to your Fetch Mini you need a paired Fetch Mighty or Gen 2 box. Go to [Menu > ⚙ > Multiroom > Options](#) on Fetch Mighty ([Menu > Manage > Settings > Multiroom > Options](#) on Gen 2) and look for the pairing icon  next to the box name.

Channel not available

If you unplugged the antenna from your Fetch Mini, run a channel scan at [Menu > ⚙ > Channels > Channel Scan](#).

Make sure your paired box is powered on and connected to the same local network as the Fetch Mini. If that doesn't help, restart your modem/router and Fetch box. For more help, see the troubleshooting steps in “I can't see Multiroom recordings on my Fetch box” (Page 16).

If you can't watch Free-to-Air channels on your paired box either, check the TV antenna connection to that box and run a channel scan at [Menu > ⚙ > Channels > Channel Scan](#).

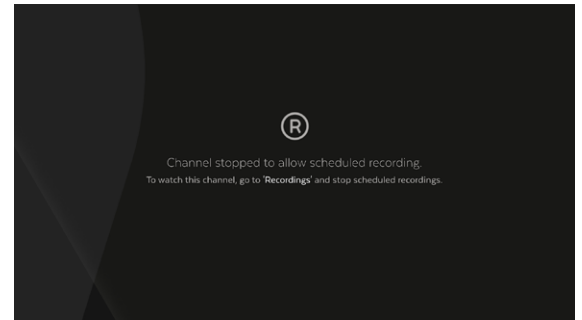


Note

If you later re-connect your Fetch Mini to your TV antenna, run a channel scan on your Fetch Mini.

Channel stopped to allow scheduled recording

Watching a Free-to-Air channel on your Fetch Mini through Multiroom uses a recording slot / tuner on the paired Fetch box. This means the Free-to-Air channel may stop playing on the Fetch Mini when a recording starts on the paired box. To keep watching on your Fetch Mini, you can stop one of your recordings at [Menu > My Stuff > Recordings](#)



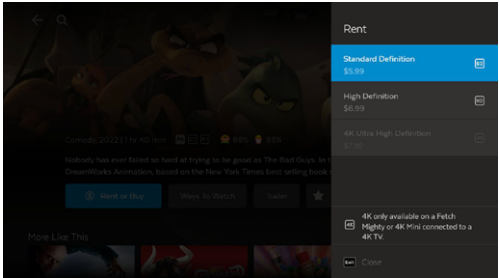
Rentals, purchases, and subscriptions

I am not seeing rentals or purchases

Check you’re still within the rental viewing window. When you rent a movie you have 7 days to start watching it, and 48 hours to watch it from when you first press play. Also make sure you rented or purchased the item (it should show a tick instead of a dollar sign). Make sure your Fetch boxes are powered on and connected to the Internet. If that doesn’t help, restart your modem/router and Fetch box. Your Fetch boxes do need to be on the same account to share rentals or purchases.

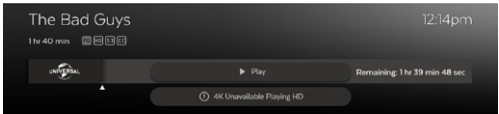
I see a message about 4K when I try to rent or buy a movie

Fetch will show a message if you try to rent or buy a movie from the Movie Store from a non-4K Fetch box. You can only rent, buy or watch a 4K movie on your Fetch Mighty or Fetch Mini 4K. So, if you’re using a connected Gen 3 Mini or Gen 2 Fetch box, 4K purchase options will not be available.



I see a message “4K Unavailable. Playing in HD”

You can only watch a 4K movie that you’ve rented or bought in the Movie Store in 4K on a Fetch Mighty or Fetch Mini 4K connected to a 4K TV. When you watch 4K content that you rented or bought in the Movie Store on a connected non-4K box (Gen 3 Mini or Gen 2 box) it will play in HD.



I am not seeing subscription channels

Make sure your Fetch boxes are powered on and connected to the Internet. If that doesn’t help, restart your modem/router and Fetch box. Your Fetch boxes do need to be on the same account to share subscriptions. Double-check that you have hidden the channels at [Menu > ⚙ > Channels](#).

I see a “Currently being watched” message

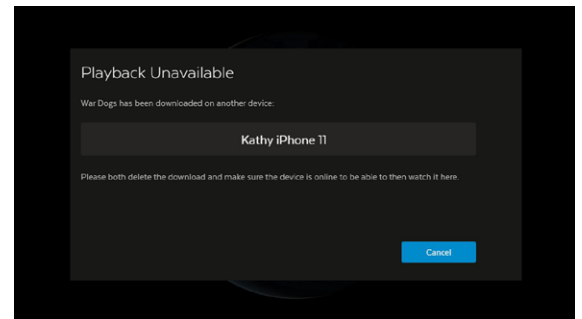
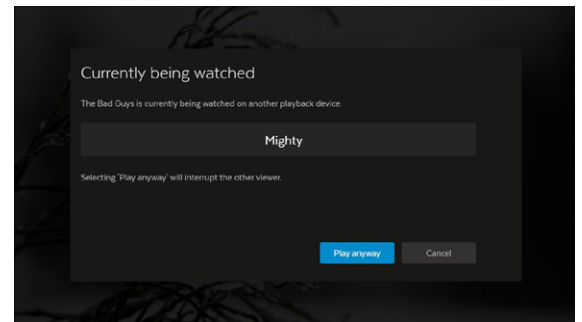
You can watch the same purchased TV episode or purchased or rented movie on one device at a time, either a phone, tablet, or Fetch box.

If you see a message “Currently being watched on another device”, you can choose to “Play Anyway” which will stop playback on the other device. The other device will then show a “Playback Interrupted” message.

I see a “downloaded on another device” message

You can watch the same purchased TV episode or purchased or rented movie on one device at a time, either a phone, tablet, or Fetch box.

If you see a message that your movie or show has been downloaded on another device, you’ll need to delete the download on that device before you can watch on your box.





www.fetch.com.au

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