

# My Media Hub Quick Start Guide for Media Servers

Sharing media content with the Fetch Box  
from a media server on your PC or Mac



**fetch**

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# 1 Welcome to your My Media Hub

My Media Hub lets you view or play your videos, photos, and music to your TV using your Fetch Box.

## With My Media Hub you can

- Browse and play media content from a portable USB device, such as an External Hard Drive or Camera, connected to a USB port on your Fetch Box (see the “Fetch My Media Hub Quick Start Guide for USB Devices”)
- Browse and play media content from compatible devices, such as a PC or Mac, over your home network
- See your folders, album artwork, playlists in My Media Hub
- Play a slideshow of photos
- Play your music or videos with full playback controls

## About this document

This guide will help you set up a media server on your computer, so that you can share your media content across your network, and play it from your Fetch Box to your connected TV.


## Related documents

Fetch My Media Hub Quick Start Guide for USB Devices.

## Supported File Formats




For a list of supported file formats, please see (Page 16).

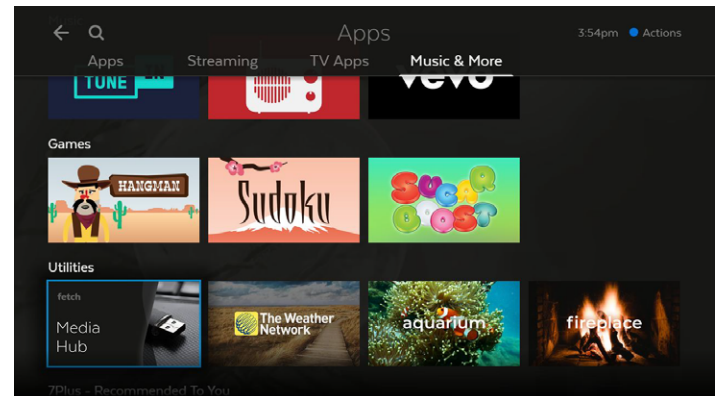
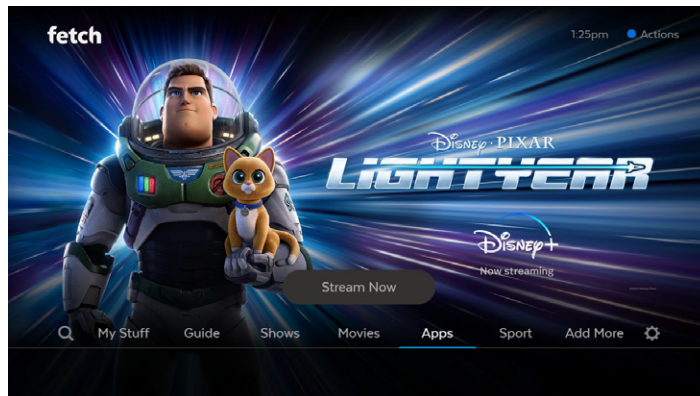
## Copyright Notice

The Copyright Act protects materials such as films, music, books and computer programs. It is an infringement of copyright to download, copy, share or distribute such materials unless it is expressly permitted by the Copyright Act or you have the permission of the copyright owner. You must not use My Media Hub to do any of these things and you should refer to the copyright notice associated with the Fetch Service for the uses of your Fetch Box. These are located by in the  > [Terms & Conditions](#) menu on the Fetch Box.

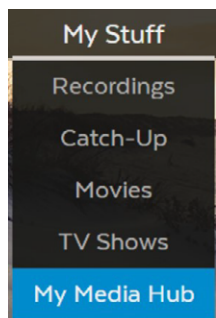
## 2 Getting Started


To open My Media Hub on Fetch Mighty or Mini

- 1 Press **Menu** on your Fetch remote control to bring up the main menu.
- 2 Select **Apps** from the menu and press .
- 3 Use  to select **Music & More** and then scroll down to the **Utilities** carousel.
- 4 Select **My Media Hub** and press .



## To open My Media Hub on a Gen 2 Fetch Box



- 1 Press [Menu](#) on your Fetch remote control to bring up the main menu.
- 2 Select [My Stuff](#) from the menu.
- 3 Then select [My Media Hub](#) and press .

# 3 Sharing media over a home network

To play files off devices in your home network rather than off a connected USB device, you'll need to take a few extra steps.

## About media sharing

My Media Hub uses an open technology called DLNA to share media files from a PC or Mac with your Fetch Box and connected TV. Provided all the devices support DLNA and are on the same home network as your Fetch Box, you should be able to connect to them straight away. If not, install one of the available DLNA server applications for your platform (see Page 6).

## Adding media sources in My Media Hub

### 1 Set up your home network

You need a home network (wired or wireless), as media sources connect, discover and communicate with each other over a home network.

**Important:** Your media source must be on the same network as the Fetch Box to work with My Media Hub.

### 2 Set up your media source

Connect the PC or Mac from which you want to stream content, to your home network.

Make sure your device is DLNA compatible. Go to the website: [www.dlna.org](http://www.dlna.org) to check if your device is supported.

### 3 Install media software

If you don't have it already, you may need DLNA compatible software (see Page 6) installed on your PC or Mac to make it known to the network and your Fetch Box.

## Supported media server software

### Windows

Windows Media Player

### Mac

Twonky

Serviio

## My Media Hub sharing scenarios

### Scenario 1 – Wireless Home Network

You have a wireless network at home (which all your computers and Fetch Box use to connect to the Internet and share content).

Install the media software for your PC or Mac and configure which folders you want to share with My Media Hub.

### Scenario 2 – Wired Home Network

You have a wired network at home (where all your devices are networked using Ethernet cables).

#### Windows:

Use Windows Media Player and turn on “Media Streaming”.

#### Mac:

Install the media software Twonky or Serviio and configure which folders you want to share with My Media Hub.

### Scenario 3 – Wired and Wireless Home Network

Your Fetch Box is connected via a wired Ethernet Cable but your computer uses a wireless network.

**Note:** Provided all your networks (wired and wireless) share the same router you should be able to use My Media Hub.

#### Windows:

Use Windows Media Player and turn on “Media Streaming”, but make sure your computer also has an Ethernet Cable plugged in (even if it is using a wireless network for connectivity). If you prefer not to connect an Ethernet Cable then use the free software Serviio and configure which folders you want to share with My Media Hub.

#### Mac:

Install the media software Twonky or Serviio and configure which folders you want to share with My Media Hub.

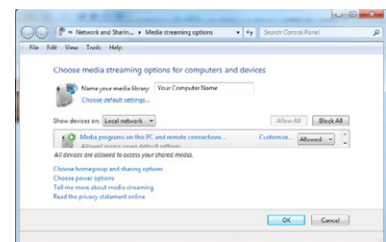
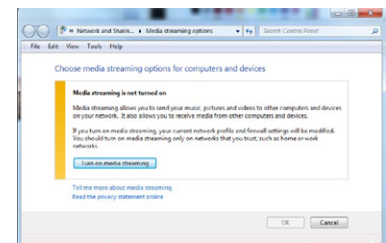
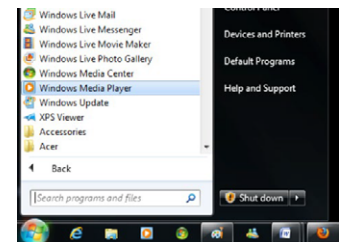
# 4 Set up Windows Media Player to share content with your Fetch Box

## Before you start

Ensure your computer is on the same network as your Fetch Box, has Windows 7 or above and Windows Media Player 12 or above installed, and can connect to the Internet.

## Setting up Windows Media Player

- 1 Select Windows Media Player from the Windows Start menu.
- 2 In Windows Media Player, select the **Stream** menu. The media streaming option in this menu will read differently depending on your network setup.
  - If it reads **Turn on media streaming...** go to **step 3**
  - If it reads **More streaming options...** go to **step 4**
- 3 Select **Turn on media streaming...** from the **Stream** menu.
  - 1 In the pop-up, select **Turn on media streaming...**
  - 2 Media streaming will turn on for all computers and devices on your network.
  - 3 Click **OK**.
- 4 Select **More Streaming Options...** from the **Stream** menu.
  - 1 Select **Allow All**.
  - 2 Then choose **Allow all computers and media devices...** to share content with any devices on your home network.
  - 3 Click **OK**.



Your Windows Media Player library should now show as a source in My Media Hub.

For information on managing your media content in Windows Media Player, visit

[support.microsoft.com/en-us/windows/windows-media-player-12-e8f84f54-cd64-865c-2e83-1d8ec121b5b8](http://support.microsoft.com/en-us/windows/windows-media-player-12-e8f84f54-cd64-865c-2e83-1d8ec121b5b8)



## Troubleshooting Windows Media Player setup

If you followed the steps in “Setting up Windows Media Player” (Page 7) but don’t see your Windows Media Library in My Media Hub, check your home network settings. When you connect your computer to your home network for the first time, you are prompted to choose a location from the following options:

### Home network (recommended):

Select this when you trust the people and devices on the network. Network discovery is turned on which means you can see other computers on the network and other computers can see your computer. This is the recommended location for streaming your media content to your Fetch Box.

### Work network:

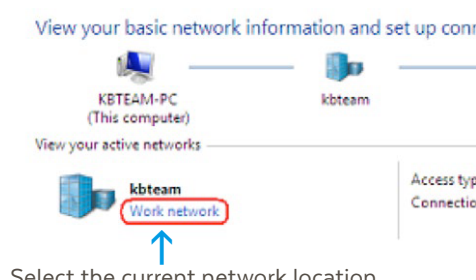
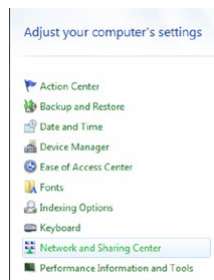
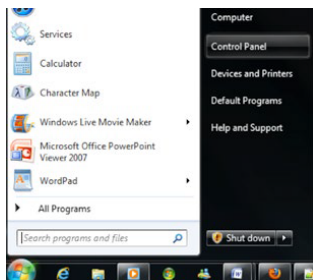
Same as Home network but you can’t set up a Homegroup.

### Public network:

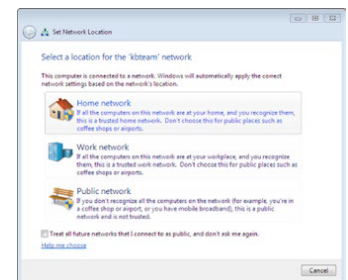
Select this if connecting to a public network, such as a coffee shop or airport, the Internet without a router or a mobile broadband connection. Homegroup is not available and Network discovery is turned off.

## To change the location of your network connection

- 1 From the Windows Start menu, select **Control Panel**.
- 2 Select **Network and Sharing Center**.
- 3 In the **View your active networks** section, select the current network location.
- 4 Select the appropriate location (**Home network**).



Select the current network location



# 5 Set up a Twonky Media Server to share content with your Fetch Box

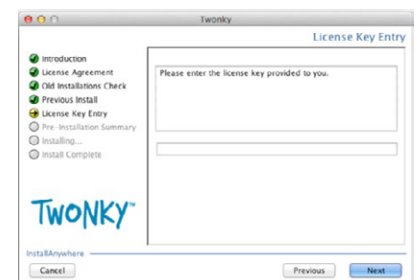
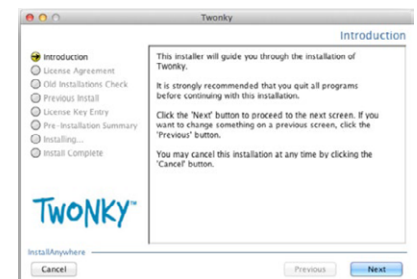
This section provides steps for setting up Twonky on your Mac so that you can play content from your Twonky media library in My Media Hub.

## Before you start

Make sure your computer is on the same network as your Fetch Box and can connect to the Internet.

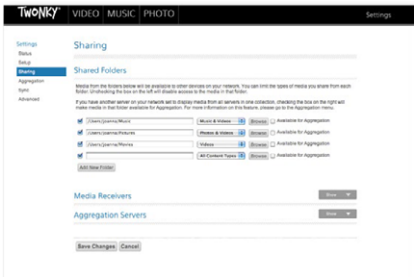
## Installing Twonky 7

- 1 Download Twonky 7.
- 2 Double-click the downloaded zip file to extract the installer package and double-click the package to start the installation process.
- 3 Read the installation notes and select **Next** to proceed with the installation.
- 4 Read and, if you agree, accept the terms of the Twonky License Agreement.
- 5 Allow the application to accept incoming network connections.
- 6 Enter the Twonky license key provided to you.
- 7 Review the Pre-Installation Summary and select **Install**.
- 8 When Twonky has been installed, select **Done**.



# Set up content sharing

- 1 Open the Twonky application and select **Sharing**.
- 2 Add folders that include media files you want to share, and nominate what types of media files from those folders should be shared.
- 3 Ensure the checkbox to the left of each folder you want to share is checked.
- 4 Select **Save Changes**.



# 5 Set up a Serviio Media Server to share content with your Fetch Box

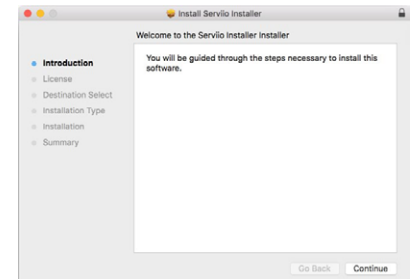
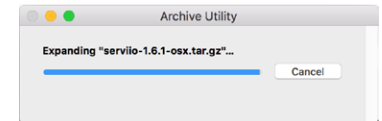
This section provides steps for setting up Serviio on your Mac so that you can play content from your Serviio media library in My Media Hub.

## Before you start

- Make sure your computer is on the same network as your Fetch box and can connect to the Internet.
- Check that you have +512 MB of memory, 150 MB of disk space (plus additional space for storing the media library), when using transcoding make sure there is at least 1GB free (depending on the original file size).

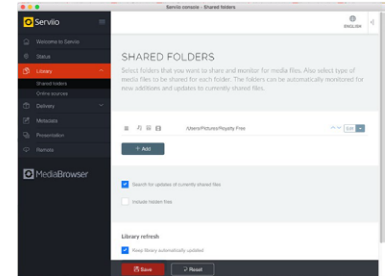
## Installing Serviio

- 1 Unpack the Serviio 1.6.1 application package to a desired location.
- 2 Run the Serviio installer.
- 3 Run the Serviio-Console application to start the console.  
The server starts automatically after OSX start.



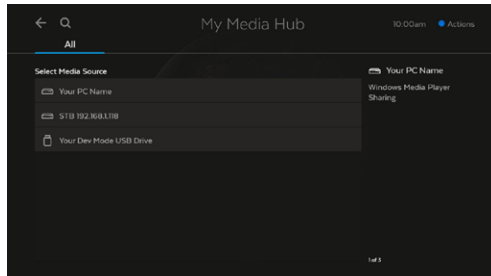
## Set up content sharing

- 1 Double-click on Serviio-Console.
- 2 Select the **Library** tab.
- 3 Select the **Shared folders** tab.
- 4 Click **Add...** and select the media folder you wish to share to the Fetch Box.
- 5 Add folders that include media files you want to share to the Fetch Box, and nominate what types of media files from those folders should be shared:
  - 1 Video 🎬 ,
  - 2 Audio 🎵 ,
  - 3 Images 🖼️ .
- 4 You can also choose whether a particular folder should be monitored and automatically refreshed as you add or remove content (**Library refresh**).
- 6 Click **Save** to store your shared folders configuration.

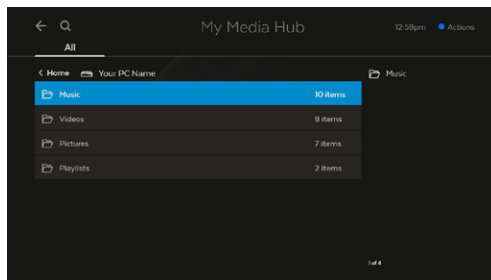


# 7 Using My Media Hub

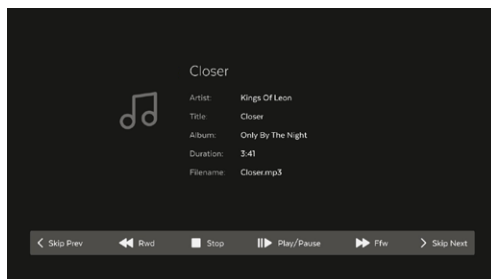
- 1 Select your media source in My Media Hub to browse and play media content.



- 2 And select the content you wish to play back.



- 2 Your media file will play on your TV.



## Using your remote



### Select

Select a highlighted item



### Back

Go back to the previous selection



### Actions (Blue)

Show or hide My Media Hub options



### Play

Play the currently selected media file.



### Play All (Yellow)

Plays all files in the current folder you are viewing.

When playing multiple files, you can:

- Pause/play
- Rewind/fast forward (videos only)
- Skip to the next or previous file in the folder



### Refresh

Refreshes the file listing from the media source



### Folder with media content

Select to view content. The folder structure is inherited from your media source.

# 8 FAQs and Troubleshooting

## Can I access music and videos from my iTunes library?

You cannot access your iTunes library directly in My Media Hub.

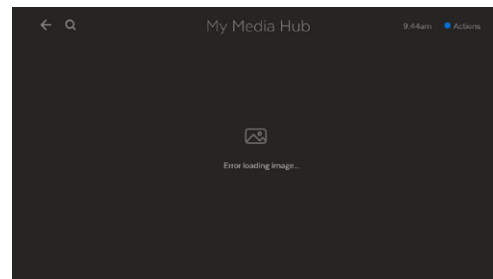
## Error loading image in My Media Hub

If My Media Hub cannot display an image, a message similar to the one below will display.

### This error can occur if:

- The image file is too large
- The file format is not supported by My Media Hub (see Page 19)
- The file is corrupted
- The media source was disconnected

If the error occurs during a slideshow, the slideshow will automatically go to the next image.



## Error playing a video or audio file in My Media Hub

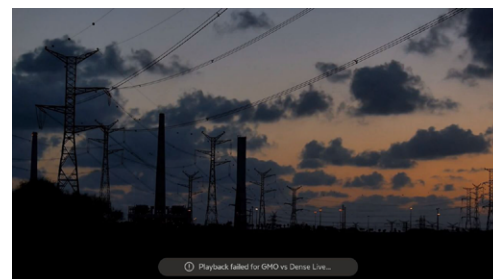
If My Media Hub cannot play an audio or video file, a message similar to the one below will display.

This error can occur if the file format is not supported (see Page 21) or is corrupted.

## If I change the extension of my video file will it still play in My Media Hub?

Your media files will still play if they are supported by My Media Hub, even if you rename them and accidentally change the file extension to an unsupported file type.

But, if you change a media file's extension from an unsupported to a supported format, the file will still not play in My Media Hub. This is because just renaming the file does not change the way the actual file is encoded.





# 9 Appendices

## Appendix 1: Comparison of media file formats and recommended media sources

The table below provides a list of media file formats you can play in My Media Hub, for the recommended media sources.

		USB	Windows		Mac	
			Windows Media Player	Twonky	Serviio	Twonky
Audio file formats						
.mp3	MP3	✓	✓	✓	✓	✓
.mp4a	MPEG-4 AAC LC	✓	✓	✓	✓	✓
.m4a	MPEG-4	✗	✓	✓	✗	✓
.mpa	MPEG-2 Audio File	✓	✗	✓	✗	✓
.wma	Windows Media Audio	✗	✗	✗	✗	✗
.wav	WAVE Audio	✓	✓	✓	✗	✓
.aac	Advanced Audio Coding	✓	✗	✗	✗	✓
.ac3	Audio Codec 3 File Format	✓	✗	✗	✗	✓
Video file formats						
.asf	Advanced Systems Format File	✗	✗	✗	✗	✗
.avi	Audio Video Interleave	✗	✗	✗	✗	✗
.mkv	Matroska	✓	✗	✓	✓	✓
.mov	Apple QuickTime Movie	✓	✓	✓	✗	✓
.mpg, .mpeg	MPEG/MPG	✓	✓	✓	✗	✓
.ts	MPEG Transport Stream	✓	✓	✓	✗	✗
.vob	DVD Video Object	✓	✗	✓	✗	✓
.wmv5	Windows Media Video 5	✗	✗	✗	✗	✗
Image file formats						
.bmp	Bitmap	✓	✗	✓	✗	✓
.gif *	Graphical Interchange Format	✓	✗	✓	✓	✓
.jpg, .jpeg	JPEG	✓	✓	✓	✓	✓
.png	Portable Network Graphic	✓	✓	✓	✓	✓

✓  
File format is supported by the media source and My Media Hub

✗  
File format is not supported by the media source

\*  
Animation not supported for GIF images

# Appendix 2: Supported file formats and codecs

Video file formats supported by the Fetch Box

Container		Video codec	Audio codec	Play from USB
AVI	AVI v1.0 Container	XVID	0x0055 MPEG-1 Layer 3	No*
FLV	FLV (Flash Video) Container	FLV1	MPEG-1 Layer 3	No
MKV	Matroska (MKV) Container	DivX 4	AC3	Yes
		DivX 4	MP3	Yes
		DivX 5	AC3	Yes
		DivX 5	MP3	Yes
		DivX	AC3	Yes
		DivX	MP3	Yes
		H.264	MP3	Yes
		MPEG-4	AC3	Yes
		MPEG-4	MP3	Yes
		XviD	MP3	Yes
MOV	MOV (qt: Apple Quick Time (MOV/QT) Container	mp4v	MPEG-4 AAC LC	Yes
MP4	MP4 (qt: Apple Quick Time (QT) Container	mp4v mp4a:	MPEG-4 AAC LC	No**
MPG/MPEG	MPG/MPEG Container	avc1 mp4a:	MPEG-4 AAC LC	Yes
TS	TS (MPEG Transport Stream) Container	H.264/AVC	AC3	Yes
		H.264/AVC	MP2	Yes
		H.264/AVC	MP3	Yes
		H.264/AVC	MPEG2	Yes
		H.264/AVC	MPEG2/4 AAC-LC	Yes
		MPEG-1	AC3	Yes
		MPEG-1	MP2	Yes
		MPEG-1	MP3	Yes
		MPEG-1	MPEG2/4 AAC-LC	Yes
		MPEG-2	AC3	Yes
		MPEG-2	MP2	Yes
		MPEG-2	MP3	Yes
		MPEG-2	MPEG-2 Audio	Yes
		MPEG-2	MPEG2/4 AAC-LC	Yes
		MPEG-4	MP3	Yes
		MPEG-4	MPEG2/4 AAC-LC	Yes
		MPEG2	MP2	Yes
VOB	VOB (MPEG-2 Program Stream << { 1 vid,1 aud}) Container	MPEG2	MPEG-1 Layer 2	Yes

\*Plays as audio only from a USB device connected to the Fetch Mini 4K

\*\*Plays as audio only from a USB device connected to the Fetch Box

Audio file formats supported by the Fetch Box

Container		Video codec	Audio codec	Play from USB
AIFF	AIFF (Audio Interchange File Format) Container	None	AIFF-C audio	No
M4A	M4A Container (MPEG-4 Audio file)	None	mp4a: MPEG-4 AAC LC	No
MP3	MP3 Container (MPEG-1/MPEG-2 Layer 3 Audio file)	None	MPEG-1 Layer3	Yes
MPA	MPA Container (MPEG-2 Audio file)	None	MPEG-1 Layer 2	Yes
WAV	WAV Container (WAVE Audio file)	None	PCM audio	Yes
AAC(HE)	AAC (HE) Container (High-Efficiency Advanced Audio Coding)	None	mp4a: MPEG-4 AAC LC	No
AAC(LC)	AAC (LC) Container (Low-Complexity Advanced Audio Coding)	None	MPEG-2 LC Profile	Yes

Appendix 3: Unsupported video and audio codecs

The following codecs are currently not supported by the Fetch Box.

Audio codec:

- DTS Audio
- AMR narrow band (Adaptive Multi-Rate) (samr)
- Cook (Cooker)
- ADPCM
- PCM
- E-AC-3 (A\_EAC3) (Dolby Digital Plus 5.1)
- AC-3 CM (Complete Main)
- FLAC (Free Lossless Audio Codec)
- MPEG 1 Layer2
- WMA (Windows Media Audio)
- VORBIS
- OPUS
- ASF (Advanced Systems Format File)

Video Codec:

- H263
- MPEG4 Simple@L1
- Real Video 4 (RV40)
- AVC Baseline@L3:0
- AVC High@L3:1
- WMV2 (Windows Media Video 8)
- MPEG4 M4S2
- MPEG4 MP43
- VP6
- 3G2
- 3GP
- ASF



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