

# My Media Hub Quick Start Guide for USB Devices

Sharing media content with the Fetch box from a USB device



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
- Browse and play media content from compatible devices, such as a PC or Mac, over your home network (see the “Fetch My Media Hub Quick Start Guide for Media Servers”)
- 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 play your media off a USB device from your Fetch box to your connected TV.

## Related documents

Fetch My Media Hub Quick Start Guide for Media Servers

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## 2 Supported media file formats

You can play the following media file formats from a USB device connected to your Fetch box:

### **Audio file formats supported**

- MP3 Audio File (.mp3)
- MPEG-2 Audio File (.mpa)
- WAVE Audio File (.wav)

### **Video file formats supported**

- Apple QuickTime Movie (.mov)
- Matroska (.mkv)
- MPEG (.mpg, .mpeg)
- VOB (.vob)
- MPEG Transport Stream (.ts)




### **Image file formats supported**

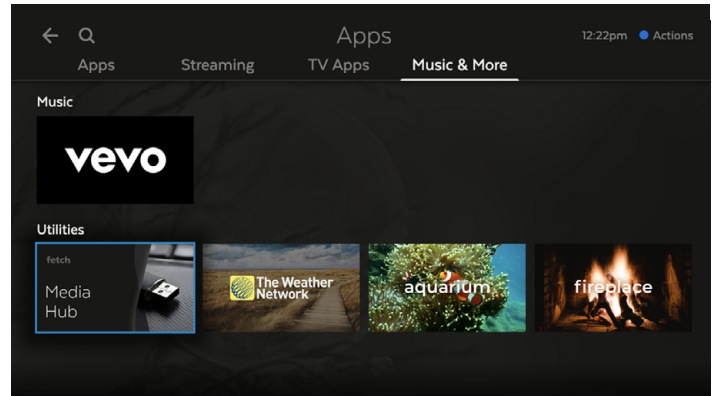
- BMP (.bmp)
- GIF (.gif)
- JPEG (.jpg, .jpeg)
- PNG (.png)

For a full list of video and audio file formats and codecs supported by the Fetch box, please see “Appendix 1: Supported file formats and codecs” (Page 13).

# 3 Getting Started

To open My Media Hub on Fetch Mighty or Mini

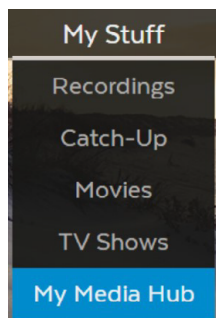
- 1 Press **Menu** on your Fetch remote control to bring up the main menu.
- 2 Select **Apps** from the menu and press .
- 3 Use  to select **Music & More** and then scroll down to the **Utilities** carousel.
- 4 Select **My Media Hub** and press .




## Tips

Your Fetch box will also automatically see your USB device when you plug it in and give you a shortcut to go to My Media Hub (Page 8).

## 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 .

# 4 Play media from a USB device

Before you start, make sure you have media content on your USB device. For tips on organising your media content on your USB device see Page 10.


## 1 Plug in your USB device

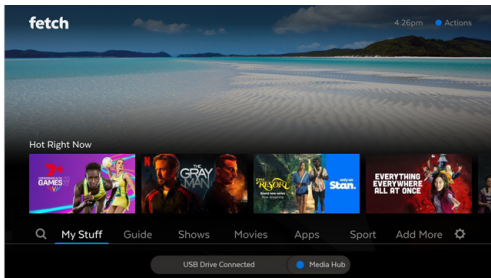
Plug in the USB drive, Camera, or External Hard Drive with your media content on it, into a free USB port on the Fetch box.

The Fetch box has at least one USB port. The USB port is on either the side or back of the Fetch box (depending on which box you are using).

## 2 Open My Media Hub

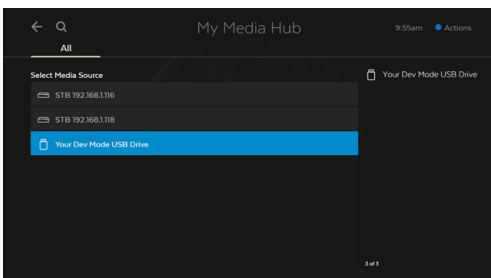
Your Fetch box will detect your USB device when you plug it in. Your Fetch box will detect your USB device when you plug it in.

- Press  to launch My Media Hub from the notification, or
- Go to [Menu > Apps > Music & More](#) and select [My Media Hub](#) (Page 5).



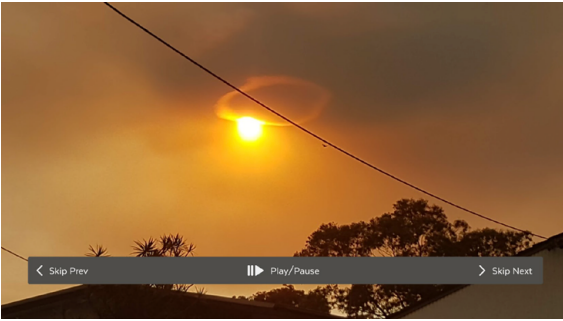
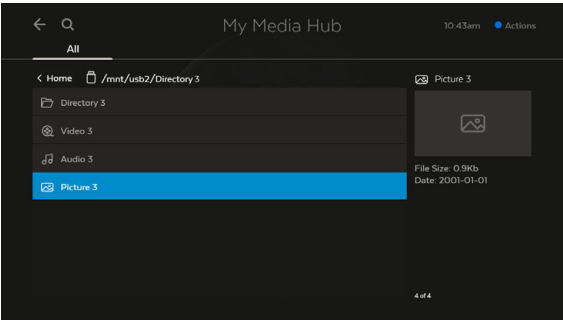
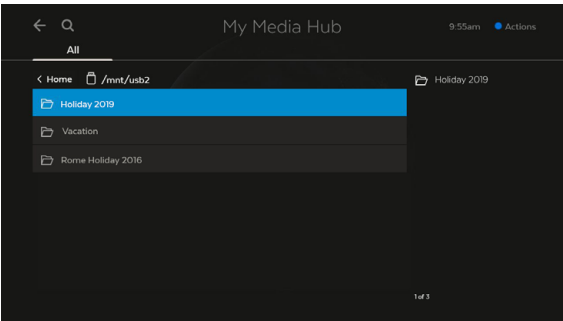
## 3 Play your content

Select your USB Drive and press .



# Browse and play your My Media Hub content

With your USB Drive selected, select the content you wish to play back.





## 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.

# 5 FAQs, Troubleshooting, and Tips

## Organise content on your USB device

Here are some tips to help you organise photos, music, or videos on your USB device, so you can find your files more easily in My Media Hub (Page 7).

- **Add folders.** Move your photos, music, and videos into folders on your USB device. Also use sub folders to group a large batch of photos.
- **Rename your media files.** More descriptive names for your media content will help you find what you are looking for, especially for photos on a camera that are similarly named (such as: IMG0001, IMG0002).

## Nothing happens when I connect my USB device

Your USB device may not be supported by the Fetch box.

See the list of supported file system formats below.

### Note

The maximum file size that the Fetch box can support is the same as that of the USB device.

### fat32

Maximum file size:

- 4 GB-1 byte with FAT16B and FAT32
- 256 GB-1 byte only with FAT32+

### ntfs

Maximum file size:

- 16 EB-1 KB (format)
- 16 TB-64 KB (Windows 7, Windows Server 2008 R2 or earlier implementation)
- 256 TB-64 KB (Windows 8, Windows Server 2012 implementation)

### ext3

Maximum file size:

- 16 GB to 2 TB

### xfs

Maximum file size:

- 8 EB-1 byte

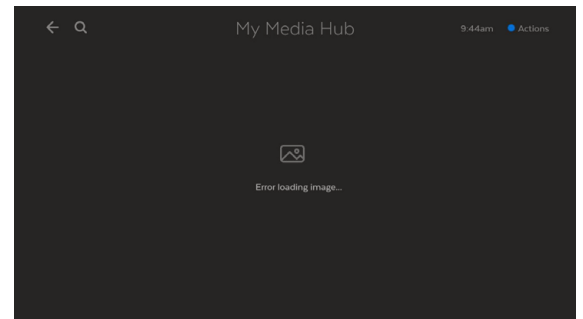
## Error loading image in My Media Hub

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

This error can occur if:

- The image file is too large (see “Nothing happens when I connect my USB device” on Page 10)
- The file format is not supported by My Media Hub (see “Supported media file formats” on Page 4)
- The file is corrupted
- The media source was disconnected

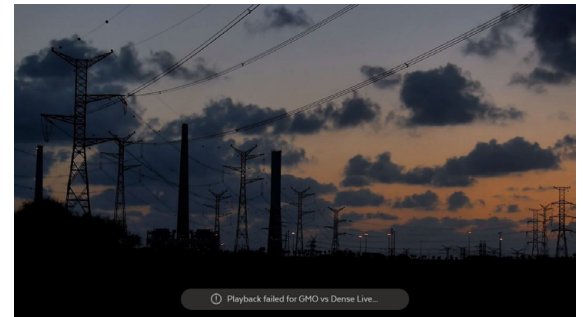
If the error occurs during a slideshow, you'll automatically go to the next image.



## 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 “Supported media file formats” on Page 4) 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.

# 6 Appendices

## Appendix 1: 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 box

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

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 2: 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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