



## Quick Start Guide

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# All your entertainment in one place

**Welcome to Fetch - an exciting new television experience that brings you the best TV, latest movies and popular applications all together in one easy place.**

There are 6 easy steps to get you started:

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

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

**It's Fetch and it's ready when you are.**

# Unpack the box

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

## You will need:



1 Fetch Mighty



1 Remote Control



1 Power Supply



2 Batteries



1 HDMI Cable



1 RJ45 Ethernet Cable

## You may also have received:

Power Line Adapters.

You need these to get the signal from your modem to your Fetch Mighty if your Wi-Fi connection is not great.

# Important Tips

- **Activate your first box by going to [fetch.com.au/activate](https://fetch.com.au/activate). To activate additional boxes go to [fetch.com.au/account](https://fetch.com.au/account) and add the additional boxes to your account.**
- Place the Fetch box on a level surface.
- Don't stack it on anything that vibrates or generates heat.
- Make sure there's 5cm of space around the Fetch box for airflow.
- The remote control works up to 6m away from the Fetch box.
- Unplug the Fetch box from the power source before cleaning.
- Clean using a dry cloth only - don't use water or chemicals.
- Don't try to open the Fetch box - it's dangerous and will void your warranty.
- Use only with a 100V-240V 50Hz AC power source.
- Use only the power supply provided.
- Keep liquid, children and pets away from the Fetch box at all times.
- Refer any problems with your Fetch box by going to [fetch.com.au/account](https://fetch.com.au/account)

# Connect to your Broadband Modem

Fetch is delivered by broadband Internet, so you need to connect your Fetch Mighty to the modem. There are various ways to do this:

## Option 1

### Connect your Modem to your Fetch Mighty via Wi-Fi

Use this option if:

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

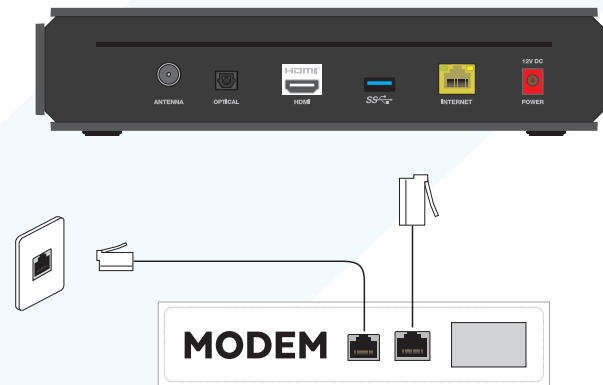
If you're using this connection option you can go straight to Step 3 on Page 10 now. You will set your Wi-Fi up later when you get to Step 6.

## Option 2

### Connect your Modem to your Fetch Mighty via Ethernet cable

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

- You can run an Ethernet cable directly from your Modem to your Fetch Mighty.



### To connect, follow these steps:

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

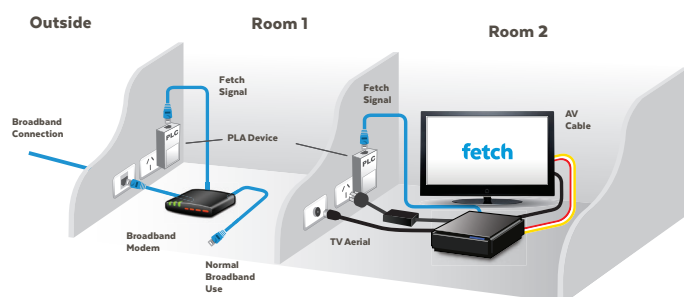
## Option 3

### Connect your Modem to your Fetch Mighty with Power Line Adapters

Use this option if:

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

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



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

### Some more information on Power Line Adapters

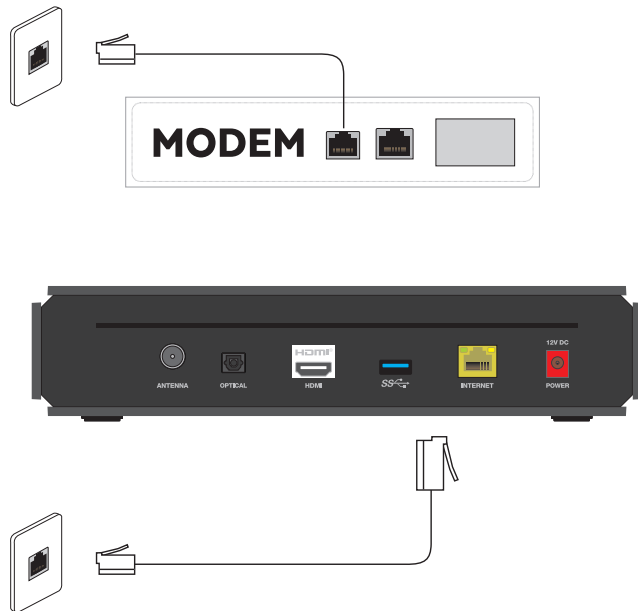
- Only use Power Line Adapter units on the same electrical circuit. Most homes have one circuit for lighting and another for electrical outlets, but large homes may have two circuits for electrical outlets.
- Power Line Adapters should be plugged directly into the wall outlet.
- Each Power Line Adapter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

## Option 4

### Connect your Modem to your Fetch Mighty using data cabling

Use this option if:

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



### To connect, follow these steps:

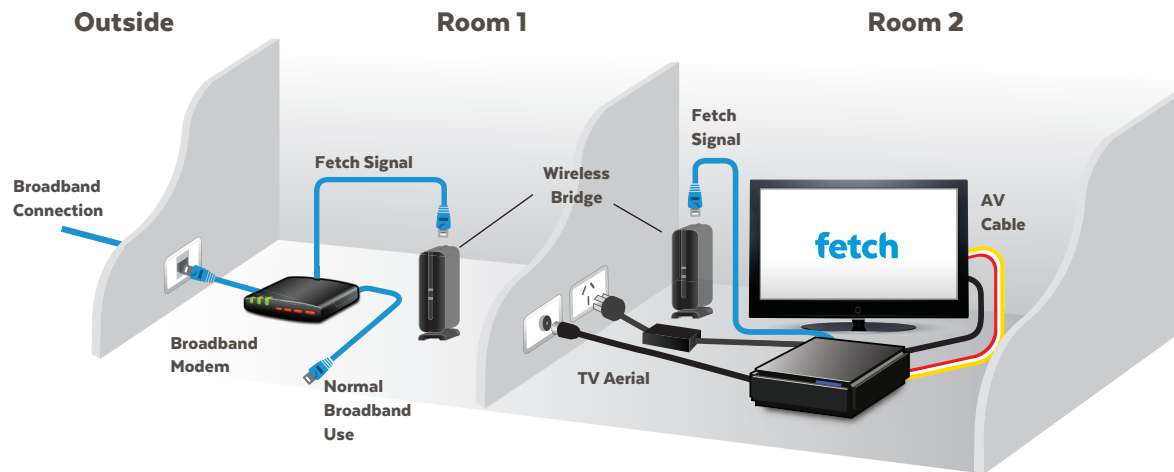
1. Plug one end of an Internet Ethernet cable into a free port on your broadband modem.
2. Plug the other end into the Internet Ethernet wall socket nearest to your broadband modem.
3. Plug one end of a second Internet Ethernet cable into the port labelled INTERNET on the back of your Fetch Mighty.
4.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



## Option 5

### Connect your Modem to Fetch Mighty by Wireless Bridge

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



#### To connect, follow these steps:

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

# Connect to your TV Antenna

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

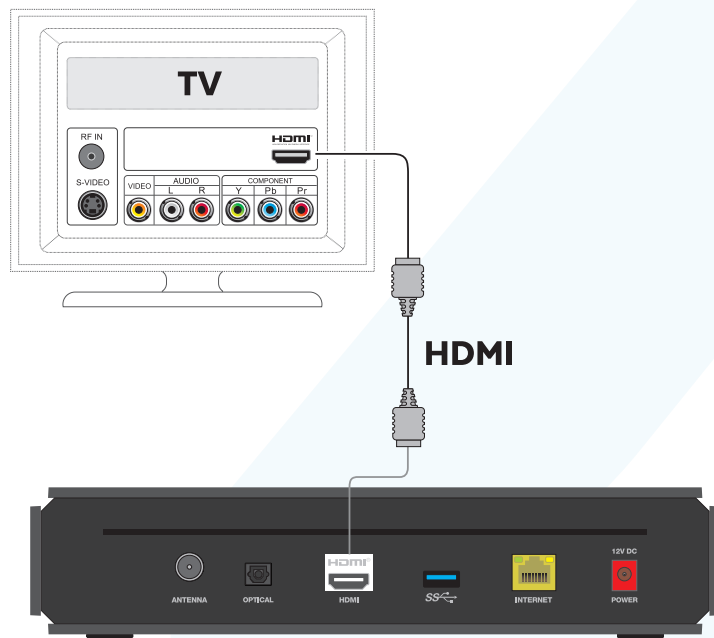
You'll need your existing TV antenna cable, so unplug it from the back of your TV.



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

# Connect to your TV

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



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

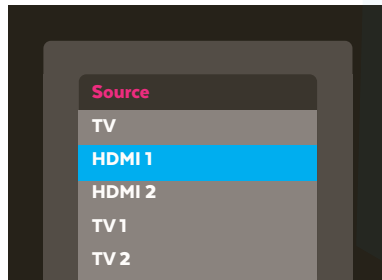
# Power up

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

## Connect your Fetch Mighty to power


1. Plug the red end of the power supply unit into the Fetch Mighty.
2. Plug the power supply unit into the wall power socket.

## Select Source / Input on TV

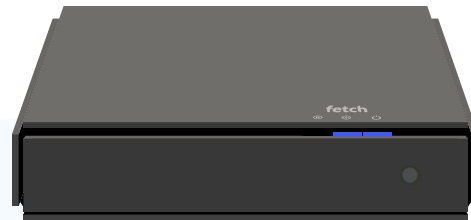



1. Turn on your TV.
2. On your TV remote press Source/Input or AV Select.
3. Select the HDMI port you plugged your Fetch Mighty into.


## Turn on your Fetch Mighty


Turn on the Power at the wall socket. The power light  on your Fetch Mighty will light up.

## Check the Fetch Mighty Connection



 Standby light is blue when your Fetch Mighty is powered on. If it is red, the box is in standby mode and you should press the power button on the remote control to turn it on.

 Internet light on your Fetch Mighty is blue when you have a broadband connection. If it is red, there is no live connection. During initial start-up it will change from red to blue.

 Recording light on your Fetch Mighty will flash when you press any button on the remote. If it doesn't flash the box is not responding to the remote.

# Start up

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

## Connect to your home Wi-Fi network

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

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

## Welcome Screen

- **Use your remote to enter the Activation Code you got from [fetch.com.au/activate](https://fetch.com.au/activate) if this is your first box, or [fetch.com.au/account](https://fetch.com.au/account) if you are adding additional boxes to your account. Your code (which is case-sensitive) will then be checked and confirmed.**
- If the feature is available to you, you can choose another Name for your Fetch Mighty.
- The box will next try set up the remote to control your TV. Do this now or later at Menu > Manage > Settings > Remote Control.
- Choose 5.1 Surround Sound for Fetch, if your sound system supports this Audio Setting.
- Next you can set up your Parental PIN. Do this now or later at Menu > Manage > Settings > User > PIN Change. If you've already set your PIN then you'll just need to confirm it.
- Your PIN is used for many things on Fetch such as renting movies, buying TV shows, adding channel packs, and watching restricted content. It's a good idea to write it down in case you forget it but make sure you always keep it secure. (You may want to keep it a secret from your children too).
- The box will then do a Channel Scan which may take up to 5 minutes. The box will check Diagnostics then show the location of the Fetch TV Privacy Policy. Select Finish to restart and load the Fetch main menu.

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

Visit [fetch.com.au/guides](https://fetch.com.au/guides) to download the Fetch Mighty User Guide and get the most from your service.

# Fetch Mobile App

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

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

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



## Pair the app with your Fetch Mighty

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

For more information, go to Menu > Manage > Settings > Mobile & Tablet on your Fetch Mighty or visit [fetch.com.au/guides](http://fetch.com.au/guides) and download the Fetch Mobile App User Guide.

# Remote Control

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

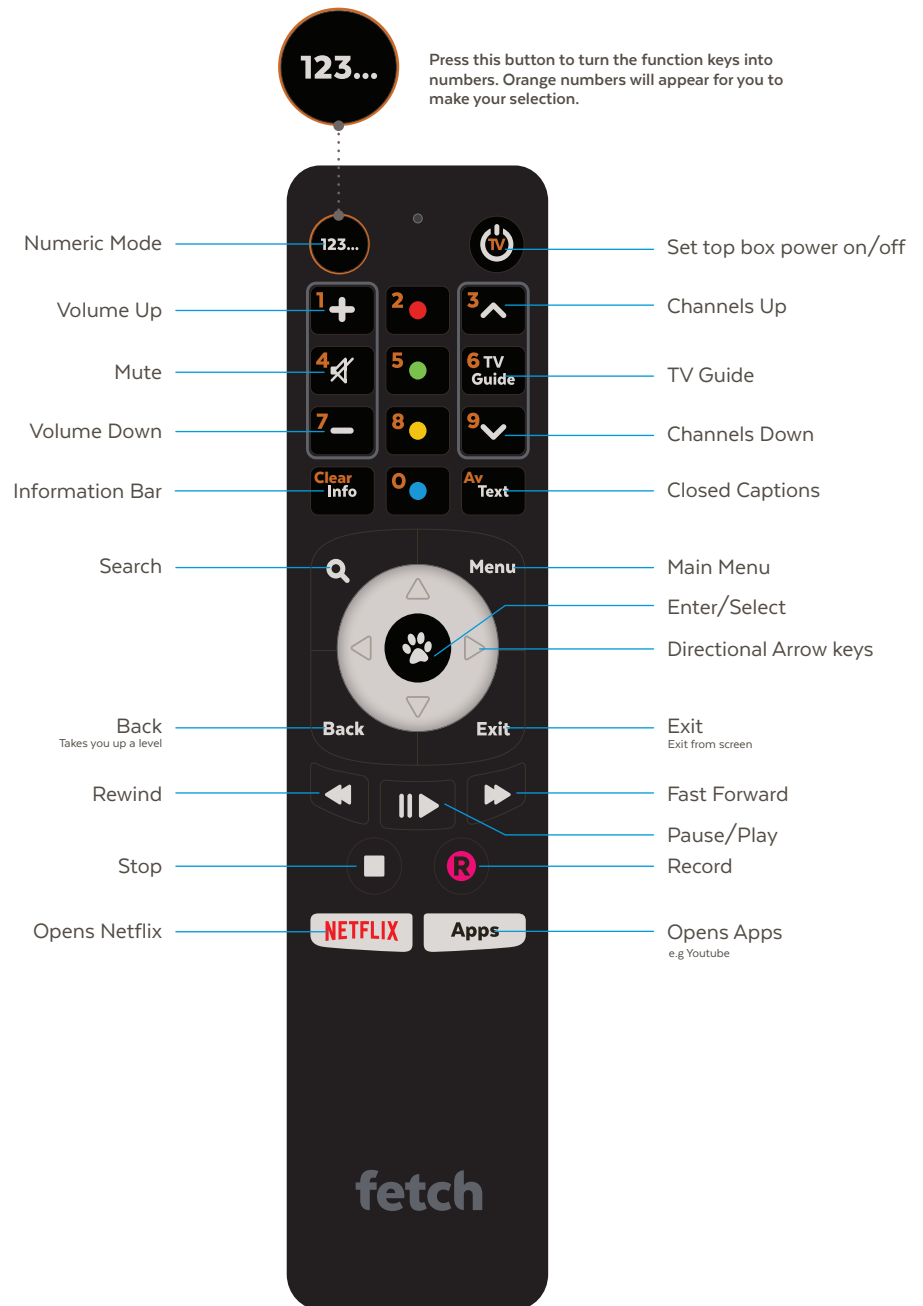
## Set Up Universal Remote

You can use the Fetch remote to operate your TV as well as your Fetch Mighty. Your Fetch Mighty will try to set up your remote for you when you first set up your box but if that didn't work, you can set it up by going to Menu > Manage > Settings > Remote Control.

For more information go to [fetch.com.au/guides](http://fetch.com.au/guides) and download the Universal Remote Instructions.

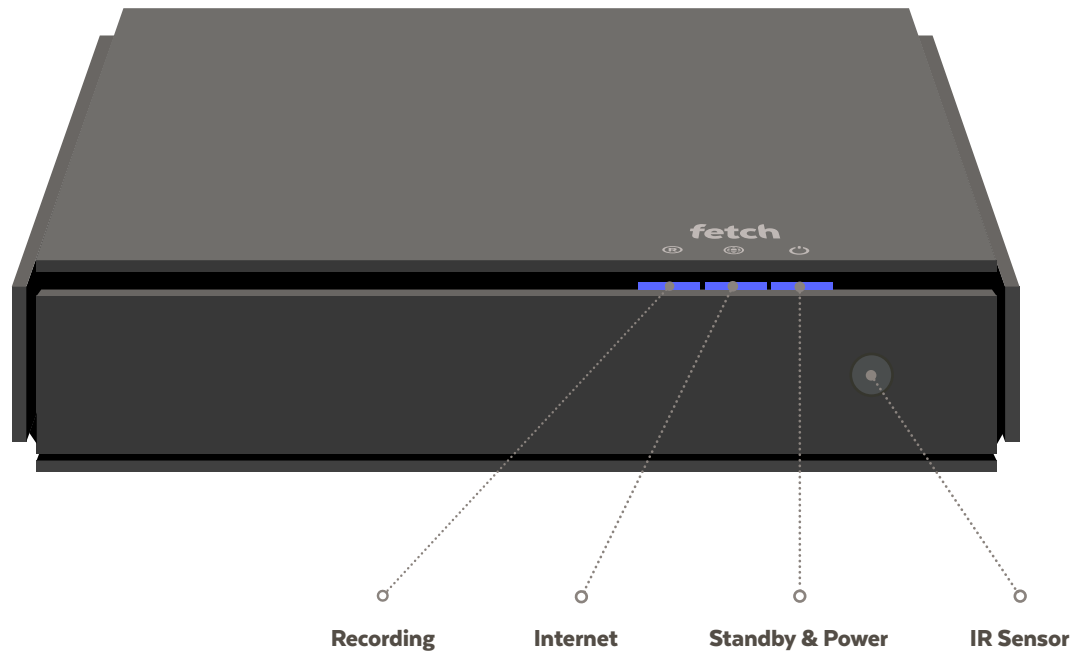
### Note:

Your remote may look different to the image but the functionality remains the same.



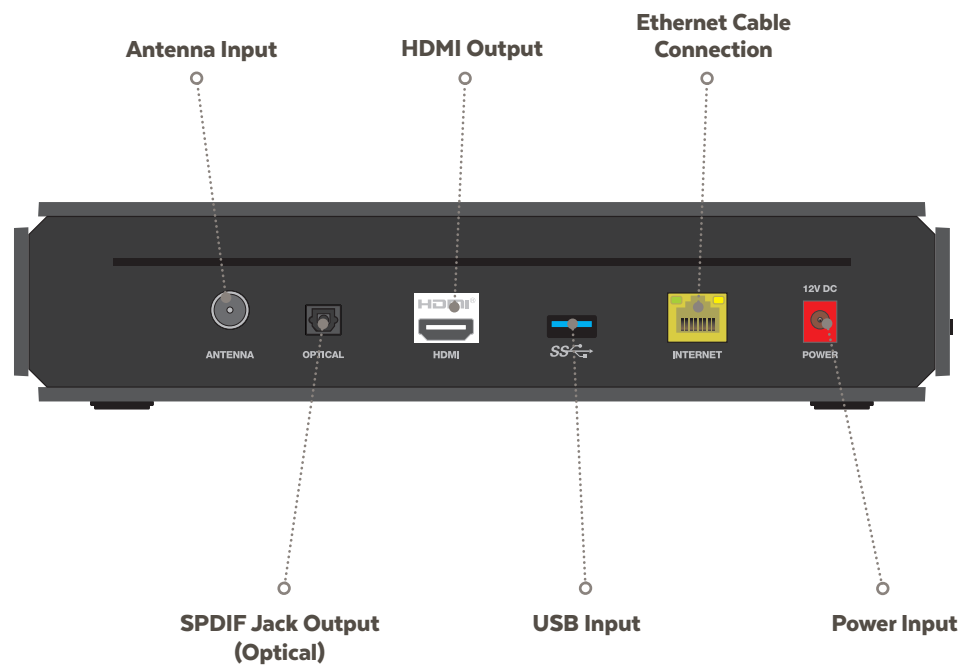
# Fetch Mighty

## Front Panel





## Back Panel



# Troubleshooting

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



## Audio Visual Settings

If your TV image appears out of proportion or stretched you may need to change the Display Resolution, Aspect Ratio and Display Mode. Go to Main Menu > Manage > Settings > Audio & Visual > Visual


## Cabling and TV

- Make sure the power supply unit is correctly connected (Page 12), and there is power available at the wall power point.
- Check that the AV connections are secure and, if needed, try another connection mode (Page 11).
- Make sure the TV is set to the right AV input source and mode (Page 12).

## Power cycle

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

## Internet connection

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

## Remote Control

- Use the remote control within 6 metres maximum from the Fetch Mighty.
- If the red LED at the top of the remote control does not light up when a button is pressed, change the batteries.

# Specifications

<b>Input</b>	<b>Connector</b>	<b>Specification</b>	<b>Signal</b>
<b>Power</b>	DC Male jack (5.5mm diameter)	Input 220V AC Output 12V DC 2A	
<b>Antenna</b>	RF Connector	50 Ohms	Channel Bandwidth 7 or 8 MHz
<b>Broadband</b>	RJ-45	Ethernet	IPv4
<b>Data</b>	2 x USB	USB 2.0, USB 3.0	Host

<b>Output</b>	<b>Connector</b>	<b>Specification</b>	<b>Signal</b>
<b>Digital Video + Digital Audio</b>	HDMI 2.0	HDCP 2.2 content protected	720p50, 1080i60, 1080p50, 1080p60, 4Kp60
<b>Surround Audio</b>	TOSLINK	S-P/DIF	Optical

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**Other**

<b>Dimensions</b>	260(W) x 260(L) x 60mm(H)
<b>Max Weight</b>	3.43kg (inc. packaging)
<b>Max Power Consumption</b>	Up to 20W
<b>Operating Temperature Range</b>	+5 to +45 deg C
<b>Storage Temperature Range</b>	-20 to +70 deg C
<b>Humidity</b>	10 to 90% NC
<b>Hard Drive Capacity</b>	1TB
<b>RAM</b>	3GB SDRAM
<b>Flash</b>	4GB eMMC
<b>Tuners</b>	4 x DVB-T
<b>Video Decode</b>	MPEG4 HD, H.264 AVC, H265 HEVC
<b>Audio Decode</b>	MPEG4 AAC, MPEG 4 HE-AAC v2
<b>Surround Sound Support</b>	Dolby Digital Surround 5.1 (AC3) and Dolby Digital Plus (Enhanced AC3)
<b>Wi-Fi</b>	802.11/b/g/n/ac. 2.4 GHz/5 GHz
<b>Bluetooth</b>	4.1 LE

# Compliance

Product Code M616T

This product complies with the following Standards:

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

# Contact

Fetch  
contactus@fetchtv.com.au  
ABN: 36 130 669 500  
fetch.com.au

# Keep in touch

Like our Facebook page [facebook.com.au/fetchtv](https://facebook.com.au/fetchtv) to get all of our updates.

If you have an account directly with Fetch please log in to [fetch.com.au/account](https://fetch.com.au/account) to access the online troubleshooting.

# User Guides

You can download the following User Guides from [fetch.com.au/guides](https://fetch.com.au/guides)

Fetch Mighty User Guide.

Universal Remote Instructions.

Mobile App Guide.

My Media Hub User Guides.

Wi-Fi User Guide.

Multiroom User Guide.

# fetch

**[fetch.com.au](https://fetch.com.au)**

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