

Fetch Update Release 4.4

24 April, 2025

The Fetch logo, consisting of the word "fetch" in a white, lowercase, sans-serif font, is positioned within a blue and pink abstract shape in the bottom right corner of the slide.

fetch


New Software Update



We're in the process of updating Fetch with our latest software release.

The release is called **4.4 Eagle Bay** and will be applied to all Fetch devices except Gen 3 Mini.

What's new in this release:

- A [brand-new, improved Fetch Interface](#) that's smoother, faster and more intuitive than ever. The new interface brings with it major redesign changes.
 - A new full-page **Home** screen is now accessible via the **Menu** button on your remote. It replaces the previous Main Menu and features a cleaner layout with tabs at the top of the screen (**Home, Live TV, Apps, Store** and **Recordings**), along with **Search, Subscriptions** and **Settings** icons.
 - We've introduced a new **Where you left off** row in the Home tab for faster access to content you've watched, replacing **My Stuff**. All Movie Store and TV Store purchases and rentals can be located within the '**My Purchases and Rentals**' row in the Store tab.
 - We've added content buttons (located four remote clicks down from the Home tab) so you can jump straight into entertainment - **Movies, TV Shows, Games** and **Sport**.
 - Many previously loved features are still available, now relocated for easier navigation and quicker access to what our customers frequent the most.
 - **Live TV** tab – this is a new tab that houses both the previous **TV Guide** (still accessible now within the TV Guide button visible on screen) and a new row of your most viewed channels without needing to press channel numbers using your remote.
 - **Apps** tab – this tab gives you quick access to all the apps available on Fetch (Streaming Apps, Free-To-Air Apps, Catch-Up Apps, Games and more).
 - **Store** tab – combines the previous Movie Store and TV Store in a single, easy to use location.
 - **Recordings** tab – if you have a Mighty on your Fetch Account, you'll also see your Recordings are now housed in the new Recordings tab. This current position allows for faster discovery of what's available to access on Fetch to serve our full customer base, whilst still allowing us to still retain a dedicated area for Recordings to serve our customers who have a Mighty.
 - **Add More** – This has now been replaced by our new Subscriptions person icon .
 - **Settings** - We've now added dedicated Bluetooth and Remote settings to help you easily pair and set up your Bluetooth.
- Some general bug fixes.

Read on for more details or [watch our video](#).

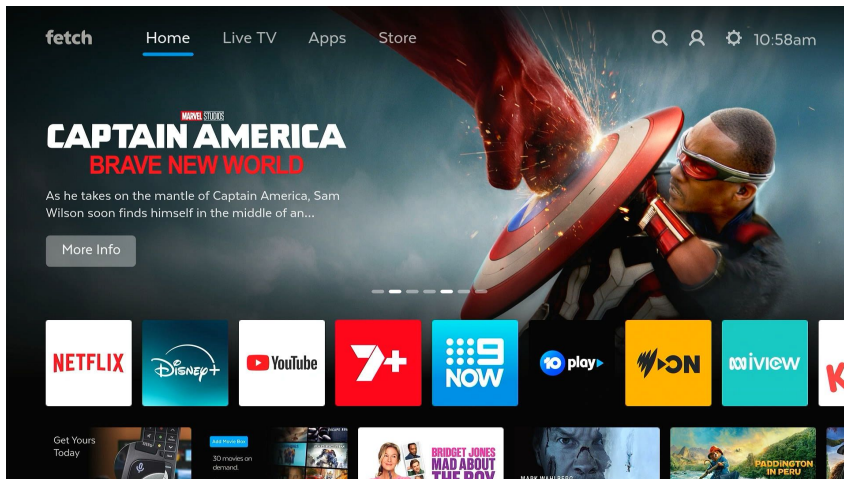
If you have any questions or need assistance following this update, please visit www.fetchtv.com.au/contact-us for more information.

New Fetch Interface

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The Fetch Interface has been redesigned to be smoother faster and more intuitive than ever.

It may take you some time to get used to it. As you use it, you may have some questions and we are here to help. We've put together these release notes on key changes and this handy [How To video](#) to help you get settled in.



Why the change?

- We're welcoming this change so we can provide our customers with better quality content and a better user experience.
- The new Interface is shaped by customer feedback we've received from real customers experiencing the new Interface firsthand. We hope you enjoy everything the new Interface has to offer including:
 - **Enhanced Navigation** with a new sleek and intuitive design to help improve navigation and discover more content, so you can spend less time searching and more time watching.
 - **Seamless access to a wide range of entertainment** including content that is free for you to access on Fetch, premium paid content and personalised recommendations.
 - **Faster access to your favourites** so you can instantly jump back into your shows, movies and apps.
 - **Future ready & smarter experience** that's built to evolve with updates and new features – ensuring your Fetch experience keeps getting better.

New Fetch Interface (Navigation)



I'm having trouble navigating the new 4.4 Interface. Where can I find things on the new Interface?

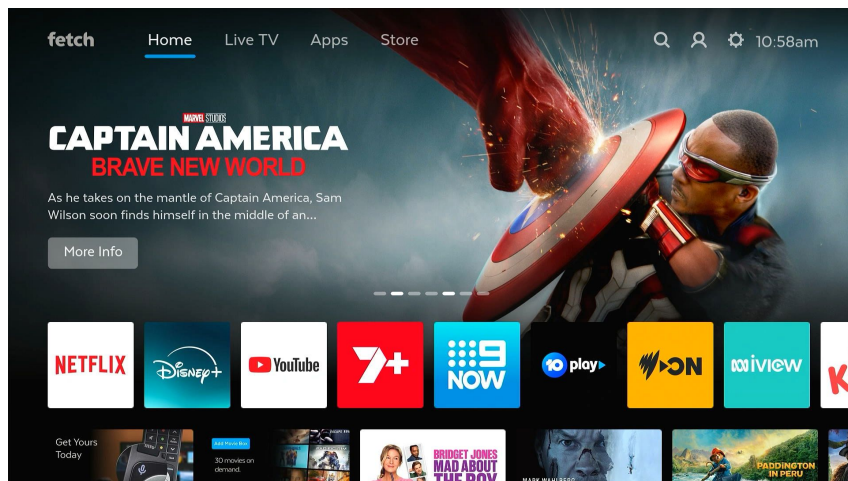
Explore the new Interface from the new Home screen (pressing **Menu** on your remote brings up the new Home screen). You can refer to the tables below for key features and where you can now find them.

Feature	Previous location (on 4.3)	New location (on 4.4)
Recordings	My Stuff > Recordings My Stuff > Continue Watching My Stuff > Recordings > All Recordings	Recordings Home > Where you left off Recordings > All Recordings
Recording Priority	My Stuff > Recording Priority	Recordings > All Recordings > Recording Priority
Recently Deleted	My Stuff > Recently Deleted	Recordings > All Recordings > Recently Deleted
TV Guide	Guide	Live TV > TV Guide button
Catch up TV	My Stuff > Continue Watching My Stuff > My Shows My Stuff > My Movies Apps > TV Apps	Home > Where you left off Home >Free TV Favourites Apps > Free to Air Apps Apps > Catch-Up Apps
Search	Bottom left on Home Main Menu Top left on other menus Or Voice Search on remote or Fetch Mobi App	Same as previous location
TV Store	Shows > Continue Watching Shows > Store	Home > Where you left off Store > My Purchases and Rentals Store > curated TV Store rows (e.g. Store > Best Selling Shows) Home > TV Shows button > curated TV Shows rows
Movie Store	Movies > Continue Watching Movies > Store	Home > Where you left off Store > My Purchases and Rentals Store > curated Movie Store rows (e.g. Movie Collections) Home > Movies button > curated Movie Store rows

Feature	Previous location (on 4.3)	New location (on 4.4)
Movie Box	Movies > Movie Box Also on CH 100	Home > Movies button > Movie Box Home > curated Movie Box rows (e.g. Watch Now in Movie Box) Store > Curated Movie Box rows Also on CH 100
Streamed Free-to-Air TV Channels	CH 400 onwards	CH 400 onwards Apps > Free to Air Apps Apps > curated Free to Air App rows (e.g. 'Recommended on 7plus)
Top Shows	Shows > Featured TV	Home > TV Shows button Home > curated Shows rows (e.g. Trending Shows)
Add or remove subscriptions	Add More	New subscriptions person icon 
How To Videos	Settings > How Tos	Settings > How Tos
Settings	Settings	Settings
Media Hub	Apps > Music & More	Apps > Fetch App Store
Games	Apps > Games	Apps > Free Games
Streaming Apps	Apps > Streaming Apps	Home > navigate to top Streaming Apps tiles row Apps > Streaming Apps Apps > curated Streaming Apps rows (e.g. Popular on YouTube)

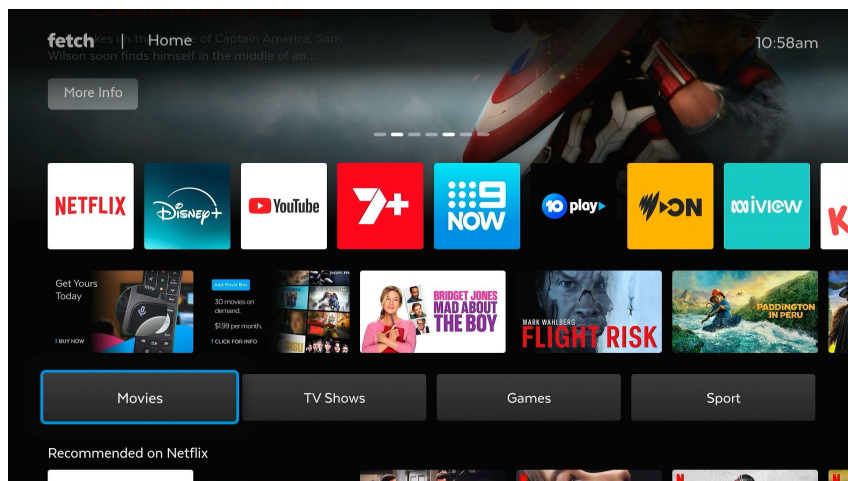
New Fetch Interface (Home)

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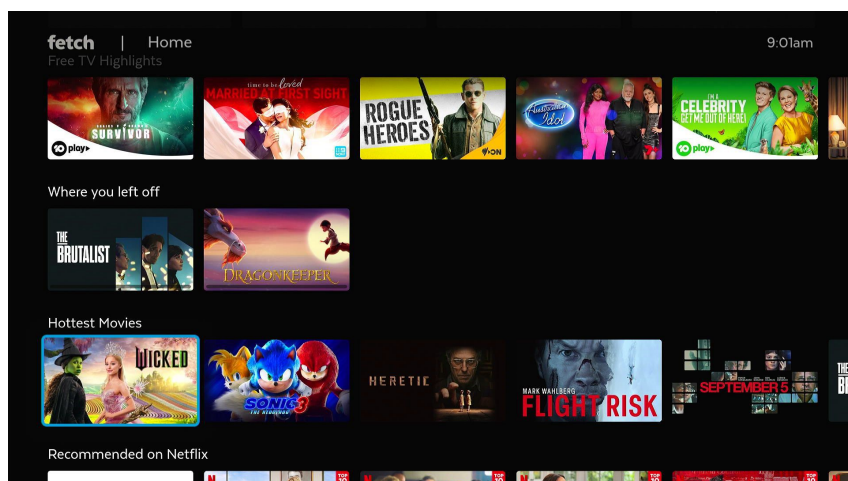
What's this big screen on my TV? Why can I hear audio in the background?

- Every time you launch your Fetch device, a full sized **Home** screen will now appear (previously the Home screen appeared on the bottom half of the screen).
 - This is the new default menu, and works the same way as the previous Home Main Menu screen so you can expect to hear the audio of your current channel playing in the background.
 - Pressing **Menu** on your remote brings up the **Home** screen. From here, pressing **Exit** will take you to watch your current channel.
 - Navigating down takes you to content on the **Home** screen. Navigating to the right takes you to other main menu screens (**Live TV**, **Apps**, **Store**, **Search**, **Subscriptions** and **Settings**).



What else is new on the Home screen?

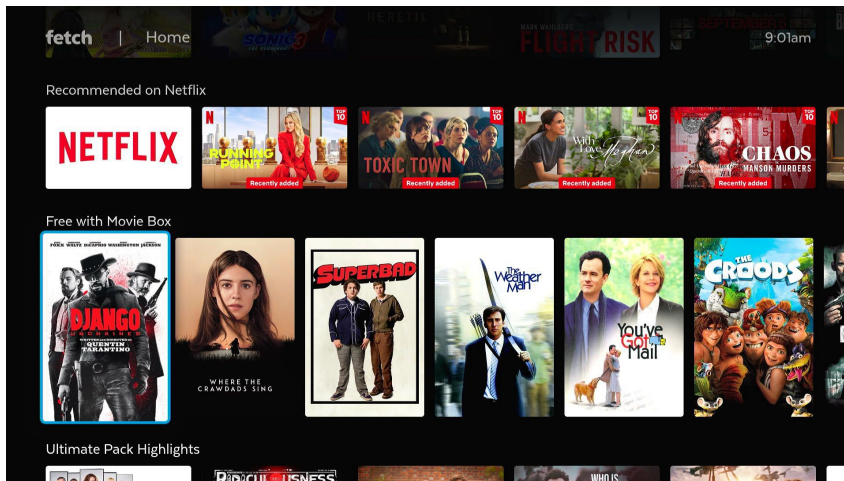
- A large image carousel appears at the top of Home screen with key content on rotation to show you at a glance what's hot and trending.
- The first tiles row is unique to you, allowing you to easily access your most commonly used apps (ordered by the most used within the past 28 days).
- The second tiles row features exclusive offers we feel you may be interested in, from Fetch and our partners.
- There are also content jump off buttons (**Movies**, **TV Shows**, **Games** and **Sport**) for quick access to relevant content.



- Navigating up and down the Home screen will show you more content rows than ever before, plus personalised content where possible, and content that is hot and trending. Content includes Free-to-Air Catch up TV, Fetch Store titles and Streaming Apps titles.
- Previously, you would have had to navigate in and out of separate Main Menu areas to see these content tiles. Now, by scrolling up and down you can seamlessly view a wide range of content available, all on one screen.
- **Continue Watching** tiles have now been replaced with a new **Where you left off** row which always sits in the same spot on the Home screen so you can easily locate it.

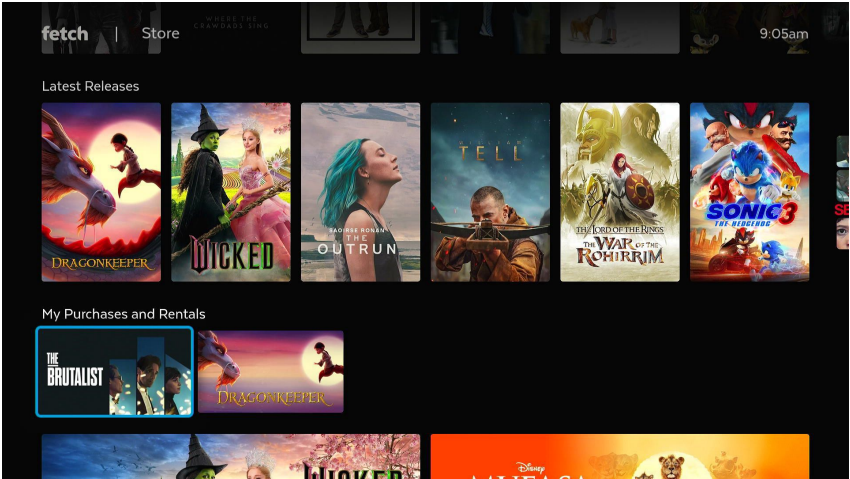
New Fetch Interface (Home)

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- We've added more image sizes and aspect ratios to make browsing more comfortable and enjoyable. The new layout is both visually appealing and functional, helping you discover more content with ease.

New Fetch Interface (My Stuff / Watchlist)



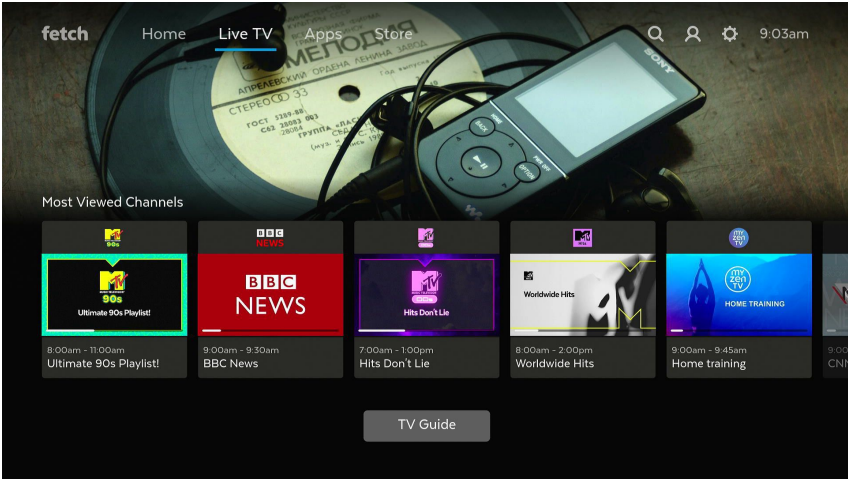
Where is My Stuff/Watch list and why has it moved?

The previous **My Stuff/Watchlist** has now been replaced with a **Where you left off** row (always accessible in the same spot in the **Home** tab). This allows you to instantly jump straight back into your most recently watched content.

You can now find all your Fetch Store purchases within Menu > Store > **My Purchases and Rentals**.

New Fetch Interface (Live TV)

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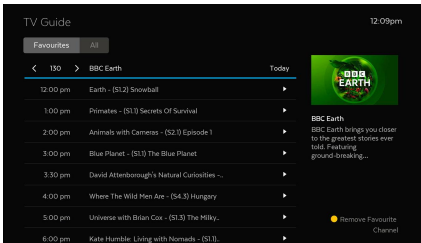
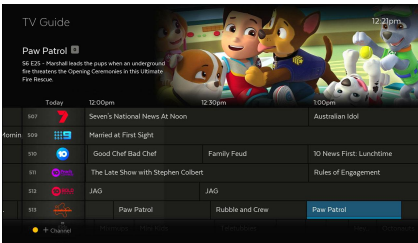


Where is my TV Guide?

We have moved the TV Guide to now sit in the **Live TV** tab positioned as a **TV Guide** button on screen to allow for faster access to the channels you view the most without needing to press channel numbers on your remote.

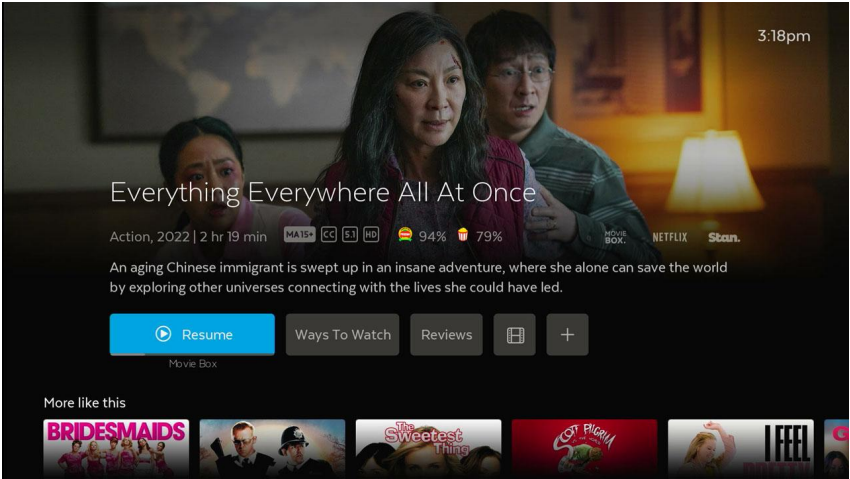
You can also access the TV Guide with a click of the button on your remote, by clicking the **TV Guide** button (or **EPG** button on older models).

Clicking on the TV Guide button will take you to the Grid view or List view of the TV Guide. You can switch between Grid view and List view in **Menu > ⚙ User Preferences > TV Guide**.



New Fetch Interface (Movie Box)

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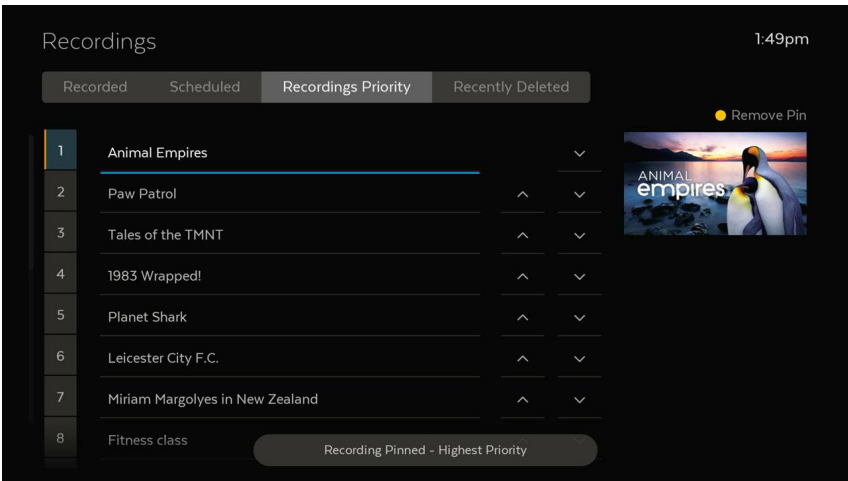
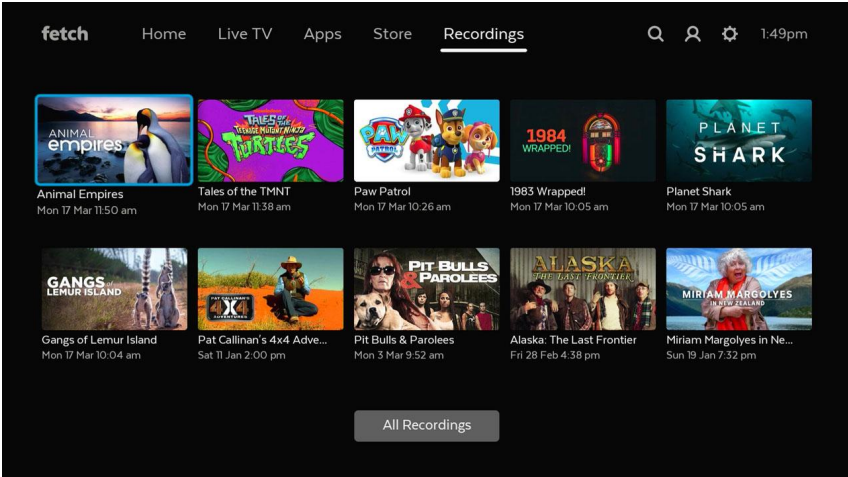
Where can I find Movie Box?

We have moved the Movie Box location to now sit in the **Home** tab > **Movies** button on screen (four clicks down from the **Home** tab) > **Movie Box** to allow for a seamless view of the movies available to you. You will be able to access it if you are subscribed to Movie Box. Once you've selected a movie, pressing key PAW on the **Watch / Resume** button will take you to start watching the Movie Box title.

Once subscribed, you can also go to **CH 100** to start watching Movie Box titles.

From time to time, you will also see curated Movie Box rows that will show you what's currently available in Movie Box (e.g. **Home > Watch Now in Movie Box**).

New Fetch Interface (Other questions you may have) **fetch**



I have a Gen 3 Mini. Why can't I see the new Interface there?

Unfortunately, due to software limitations, the Gen 3 Mini (model number H626T) will not be receiving this update. You can continue to use your Gen 3 Mini as you normally would.



Where can I find Recordings?

If you have a Mighty in your household, the new Interface will also show you a Recordings tab where you can find all your recordings.

By navigating to **Menu > Recordings > All Recordings**, you'll be able to access key functionalities from the previous interface - **Recorded**, **Scheduled**, **Recordings Priority** and **Recently Deleted**.

It seems to take me longer to get to Recordings now. Why has my Recordings moved?

After careful research and development, we've moved the Recordings feature to a new position to better serve all our customers. This new spot makes it easier to discover more content available on Fetch, while making sure the Recordings tab remains easily accessible for our Mighty users, knowing how important it is to their viewing experience.

A heads up from us:

We're working on some updates to improve the Recordings experience on Mighty devices, with changes expected to roll out in the coming months.

We've listened closely to the feedback you've shared and are doing everything we can behind the scenes to make the Recordings area even better for all Mighty users.

Thanks for your patience and we're excited to share more on what's coming soon!

The second row on the Home tab is a bit jarring. Can I remove this?

At this point in time due to technical and commercial reasons, this row is unable to be turned off on the new Interface and will remain visible indefinitely.