

New Software Update



Fetch boxes are in the process of being updated with a new software release.

The update is called 2.26 Litchfield, and it brings you new and improved features such as:

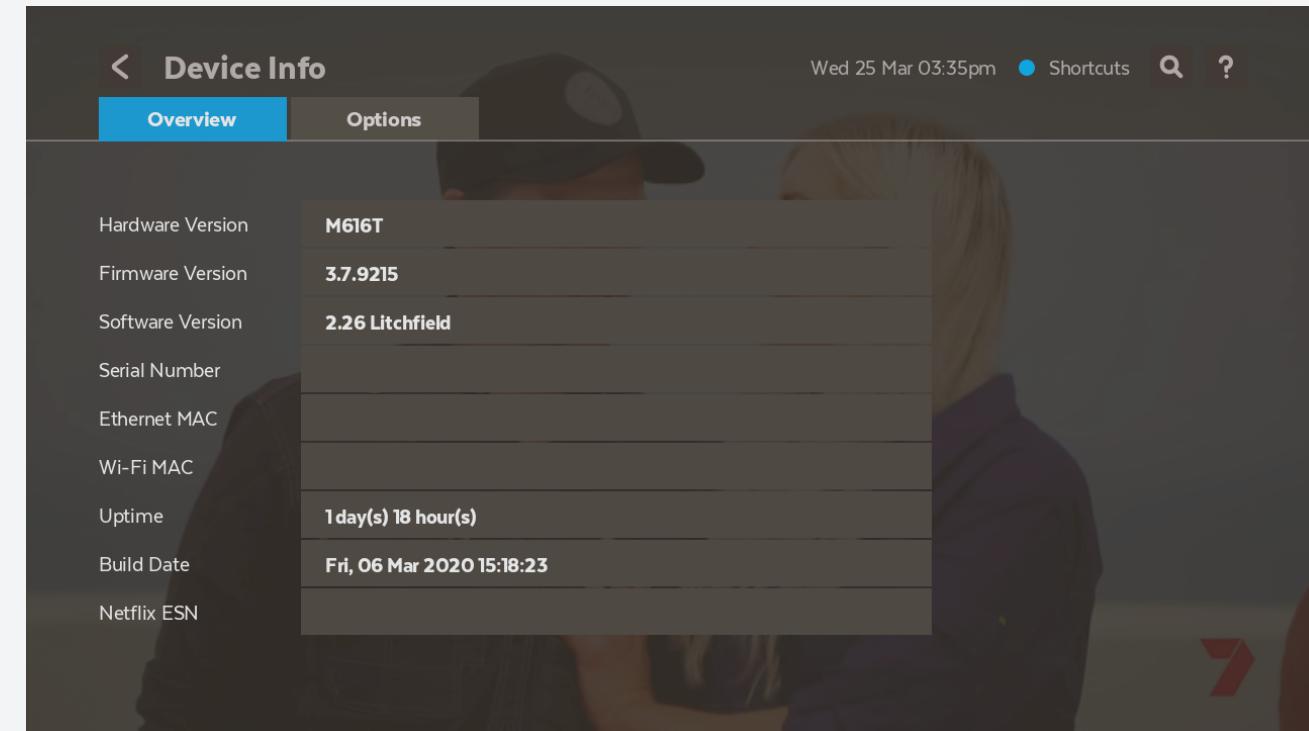
- ✓ The Amazon Prime Video app for Mighty boxes.
- ✓ 4K and HDR functionality for the Stan app on Mighty boxes.
- ✓ Ways to optimise audio and video.
- ✓ New Parental Control features.
- ✓ Update to the Privacy Policy.
- ✓ Various other enhancements and bug fixes.
- ✓ Some major engine room work getting ready for the next release with our new User Interface.

Things to know

- ✓ The update will roll out for Fetch ISP customers gradually from 11th of June.
- ✓ See the next page for details of the rollout schedule by Fetch Service Provider.
- ✓ A back end update to the Optus Sport app may result in some customers having to log back in to the app.
- ✓ The Amazon Prime Video app will not be added to Gen 2 or Mini boxes. The app will be added to Mini boxes with the next release in the coming months.

Tentative Rollout Schedule

- ✓ Retail - gradual rollout from the 27th April.
- ✓ Aussie Broadband - 11th June*, 2020.
- ✓ Dodo / iPrimus - 15th June*, 2020.
- ✓ Optus - 15th June*, 2020.
- ✓ Internode / Adam - 22nd June*, 2020.
- ✓ iiNet - 22nd June*, 2020.



It may take up to 3 days from these start dates for your box to update to the new software version 2.26.

You can check your version at **Menu > Manage > Settings > Device Info**.

If your box hasn't automatically updated as scheduled, you can access the update by restarting your Fetch box.

*These dates are subject to change, so follow us **facebook.com/fatchtv** for updates on any changes to the timings.

Amazon Prime Video



The Amazon Prime Video app will be added to Fetch Mighty boxes at **Menu > Apps > Prime Video**. The app lets you watch exclusive Amazon Originals, as well as popular TV shows and movies.



Existing Amazon Prime Video subscribers

- ✓ Simply go to **Apps > Prime Video** on your Fetch box to see your box code. Enter the code at primevideo.com/mytv to sign in and start watching on your Fetch box.

New to Amazon Prime Video?

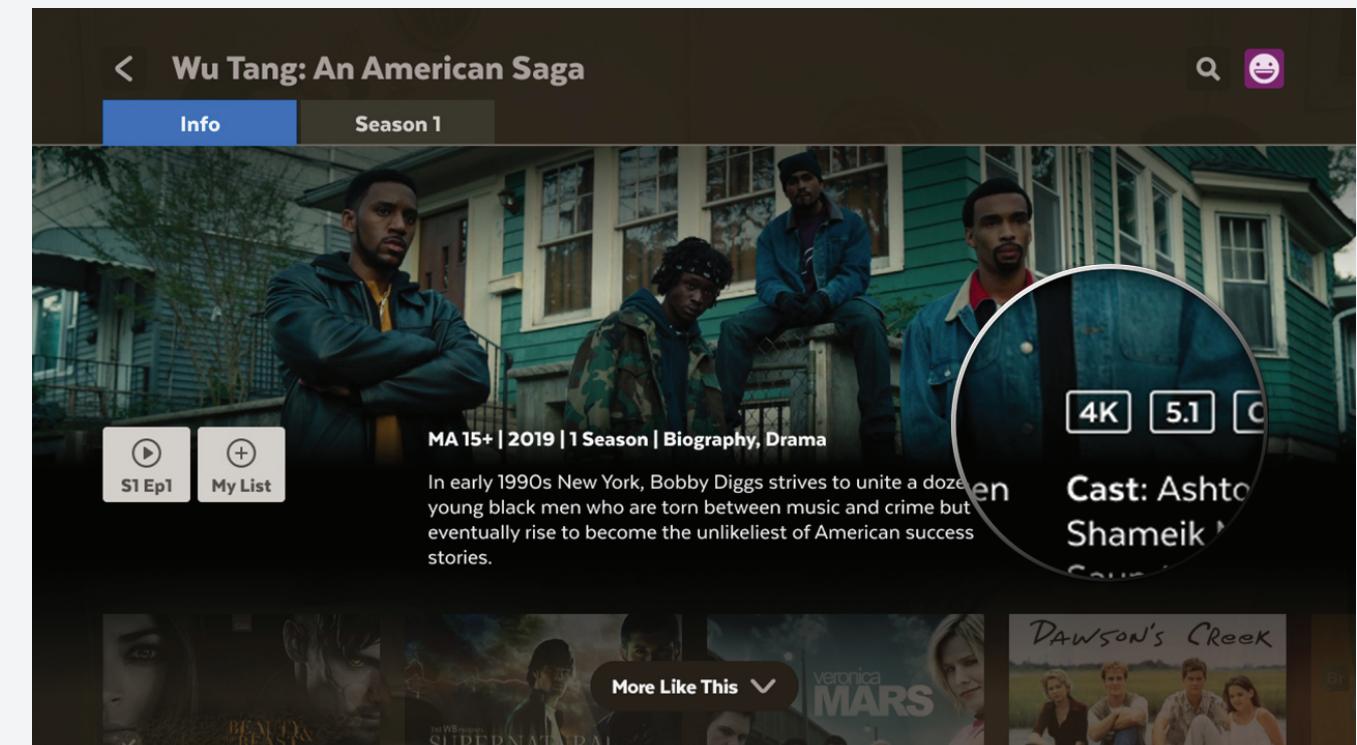
- ✓ If you don't have an existing Amazon account, watch this video for step by step instructions on how to sign up to watch on Fetch. youtu.be/86HFR_UiARI

Things to know

- ✓ Amazon Prime Video is coming to Mini boxes in the next release. Follow us at facebook.com/fatchtv for updates.
- ✓ As a result of this update, the 10 All Access app will no longer appear in the Apps drop down menu. Instead it can be found at **Menu > Apps > All**.

This update gets us ready to enable Stan in 4K and HDR on Mighty boxes after the release has rolled out to all boxes on June 23rd (date subject to change). Sadly, the Mini doesn't support 4K.

- ✓ To view 4K content, you have to have a Mighty box connected to a 4K television, with a display resolution set to 4K - 2160p.
- ✓ You will also need a Stan Premium subscription which enables 4K content within the app.
- ✓ Only selected content is available in 4K, visible via the 4K indicator within the show details.



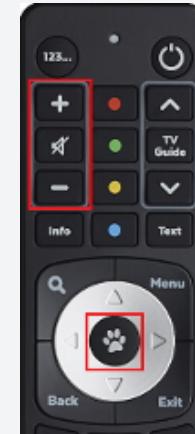
Optimise Audio Settings

You can adjust your settings to optimise audio performance on Fetch. The following steps are the best way to increase volume and / or equalise it across different content types.

1. Pair your Fetch remote with your TV.

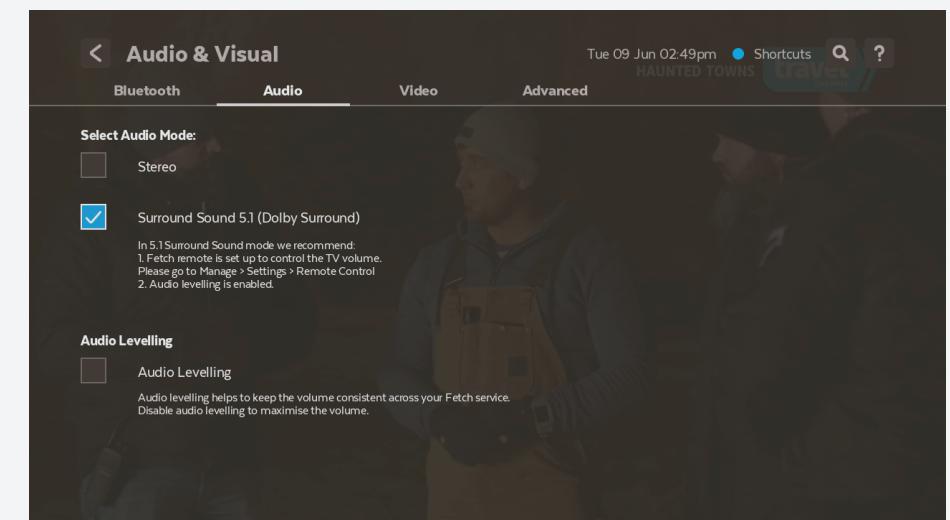
1. On your Fetch remote turn the volume all the way up. Press  on your Fetch Remote until the blue Volume bar fills the screen.
2. Go to **Menu > Manage > Settings > Remote Control**.
3. Select your remote.
4. Select Remote Setup and follow the directions.

For help go to fetch.com.au/support/remote.



2. Enable 5.1 Surround Sound & Audio Levelling (Audio Levelling on Mighty only).

1. Go to **Menu > Settings > Audio & Visual > Audio**.
2. Select **5.1 Surround Sound**.
3. If you have a Mighty, then select **Audio Levelling** – this helps keep volume consistent across Fetch and is recommended when using 5.1 Surround Sound.
4. Confirm your selection, and your box will reboot with the new settings.



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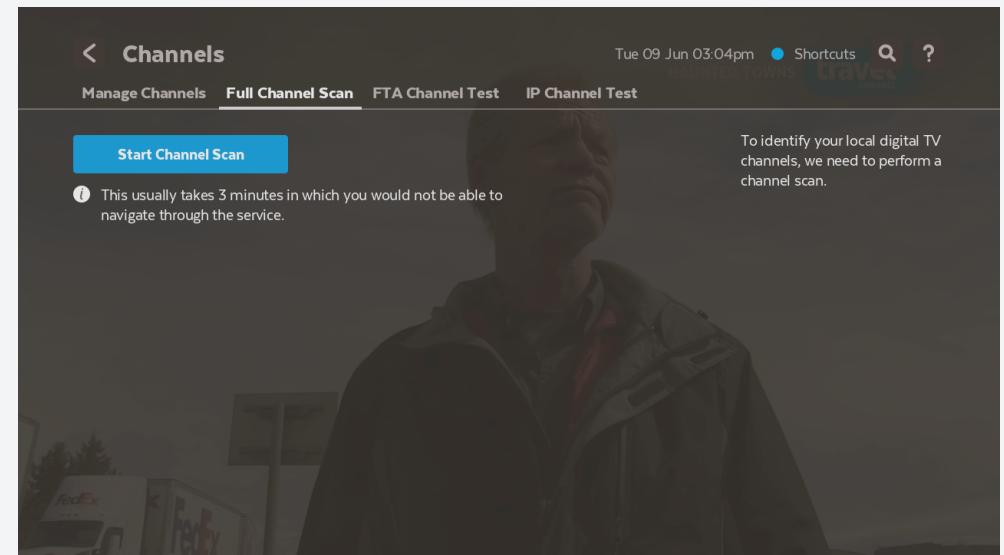
Optimise Audio Settings Continued

If you have other devices connected to your TV and are experiencing differences in audio volume between them and Fetch, the following steps will help:

1. If you watch Free-to-Air TV on that TV, ideally watch via the Fetch box.

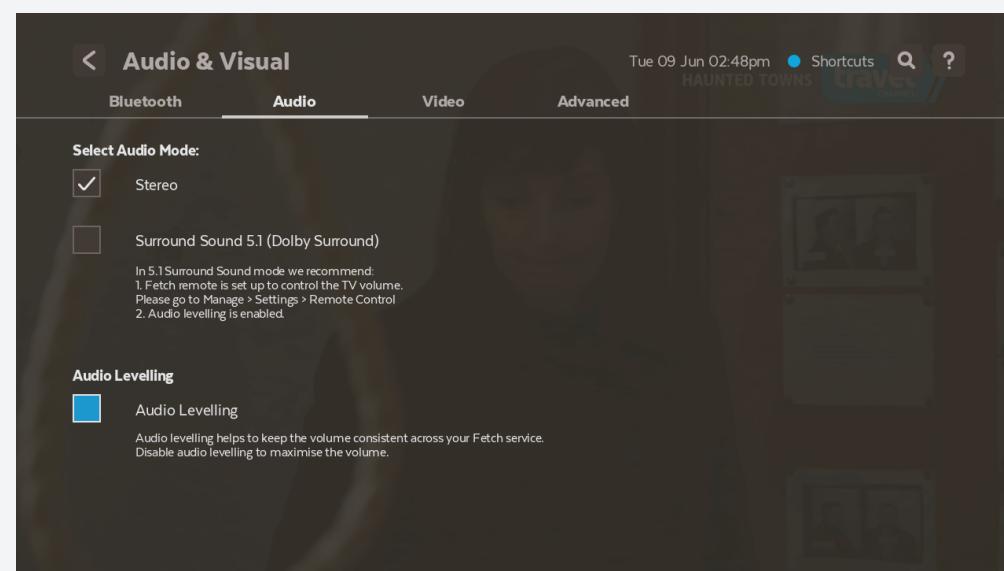
If you don't already do this:

1. Connect your aerial to the Fetch box.
2. Go to **Menu > Manage > Settings > Channels > Full Channel Scan**.
3. Run the scan to pick up available Free-to-Air channels.



2. If you still have a second device attached to the TV, disable Audio Levelling on your Mighty box.

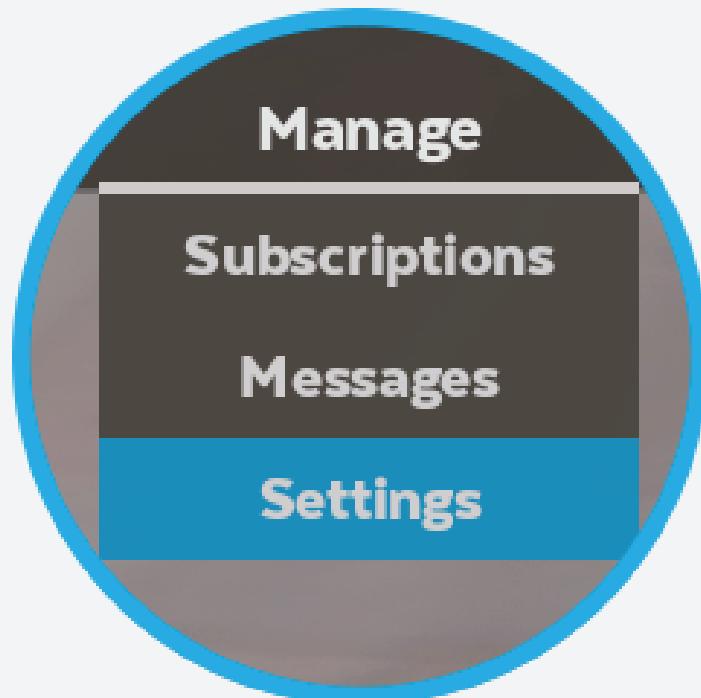
1. Go to **Menu > Manage > Settings > Audio & Visual > Audio**.
2. Disable Audio Levelling.
3. For consistent volume on content across Fetch deselect **5.1 Surround Sound** and choose **Stereo**.



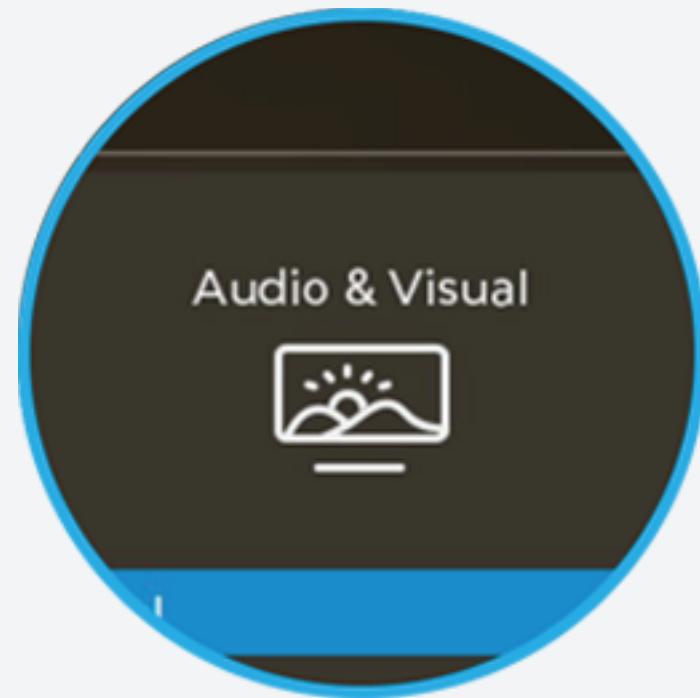
Optimise Video Settings

You can optimise your video experience by selecting the 'Auto' option in video settings. Your Fetch box will then select the highest possible video quality available on your TV for the content you are watching.

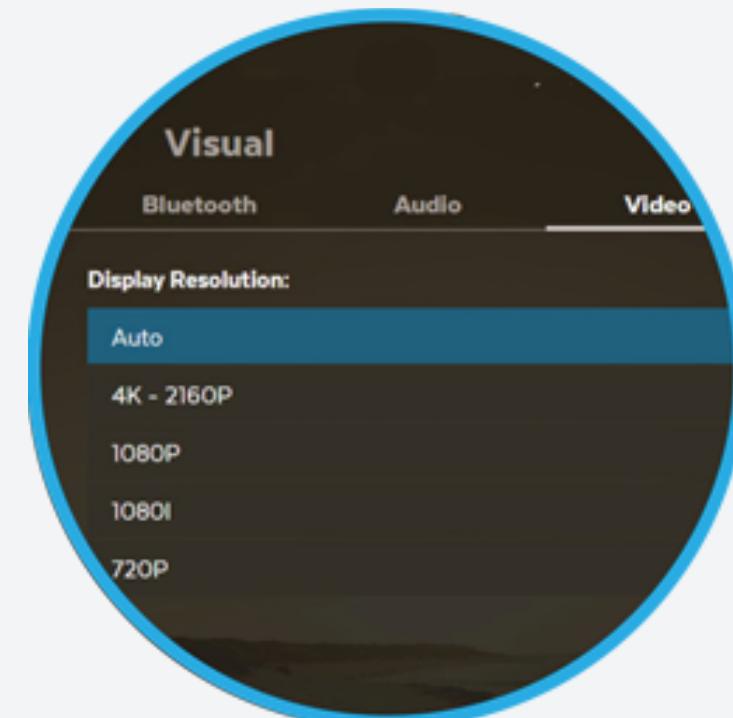
1. Go to **Menu > Manage > Settings**.



2. Audio & Visual.



3. Choose Video then Auto.



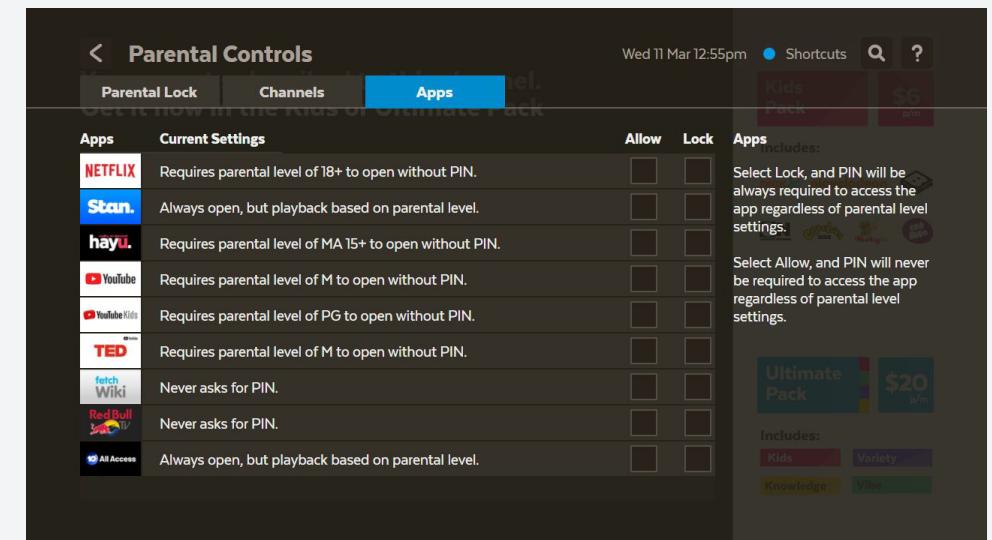
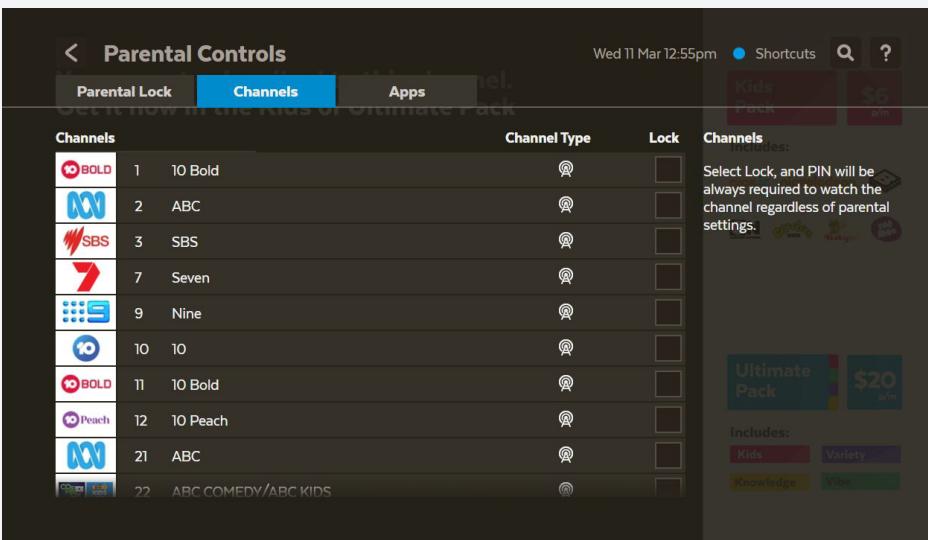
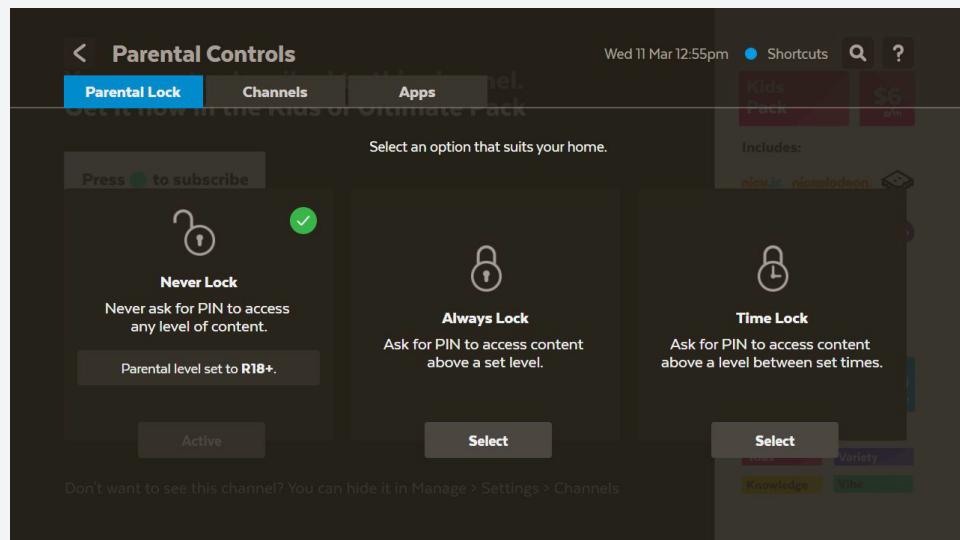
- ✓ If you have a Mighty box and your TV is HDR 4K capable, you can enable HDR mode in the Advanced tab.

New Parental Controls

We have added some new Parental Control features for enhanced worry-free kids viewing.

These can all be accessed at **Menu > Manage > Parental Controls**.

- ✓ The new features gives parents the ability to block viewing at specific hours of the day and to lock down access to specific channels or apps.
- ✓ Check out our how to video for a summary of these changes. youtu.be/khkqx2h9UMw

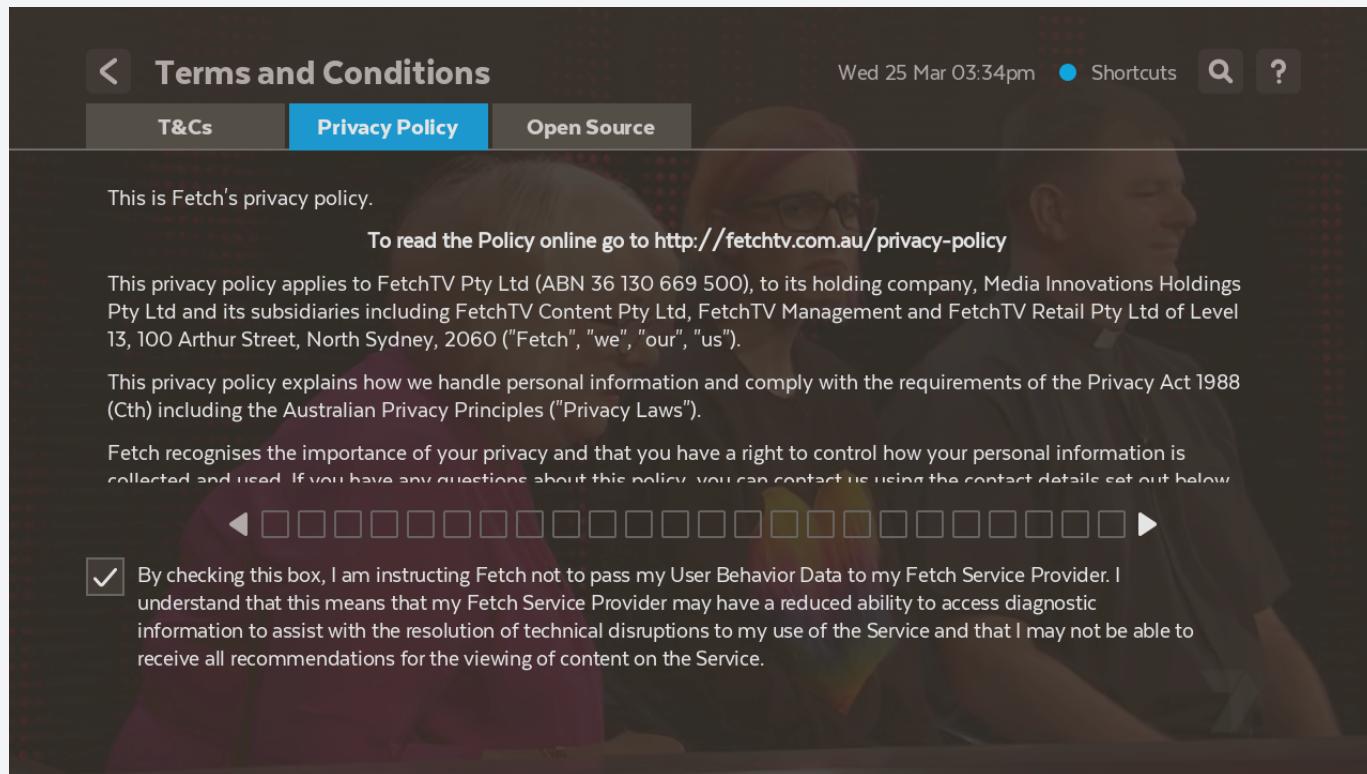


Update to Privacy Policy

We have made some updates to the Fetch Privacy Policy which can be viewed on your box at

Menu > Manage > Settings > Terms & Conditions > Privacy Policy.

- ✓ You can also see the updated policy at **www.fetch.com.au/privacy-policy**
- ✓ If you have any questions relating to our Privacy Policy you can email us at **privacy@fetchtv.com.au**.



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Other Enhancements & Bug Fixes

- ✓ Optus Sport - minor bugs and cosmetic fixes. You may need to log in again due to these updates.
- ✓ Upgrade to hayu pairing screen for Gen 2 boxes.
- ✓ 10 All Access - visual updates.
- ✓ Stan - visual updates.
- ✓ hayu - fix for “Where you left off” tile not playing content
- ✓ 7Plus - edge case playback fixes.
- ✓ SBS - fixed missing closed caption icon in info bar.
- ✓ iView - fix for timed out live streams staying black after a Fetch box is taken out of sleep mode.
- ✓ Virtual channels - edge case playback issues addressed.
- ✓ Multiroom - edge case recording and playback issues addressed.

Need help?

Check the **User Guides**.

Visit online support at **fetchtv.com.au/account**

Email us via **fetchtv.com.au/contact-us**

Or message us on **Facebook**.

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