

fetch

Gen 2 User Guide

Welcome to Fetch

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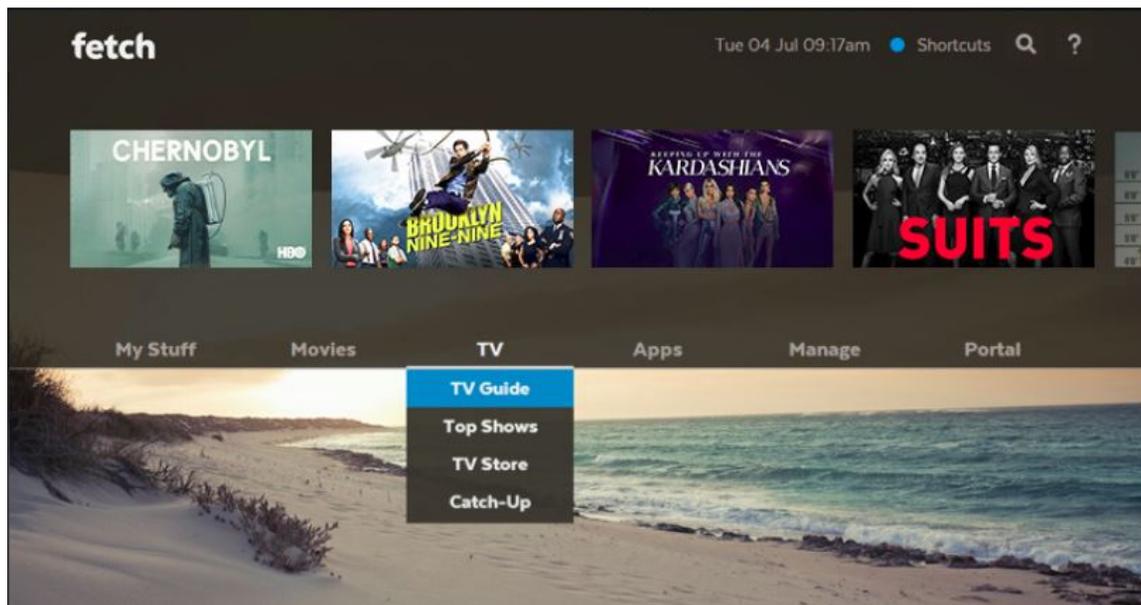
Welcome to Fetch

Welcome to Fetch, your one-stop non-stop world of entertainment. This user guide shows you tips and tricks to help you get the most out of your service, so you can enjoy all your entertainment in one place.

Home screen

Everything you do on Fetch starts from this Main Menu screen.

Press  on your Fetch remote control to bring up the main menu.



1 Handy Tips

Here are a few handy tips to get you started.

Most used buttons



Shortcuts

Shortcuts are available on most screens. They tell you how to use the buttons on your remote to access key features.



- To access shortcuts press 
- To record a program on now or later press  , go to show, and press 
- To enable a series tag press  twice
- To set a reminder press 



Tips:

-  Brings up the main menu from any screen.
- Use  to navigate anywhere on Fetch.
- Press  to select.
- Press  to show on screen shortcuts.
- Go back to previous screen by pressing .
- You can also navigate Fetch from your mobile phone or tablet if you've installed the Fetch Mobi App (Page 28).
- You can set up your remote to control your TV via the Universal Remote Set Up (Page 31).
- [Using your PIN](#). Various functions, including anything that requires a purchase, prompts you to enter a PIN. (You may want to keep this a secret from your children).

On screen Help

You can get explanations for features and symbols by selecting **?** from the top right hand side of your screen.

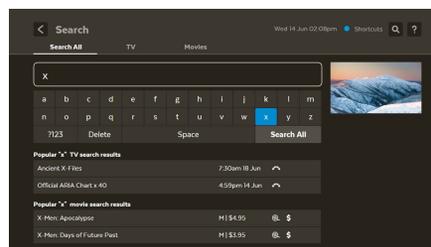
Search

You can easily search for things to watch by keyword from the program name, synopsis, or cast and crew. Search currently covers Free-to-Air and subscription channels, TV Store, Movie Store, Movie Box, recordings, and Subscription Catch-Up. Search doesn't currently cover apps including Netflix or Stan or the Free-to-Air Catch-Up TV apps, to search these you need to do it from within the individual app.

- 1 Use  to select  and press .
- 2 Use the on screen keypad to type.
- 3 Search starts automatically when you type one or more letter/number.
- 4 Select **Search All** from on screen keypad to see all matching results. If you don't see the results you want, scroll down to the bottom of the search screen and try an **Extended Search** to include the program synopsis.

Search Icons

- | | | | |
|---|------------------------|---|-------------------------|
|  | Free-to-Air TV Program |  | TV Store |
|  | Available for purchase |  | Subscription TV Program |
|  | Movie |  | Catch-Up TV |
|  | Top Show | | |



2 Watching Live TV

To watch Free-to-Air or Subscription TV channels, press  then go to [TV > TV Guide](#) to select the channel you want to watch.

If you have been in any other area of the Fetch service you can go back to watching TV by pressing .



Channel Switch

Use these up and down buttons to move between channels.

Watch Live TV - Information Bar

While watching Live TV the Information Bar appears anytime you change channel or when you press  on your remote.



Press  twice to see more detail on the highlighted show or to access options to record or set a Series Tag. The Info Bar will disappear after about 5 seconds, or you can press Info again to remove it immediately.

Pause, Play and Rewind Live TV

Pause a program you're watching now

You can pause a TV program you're watching at any time and resume it later, as long as you stay on the same channel.

- 1 Press .
- 2 Press  again to resume watching.
- 3 To exit Pause Live TV press .

Rewind live TV

You can rewind live TV back to the point where you started watching the channel.

- 1 Press  for 2x speed, press it again to go faster.
- 2 Press  to start watching again.

Fast forward paused live TV

When you have paused or rewound live TV you can fast forward it until you catch up to the live stream.

- 1 Press  for 2x speed, press it again to go faster.
- 2 Press  to start watching again.

3 Using the TV Guide

The TV Guide is the easiest place for you to find what you want to watch right now, or record for later. You can choose to see All Channels or you can set up My Channels to easily see what's on your favourite channels.

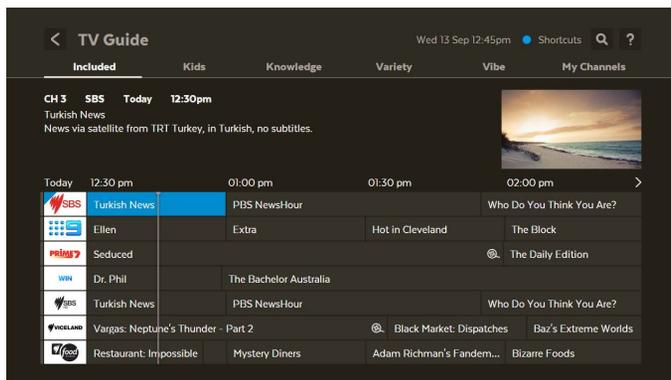
See what's on and coming up

- 1 Press **EPG** on the remote or select TV Guide from TV on the main menu.
- 2 Press  or  to skip forward and back a day in the TV Guide.
- 3 To switch between list and grid views press  button on the remote.
- 4 Press  to find channels and programs in the TV Guide.



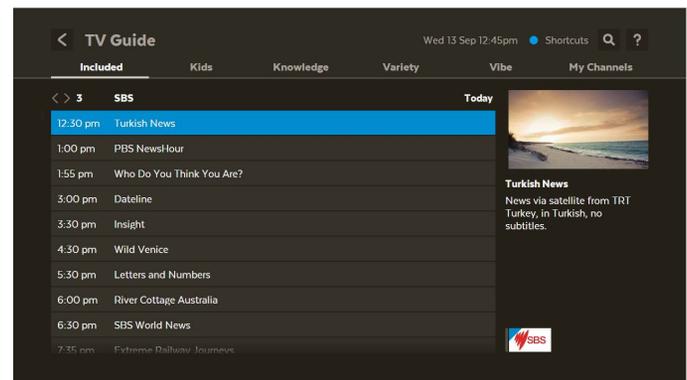
Tip:

Movies on TV are flagged with the movie icon .



TV Guide Grid View

View all channels and programs at a time



TV Guide List View

View one channel at a time

Set Reminders

You can set a reminder to alert you when your favourite programs are about to start.

- 1 In the TV Guide or Live TV Info Bar, highlight the program you want a reminder for and press  or press  to set a reminder through the Options menu.
- 2 A  will appear beside programs with a reminder. Repeat the above step to cancel a reminder.

My Channels

My Channels lets you set up your TV Guide so only your favourite channels appear. There are two ways to add channels to My Channels.

- 1 You can go to [Menu > Manage > Settings > Channels > Manage Channels](#) and then select Add to my channels for each channel you want on your list. To remove a channel, simply uncheck the box.
- 2 Or, you can add them individually from the Info Bar by pressing .
 - To remove a channel from My Channels from the Info Bar simply press .
 - To switch your TV Guide between All Channels and My Channels press  when you're in the TV Guide.

Hide channels

You can hide channels that you don't want to appear in your TV Guide.

Go to [Menu > Manage > Settings > Channels > Manage Channels](#) and check the channels you want to hide.

4 Recording TV

The Fetch box allows you to record Free-to-Air TV and any other channels that you are subscribed to. It has space for up to 585 hours of HD recordings, and you can record individual episodes of a show, or set a Series Tag to automatically record every episode of a show.

3 ways to set a recording

There are 3 ways to set a recording or Series Tag using your remote control.

1 From the Info Bar

When you are watching a show and decide you want to record it press  to display the Info Bar. Then simply press  once to set a recording and twice to set a Series Tag.

2 From the TV Guide

Go to [Menu > TV > TV Guide](#) to see all your channels and set recordings using the simple steps shown below.

1 Use  to find the channel and program you want to record.

2 To record press . To set a series tag (if available for that show) press  twice. To cancel press .

3 Press  to display recording options.

3 Using Top Shows

Top Shows is where we make it easy for you to find new and popular shows so you can set a Series Tag to record every episode. Go to [Menu > TV](#).



1 Select [Top Shows](#) from the menu and press .

2 Use  to explore shows and press  to view the show info and options.

3 Find the show you want to record, highlight  [Set Tag](#) and press .

4 Change the options if you wish, then select [Confirm](#) and press .



Tip:

You can record up to 4 shows at the same time.

Recording multiple shows at the same time

How many programs can you record at a time?

The number of programs or channels you can record at the same time depends on which Fetch box you have, whether you are recording Free-to-Air or Subscription channels, and what your bandwidth settings are.

The **Gen 2 Fetch box** has 3 tuners – two for recording and one for watching, and can record up to four channels whilst you watch a fifth. Each of the two recording tuners in this box can record 2 Free-to-Air channels from the same channel family at the same time.

The **Gen 3 Mighty Fetch box** has 4 tuners – three for recording and one for watching, and can record up to six channels whilst you watch a seventh. Each of the three recording tuners in this box can record 2 Free-to-Air channels from the same channel family at the same time.

Here's more info on how channel families work:

Free-to-Air channels are made up of families as shown here:

Seven Family



Nine Family



ABC Family



Ten Family



SBS Family



* Available in Metro areas and some Regional areas.

** Available in Metro areas only.

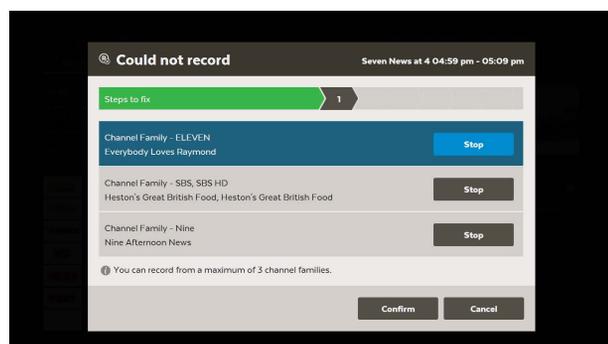
Each tuner in the Gen 2 and Gen 3 Mighty boxes can record two channels from the same family at the same time. For example, on the Mighty you can record 2 shows from the Ten family and 2 from the Seven family and 2 from the ABC family all at the same time, while you're watching another channel.

There are no channel families for subscription channels, so you can, for example, record Ten and 11 on one tuner, record a program on a subscription channel on your second tuner, while you watch another channel.

The number of subscription channels you can record at a time depends on your bandwidth limit in the User Settings (Page 29).

Recording conflicts

- 1 When you try to schedule a recording that creates a conflict, you will be prompted to cancel one of the scheduled recordings.
- 2 Select **Stop** next to a recording you want to cancel and press .
- 3 Select **Confirm** to go ahead, or **Cancel** to close without stopping existing recordings.



5 Managing your Recordings

Finding your recordings

- You'll find all your TV recordings at [Menu > My Stuff > Recordings](#).
- We automatically save all episodes of the same show together in folders .
- To watch a recording, select the folder and press . Then select the episode you want to watch and press .

Recording Icons

You will see different icons next to recordings in your recordings list. Here's what they mean.



Series Tag



Protected



Recorded



Groups recordings from the same series in a folder



Watched



Pending deletion (will be deleted if the box needs space for more recordings)



Tag Team



Tip:

Set a Team Tag to record every live game your favourite sports team plays (available for selected sporting events only). Find and manage your Team Tags in [My Stuff > Recordings > Series Tags](#).

Multiroom

Watching recordings on another Fetch box

You can share recordings between up to three Fetch boxes in your home if your Fetch service includes the Multiroom feature*. This means you can watch stuff you recorded on any Fetch box from any other box in your home. You can't record on the Mini itself but you can watch content recorded on your other boxes from your Mini.

Finding your shared recordings

- You'll see shared recordings in [Menu > My Stuff > Recordings](#). Recordings on another box will have some different icons next to them:



Recorded on another Fetch box in your home



Recorded on unavailable Fetch box.
(Check box is powered on and connected to your local network).



Groups recordings from the same series.



Currently recording on another Fetch box in your home

How does Multiroom work?

All your Fetch boxes need to be on the same account, powered on and connected to your local network. Also make sure the sharing options in [Menu > Manage > Settings > Multiroom](#) (Page 29) are selected for each box in your home. You can then share recordings, subscriptions, rentals and purchases.

Which boxes support Multiroom?

The Gen 2, Mighty, and Mini box all support sharing.

* Multiroom may not be available on your Fetch service yet.

For more info or help,
download the Multiroom
User Guide from
fetch.com.au/gudies

Things you can do with Series Tags

1 Set the number of episodes you want to keep

You can choose the number of recorded episodes of a show you want to keep on the hard drive. If it's the evening news you may just want to keep 1 at a time (record today's and delete yesterday's), or you can choose to keep 2, 5 or All (Managed), or All (Protected). Managed means it will be kept unless the box needs space for more recordings. Protected means it will never be deleted unless you manually delete it.

When setting a Series Tag from the TV Guide press  twice. Then press . Select [Modify Series Tag](#), and adjust the [Storage Settings](#) using the arrow keys.

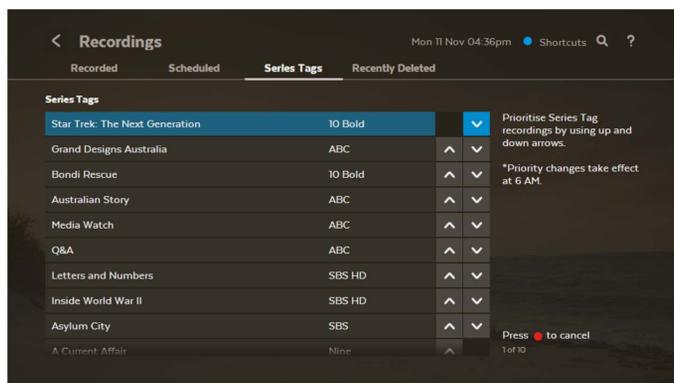
2 Set priorities of series tags

Sometimes you might schedule more than the allowed number of recordings to occur at the same time. You can prioritise your Series Tags so if this happens, the higher preference shows get recorded.

To do this go to [Menu > My Stuff > Recordings > Series Tags](#).

1 Use  and  to move series up and down the list so your favourites are at the top.

2 Press  to reschedule today's recordings.

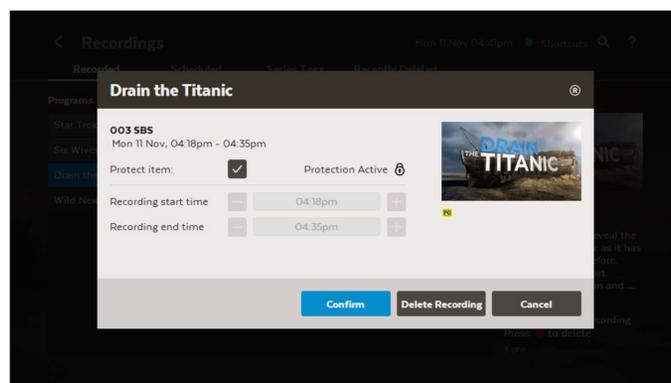
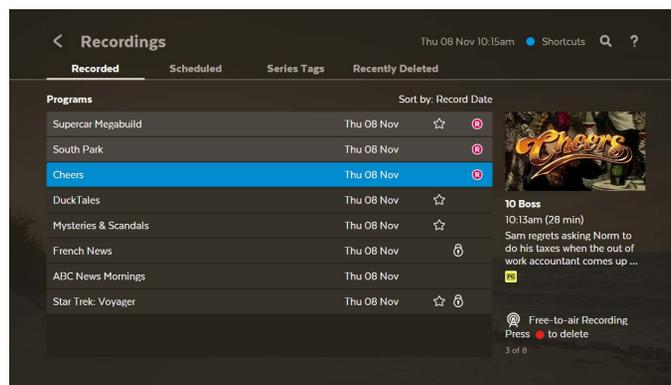


[Menu > My Stuff > Recordings > Series Tags](#)

Protecting your recordings

You can protect important recordings from being deleted by using the **Protect item** feature. Simply go to your recordings, select recording options and protect item.

- 1 Use  to select a recording.
- 2 Press  to activate the Options pop-up menu.
- 3 Use arrows to navigate the options.
- 4 Press  to confirm your selection.



Sorting by season and episode

To make recordings easy to find, you can sort your recordings into Seasons and Episodes. To do this go to [Menu > My Stuff > Recordings](#). Press  then select Season.

If you set up a Series Tag for a show, the box will record every episode of the show that airs, whatever season it is from. If you are only interested in the most recent seasons you can simply highlight the seasons you don't want to keep in your recordings list and delete them by pressing .

Deleting recordings

You don't need to worry about your Fetch box filling up. It will automatically delete old recordings that are not protected if it needs more space. However, if you'd like to delete a recording or folder just highlight it and press .

6 Watching Catch-Up TV on TV

If you forget to record something on TV you can watch it on Catch-Up instead. Catch-Up TV is available for both Free-to-Air and a selection of Subscription TV channels.



Menu > TV > Catch-Up

- 1 Select **Catch-Up** from TV on the main menu and press .
- 2 Select the catch-up service you want to access.
- 3 Use   to explore. Press  to view episode list and  to play.

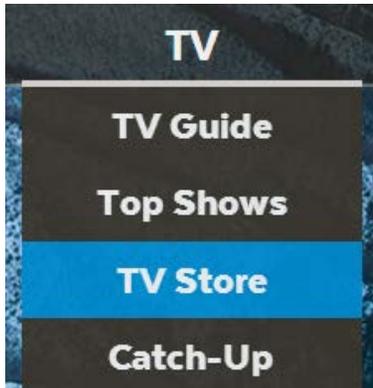


Note:

Streaming Catch-Up TV may count towards your broadband usage.

7 Watching shows from the TV Store

In the TV Store you can buy individual episodes or full seasons of some of the most popular TV shows. TV shows can't be rented. When you buy a TV episode or season you are buying the right to watch it as often as you like on your current Fetch subscription with your current Fetch service provider.



Menu > TV > TV Store

- 1 Select **TV Store** from TV on the main menu and press .
- 2 Select a TV show. The show names and number of seasons and episodes available are shown.
- 3 Use  to navigate and  to make a selection.
- 4 The latest season of the TV show opens by default but you can see all seasons available and select an older season from the TV show details.

Buy TV Episodes or Seasons

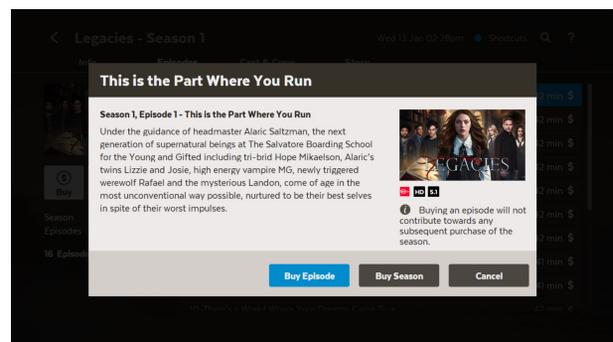
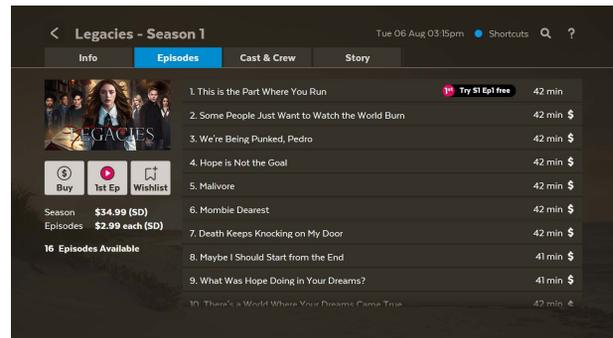
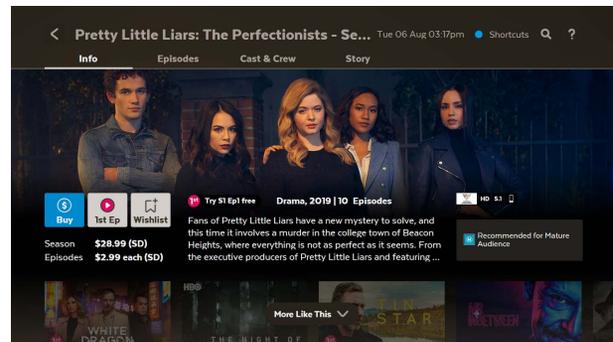
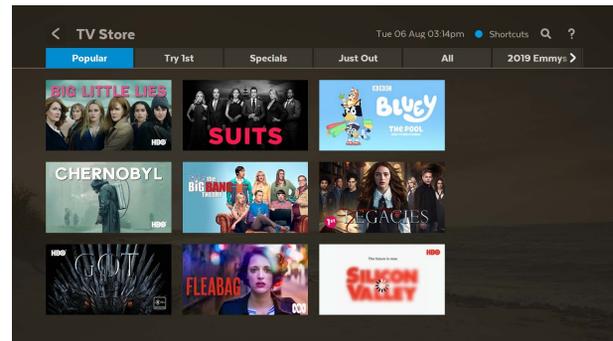
- 1 Use  to select show from TV Store and press .
- 2 From the Season details screen, you can select to watch the full screen trailer (if available), buy the season or add the show to your Wishlist in [My Stuff > TV Shows](#).
- 3 To buy an episode rather than the whole season, use  to highlight [Episodes](#) and press . Choose the episode you'd like to purchase.
- 4 To buy an episode or season, you'll be asked to enter your Parental PIN and press . You can choose to rent the SD or HD format if available. Once you confirm the purchase the amount will come off your credit card for Fetch retail customers or will be added to your next month's bill for customers with one of our partner ISPs.
- 5 If your purchase is successful the first available episode will download ready to play.

Cost to buy TV episodes and seasons

TV episodes cost \$3.49 for HD and \$2.99 for SD. The price will vary on occasion when specific sales might be on.

Season prices will vary depending on how many episodes are in the season, but you do save money buying the whole season rather than the individual episodes.

Episode purchases don't count towards a Season purchase, so if you think you want to watch the whole season it's better to buy it all at once.

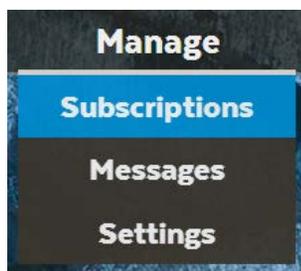


8 Adding more Channels

Bite-sized channel packs can be added on a month-to-month basis. You can add one or multiple packs, with 5 to choose from:

- Kids Pack (7 channels)
- Vibe Pack (10 channels)
- Variety Pack (10 channels)
- Knowledge Pack (18 channels)
- Ultimate Pack (40+ channels, including all of the channels from the above packs)

How to add a pack



- 1 Select **Manage** from the main menu and then choose **Subscriptions**.
- 2 Use  to see available packs. Press  to select pack. Explore channels in pack using .
- 3 Press  to subscribe to a pack. Repeat to unsubscribe. Subscriptions on channel packs are for a minimum of 1 month.

Menu > Manage > Subscriptions

The minimum contract term on each pack is 1 month, and you can add or remove them at any time with no ongoing costs.

Important Pack Changes

What's happening to the Entertainment Pack?

The Entertainment Pack is being phased out in 2017. You can stay on this pack if you wish, but if you remove it, you can't add it again.

What's in the Ultimate Pack?

Upgrade to the Ultimate Pack for all the Entertainment channels and more. The Ultimate Pack includes all four Skinny Packs: Vibe, Variety, Knowledge, and Kids.

If you prefer, you can also add just one or two Skinny Packs rather than the Ultimate Pack. If you try to add all Skinny Packs, we'll prompt you to get the Ultimate Pack as this is more cost-effective.

If you have the Entertainment Pack, you'd need to remove it before you can upgrade to the new Ultimate or Skinny Packs.

For more info on available channels, go to fetch.com.au/packages.

Do I need one pack to add more packs?

Before, you needed the Entertainment Pack to subscribe to some packs. Now, you don't need a prior pack subscription to add more packs. So you don't need one Skinny Pack to add another or the Ultimate Pack to add a World Channel Pack.

Can I downgrade from the Ultimate Pack?

To downgrade from the Ultimate Pack to one or more Skinny Packs, you'd need to remove the Ultimate Pack first. You can then add just the Skinny Packs you want.

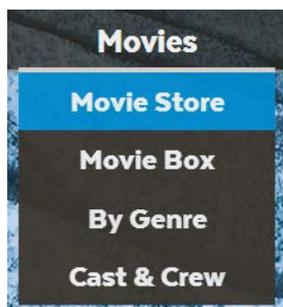
9 Watching Movies

There are 3 places you can watch movies on your Fetch service:

The Movie Store

The Movie Store offers over 9000 movies to buy or rent, ready to watch whenever you want. The cost of movies you rent or buy will be added to your Fetch Service Provider account. When you buy or rent a movie you will be prompted to enter your PIN number.

Go to [Menu > Movies > Movie Store](#).



Renting and buying movies

When you rent a movie from the Movie Store you have 7 days to start watching, and 48 hours to watch from when you first press play. You can watch the movie as often as you want during this time.

When you buy a movie you are buying the right to watch it as often as you like on your current Fetch subscription with your current Fetch Service Provider.

Menu > Movies > Movie Store



Tips:

- On screen Rotten Tomatoes Ratings can help you decide which movies to watch.
- You can watch up to 2 items you rented or bought at a time – on a mobile, tablet or Fetch Box. However, you just can't watch the same rented or bought item (movie or TV episode) on more than one device at a time.

- 1 To buy or rent a movie use  to select movie and press .
- 2 From the movie details screen, you can select to watch the full screen trailer (if available), rent or buy the movie or add the movie to your Wishlist.
- 3 To get a movie you will be prompted to enter your Parental PIN and press . You can choose to rent or buy the SD or HD format if available.
- 4 If your purchase is successful a  will replace the  on the title image and the movie will download ready to play.

Finding your movies

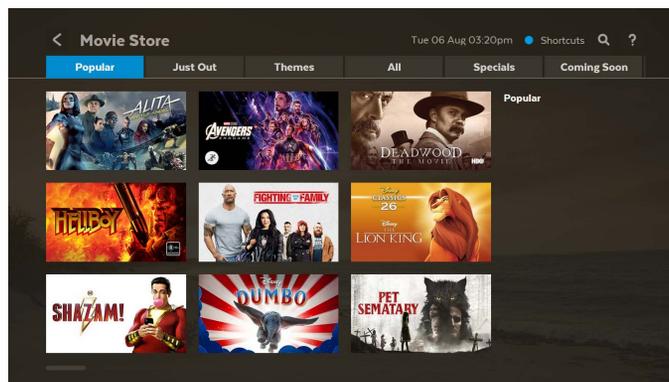
To find the movies you have rented or bought go to [Menu > My Stuff > Movies > My Movies](#).

To find your wishlist go to [Menu > My Stuff > Movies > Wishlist](#).

Movie Box

Movie Box brings you 30 movies at any time at no extra cost with a new movie added each day. It's not included in all subscriptions so you may need to upgrade your subscription to access it.

- 1 From the main menu, go to [Movies > Movie Box](#) and press  to view the movies.
- 2 You can use the All, Just Out, Top Rated, and Last Chance tabs to help you find movies.
- 3 Once you've chosen a movie select [Play](#) to start watching.



Tip:

You can see your last watched Movie Box movie in [My Stuff > My Movies](#).

Movies on TV

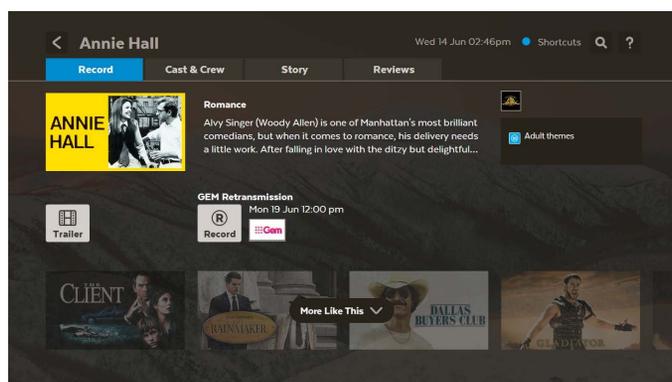
There are loads of movies available on Free-to-Air TV that you can record to watch at any time. The Movies on TV feature makes it easy to find upcoming movies and set recordings.

Go to [Menu > TV > Top Shows > Movies on TV](#).

- 1 Select the Movies on TV tab and press  to see movies coming up on TV.
- 2 Use  to explore movies and press  to view the movie info and options.
- 3 To record the movie, highlight  or to set a reminder highlight  and press .

With so many movies to choose from it can be tricky to decide what to watch. There are lots of ways you can browse movies:

- Tabs (Popular, Just Out, Staff Picks)
- By Genre
- Cast & Crew
- Search



More Like This

View more shows or movies in the genre.

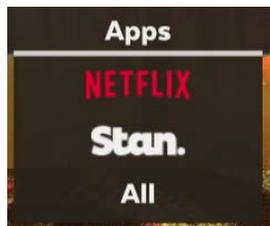
Cast & Crew

See the actors and director, if known, and view more shows or movies for them.

10 Watching Netflix and other apps on TV

Fetch makes it easy for you to access your subscriptions to Netflix and Stan on your TV. If you do not have a Netflix subscription you can sign up via the Netflix app on your Fetch box if this option is available on your service.

To get a Stan subscription you'll need to go to their website to set up your account, then you can watch on Fetch using your new account details and your Fetch remote.



Menu > Apps

- 1 Select [Apps](#) from the main menu.
- 2 Use  to select the application you want to access, then press .
- 3 Follow on screen prompts to use application.



Note:

Netflix and Stan are the only apps available on the 2nd Generation Fetch box.

NETFLIX

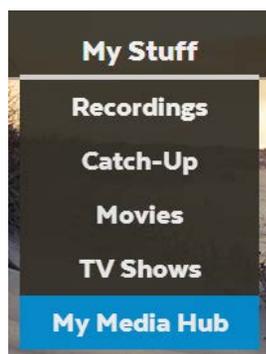
- Movies, TV shows and more. Watch anywhere. Cancel at any time.
- Enjoying Netflix on Fetch is easy. If you're already a member, just sign in with your username and password. Not a member? Sign up using your Fetch remote control. Netflix streaming membership required. More information at www.netflix.com

Stan.

- Enjoy thousands of hours of entertainment, with first-run exclusives, award-winning TV shows, blockbuster movies and more.
- If you're already a member, just sign in with your Stan username and password.
- Not a member? Try one month free and sign up at stan.com.au/fetch

11 Using My Media Hub

You can play video, music and image files from your computer, phone or tablet on your TV using your Fetch box.



The easiest way is to plug a USB into the side of your Fetch box.

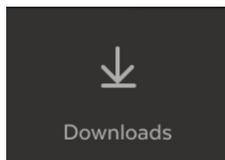
If you have a home media server you can also access files wirelessly straight from your computer on your TV using your Fetch box.

For more information, download the My Media Hub User guides for USB and Media Servers from fetch.com.au/guides.

Menu > My Stuff > My Media Hub

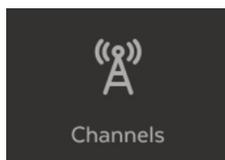
12 Settings including Parental Controls

There are lots of things you can do in the Settings area at [Menu > Manage > Settings](#). Here we outline the most commonly used ones.



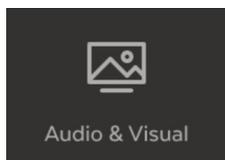
View your downloads

View all your downloading items, change the order of downloads or delete items.



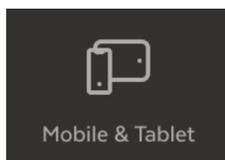
Set up for channels

Access the Free-to-Air (FTA) frequency scan that identifies and tunes all visible channels. You can also add your favourite channels to your My Channels list or hide selected channels.



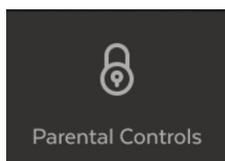
Optimise your sound and display

Select [Audio & Visual > Video](#) to optimise your TV screen display. Select [Audio](#) to turn on Surround Sound 5.1 if using a surround sound system.



Mobile & Tablet

Find your activation code which you need to sign in to the Fetch Mobile App. Then you can control your Fetch box like a remote control from your mobile device. See the Mobile App Guide at fetch.com.au/guides for more information.



Parental Controls

Channel Blocking

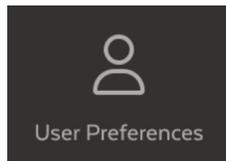
- 1 Use to highlight the channel you wish to block.
- 2 Press which will prompt to appear to the right of the screen, adjacent to the blocked channel.
- 3 Repeat for all channels you wish to block.
- 4 To remove blocking from previously blocked channels repeat the above steps.

Set Parental Level

You can set the program ratings levels that can be viewed. Use the  to select the desired rating level and press .

Change your Parental PIN

- 1 Select **PIN Change** from **User** menu and press .
- 2 Enter and confirm your new four digit PIN and press . A pop up screen will let you know that the PIN was updated successfully.



User Settings

In the User settings, you can change recording options and change your PIN. Use  to select an option and press .



Tip:

The same PIN is used across all Fetch boxes on your account and also phones and tablets on which you're using the Fetch mobile app.

Viewing Options

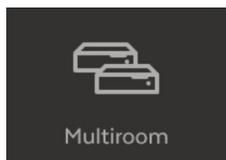
Boost the lifetime of your Fetch Box by stopping Pause Live TV after 3 hours of viewing a channel. Autoplay lets the next episode of a show play automatically when watching recordings and TV shows.

Recording Options

Lets you add a recording lead and lag time to all your scheduled recordings or select the number of episodes you want to keep for all recordings. You can also set the rewind length to backtrack a program/recording when fast-forwarding at high speeds.

Streamed Channels

Lets you choose the number of streamed channels you can record at a time. Only shown if your service includes streamed TV channels. The maximum number of channels will vary depending on your service.



Share content between your boxes

In the Multiroom settings you can turn on sharing so you can watch recordings on other Fetch boxes in your home. Choose another name for your box to make it easier to see which recordings you're watching (Page 14).

13 The Remote Control

The remote control brings Fetch to life. It has all the functions you need for quick and easy viewing.

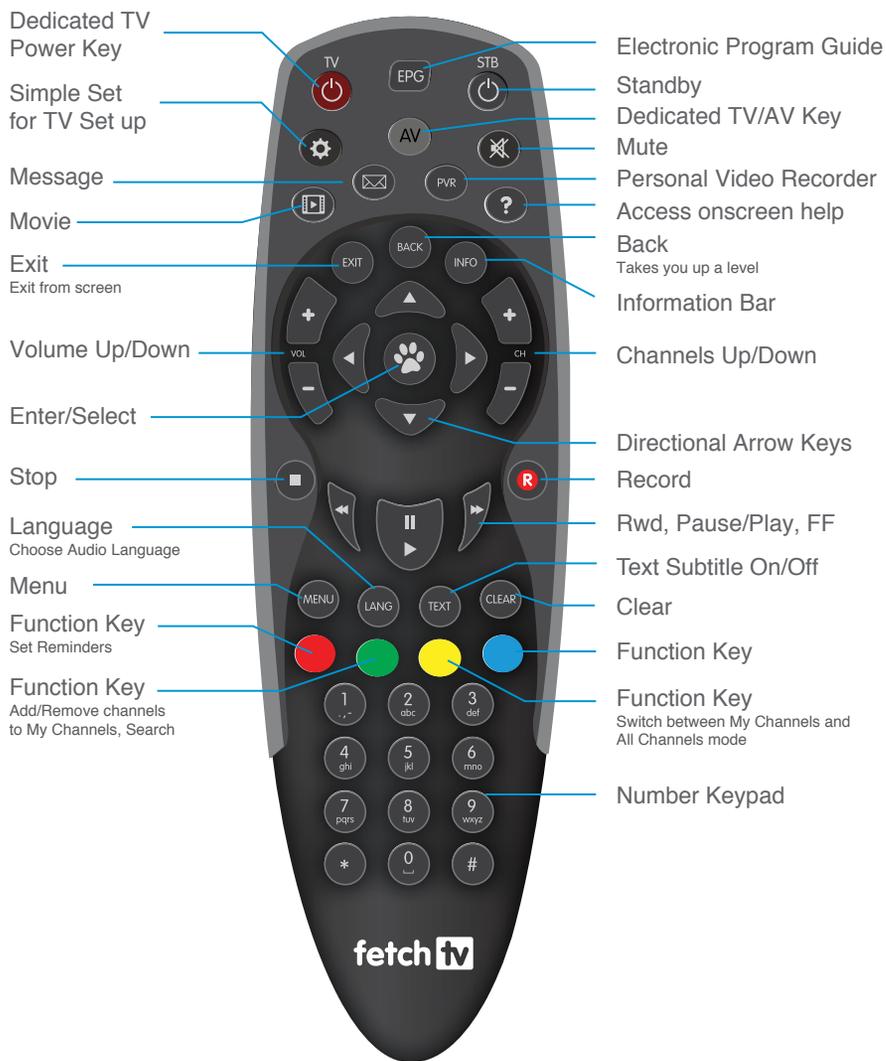


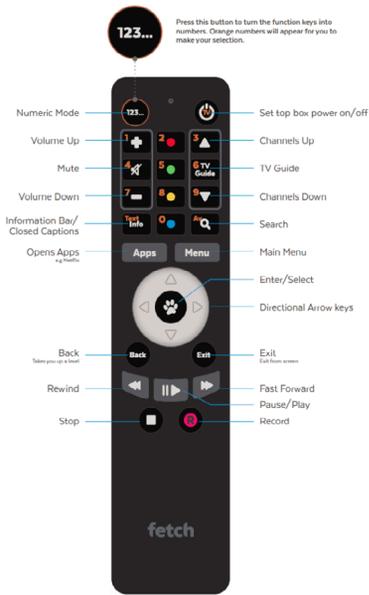
Tip:

To set up universal remote see "Fetch Remote 2" user guide.

To set Fetch remote to control the volume on your TV, press  and VOL+ simultaneously and wait for LED to blink twice.

To set Fetch remote to control the volume on your Fetch Box, press  and VOL- simultaneously and wait for LED to blink twice.

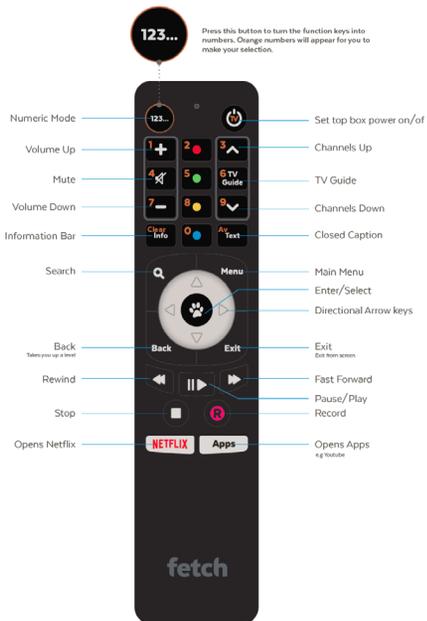




To set up universal remote see “Fetch Remote 3” user guide.

Once universal remote is set up, to set Fetch remote to control the volume on your TV, press and VOL+ simultaneously and wait for LED to blink once.

To set Fetch remote to control the volume on your Fetch Box, press and VOL- simultaneously and wait for LED to blink twice.



To set up this universal remote see “Fetch Remote 4” user guide.

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

Set up for Universal Remote

You can use this remote control to operate your TV as well as your Fetch Box.

- 1 For Remote 2, press  and hold for 3 seconds until "STB" button on remote illuminates. For Remotes 3 and 4, press and hold  until remote LED flashes twice.
- 2 Press and hold the matching number on the remote control for your brand of TV.
- 3 As soon as TV turns off, stop pressing the remote. LED will blink twice. Your TV is now set up.

Using a different Fetch remote?

If your Fetch remote control has different buttons to the ones shown above or if your TV brand is not listed on screen when you follow the steps above, you will need to refer to the Universal Remote Set Up Guide on www.fetch.com.au.

fetch

www.fetch.com.au

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