



How to use Fetch with your Google Home

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1 Welcome

Fetch works with the Google Assistant on devices like Google Home. You'll need to pair your Fetch box to your Google Home device. Then you can use your voice to find out what's on, search, change channels, set recordings and much more. You'll still need your Fetch remote for some things like entering your PIN, renting movies, or selecting search results.

Some of the things you can do

- Search for a show or movie
- Switch channels
- Launch and browse selected Fetch menu options
- Find out when a show is on TV
- Schedule a recording
- Pause, play and control playback for live TV
- Volume up or down
- Launch streaming applications, like Optus Sport

See section 3 "Control Fetch with the Google Assistant" on Page 6 for queries to try

You can't currently use Google Home to do this on Fetch

- Manage recording conflicts
- Scan for channels
- Navigate or search streaming applications
- Purchase or rent content
- Enter your Parental PIN
- Manage your subscriptions and settings

Google Home



2 Connect Fetch to Google Home

To connect Fetch to Google Home, you'll need the Activation Code and PIN for your Fetch service. You'll also need a mobile or tablet with the Google Home app.

1 Set up your Fetch box

Make sure you have already set up your Fetch box and service. For everything you need to get up and running with Fetch, see the Quick Start Guide you got with your Fetch box.

2 Next, make sure your Google Home is up and running

If your Google Home is already set up, then skip to the next step, otherwise, see [Google's setup guide](#).

3 Launch the Google Home app

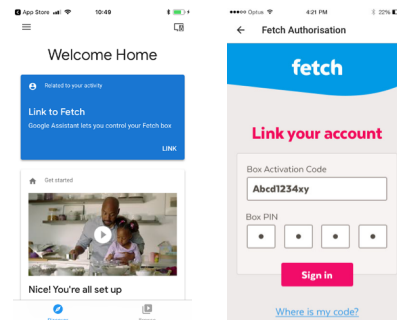
Launch the Google Home app on your mobile device and sign in with your Google Account.

4 Now you're ready to connect Fetch to Google Home

1. Turn on your Google Home and say: "Ok Google, talk to Fetch".
2. If your Fetch account isn't linked yet, Google Home will ask you to link your account via the Google Home App on your mobile phone. Open the Google Home App on your mobile phone and look for a "Link to Fetch" card in the DISCOVER tab. Tap LINK.
3. Follow the prompts to sign in with the Activation Code and PIN for your Fetch service. You can find your Activation Code on your Fetch box in [Menu > Manage > Settings > Device Info > Options](#).

Tip:

You'll need to turn on **Personal Results in the Google Home app** to connect your Fetch account. You can do this in the Google Home app when setting up your Google Home or if already set up, through the device settings.



5

Command your Fetch box

That's it! Now you can command your Fetch box. Try out a command for example "Ok Google, ask Fetch to watch ESPN".

If you want other people to be able to command your Fetch box, go to the next step.

6

Voice Match and linking more users to your Fetch box

Voice Match is the process of teaching Google Home to recognise different people's voices to allow a personalised user experience. Voice Match is activated after completing the "Teach Your Assistant Your Voice" step when connecting your Google Account to Google Home. This step can be skipped.

If you have a Google Account linked to your Google Home without Voice Match, anyone can control Fetch.

If you have one or more Google Accounts linked to your Google Home with Voice Match, any additional person who wants to control the Fetch box will also need to link their Google Account to Fetch (maximum of 6 users).

Google Home will prompt the person to link to Fetch when they try a command. To link the Account, select the Fetch linking card in the Google Home app and follow the prompts.

This will need to be repeated with each new person who wants to control Fetch.

Note:

If you have additional boxes connected in your home for Multiroom, Google will prompt you to choose a box to control.

Tip:

If you don't see the Fetch linking card in the Google Home App, try a refresh by pulling down on the app screen or force close and relaunch the Google Home app.

3 Control Fetch with the Google Assistant

Here are some tips when controlling Fetch with the Google Assistant on devices like Google Home:

- 1 When connecting to Fetch for the first time, start with **“Ok Google, talk to Fetch”**. This will start the Account Linking process and welcome you.
- 2 Once you have linked your Fetch account to your Google Home, simply start a command with **“Ok Google, ask Fetch to...”** followed by what you want Fetch to do e.g. **“Ok Google, ask Fetch to record Australian Survivor.”**

On the next page there are some things you can say to control Fetch using Google Home.

Connect to your box

To do this:	Say “Ok Google” or “Hey Google” then...	What’ll happen
<p>Connect to your Fetch box</p>	<p>“Talk to Fetch” “Get Fetch” “Connect to Fetch” “Ask Fetch” “Tell Fetch” “Open Fetch”</p>	<p>Connects to Fetch and welcomes you.</p> <p>If you have Fetch Multiroom boxes, prompts you to choose a box, such as: “1. Lounge, 2. Bedroom”.</p> <p>Note: <i>You will need to say the number “one” or “two” to connect as Fetch uses this to identify the box rather than the box name.</i></p> <p>If you haven’t yet linked Fetch to your Google Account, prompts you to link via the Google Home app. Once connected, welcomes you and invites you to listen to a few things Fetch can do.</p>
	<p>“Tell Fetch to watch <channel name>”</p>	<p>Connects to Fetch and starts playing the channel.</p>

Switch Fetch boxes

To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
Connect to a Fetch Multiroom box	"To change box" "To switch box"	Prompts you to choose a box to control, such as: "1. Lounge, 2. Bedroom". <i>Note: You will need to say the number "one" or "two" to connect as Fetch uses this to identify the box rather than the box name.</i>

Get help

To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
Find out what Fetch can do	"What can you do?" "To give me help?" "What it can do?"	Briefly introduces Fetch.
Show contextual help	"To help"	Launches contextual help for screen.

Find programs

To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
Find program	<p>"To find <program name>"</p> <p>"To get <program name>"</p> <p>"To show me <program name>"</p> <p>"Where is <program name>"</p> <p>"To search for <program name>"</p>	<p>If there is only one result, the program details will load.</p> <p>If there are multiple results, displays Search where you can choose a result using your Fetch remote.</p> <p>If the program is currently being broadcast, asks if you'd like to watch it now.</p> <p>If the program is on later, prompts you to record all future episodes (Series Tag) or just the one.</p> <p>Tells you if there are no results.</p>

Find out what's on

To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
Find out what's on now	<p>"What's on now?"</p> <p>"What's playing?"</p> <p>"What's playing now?"</p> <p>"What's showing now?"</p>	<p>Prompts you for the channel name.</p> <p>If it finds the channel, tells you what's on and asks if you'd like to watch it.</p>
	<p>"What's on <channel name> now?"</p> <p>"What's on channel <channel number> now?"</p>	<p>Tells you what's on and asks if you'd like to know more. If yes, then shows you the Program Info.</p>
Find out what's on next	<p>"What's on next?"</p> <p>"What's up next?"</p> <p>"What's playing next?"</p> <p>"What's showing next?"</p>	<p>Prompts you for the channel name.</p> <p>If it finds the channel, tells you what's on and asks if you'd like to watch it.</p>
	<p>"What's next on <channel name>/<channel number>?"</p> <p>"What's on <channel name>/<channel number> at 6pm?"</p> <p>"What's on <channel name>/<channel number> at 7am tomorrow?"</p> <p>"What's on <channel name>/<channel number> at 7pm Thursday?"</p>	<p>Tells you what's on and asks if you'd like to know more. If yes, then shows you the Program Info.</p>

Find out what's on (cont...)

To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
Find out when a program is on	"When is <program title>?"	<p>If the program is on one channel, tells you when the program is on, and prompts you to record the one episode or all future episodes (Series Tag).</p> <p>If the program is on multiple channels, prompts you to choose a channel to record. You can then record the one episode or all future episodes.</p> <p>If the program is currently being broadcast, tells you the channel it's on and asks if you'd like to watch now.</p> <p>If the program is currently being broadcast on multiple channels, tells you the channels and asks if you'd like to watch now.</p> <p>If the program isn't found, lets you know and prompts you to Search for the program.</p>

Change channels

To do this:	Say “Ok Google, ask Fetch” then...	What’ll happen
Change channel	<p>“To watch <channel name>/<channel number>”</p> <p>“To play <channel name>/<channel number>”</p> <p>“To watch Channel <channel name>/<channel number>”</p> <p>“To play Channel <channel name>/<channel number>”</p> <p>“To change to Channel <channel name>/<channel number>”</p> <p>“To change to <channel name>”</p> <p>“To switch to <channel name>”</p> <p>“To switch to Channel <channel name>/<channel number>”</p>	<p>Starts playing the channel.</p> <p>If the channel isn’t found, lets you know and prompts you to try another channel.</p>
	<p>“To watch <channel name> HD”</p>	<p>Starts playing the HD channel (if available).</p>
Channel up	<p>“To channel up”</p> <p>“To change channel up”</p> <p>“Next channel”</p> <p>“To change to next channel”</p> <p>“To go up a channel”</p>	<p>Watch the next channel.</p>

Change channels (cont...)

To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
Channel down	"To channel down" "To change channel down" "To change to previous channel" "Back to previous channel" "To go back a channel" "To previous channel"	Watch the previous channel.

Set a recording

To do this:	Say “Ok Google, ask Fetch” then...	What’ll happen
Record	<p>“To schedule a recording for <program name>”</p> <p>“To schedule recording for <program name>”</p> <p>“To record <program name>”</p> <p>“To tape <program name>”</p>	<p>If the program is on one channel, tells you the recording has been scheduled for the channel and time slot.</p> <p>If the program is a series, tells you when it’s on and prompts you to record the one episode or all future episodes (Series Tag).</p> <p>If the program is on multiple channels, tells you which channels it’s on and prompts you which you’d like to record. Then prompts you to record the one episode or all future episodes (Series Tag).</p> <p>If the program isn’t found, lets you know and prompts you to Search for the program.</p>

Playback control

To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
Pause/resume	"To pause" "To play"	Playback pauses/resumes with the relevant notification.
Exit Pause Live TV	"To return to live" "To return live" "To go to TV" "To go to live" "To go back to live" "To go back to TV"	Stops Pause Live TV with the relevant notification.
Skip back	"To go back"	Playback skips back 10 seconds and resumes.
	"To go back 30 seconds"	Playback skips back 30 seconds and resumes.

Volume control

To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
Volume up	"To volume up"	Volume goes up in 5% increments.
	"To volume up 100%"	Volume goes up to full volume.
Volume down	"To volume down"	Volume goes down in 5% increments.
Mute	"To mute" "To volume Off" "To volume 0" "To un-mute" "To volume 100%" "To full volume"	Volume muted/unmuted.

Navigate Fetch


To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
<p>To navigate menu options such as: My Stuff, TV Guide, Movie Store, Movie Box, My Media Hub, Recordings, Top Shows</p>	<p>"To show me <menu option>" "To show <menu option>" "To get <menu option>" "To get me <menu option>" "To go to <menu option>" "To display <menu option>" "To open <menu option>" "To find <menu option>"</p>	<p>Launches the area of Fetch.</p> <p>Note: <i>Navigation is limited to selected main menu options and selected Movie Store tabs. For example, you can't say "Show me Series Tags", "Show me Channel Settings", "Show me Apps", or "Open Weather".</i></p>
	<p>"To show me Popular movies"</p>	<p>Launches Movies > Movie Store > Popular tab.</p>
	<p>"To show me free movies"</p>	<p>Launches Movies > Movie Box.</p>
	<p>"To show me Comedy movies"</p>	<p>Launches Movies > Movie Store > Comedy tab.</p>
<p>Launch Apps (to open streaming applications such as: Netflix, YouTube)</p>	<p>"To show me <app name>" "To launch <app name>"</p>	<p>Launches the streaming application.</p> <p>Note: Once the app is launched, you'll need to use your Fetch remote to exit the app.</p>

To do this:	Say "Ok Google, ask Fetch" then...	What'll happen
Close Fetch menu	"To go back to TV" "To go back to live" "To return to live" "To return live" "To go to TV" "To go to live" "To clear interface" "To clear"	Closes the screen or menu and goes back to playing live TV.

4 Tips and Troubleshooting

Fetch isn't responding to Google Home

Here are some things to check if Fetch stops responding to your Google Home:

- Try connecting to Fetch again by saying something like “Ok Google, talk to Fetch” or make sure you say “Ok Google, ask Fetch to...” before your next voice command.
- Check that your Google Home device is powered on.
- Check that your Google Home device is not on mute. The device will show orange lights to indicate it is muted.
- Check that your Fetch box is powered on and connected to the Internet. The  LED on your Fetch box should be lit blue.
- Check your home Internet is working smoothly as network disruptions may disconnect your Fetch box from your Google Home device.
- If you power cycle your Fetch box at any point, remember to reconnect your box to Google Home by saying “Ok Google, talk to Fetch”.
- If either Fetch or Google Home is not responding to some people in your home, see the next page for more help.

I get a “you do not have permission” message from Google Home

You can allow multiple users to control your Fetch service via your Google Home device. There are two ways to do so which are explained below. If one of these options is not carried out, you will receive a “You do not have permission” message when giving Fetch commands.

The two options to allow multiple users are:

1. Have each person in your home [link their Google Account to the Google Home device](#) (up to 6 people can be linked) and teach the Google Assistant to recognise their voice (Voice Match). Each person who wants to control the Fetch box will need to link their Google Account to Fetch (see step 6 on Page 5).
2. Do a [factory data reset](#) of your Google Home. This clears your data and unlinks your devices. Then [set up Google Home again](#) and skip the Voice Match step (called “Teach your Assistant your voice”). Note: This action will clear your data and can’t be undone.

For more information or help with troubleshooting your Google Home device, please see the [Google Home Help](#) documentation.

How do I unlink my Fetch box from Google Home?

To unlink Fetch from Google Home, you can use the Google Assistant App on your mobile or tablet. You might need to do this, for example, if you return your Fetch box and receive a replacement Fetch box.

To unlink your old Fetch box from Google Home:

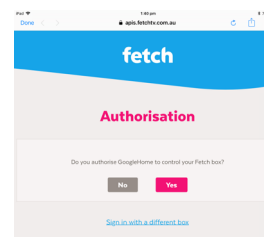
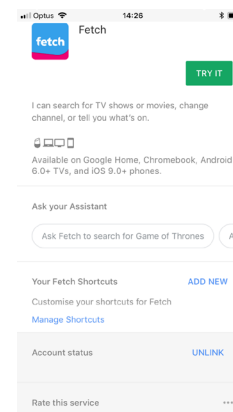
1. Launch the Google Assistant App on your mobile device.
2. Select the Explore tab then search for “Fetch”.
3. Select the Fetch app then scroll down to Account status and choose UNLINK.

To link your new Fetch box to Google Home:

1. Set up your new Fetch box as per the [Quick Start Guide](#) you got with your Fetch box.
2. Turn on your Google Home and say “Ok Google, talk to Fetch”.
3. Google Home will ask you to link your account via the Google Home App on your mobile phone.

Open the Google Home App on your mobile phone and look for a “Link to Fetch” card in the Discover tab. Tap LINK.

4. Follow the prompts to “Sign in with a different box” and then enter the Activation Code and PIN for your new box.



fetch

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