



## Mini User Guide

# Welcome to Fetch

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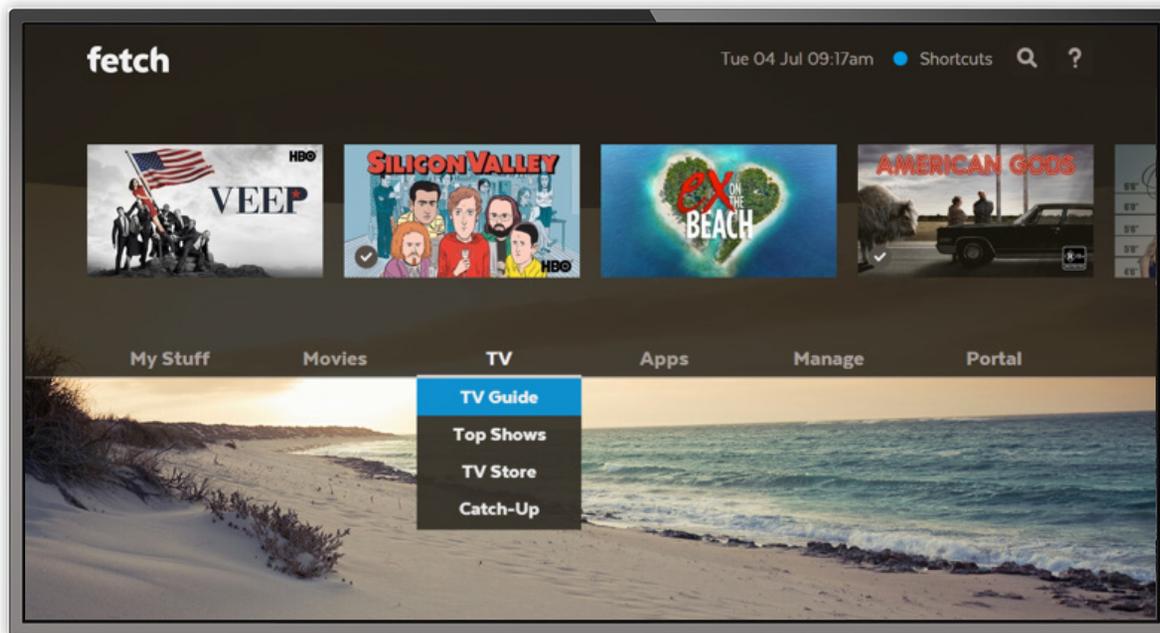
# Welcome to Fetch

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 your Fetch Mini starts from this Main Menu screen.

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



# 1 Handy Tips

Here are a few handy tips to get you started.

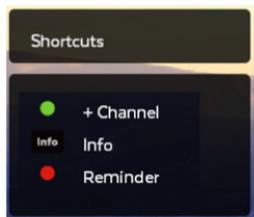
## Most used buttons



## 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 see program info press .
- To set a reminder press .



## Tips

**Menu**  Brings up the main menu from any screen.

Use  to navigate anywhere on your Fetch Mini.

Press  to select.

Press  to show on screen shortcuts.

Go back to previous screen by pressing .

- You can also navigate your Fetch Mini from your mobile phone or tablet if you've installed the Fetch Mobi App (Page 27).
- You can set up your remote to control your TV via the Universal Remote Set Up (Page 29).
- [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.

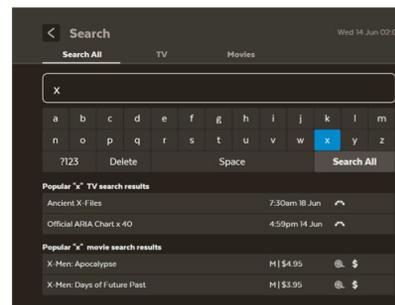
## Search

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 and subscription channel 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               |  | Watch 1st episode for free |



## 2 Watching Live TV

To watch Free-to-Air or Subscription TV channels, press **Menu** 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 **Exit**.



### Tip:



#### 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 **Info** on your remote.



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



### Tip:

When you see this symbol **CC** on a program from the Information Bar, it means there are Closed Captions available.

To turn on Closed Captions while watching a TV channel, press **123...** on your remote and then press **Text Info**. Repeat to turn off Closed Captions again.

## Pause, Play and Rewind Live TV

### Pause a program you're watching now

You can pause a TV program you're watching and resume anytime within the next 15 minutes. If you change channels you won't be able to resume the paused channel. If you leave the channel paused, it will automatically exit pause Live TV and go back to playing live after 15 minutes.

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

### Rewind paused live TV

You can rewind live TV back to the point where you paused 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 add a reminder 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.

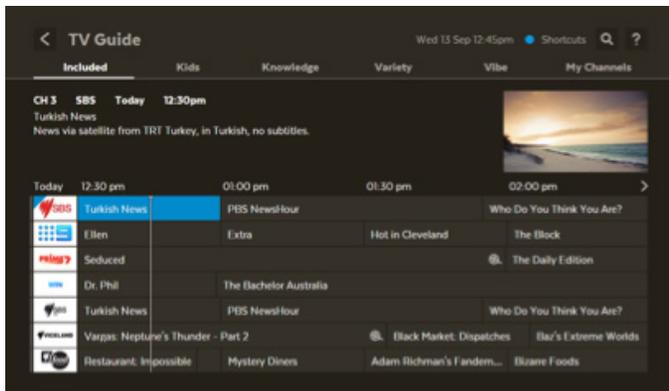
## See what's on and coming up

- 1 Press  or  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.



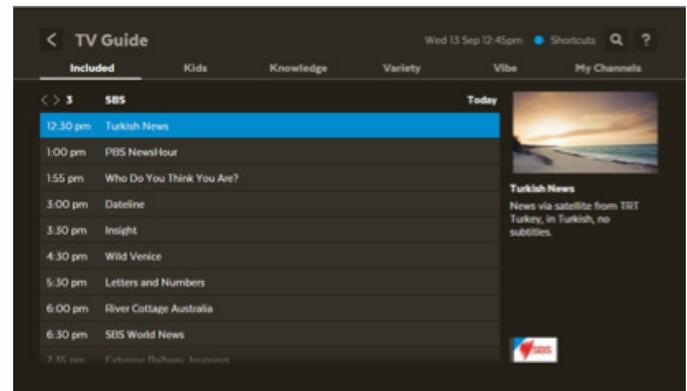
### Tip:

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 allows you to 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 Set and see Recordings on other Fetch boxes

If your service includes Multiroom and you've a paired Fetch Mighty or Gen 2 box, you can record Free-to-Air TV and any other channels that you are subscribed to, directly from your Fetch Mini. 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 .

For more information on Recording TV, download the Mighty User Guide.

## Managing your Recordings

You can share recordings between up to three Fetch boxes in your home with Multiroom, and watch content recorded on your other boxes from your Mini. You can also manage recordings and Series Tags from your Mini.

### Finding your recordings

- [Go to Menu > My Stuff > Recordings](#) to find and watch recordings on all connected boxes in your home.
- To watch a recording, select the folder and press . Then select the episode you want to watch and press .
- To manage a recording, select the recording and press  to navigate the options.

You can protect and delete recordings, set the number of episodes of a Series Tag you want to keep, and set the priorities of your Series Tags.

## Recording Icons

-  Currently recording on a paired box
-  Protected
-  Pending deletion  
(will be deleted if the paired box needs space for more recordings)
-  Watched
-  Series Tag
-  Team Tag
-  Groups recordings on that box from the Mini

Recordings on another box will have the following icons next to them:

-  Recorded on another Fetch box in your home
-  Groups recordings from the same series
-  Recorded on unavailable Fetch box.  
(Check box is powered on and connected to your local network).
-  Currently recording on another Fetch box

For more information on Managing your Recordings, download the Mighty User Guide.



### Note:

You can pair your Fetch Mini to one additional Multiroom box at a time to set and manage recordings on that box from the Mini.

## How does Multiroom work?

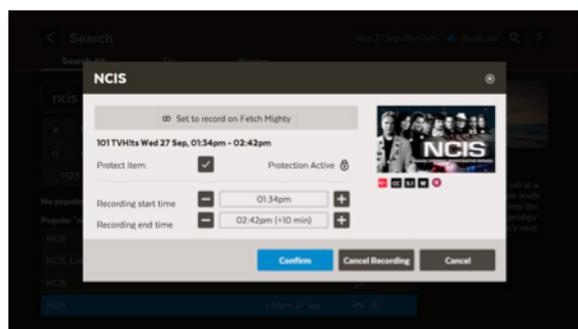
All your Fetch boxes need to be on the same account with your Fetch Service Provider, powered on and connected to your local network. You can then share subscription channels, rentals and purchases.

To see recordings on your connected Fetch Mighty or Gen 2 box from your Mini, make sure to enable Multiroom in [Menu > Manage > Settings > Multiroom > Options](#) (Page 29).

When you have more than one box set up in your home for Multiroom, you can choose which box you want to set and manage recordings on. While you can see and play recordings from all boxes, you can only control one box at a time from your Fetch Mini for the purposes of setting and managing recordings. To choose another box to control, go to [Menu > Manage > Settings > Multiroom > Options](#).

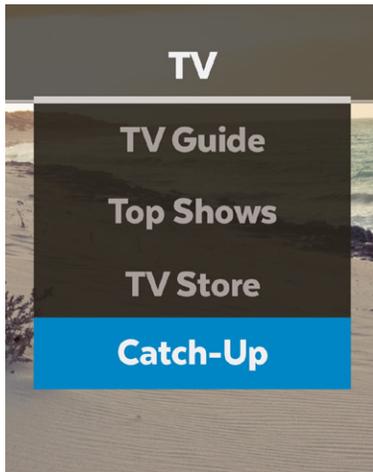
The Gen 2 Fetch box, Fetch Mighty, and Fetch Mini all support Multiroom sharing.

For more info on Multiroom, download the Multiroom User Guide from the footers at [www.fetch.com.au](http://www.fetch.com.au)



# 5 Watching Catch-Up TV on TV

If you have missed 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 the  to explore. Press  to view episode list and  to play.
- 4 To watch a show later, you can add it to [My Stuff > Catch-Up](#) by pressing .

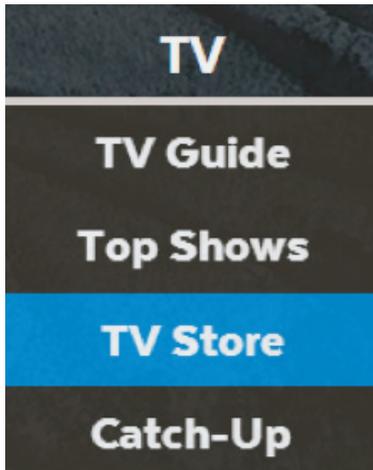


## Note:

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

# 6 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.



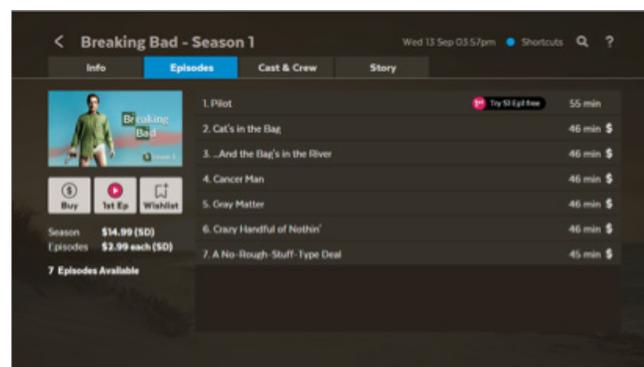
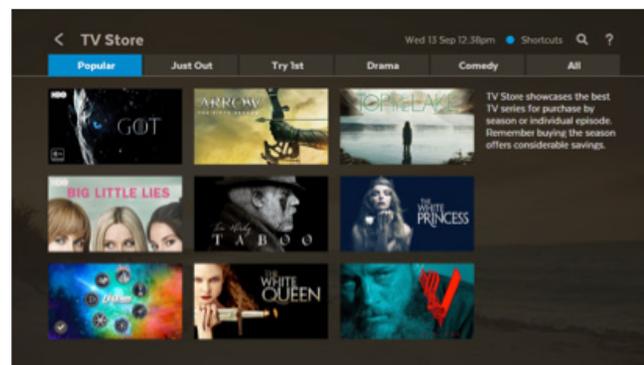
Menu > TV > TV Store

- 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.

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 [Menu > 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 buy 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 from your Fetch Service Provider.
- 5 If your purchase is successful the first available episode will be 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.



### Note:

You may watch the first episode of some shows free of charge. Look for the **1<sup>st</sup>** Try 1st icon on the show or go to [TV > TV Store > Try 1st](#).

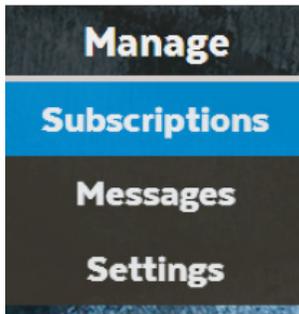
# 7 Adding more Channels

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 (10 channels)
- Vibe Pack (12 channels)
- Variety Pack (9 channels)
- Knowledge (17 Channels)
- Ultimate Pack (48 channels, including all of the channels from the above packs)

## How to add a pack



Menu > Manage > Subscriptions

- 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.

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](http://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 Ultimate Pack?**

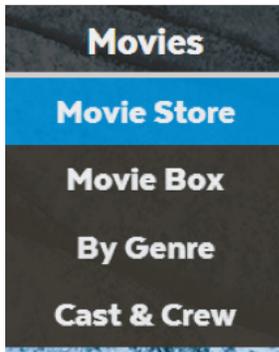
To downgrade from the Ultimate Pack to one or more Skinny Packs, you'd need to remove the Ultimate Pack first. You can then add just the Skinny Packs you want.

# 8 Watching Movies

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

## The Movie Store

The Movie Store offers over 6000 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 Mini 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 be ready to play.

### Finding your movies

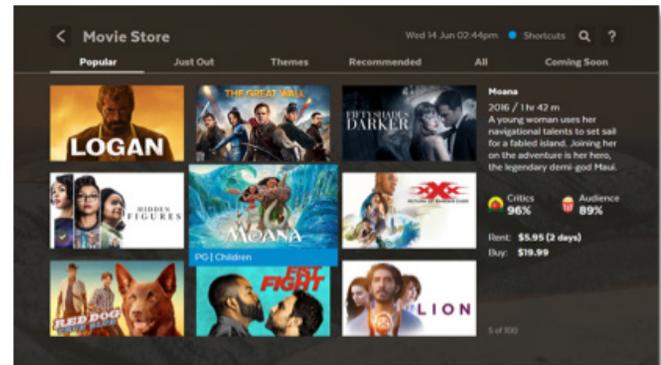
To find the movies you have rented or bought go to [Menu > My Stuff > Movies > My Movies](#).

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.



## Movies on TV

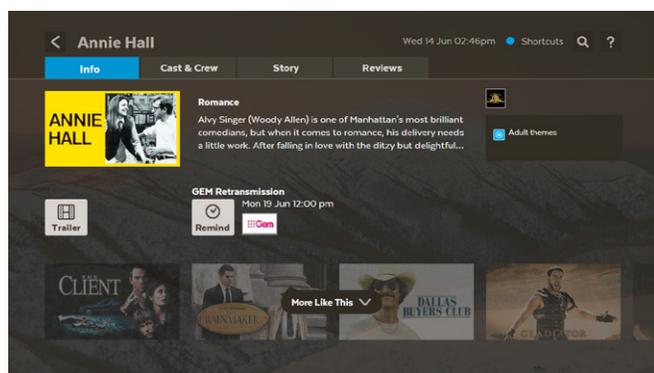
There are loads of movies available on Free-to-Air TV. The Movies on TV feature makes it easy to find upcoming movies and set reminders.

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 the  to explore movies and press  to view the movie info and options.
- 3 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.

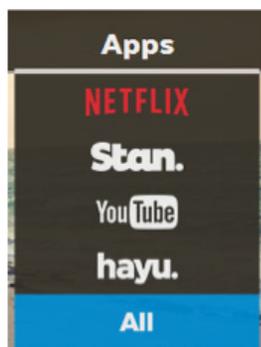
### Cast & Crew

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

# 9 Watching Netflix, YouTube and other apps on TV

Fetch makes it easy for you to access YouTube and 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 using your Fetch remote.

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



Menu > Apps

- 1 Select [Apps](#) from the main menu or press .
- 2 Use  to select the application you want to access, then press .
- 3 Follow on screen prompts to use application. The YouTube App is not available on the 2nd Generation Fetch box.

# NETFLIX

- Watch countless TV shows, movies, and original series. No commercials, no long-term contracts, for one low monthly price.
- Enjoying Netflix on Fetch is easy. If you're already a member, just sign in with your username and password. Not a member? Try one month free and sign up using your Fetch remote control.

Netflix streaming membership required. More information at [www.netflix.com.au](http://www.netflix.com.au)



- 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 [www.stan.com.au](http://www.stan.com.au)



Download the YouTube User Guide from [fetch.com.au](http://fetch.com.au) for details on how to use the YouTube App.

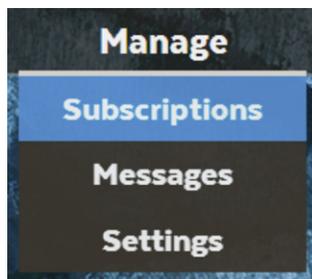


- Watch your favourite reality shows with thousands of episodes of box sets.
- You'll need to register for an account or try a free trial at [www.hayu.com](http://www.hayu.com)
- Once you're signed up, open Hayu on Fetch. Jot down the pairing code shown on the screen then go to [hayu.com/user/devices](http://hayu.com/user/devices) in your web browser to enter the code. Now start enjoying Hayu on Fetch.

# 10 Watching live PPV events on TV

From time to time you can pay to watch live sports and entertainment events on TV. With Pay Per View (PPV) content, you'll make a one-off payment which lets you watch a purchased event on your Fetch box, mobile or tablet when it airs live on TV. You can not replay a PPV event.

## How to add a PPV event



Menu > Manage > Subscriptions

- 1 Select **Manage** from the main menu and then choose **Subscriptions**.
- 2 Use  to see what's available and press  to select an event.
- 3 Press  to purchase the event. You'll need to enter your PIN to confirm the one-off payment.

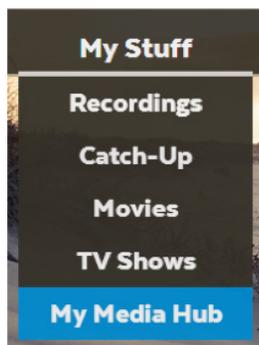
Please keep in mind, you can't unsubscribe or cancel once you confirm the purchase of a PPV event - so you can't be refunded if you later decide you no longer want to watch the event.

## To watch PPV

- 1 Go to **TV > TV Guide**.
- 2 Use  to find channel 991 for the PPV event and press .
- 3 Choose **Watch** and press . If you haven't yet purchased the event, we'll prompt you to purchase it now.

# T1 Using My Media Hub

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



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

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

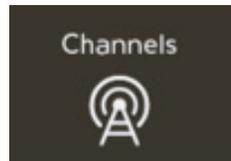
For more information, download the My Media Hub User guides for USB and Media Servers from the footers at [www.fetch.com.au](http://www.fetch.com.au)

**Menu > My Stuff > My Media Hub**

# 12 Settings including Parental controls

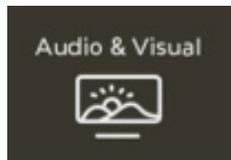
There are lots of things you can do in the Settings area at [Menu > Manage > Settings](#).

Here we outline the most commonly used ones.



## 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 Mobi App. Then you can control your Fetch Mini like a remote control from your mobile device. See the Mobile App User Guide at [www.fetch.com.au](http://www.fetch.com.au) for more information.



## Channel Blocking

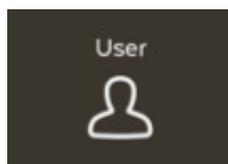
- 1 Use  to highlight the channel you wish to block.
- 2 Press  which will prompt  to appear to the right of the screen, adjacent to the blocked channel.
- 3 Repeat for all channels you wish to block.
- 4 To remove blocking from previously blocked channels repeat the above steps.

## 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 your PIN and find the Activation Code for your Fetch Mini Box. Use  to select an option and press .



### Share content between your boxes

In the Multiroom settings you can turn on Multiroom so you can watch recordings on other Fetch boxes in your home from your Fetch Mini (Page 13). If you've got more than one Fetch Mighty or Gen 2 box, you'll also be able to pair to one of them here, so that you can set and manage recordings on that box from your Mini (Page 10).



### 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 Mobi App.
- Set how long restricted content that you unlock may be viewed in the Parental Lock settings.

# 13 The Remote Control

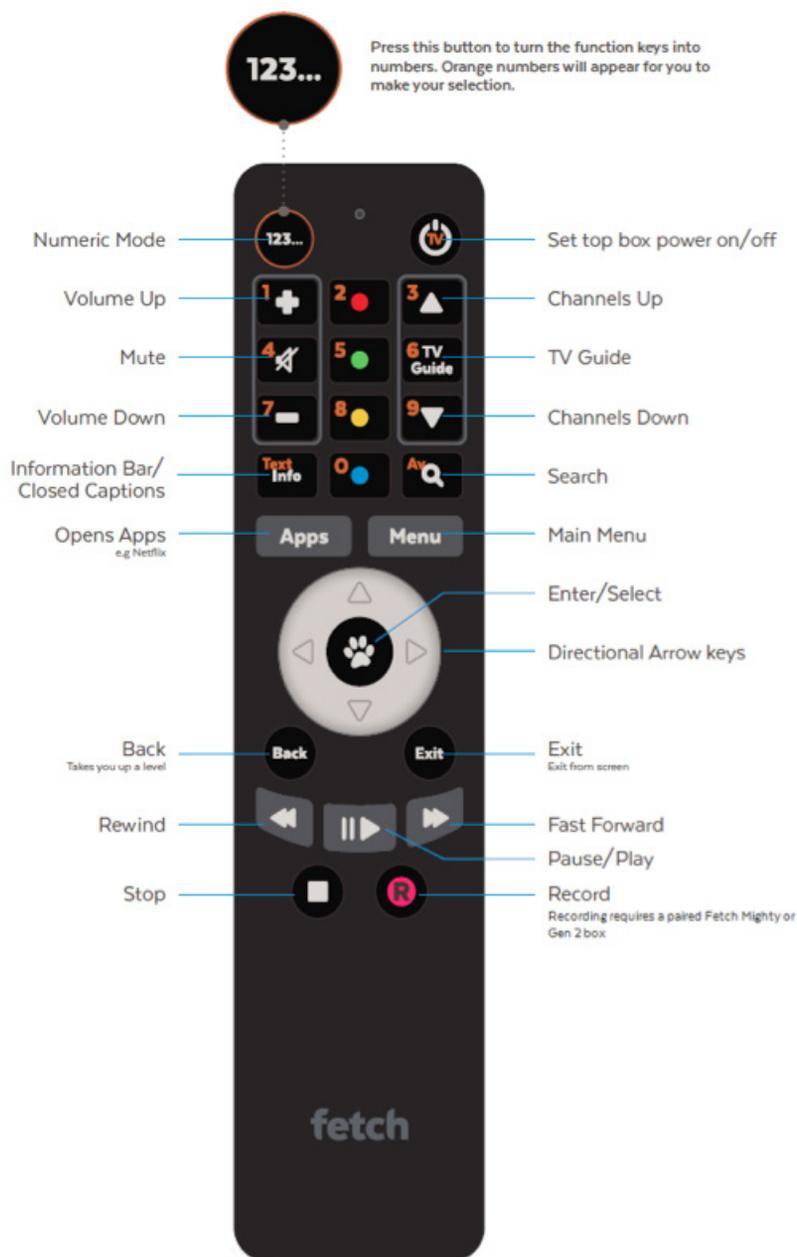
The remote control brings Fetch Mini to life. It has all the functions you need for quick and easy viewing.



## Tip:

To set up universal remote see "Fetch Remote 3" user guide. Once universal remote is set up, you can control the volume on your TV with your Fetch remote. Press  and VOL+ simultaneously and wait for LED to blink once.

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



## Set up for Universal Remote

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

Fetch Mini will try to set up your remote for you when you first set up your box but if that didn't work follow the steps below.

- 1** Press  and hold for 3 seconds until remote LED flashes twice. Your TV will now show a table of brands.
- 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 one 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](http://www.fetch.com.au) or go to [Menu > Manage > Settings > Remote Control](#).

# fetch

**[www.fetch.com.au](http://www.fetch.com.au)**

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