



Multiroom User Guide

For customers with an account directly with Fetch

Welcome to Fetch

Welcome	3
Setting up multiple Fetch boxes	4
What you can do and how to do it	8
Start using Multiroom	11
Fetch Mobi App	12
Tips and help	13

1 Welcome

Multiroom lets you connect up to 3 Fetch boxes on the same account. You can enjoy different shows in different rooms in the house, keeping everyone happy.

- Share rentals, purchases, and Channel Pack subscriptions
- Watch different channels in different rooms in your house
- Watch recordings on one Fetch box from another box in another room. If you have a Mighty or Gen 2 box, you can set and watch recordings on your Mini.

What you need to know

- All boxes must be on the same Fetch account. You can have up to 3 Fetch boxes on your account.
- Multiroom works on Mighty, Mini, and Gen 2 boxes, connected directly to Fetch retail.
- All boxes must be set up with the unique activation code for that box.
- To share recordings, you need to connect all boxes to the same local network (either via Ethernet or Wi-Fi).
- You use the same PIN across all your Fetch devices to rent or buy content, and more. This includes mobile devices with the Fetch Mobile App.
- You can set up a different Parental Level on each of your devices (to restrict content from being watched on the particular device).
- You can't mix Fetch retail boxes with a Fetch box through one of our ISP partners.

2 Setting up multiple Fetch boxes

For your boxes to share content, they all need to be connected on the same account. There are three scenarios outlined below, to help new and existing customers.

2 or more new Fetch boxes

To set up two or more new Fetch boxes, you will need to follow the steps below:

Setting up your first box:

- 1 Before you can use your Fetch box, you'll need to create an account directly with us. Go to www.fetch.com.au/activate.
- 2 Once you have entered in your personal details and credit card details, you will be given an activation code.
- 3 Use this activation code when setting up your Fetch box.

Setting up additional boxes:

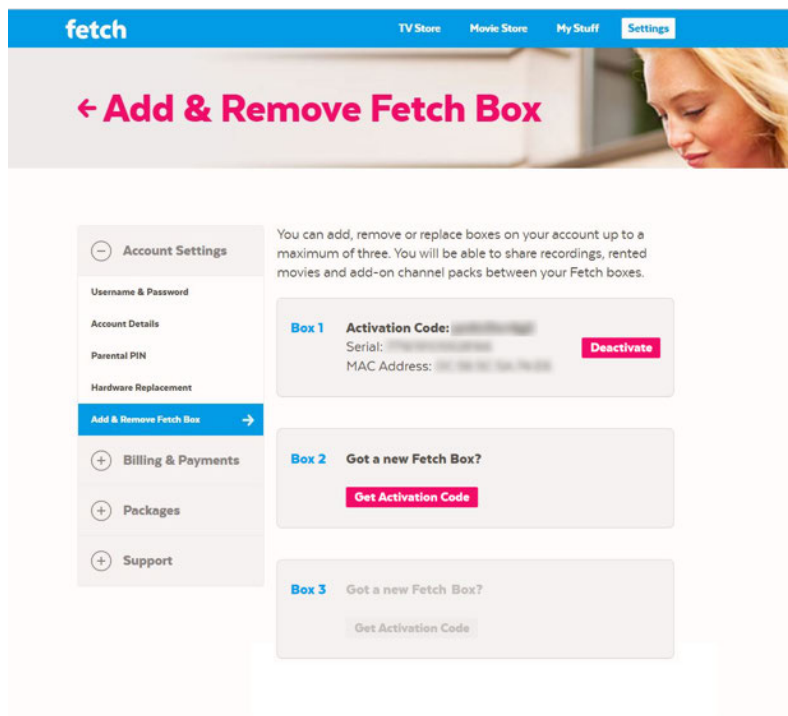
Once your first box has been set up, you will need to connect all boxes to the same account.

- 1 To do this, simply go to www.fetch.com.au/account. Sign in with the activation code from step one.
- 2 Select [Add & Remove Fetch Box](#) from the menu.
- 3 You can add up to 3 different Fetch boxes on one account.

Connecting a new and existing box

If you already have a connected Fetch box and would like to add a new box to your account, follow the steps below:

- 1 On your computer or mobile device web browser, go to www.fetch.com.au/account and follow the on screen prompts to sign in.
- 2 Select [Add & Remove Fetch Box](#) from the menu.
- 3 Select [Get Activation Code](#).



The screenshot shows the Fetch website's account settings page. The navigation bar at the top includes the Fetch logo and links for TV Store, Movie Store, My Stuff, and Settings. The main heading is '← Add & Remove Fetch Box'. Below this, there is a sidebar menu with options: Account Settings (expanded), Username & Password, Account Details, Parental PIN, Hardware Replacement, Add & Remove Fetch Box (selected), Billing & Payments, Packages, and Support. The main content area contains the following text: 'You can add, remove or replace boxes on your account up to a maximum of three. You will be able to share recordings, rented movies and add-on channel packs between your Fetch boxes.' Below this text are three boxes:

- Box 1** Existing box. Shows 'Activation Code', 'Serial', and 'MAC Address' fields. A 'Deactivate' button is present.
- Box 2** 'Got a new Fetch Box?' with a 'Get Activation Code' button.
- Box 3** 'Got a new Fetch Box?' with a 'Get Activation Code' button.

Connecting 2 or more existing boxes

Fetch boxes under different Fetch accounts

All Fetch boxes you want to use for Multiroom must be on the same Fetch account.

To check if your boxes are on the same account

- 1 Sign into your Account and select [See all codes](#) on the overview screen.
- 2 If you see all your boxes listed in [Add & Remove Fetch Box](#), then you're all set to use Multiroom.

Boxes on different accounts

If you have boxes under different accounts, and want to start using Multiroom, you would need to choose one account to be your primary account, then cancel your other account/s. You can then add the deactivated box/es (on the cancelled accounts) to your primary account as Multiroom box/es.

Warning

If you go ahead with the steps below you will lose all purchases made under any cancelled account/s. It is unfortunately not possible to merge accounts so that you keep previous purchases made on cancelled Fetch accounts.

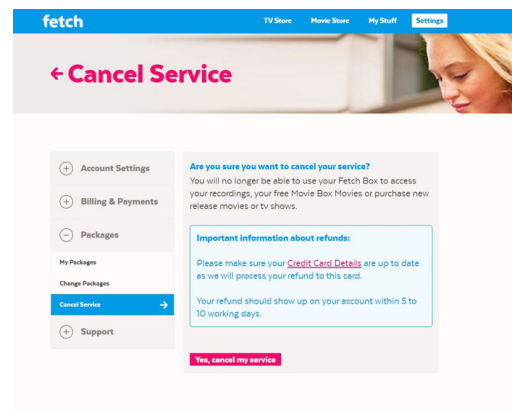
If you'd still like to proceed (and lose previous purchases under the cancelled account) here is what you'd need to do:

Choose a primary account:

- 1 Choose one account to be your "primary" account (presumably the one with the most purchases on it). Sign out of your primary account at www.fetch.com.au/account, as this is the account you want to keep.

Cancel other account:

- 1 Soft Reset the Fetch box you wish to move to your primary account. Do this at [Menu > Manage > Settings > Device Info > Soft Factory Settings - Reset](#). The box will restart, prompt to connect to the Internet if needed, then show the Welcome screen.
- 2 Go to www.fetch.com.au/account and sign into the account you want to cancel (presumably with the least purchases on it). This is the account connected to the box you just reset.
- 3 Choose [Packages > Cancel Service](#) and follow the prompts.



Add box to primary account:

- 1 Now, sign into your primary account at www.fetch.com.au/account.
- 2 Select [Add & Remove Fetch Box](#) to add the deactivated box to your account. You'll get an activation code to use for this box.
- 3 Run through the Welcome screen and enter the activation code you just received.







Repeat these steps if you have an additional Fetch box under a different account you want to cancel. You should now see all previous purchases made on your primary account on your Multiroom boxes too (in [Menu > My Stuff > Movies](#) or [My Stuff > TV Shows](#)). From now onwards, your purchases or rentals, subscription channels and recordings, will be available from all connected boxes.

3 What you can do and how to do it

Watch recordings from any Fetch box

You can see and play recordings on all connected boxes in [Menu > My Stuff > Recordings > Recorded](#).

Recordings stored on another box will have some different icons next to them:

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

You can't manage recordings stored on another Fetch box (protect, delete, series tag, or change recording start and stop time). You'll need to manage the recording on the box it is stored on.

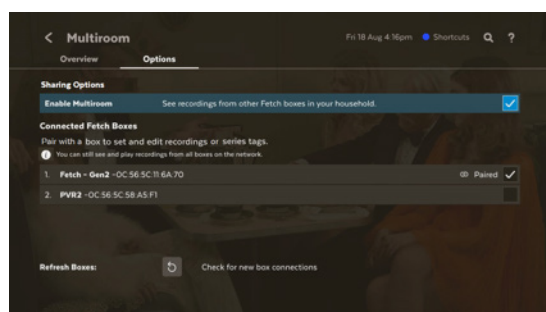
If you can't share or watch recordings on connected boxes see [Page 13](#) for help.

Manage and set recordings from your Fetch Mini

With a paired Fetch Mighty or Gen 2 box, you can schedule recordings directly from your Fetch Mini. You can also manage recordings (protect, delete, Series Tag, or change recording start and stop time) and Series Tags stored on the paired box, from your Mini. You'll find all scheduled recordings in [My Stuff > Recordings > Scheduled](#) and all tagged items in [My Stuff > Recordings > Series Tags](#).

If you're using a Fetch Mighty or Gen 2 box, you can't manage recordings stored on another Fetch box.

Pair a different box to your Fetch Mini



You can pair the Fetch Mini to one box at a time for the purposes of managing and setting recordings. To switch boxes (say if you have more than one Fetch Mighty or Gen 2 box):

- 1 On your Fetch Mini, go to [Menu > Manage > Settings > Multiroom > Options](#).
- 2 Make sure [Enable Multiroom](#) is selected under the Sharing Options. If this is turned off then you won't see Recordings in My Stuff on the Fetch Mini.
- 3 Under [Connected Fetch Boxes](#) choose your other box to pair it now.

Movie and TV Store

Any purchases and rentals from the Movie Store and purchases from the TV Store should be shared straight away across all your connected boxes. Your wishlist is also shared across your boxes. Go to [Menu > My Stuff > Movies](#) to find your purchased or rented, and wishlisted, movies. Go to [Menu > My Stuff > TV Shows](#) to find your purchased, and wishlisted TV shows.

You can watch Movies and TV Shows you have purchased, on all 3 boxes at a time. However, you just can't watch the same movie you purchased or rented, or episode you purchased, on more than 1 device at a time – either on a Fetch box, tablet or mobile.

Movie Box

Watch Movie Box, if included in your subscription, on any of your connected boxes at the same time.

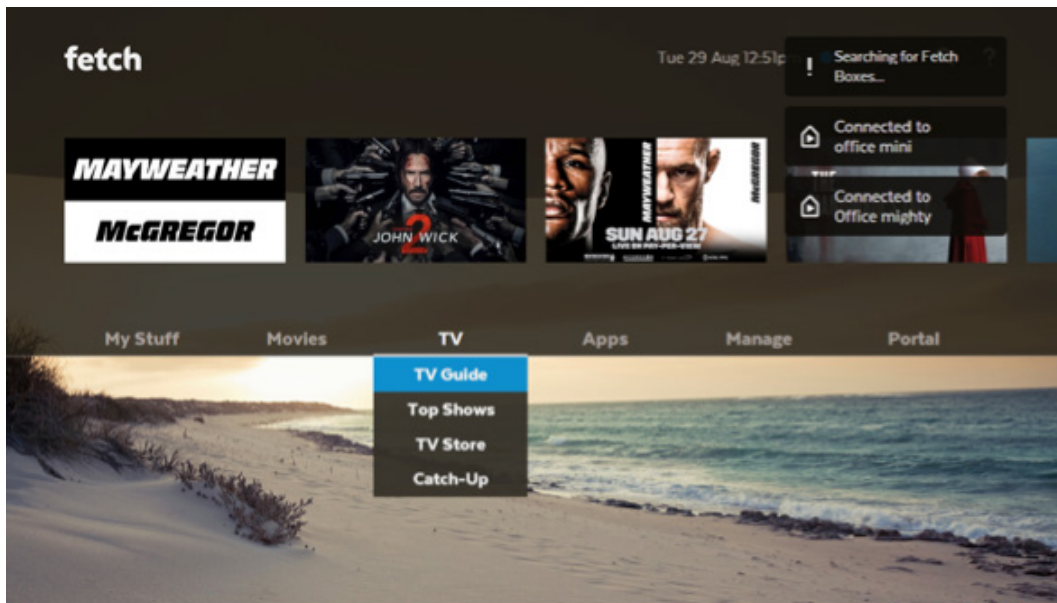
Subscription TV

Watch your Subscription TV channels on any of your connected boxes at the same time.

4 Start using Multiroom

All Fetch boxes you want to use for Multiroom need to be on the same Fetch account. Make sure they are powered on and connected to your local network.


Your boxes should see each other and connect automatically on start-up. Allow up to 5 minutes for your boxes to find each other over your network and for any recordings from one box to be shared to your My Stuff on another.



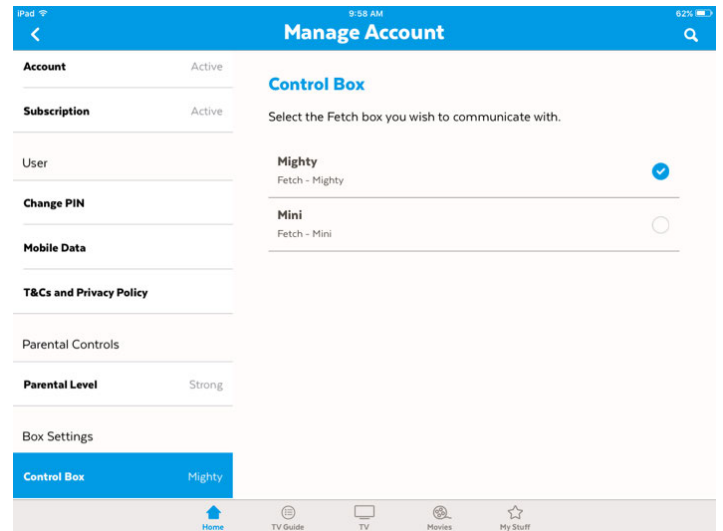
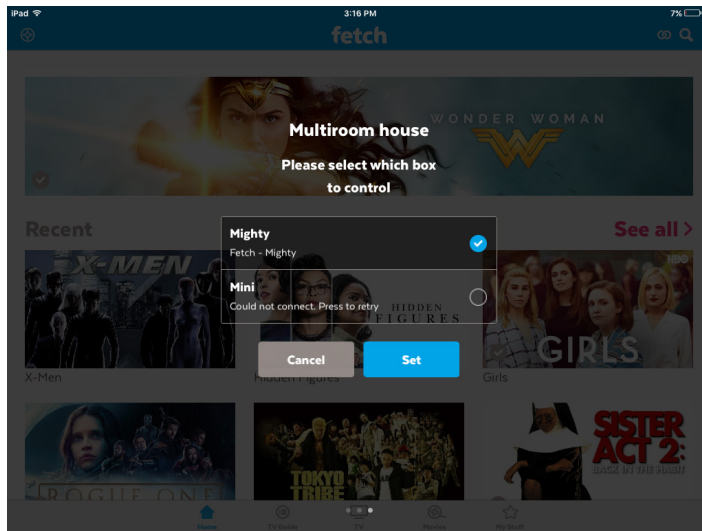
5 Fetch Mobi App

If you're using the Fetch Mobi App on your phone or tablet, it'll prompt you to connect to one of the Fetch boxes in your home when you sign in on the app.

You can then use your phone or tablet to watch movies and TV shows on the go, plus as a handy second remote.

To connect a box, you'll need to sign into the app with an Activation Code for a box on your account and confirm your PIN. You can switch boxes to control at any time by selecting  on the app menu, or going to [Home > Manage Account](#) on the app.

You can set recordings via the app once you connect to your Fetch Mighty or Gen 2 box. For more information see the Fetch Mobile App User Guide.



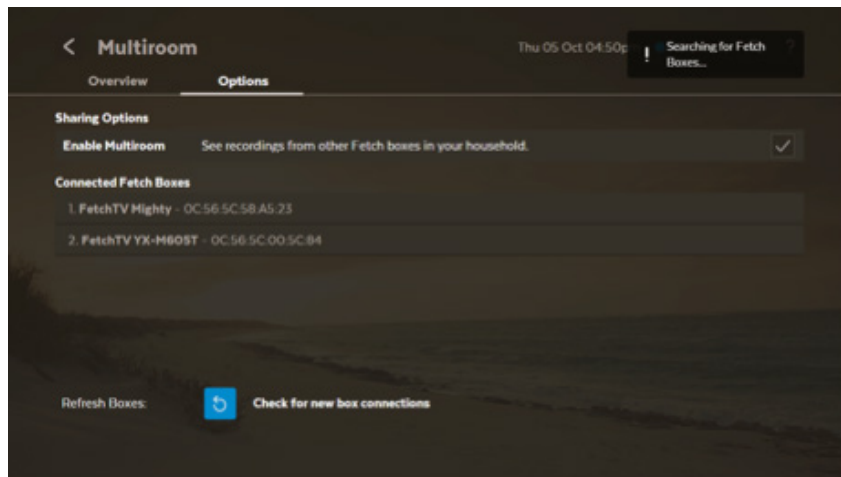
6 Tips and help

Multiroom recordings

I can't see Multiroom recordings on my Fetch box

If you can't see your Multiroom recordings, first check the following:

- All your Fetch boxes are on the same account with your Fetch Service Provider (Page 4).
- All your Fetch boxes are powered on and connected to the Internet (the 🌐 LED on the Fetch should be lit blue).
- All boxes are connected to the same local network – physically and logically (if your network is set up with different routers and IP address ranges then Multiroom won't work) (Page 15).
- The Sharing Options are selected on your boxes at [Menu > Manage > Settings > Multiroom > Options](#). Tick 'Enable Multiroom' and then choose 'Refresh Boxes'.
- Your modem is UPnP (Universal Plug and Play) compatible. Check your modem manual or look up the model online.



If you're having issues with Multiroom, try the following steps:

- 1 Turn off all your Fetch boxes, modem/router, and other networking equipment (such as bridges).
- 2 Turn on your modem/router and other networking equipment, and wait for it to start working normally.
- 3 Then turn on your Mighty or Gen 2 box and wait for it to start up fully and load the Home screen.
- 4 Next, turn on your Mini and wait for it to start up fully and load the Home screen.
- 5 If you are trying to share recordings from one Mighty or Gen 2 box to another, then turn the second Mighty or Gen 2 box on.
- 6 Wait about 5 minutes then go to [My Stuff > Recordings](#) on the Mini (or second Mighty or Gen 2 box) to check that it can see the recordings from your first Mighty or Gen 2 box.

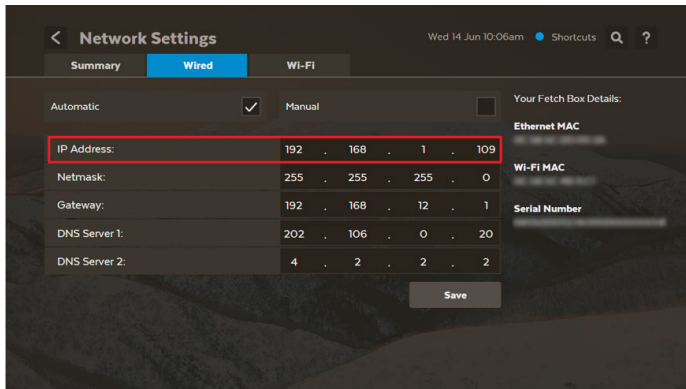
Disconnect other network devices

If these steps don't help, there may be other devices on your network which are affecting the DLNA/UPnP ability for your Fetch boxes to discover each other over your network. These may include wireless speakers, Apple TV, media servers, network printers, and DLNA-type applications on phones, tablets, PCs and TVs. Please disconnect any such devices from your network and try the troubleshooting steps again.

How to check if my Fetch boxes are on the same local network

To share recordings between your boxes they all need to be connected to the same local network. Here's how to check this through the Network Settings on your Fetch box:

- 1 Go to [Menu > Manage > Settings > Network](#).
- 2 Depending on how your box is connected to the Internet, you'll find an IP Address in either the Wired or Wi-Fi tabs. If your box is connected via Wi-Fi, you'll need to highlight your home network in the list and then choose [Advanced Wi-Fi](#) to view the IP Address.
- 3 Take note of the IP Address (such as: 192.168.1.2 or 10.0.0.3) on each of your Fetch boxes.



- 4 Check that the first three numbers in the IP Address on each box are the same. Only the last number in the IP Address should differ. You should then be able to share recordings across your Fetch boxes.

Please don't change your Network Settings.

If all numbers in the IP Address are different on each box, then your boxes are connected to different local networks, so you can't share recordings. We recommend you seek help from an IT consultant if you want to change your network setup.

I can't watch a Multiroom recording

You may see a message in your **My Stuff**:

- “Recorded on unavailable box”
- “Fetch box inactive”
- “Could Not Play Recording. The recording could not be played as the connection to the Fetch box in your household is currently inactive.”

If this happens, make sure the Fetch box with the recordings on is powered on and connected to the same local network as the box you're trying to play from. If that doesn't help, restart your modem/router and Fetch box.

For more help, see “I can't see Multiroom recordings on my Fetch box” (Page 13).

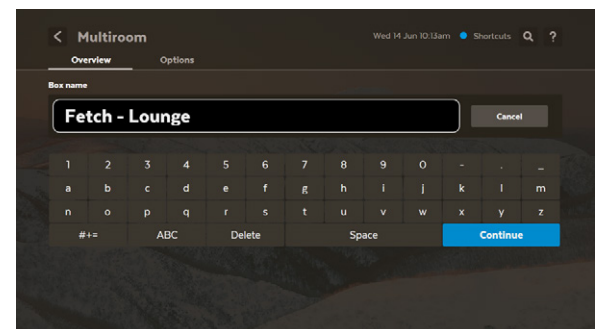
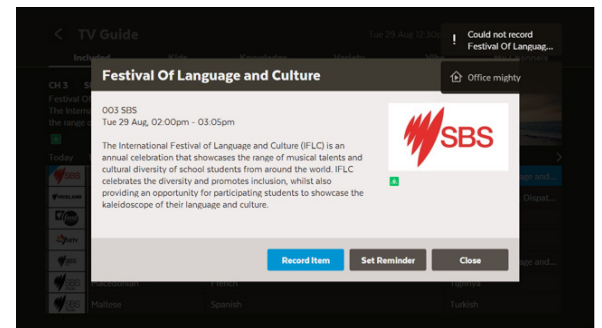
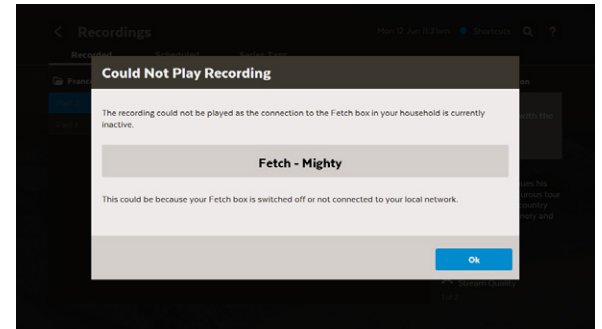
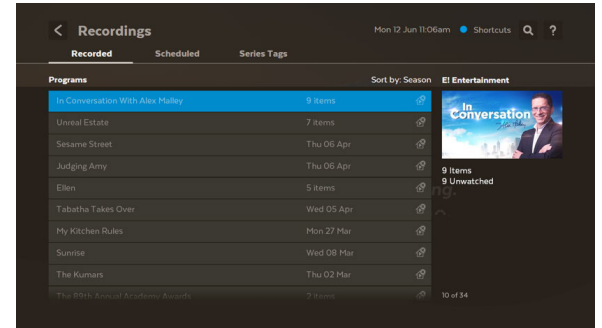
I can't set a recording or Series Tag from my Mini

You may see a message “Could not record <Program name> <Box name>” or similar when you try to record from your Mini. Check the connected box is powered on and connected to the same local network as your Mini, and even restart your modem/router and Fetch boxes.

For more help, see “I can't see Multiroom recordings on my Fetch box” (Page 13).

How to change the name of your Fetch box

In **Menu > Manage > Settings > Multiroom**, choose **Edit** then enter a name for your box using the on screen keyboard. Choose **Continue** to save.

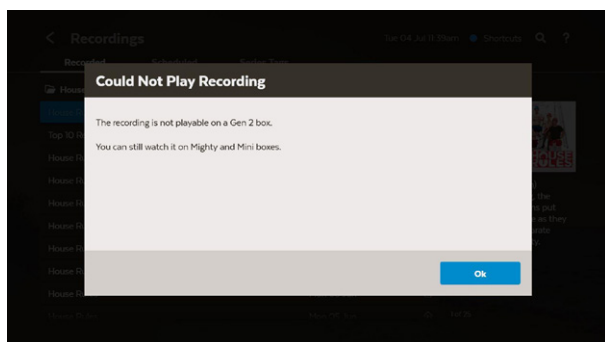


Can I choose which box I want to record to?

You can't schedule recordings from one Fetch box to another in your home. If your Mini is connected to your Mighty or Gen 2 box however, you can schedule recordings from your Mini and switch between connected boxes in [Manage > Settings > Multiroom > Options](#). If you've scheduled the maximum number of recordings allowed at a time on your service (6 on Mighty and 4 on Gen 2) you can't record to another box.

I see a message "The recording is not playable on a Gen 2 box"

Some recordings on the Fetch Mighty can't play from a Gen 2 box because of an unsupported file format. You'll need to watch these recordings on a Fetch Mighty or Fetch Mini box.



Rentals, purchases, and subscriptions

I am not seeing rentals or purchases

Check you're still within the rental viewing window. When you rent a movie you have 7 days to start watching it, and 48 hours to watch it from when you first press play. Also make sure you rented or purchased the item (it should show a tick instead of a dollar sign). Make sure your Fetch boxes are powered on and connected to the Internet. If that doesn't help, restart your modem/router and Fetch box. Your Fetch boxes do need to be on the same account to share rentals or purchases.

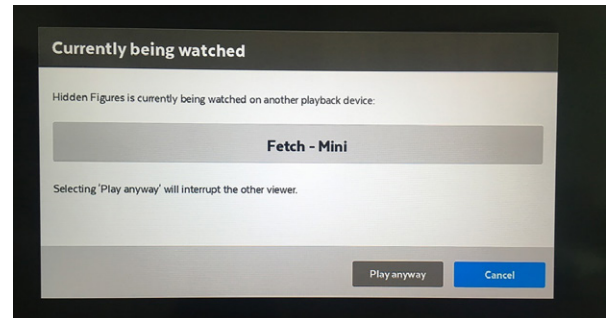
I am not seeing subscription channels

Make sure your Fetch boxes are powered on and connected to the Internet. If that doesn't help, restart your modem/router and Fetch box. Your Fetch boxes do need to be on the same account to share subscriptions. Double-check that you are not in My Channels mode or have hidden the channels at [Menu > Manage > Settings > Channels](#).

I see a “Currently being watched” message

You can watch the same purchased TV episode or purchased or rented movie on one device at a time, either a phone, tablet, or Fetch box.

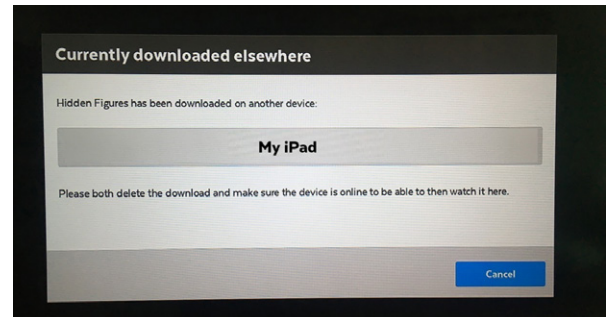
If you see a message “Currently being watched on another device”, you can choose to “Play Anyway” which will stop playback on the other device. The other device will then show a “Playback Interrupted” message.



I see a “Currently downloaded elsewhere” message

You can watch the same purchased TV episode or purchased or rented movie on one device at a time, either a phone, tablet, or Fetch box.

If you see a message “Currently downloaded elsewhere”, you’ll need to delete the download on that device before you can watch on your box.



fetch

www.fetch.com.au

© Fetch TV Pty Limited. ABN 36 130 669 500. All rights reserved. Fetch TV Pty Limited is the owner of the trade marks Fetch. The set top box and the Fetch service may only be used lawfully and in accordance with relevant terms of use of which you are notified by your service provider. You must not use the electronic program guide, or any part of it, for any purpose other than private and domestic purposes and you must not sub-licence, sell, lease, lend, upload, download, communicate or distribute it (or any part of it) to any person.

Version: Nov 2017