



Fetch Mobi App User Guide

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Welcome to the Fetch Mobi App

With the Fetch Mobi App, you can use your phone or tablet to enjoy Fetch at home or on the go:

- Buy and rent Movies from the Movie Store.
- Buy TV Shows from the TV Store.
- Watch content from the Movie and TV Stores in SD.
- Download movies and TV shows onto your phone or tablet to watch on the go.
- Watch Movie Box movies if included with your subscription.
- Watch selected entertainment channels if included in your subscription.
- Browse available content and watch trailers.
- Set recordings from anywhere so you never miss your shows.
- Manage your recordings and Series Tags on the go
- Doubles as a handy remote for controlling your Fetch box.

1 Before you start

Before installing the Fetch Mobi App, check that your mobile device is supported and you are aware of the network and connection requirements.

Note:

The Fetch Mobi app screens used in this guide may look slightly different depending on which mobile device you are using.

Supported phones and tablets

iOS Devices

Device Type	OS	Remote Control	Play Movie Box and Live TV	Rent or Buy *	Play Rentals and Purchases
iPhone 4S, 5, 5C, 5S, 6 Plus, 6S, 6S Plus, 7 and 7 Plus, 8 and 8 plus, X	iOS 8.0+	✓	✓	-	✓
iPod Touch Gen 5 and 6	iOS 8.0+	✓	✓	-	✓
iPad iPad 2, Gen 3 and 4, Air, Air 2, Mini, Mini 2, 3, 4 and Pro	iOS 8.0+	✓	✓	-	✓

* iOS users will need to rent or buy through your Fetch box, or Fetch Account at www.fetchtv.com.au/account. Once you have completed your purchase on the website or box, you can watch the content on your mobile device.

Android Devices

Device Type	OS	Remote Control	Play Movie Box and Live TV	Rent or Buy	Play Rentals and Purchases
Android Phones	OS 4.2+	✓	✓	✓	✓
Android Tablets	OS 4.2+	✓	✓	✓	✓

Registration of mobile devices

You can register up to 3 mobile devices at any time and the number of devices you can watch on varies depending on what you are watching. See detail in the section below.

You can switch registered playback devices, but switching is limited to up to 2 a month and no more than 10 a year (Page 32).

What you can watch

Movie Store and TV Store

You can play content you have purchased from TV Store and purchased or rented from the Movie Store (Pages 20 and 24), on your mobile or tablet. You can also download a movie or episode to watch offline. You can watch or download on up to 2 devices at the same time.

There's no limit to the number of items you can download onto each device. However, you just can't watch or download the same movie or episode you rented or bought on more than 1 device at a time. You can watch the movie or episode on either a mobile device or Fetch box but not on both at the same time.

You can only watch movies and shows in Standard Definition (SD) on mobiles and tablets. You can rent or purchase High Definition (HD) from your Fetch box to watch in HD on your box and SD on your mobile or tablet.

If at any time you decide to cancel your subscription to Fetch you won't lose access to TV and Movie Store content you have purchased. You can still watch it using the app.

Play Movie Box movies

You can watch Movie Box movies if they are included with your Fetch subscription. You can watch on up to 2 devices at a time.

You can watch the same Movie Box movie on both devices at the same time, or on a mobile device and Fetch box at the same time.

Play Live TV and Catch-Up

You can watch a selection of subscription TV channels on up to 2 devices at a time if included with you Fetch subscription.

You can also watch Catch-Up TV shows on up to 2 devices if available for a subscription channel.

111 Very Funny	Cbeebies	Euronews	Nickelodeon
13th Street	Channel News Asia	FashionTV	Nick Jr
ACC TV	CGTN	France 24	Spike
Al Jazeera	CNBC	HGTV	Style
BabyTV	Comedy Central	Movies now showing	Syfy
BBC First	Disney Channel	MTV	The Food Network
BBC UK TV	Disney Junior	MTV Classic	Travel Channel
BBC Knowledge	Disney XD	MTV Dance	TVHITS
BBC World News	E! Entertainment	MTV Music	Universal Channel
Bloomberg	EDGE sport	National Geographic	CNN
Boomerang	eGG Network	Nat Geo People	ZooMoo
CMusic	ESPN	Nat Geo WILD	
Cartoon Network	ESPN 2	NDTV 24x7	

What you can do on the app

The features of the Fetch Mobi App will depend on the status of your service and subscription.

Setup	Subscription	Use the App to:
Not signed in. You've not yet entered your activation code through the app.		Browse on demand movies and TV shows Browse Live TV channels Watch trailers Watch Movies on now trailer channel Watch Sneak Peek preview channel
Signed in.	Ongoing Subscription. You have a current Fetch subscription.	All of the above, plus Add movies and TV shows to Wishlist Rent or buy from Movie Store (Android only)* Buy from the TV Store (Android only)* Watch purchased movies and TV shows in SD Watch Live TV channels and Catch-Up TV Watch Movie Box Download movies and TV episodes
	Fetch Mini. You have a connected Fetch Mini.	All of the above, plus Control your Fetch box
	Fetch Mighty. You have a connected Fetch Mighty or Gen 2 Fetch box.	All of the above, plus Record live TV Manage your recordings and Series Tags
	No Subscription. You've cancelled your subscription.	Same as the above, except you can't: Watch Live TV channels and Catch-Up TV Watch Movie Box
	Restricted account. You no longer have an active billing relationship with a Fetch Service Provider.	You can only: Browse on demand movies and TV shows Browse but not watch Live TV channels Watch trailers Watch previously purchased movies and TV shows

- If using iPhone and iPad, you will need to rent or buy through your Fetch box or Fetch Account at www.fetchtv.com.au/account. Once you have completed your purchase on the website or box, you can watch the content on your mobile device.

2 Sign into the Fetch Mobi App

Download and install the Fetch Mobi App from the App Store or Google Play.

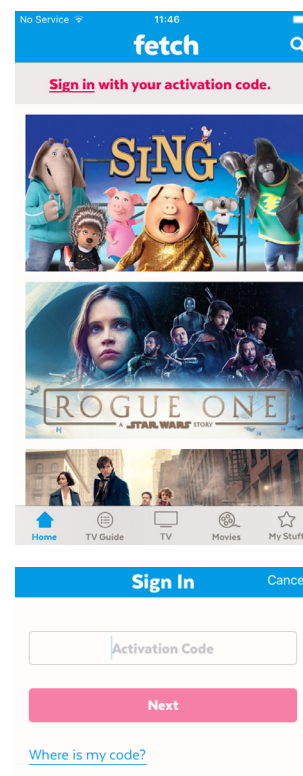
You'll need the activation code you got from your Fetch Service Provider to sign in.

You can find your activation code on your Fetch box at **Menu > Manage > Settings > Mobile & Tablet or Device Info > Options** (you'll need your PIN to see your code).

- 1 Select the Fetch Mobi App icon on the desktop of your mobile device to launch.
- 2 The app loads the Home screen.
- 3 To get full access to the app, select the [Sign in](#) prompt or scroll down the Home screen and choose [Manage Account](#).
We'll also prompt you to sign in if you try to use Wishlist, purchase, or play content.
- 4 Type in the activation code you got from your Fetch Service Provider or Fetch box.
- 5 Next, enter the PIN for your service.
- 6 Finally, read and if you agree accept the Terms and Conditions.

Note:

If you can't load the app or get an error, make sure you're connected to your Wi-Fi or mobile network then try again. If you get an error that the Activation Code Failed, check your code and try again



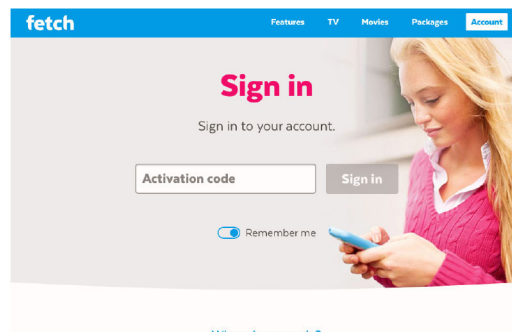
Sign into your Fetch Account online

You'll need your activation code if you want to sign into the service online at www.fetchtv.com.au/account.

- 1 On your computer or mobile device web browser, go to www.fetchtv.com.au/account and follow the on screen prompts.
- 2 The first time you sign in, you'll need to enter the activation code and set up your PIN.

If you already set up a PIN through your Fetch box you just need to confirm it.

Once your account details are confirmed, we'll show you your My Stuff.



Your account at fetchtv.com.au/account

www.fetchtv.com.au/account is where you can go to manage your mobile devices, change your PIN or get help.

IMPORTANT: Remember to bookmark this site and add it to your home screen to make it easier to find when you need it.

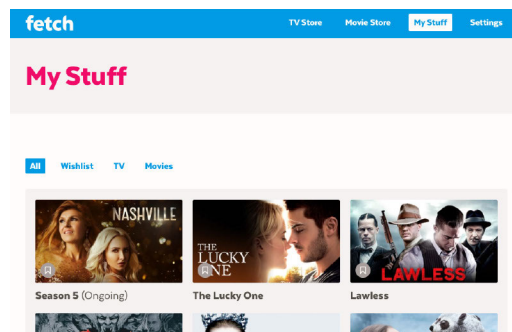
If you are using the app on an **Android** device you won't need to come here very often as you can rent or buy Movies and buy TV shows directly from the Movie and TV Stores in the app to watch on your phone or tablet.

If you are using an **Apple** device on the go, you can add the things you want to buy to your Wishlist in the app, then go online at www.fetchtv.com.au/account to complete the purchase ready to watch on your app.

We'll show you how later in this guide.

You can also buy things directly from the Movie Store and TV Store in your account, then watch them on your app.

Keep a note of your activation code and PIN as you will need these to log into your Fetch Account on the website.



3 Connect to your Fetch Box

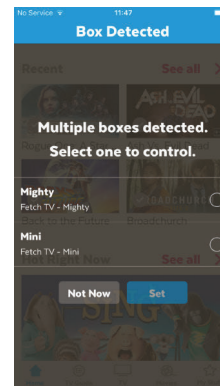
We'll automatically connect to your Fetch box when you sign into the app with your activation code and PIN. Once your devices are connected you can control your Fetch box from your mobile or tablet like a remote control (Page 12).

Multiple Fetch boxes on your account?

When you sign in and have more than one Fetch box set up in your home for Multiroom, you can choose which box you want to control.

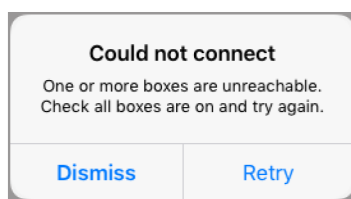
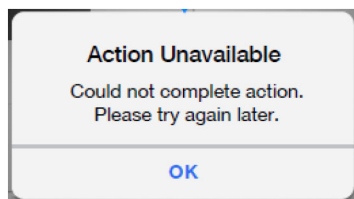
All your boxes must be on the same account with your Fetch Service Provider, powered on and connected to your local network. You can control one box at a time from the app.

To switch between boxes to control, select the  icon or go to Manage Account > Control Box (Page 31).



Can't connect to your Fetch Box?

If the app can't connect to your box, we'll let you know. Make sure your box is turned on and connected to your home network.



4 Home

After launching the app on your mobile or tablet, the home screen will load. Use the menu to navigate the app. Select **Home** to come back to the home screen.



Home

View the app home screen.



TV Guide

Browse the TV Guide to see what's on, and set recordings if you're connected to your Fetch box.



TV

Watch live TV channels and Catch-Up TV on your mobile or tablet if included in your subscription. Browse the TV Store to buy and watch shows.



Movies

Browse movies available to rent or buy, and browse Movie Box movies if included in your subscription. Watch on your phone or tablet in SD.



My Stuff

In My Stuff you'll find all your current rentals and purchases ready to watch, along with your Wishlist.



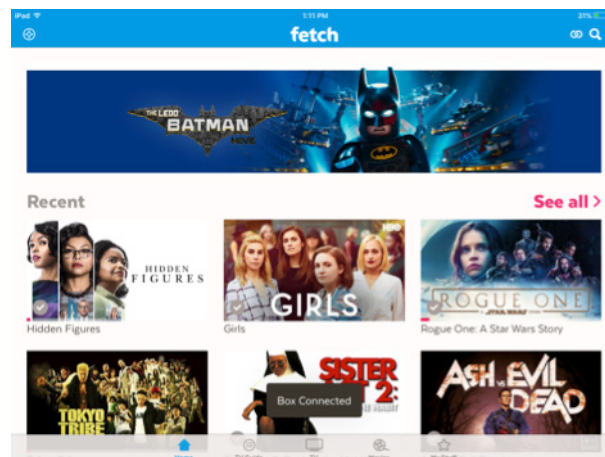
Control

Use your mobile or tablet like a remote to control your Fetch box.




Switch box

Choose another Fetch box to control if you have more than one connected box in your home.

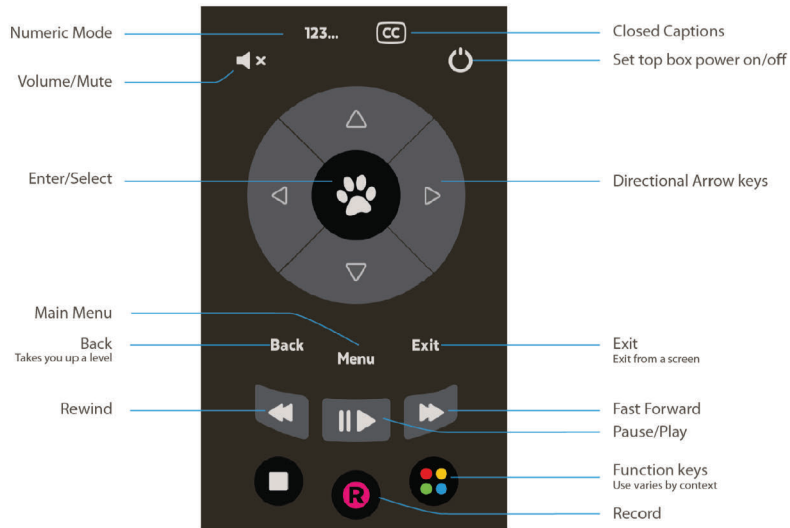


Control your Fetch Box

You can use the Fetch Mobi app to control your connected Fetch box. Tap on the  icon. You can switch to controlling a different box in your home by tapping .

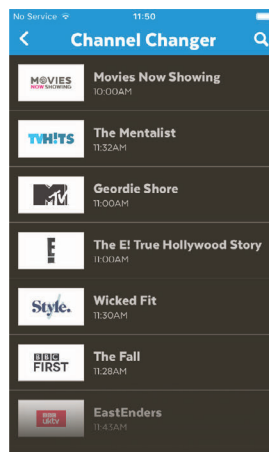
Remote

Use the on screen Fetch remote to control your box.




Channel Changer

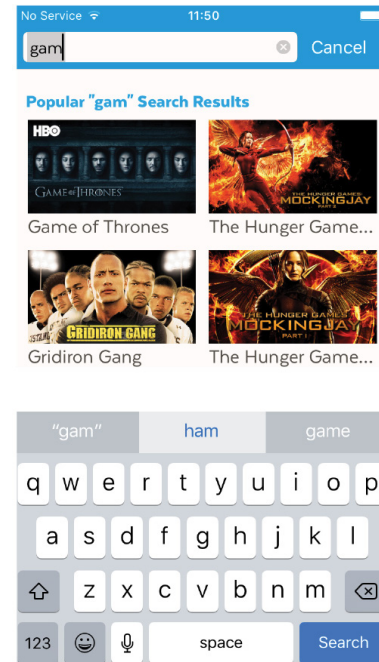
Browse what's on TV via the handy [Channel Changer](#). Tap the channel to watch on your connected Fetch box and TV now.



Search

Use the search  box at the top of the Fetch Mobi app screen to find a movie or TV show on the service.



- 1 Select the search box and type the title, or a word from the title, of the program you're looking for. You can also type the name of an actor or director.
- 2 Select **Search** to start the search.
- 3 Choose a title from the search results to open the program info or choose an actor or director to see all their movies and shows.



5 Watch Live TV and Catch-Up


To watch Live Subscription TV channels and Catch-Up TV (Page 6) on your mobile or tablet, select TV from the menu and choose Live & Catch-Up. You'll need to sign in and have an ongoing subscription to watch.

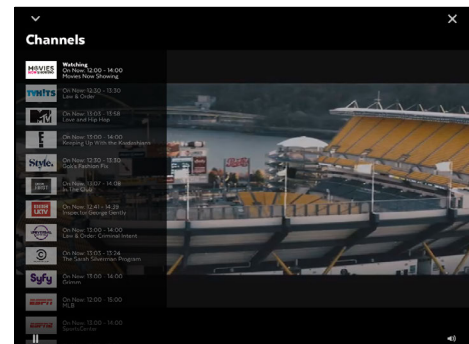
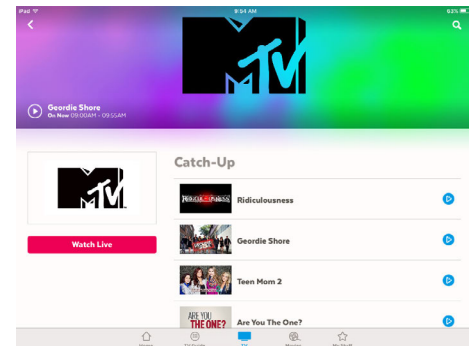
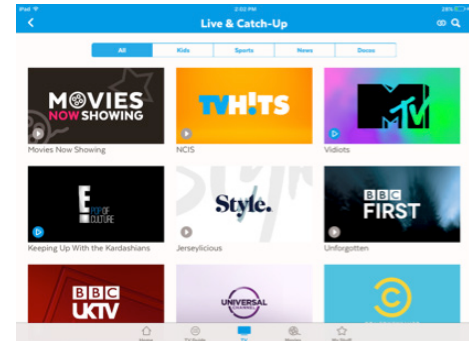
Watching Live TV

- 1 Select a channel to view the channel info.
- 2 Choose [Watch Live](#).
The app will register your mobile or tablet for playback.
For more information, see Page 32.
- 3 Changing channels while playing is easy.
Swipe the screen then choose a channel to watch.
- 4 Tap  or swipe downwards to browse and watch at the same time. When you're done watching, tap  to close.

Watching Catch-Up TV

If you forget to watch or record something on TV you may be able to watch it on Catch-Up TV instead.

Look for channels with the icon .





6 Using the TV Guide

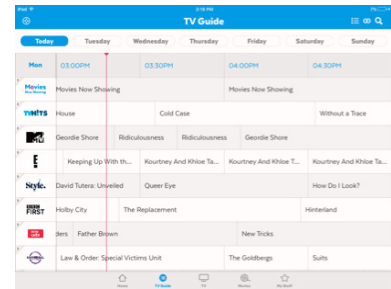
The **TV Guide** is the easiest place to find what you want to watch right now.

If you connect to your Fetch Mighty (or Gen 2 Fetch box) this is also where you can record individual episodes of a show, or set a Series Tag to automatically record every episode of a show.

Go to TV Guide on the menu.

See what's on and coming up

- 1 Go to the **TV Guide**.
- 2 Use the day picker to see another day of the week.
- 3 To switch between list and grid views of the TV Guide, tap  or .
- 4 Select a show to see the options.




Note:

If you see a message “Limited access, Connect Now” it means you’re not connected to your Fetch box anymore. You’ll need to reconnect to set a recording or add reminders.

Set reminders

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

- 1 In the **TV Guide**, find the show you want a reminder for.
- 2 Tap **Reminder** and choose the reminder time (such as 10 minutes before the show starts).
- 3 A  will appear beside programs with a reminder. Repeat the above step to cancel a reminder.




NFL Live (60 min)
Wednesday, 11:00 AM - ESPN

Trey Wingo hosts the year-round, weekday NFL news and information show with a...
[See more](#)


W 

 Record

 Series Tag

 Reminder

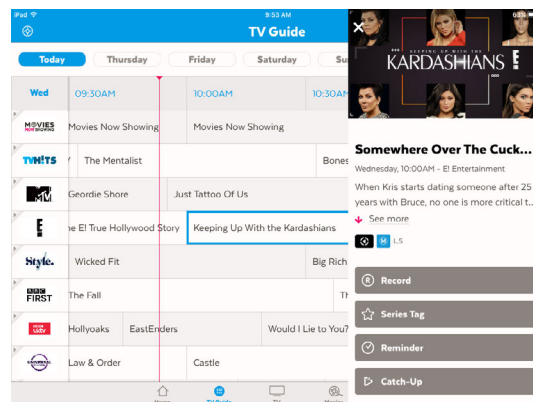
Recording TV

- 1 In the [TV Guide](#), find the show you want to record.
 - 2 Tap [Record](#) and choose [Set Recording](#).
 - 3 To set a [Series Tag](#), tap Series Tag and choose [Set Series Tag](#).
- Change the options if you wish (see Page 17 for more info). You can switch to controlling a different box in your home by tapping 

Note:

If you can't see recording options, make sure you're connected to your Mighty or Gen 2 box.

If you see a message "Could not set recording" it may mean you have too many recordings already set for the same time. You can manage your recordings at [My Stuff > Recordings](#) from your mobile, tablet, or Fetch box.



Tag teams to record all their live games

You can tag your favourite sporting teams to record every match that team plays in (selected sporting events and teams only).



For more options for Team Tags see Page 19.

- 1 Go to the [TV Guide](#).
- 2 Select a live game and then tap [Team Tag](#).

7 Managing your Recordings








While you can only watch recordings on your Fetch box, you can see and manage all your recordings from your mobile device.

Finding your recordings

- You'll find all your TV recordings at [My Stuff > Recordings](#).
- We automatically group all episodes of the same show together in folders 
- To manage a recording, select the recording or folder and press 

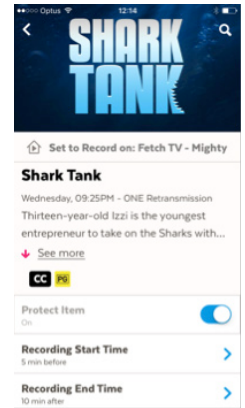
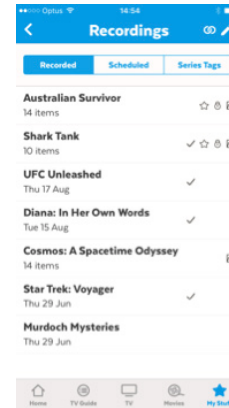
Recording Icons

Please see the screenshot as an example.

-  Series Tag
-  Recorded
-  Watched
-  Team Tag
-  Protected
-  Group recordings from the same series in a folder
-  Pending deletion (will be deleted if the box needs space for more recordings)

Protecting your recordings

Fetch will automatically delete older recordings from your Fetch box if it needs to make space on the hard drive for newer recordings. The [Protect Item](#) feature lets you protect your important recordings from being deleted.



Tip:

To delete multiple recordings at a time, select 

Change the recording start and end time

Sometimes shows don't start or end on time due to unexpected scheduling changes, so to make sure you record the whole show, you can use the [Recording Start Time](#) and [Recording End Time](#) to add extra time to the start and end of your recording.

Just choose the time amount you'd like to add (such as 5 minutes before the show starts). The recording start time will change based on your selection.

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 select it and then choose [Delete Recording](#).

Things you can do with Series Tag

Go to [My Stuff > Recordings > Series Tags](#) to see and manage Series Tags on your connected Fetch box.

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 (which includes any Team Tags you've set) so if this happens, your higher preference shows get recorded.

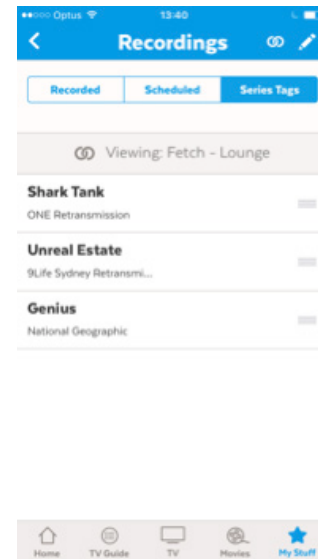
You can change priority when you set a [Series Tag](#) or at [My Stuff > Recordings > Series Tags](#).

Set the number of episodes to keep

The [Storage Settings](#) let choose the number of recorded episodes of a show you want to keep on the Fetch box hard drive.

You may just want to keep **1 episode** at a time (record today's and delete yesterday's) or you can choose to keep **2, 5, 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.

You can choose the storage setting when you set a Series Tag.



8 Watch movies

There are 2 places you can watch movies on the Fetch Mobi App:

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 for your PIN.

If you're using an Android mobile or tablet, you can rent or buy movies through the Fetch Mobi app once you're signed in (Page 8). If you have an iPhone or iPad, you'll need to rent or buy the movie through your Fetch box or online account.

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

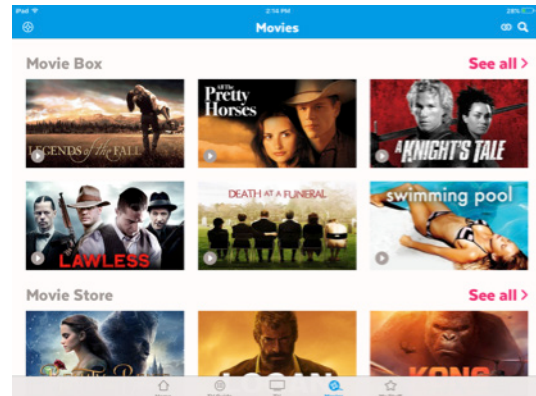
Renting and buying movies (Android devices)


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 play or download. You can watch the movie as often as you want during this time.

You can watch movies you buy as often as you like whenever you want to (see Page 5 for more info about watching movies on your mobile device).

Note:

You can only rent, buy and watch movies in Standard Definition (SD) on your mobile or tablet.




- 1 On an Android device view the movie you want to watch.
- 2 From the movie details screen you can select to:
 - Watch the trailer, if available
 - Android users can Rent or Buy the movie, or
 - iOS users need to add the movie to your  Wishlist then go to your Fetch box or www.fetchtv.com.au/account to complete the purchase*
- 3 You can choose to rent or buy, if available. Price varies by movie.
- 4 Android users, to purchase, we'll prompt you for your PIN.

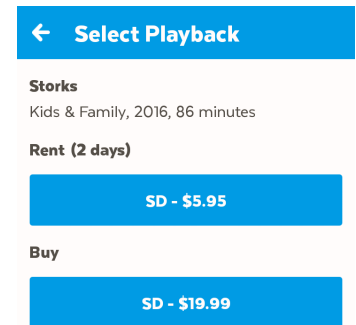
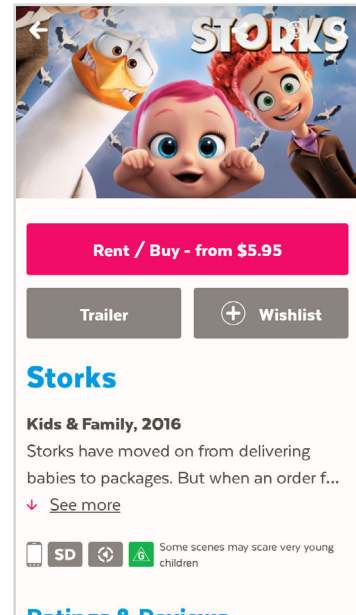
iOS users refer to the section below on renting and buying through your Fetch Account.

* If you're using an Android phone or tablet, you can rent or buy movies through the Fetch Mobi app once you've signed in (Page 8). For iPhone or iPad, you first need to add the title to your Wishlist on the app, then either go to your Fetch box, or go to www.fetchtv.com.au/account to complete the purchase ready for you to watch on your App. For more info, see Page 22.



Tip:

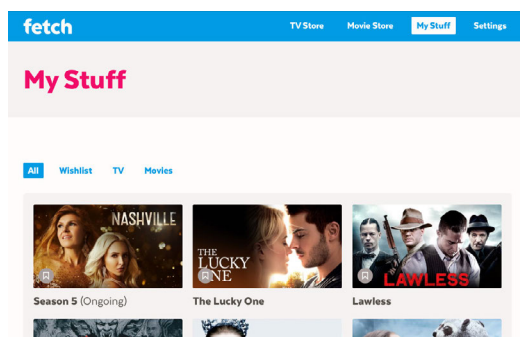
Scroll down the movie screen to see Rotten Tomatoes ratings, cast and crew info and more. Tap  for sharing options like email, Facebook & Twitter.



Renting or buying movies (Apple devices)

If you're using the Fetch Mobi app on an Apple Device, you can rent or buy content through your Fetch box. When using the app on the go, you can rent or buy through your account at www.fetchtv.com.au/account.

- 1 Add the content you want to buy or rent to your Wishlist in the Fetch Mobi app.
- 2 Sign into your account www.fetchtv.com.au/account via your web browser (Page 8).
- 3 From the Wishlist in your account, select a movie to buy or rent, or TV show to buy.
If you don't have any [Wishlist](#) items, go to the [TV Store](#) and [Movie Store](#) to find what you want.
You can buy an episode rather than the whole season of a TV show.



If the content isn't available to watch on mobile devices or if there are any problems with the purchase, we'll let you know.

- 4 You'll be asked to enter your PIN to continue with the purchase.
- 5 Once you confirm, the item is added to your My Stuff (Page 27) ready to watch.
You can't watch movies or TV shows on the website, you'll need to go to your Fetch Mobi app.

Finding your movies

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

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

Movie Box

Movie Box brings you 30 movies included at any time with a new movie added each day. iOS and Android users simply go to the Movies menu, select Movie Box to browse and watch on demand.

Movie Box is not included in all subscriptions so you may need to upgrade your subscription to access it.

- 1 Go to [Movies > Movie Box](#) and select a movie to watch.
- 2 You can add the movie to your Wishlist to watch later.
- 3 Tap [Play](#) to start watching now. The app will need to register your mobile or tablet for playback.

For more information, (see [Page 32](#)).

Play a movie

After the movie starts playing you can pause and resume, fast forward, and more from the playback controls.

Play/Pause

Tap ▶ or || to play, pause or resume playback.

Skip to a point Drag the play head along the scrubber bar.

[0:11 —●— -1:21]

Volume

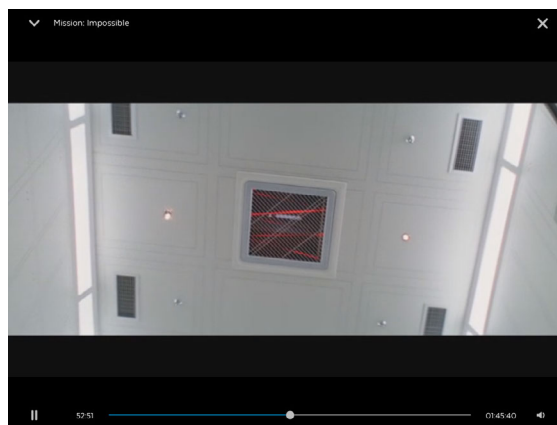
Tap 🔊 to adjust the volume.

Minimise

Tap ∨ or swipe downwards to browse and watch at the same time.

Done

Tap ✕ to stop playback.



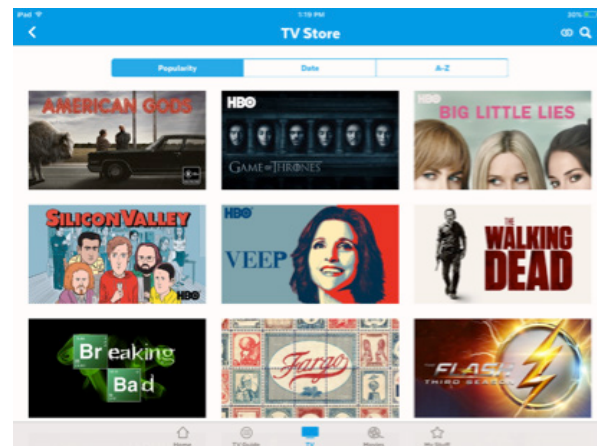
9 Watch shows from the TV Store

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.

You'll need to sign into the app (Page 8) to browse and buy from the TV Store. The cost of TV Shows you buy will be added to your Fetch Service Provider account.

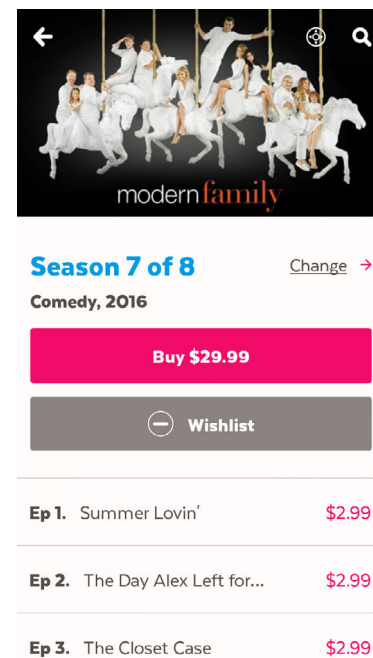
If you're using an Android mobile or tablet, you can buy through the Fetch Mobi app once you're signed in. If you have an iPhone or iPad, you'll need to buy through your online account or Fetch box.

- 1 Go to [TV > TV Store](#).
- 2 All TV shows available to watch are shown.
- 3 When you select a TV show, the latest season opens by default but you can see all seasons and choose an older season from the TV show details.



Buy TV Seasons or Episodes

- 1 Select a show to buy from the TV Store.
- 2 From the season details you can select to:
 - Watch the trailer (if available)
 - Android users can Buy the season or
 - iOS users need to add the season to your Wishlist then go to your Fetch box or www.fetchtv.com.au/account to complete the purchase.
- 3 Android users, to buy an Episode rather than the whole season, scroll down the season details and pick the episode you want to watch. Choose the “buy” option.
iOS users, either buy through your Fetch box or see Page 22 for how to buy through your Fetch Account.
- 4 Android users, to purchase, we'll prompt you for your PIN.
Once you confirm your purchase, the show is added to [My Stuff > TV Shows > Purchased](#) (Page 27).



* If you're using an Android phone or tablet, you can buy TV Store episodes and seasons on the Fetch Mobi app once you've signed in (Page 8). For iPhone or iPad, you first need to add the title to your Wishlist on the app, then either go to your Fetch box or go to your Fetch Account at www.fetchtv.com.au/account to complete the purchase ready for you to watch on your app. For more info, see Page 22.

Cost to buy TV episodes and seasons

TV episodes are \$3.49 for HD (purchasable from Fetch box only) and \$2.99 for SD. The price may be lower if we are running a special offer.

The price for a whole season of a show 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 currently towards a Season purchase.

Note:

You can only buy and watch TV shows in Standard Definition (SD) on your mobile or tablet.

What is an ongoing season?

You can buy an “ongoing” season of some TV shows before all episodes have been released.

This means you can pay for the season upfront at the lower season price, and then watch each episode as it becomes available on the service.

What are Movie or TV show credits?

Your service may include Movie or TV credits from time to time. Credits let you rent a specified number of movies from the Movie Store or buy episodes from the TV Store, free of charge. You can check your credits in your account. Sign into www.fetchtv.com.au/account and choose [Settings > TV & Movie Credits](#). iOS customers, when using a Movie Rental or TV Episode credit you will still need to go to your Fetch box, or online to www.fetchtv.com.au/account to action the purchase, even though you won't be charged for the transaction.

10 Find your movies and shows in My Stuff

Once you've signed into the app (Page 8) go to My Stuff to view your movies and TV shows.

Movies and TV Shows

Find all movies you bought or rented through the Movie Store (Page 20). Go to [My Stuff > Movies > Purchased](#).

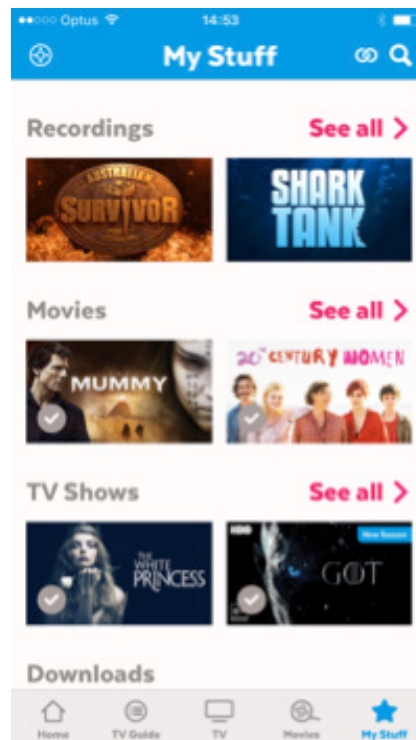
Find all TV Shows you bought through the TV Store (Page 24). Go to [My Stuff > TV Shows > Purchased](#).

Choose [Wishlist](#) to see items you saved for later.



Tip:

You can refresh the My Stuff listing by swiping downwards on the screen to see your newest purchases.



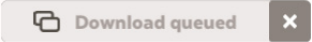
Downloads

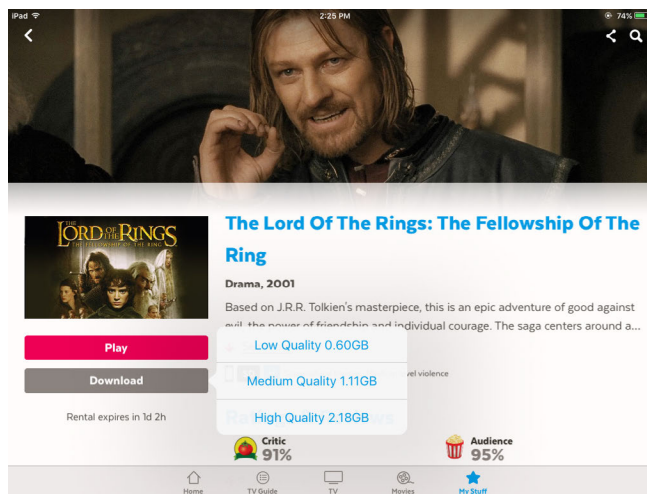
In [My Stuff > Downloads](#), you'll find all movies and TV episodes downloaded on your device – ready to watch on the go.

Download movies or TV show episodes

You can download movies you've rented or bought or TV shows you have bought, onto your mobile or tablet to watch on the go. Make sure you have enough storage space on your device for downloads. Some movies and TV shows may not be available to download.

To download, follow these steps:

- 1 Select a movie or episode and tap [Download](#). Choose the playback quality if prompted.
- 2 For a movie you rented, you'll have 48 hours to watch the movie once you choose to play or download. Choose [Not Now](#) to cancel or [Ok](#) to go ahead with the download.
- 3 If you're already downloading to your device, the item will be queued for download later.

- 4 Find all your downloaded items still available to watch, in [My Stuff > Downloads](#). This is also where you can delete downloads, if needed.



How long can I access my Downloads?

You can access your downloads as long as you don't change your PIN or sign out all devices from [Home > Manage Account](#) – doing either of these will delete all downloads on each mobile device using your account.

If you're using the app offline, you'll have 120 hours viewing time (about 5 days) over a 24 day period to watch purchased items you downloaded. After this time, you'll need to reconnect to access your Downloads (Page 36).

You'll have 7 days to start watching a rented movie you downloaded and 48 hours to watch once you choose play or download.

11 Manage your Account

Select Manage Account from the bottom of the Home screen to sign in or manage your Fetch service, including setting up your Parental Controls.

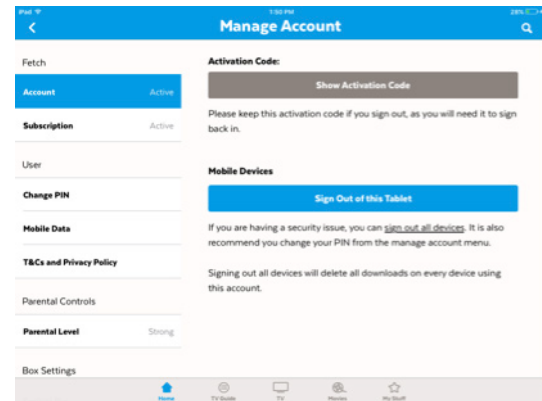
Account settings

Find your activation code

Select [Account](#) to find your activation code. You will need your PIN to see your code.

This is also where you can sign out of your account if you're having security issues. You can sign out just the one device or all your mobile devices. You'll need your activation code and PIN to sign in again on each device.

Note: Signing out all devices will delete all downloads on each mobile device using your account.



Tip:

Other ways to sign out all mobile devices :

- From your Fetch box at [Menu > Manage > Settings Mobile & Tablet](#)
- Sign into your online account and choose [Setting > Sign out all device](#) (page 8)

User settings

Change your PIN

Choose [Change PIN](#) to change the PIN for your Fetch service. This PIN is for all devices on your account, including your Fetch box, and is needed to rent or buy and watch restricted content, so should not be revealed to anyone.

Note:

Changing your PIN will sign out all mobile devices using your account and delete all downloads on each mobile device using your account.

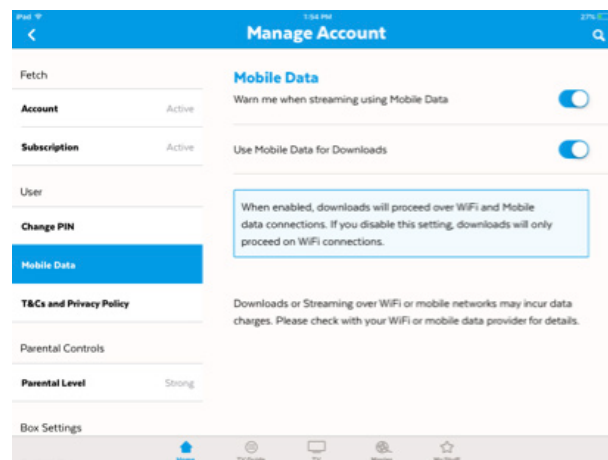
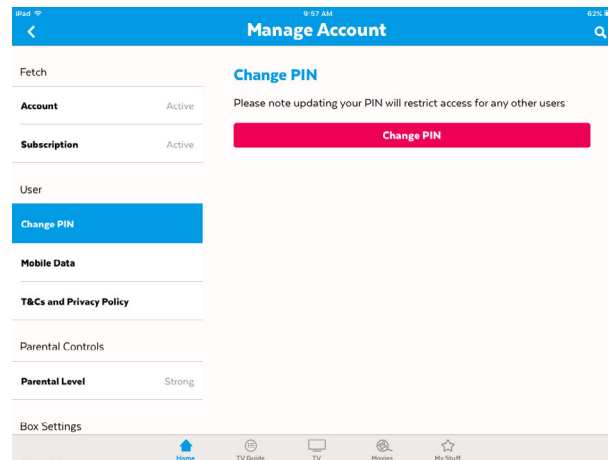
Use Mobile Data for downloads

Set [Warn me when streaming using Mobile Data](#) to On to warn you before streaming over a mobile connection.

Set [Use mobile data for downloads](#) to Off to allow downloads over Wi-Fi only. Set to On to download over any connection (Wi-Fi or 3G/4G).

Note:

Downloads or streaming over Wi-Fi or mobile networks may incur data charges. Check with your Wi-Fi or mobile data provider for details.



Parental controls

Set a Parental Level for watching content on the app

You can choose a parental level for watching content on the app – you'll need your PIN to change the level and watch content with that rating or higher.



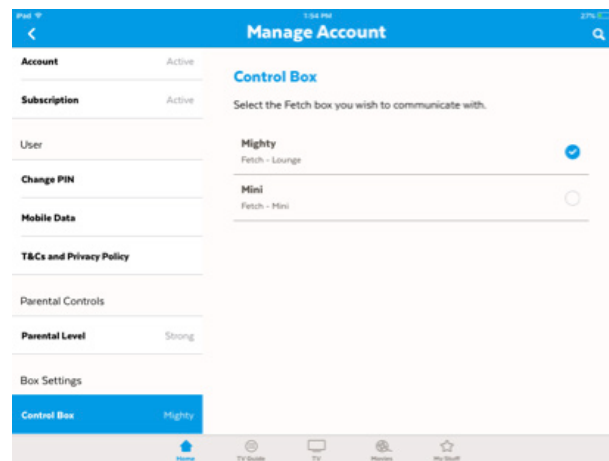
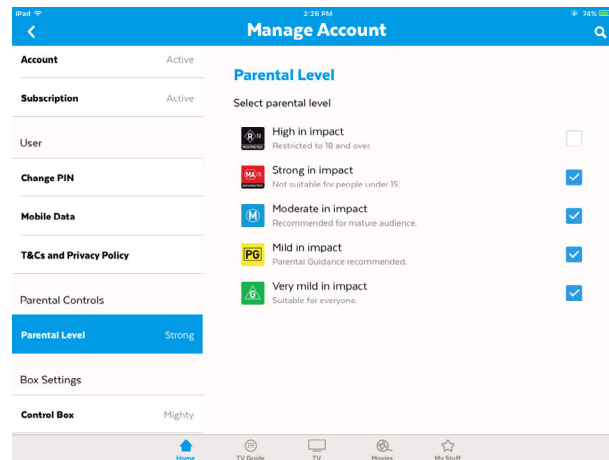
Tip:

This setting is device specific, so you can set up a different parental level on each device you're using. This means you can secure your child's device with the level set to G so that anything rated over G will need the PIN to view, while you set higher rating on our own device.

Box settings

Connect to your Fetch box to control it from your phone or tablet like a remote control.

You can switch between boxes here if you have more than one box connected on your account with your Fetch Service Provider. See Pages 10 and 12 for details.



12 Playing content on your mobile or tablet

FAQs for watching TV shows and movies

How many playback devices can you have?

A playback device is any active mobile or tablet on which you can play Fetch content. You can have up to 3 registered playback devices at any time for watching:

- Live Subscription TV channels and Catch-Up TV
- Movie Box
- Movie Store and TV Store items

The app will register your phone or tablet the first time you watch these types of content. You can watch on 2 devices at the same time (however, see Page 34 for more info).

Switching playback devices

You can switch playback devices if you already have 3 devices registered and need to add a new device. If you try to watch content on an unregistered mobile or tablet, we'll prompt you to switch an existing device.

- If you **Cancel**, you can't watch on the new mobile or tablet.
However, you can still watch on one of your other registered playback devices.
- If you choose to **Switch Out**, you may then choose the device to switch out.

Once your new mobile or tablet is registered, the content will start playing.

Note:

The limit is 2 switches per calendar month and up to 10 switches per calendar year.

Playback Unavailable
A maximum of 3 registered playback devices have been reached for this month. You will need to switch out other playback devices in your household to watch this item.

Cancel **Switch Out**

Select the playback device that you would like to switch out.
Number of switches left this month: 2
Total switches left this year: 10

Switch out Fetchtv Content Ops iPad

Switch out Fetch Phone

Switch out Android GT-I9300T

Cancel

What happens if you reach the switch out limit?

If you've already switched playback devices twice this month or 10 times this year, we'll let you know. You can watch on your Fetch box or another registered mobile or tablet until the limit resets in the next month or year.

Playback Unavailable this Month

You have reached the monthly limit of 2 playback device switches. Use existing registered playback devices to watch this item.

Please visit <http://www.fetchtv.com.au/> FAQs for more information.

OK

Can you play content on more than one mobile device at the same time?

Here's what you can watch on up to 2 playback devices at a time:

- ✓ Live Subscription TV channels and Catch-Up TV
- ✓ Movie Box
- ✓ Movie Store and TV Store items

If you try to watch while 2 of your playback devices are already playing this content, we'll prompt you to stop playback on the devices.

Downloads

Downloads count towards this number.

For example, you can watch Live TV on one device and be downloading a movie on a second device. If you then try to watch another movie on a third device, we'll prompt you.

Rentals and Purchases

You can watch items you rented or purchased from the Movie Store and items you purchased from the TV Store, on up to 2 of your devices at a time, so long as these are two different movies or episodes. For example, you can play an episode of "Suits" on one device, and the movie "Frozen" on another, but can't watch "Frozen" on both devices.

If you try to watch a rented or purchased item you're already watching on another device, we'll let you know. If you wish, you can stop playback on the other

Note:

You can't stop a download via the prompt, so you may need to wait until the download finishes, or go to [My Stuff > Downloads](#) to delete the download, then try to watch again. For more on download messages, see from Page 35.

A maximum of 2 devices has been reached for concurrent playback. Please visit <http://www.fetchtv.com.au/FAQs> for more info.

Select the playback device that you would like to interrupt to continue.

[Interrupt Android GT-I9300T](#)

Fetchtv Content Ops iPad (Items Downloaded)

[Cancel](#)

Movie Box, Live TV, Catch-Up, Movie Store and TV Store

Currently being watched

Bridge of Spies is currently being watched on another playback device. Please visit <https://www.fetchtv.com.au/faqs> for more info.

Select the playback device that you would like to interrupt to continue.

Fetchtv Content Ops iPad

[CANCEL](#)

Rentals or Purchases

Playback Interrupted

Someone else with access to your account has interrupted playback.

Please visit <http://www.fetchtv.com.au/FAQs> for more information.

[You are having a security issue](#)

[I recommend you OK](#) [Change your PIN](#)

If you stop playback via the playback prompts, your content will start playing on the new device. The device which was bumped will show a "Playback interrupted" message.

Download Unavailable

You can download as many items as you like onto your device. However, you can only download or watch up to 2 items at the same time across your devices. And you can't watch or download the same movie or episode from the Movie Store or TV Store on more than one device at a time.

We'll let you know if you meet these limits when you try to download with a "Download Unavailable" message. Or if you try to play something but you've already got 2 downloads, you'll see a "Playback Unavailable" message.

You can go to [My Stuff > Downloads](#) on the other device to stop or delete the download, then try download or play on your current device.



Tip:

If you lose your mobile or tablet and can't delete download were on it, you can use the option to sign out all devices. This will clear all downloads from all your mobile devices.

Download available over Wi-Fi only

Some content on the Fetch Mobi app can only be downloaded over a broadband network (i.e. can't download over a mobile network such as 3G/4G). We'll let you know with a message similar to the following: "Download Unavailable - Download is available over a Wi-Fi connection only".

To download the content, you'll need to do either of the following:

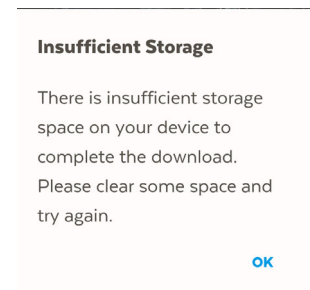
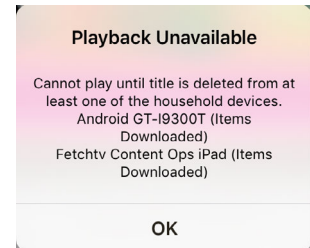
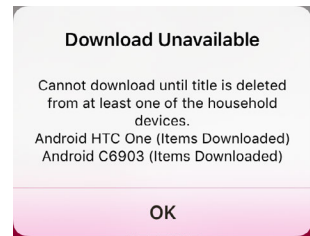
- 1 Switch to a Wi-Fi connection through your mobile device settings and choose your Fetch Service Provider broadband network connection.
- 2 In [Manage Account](#) (Page 29), use Mobile Data for downloads over both Mobile and Wi-Fi connections.

Insufficient storage space for download

If you don't have enough storage space on your mobile device for the download, we'll prompt you to clear some space on your device.

Note:

If you stream or download, data charges may apply, so check with your wifi or mobile data provider for more details



Can you project what's playing on the app to a TV screen?

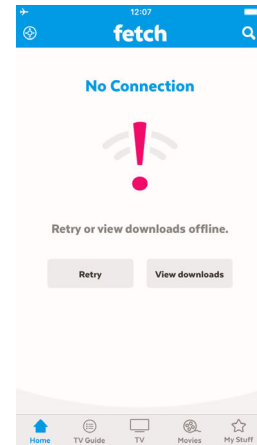
You can project what's playing on the Fetch Mobi app to a TV screen through mirroring, or HDMI dongles from your device manufacturer. For example:

- For **Android**, while the app doesn't support casting to a Chromecast device, you can, on an Android device running 4.4 Kitkat and above, mirror to a Chromecast.
- For **iPhone or iPad** you can't stream directly to Apple TV via Airplay, but you can use Airplay mirroring to watch what's playing on your mobile device, on your TV screen.

Can you use the app in flight mode?

You can use the app offline or in flight mode (that is, without a network connection) to watch your downloaded movies and TV episodes. You may see an error if you try to use features that need a connection like renting or watching live TV.

You can use all features again once your mobile device has a network connection.

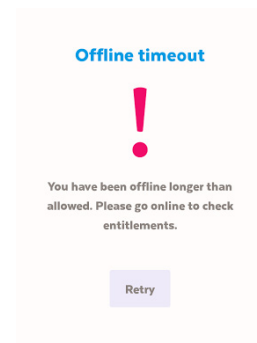


Offline Timeout

You can use the app offline (that is while your device has no network connection) for up to 120 hours (about 5 days) over a 24 day period.

In this time, you can play purchased items you downloaded. If you see a message "Offline timeout" you'll need to connect your mobile device to a Wi-Fi or 3G/4G network to use the app again.

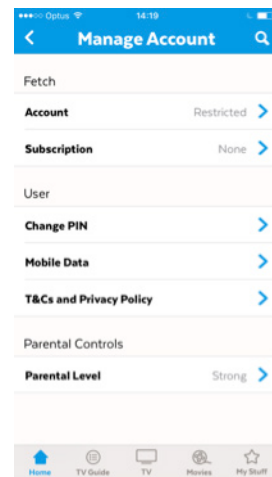
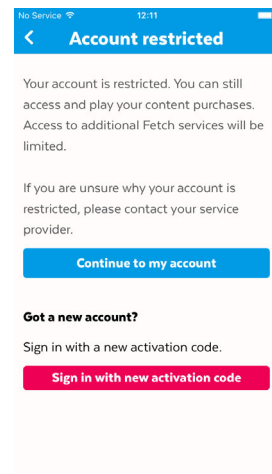
Keep in mind, any rented items you downloaded are only available to watch offline for 48 hours from the time you chose to download or play them.



Account restricted

If you no longer have an active billing relationship with your Fetch Service Provider, we'll prompt you when you next launch the Fetch Mobi app.

Choose [Continue](#) to keep using the app. Even with a restricted account, you can still play content you bought on the app. We'll prompt you if you try to purchase or play content you're not entitled to watch.



fetch

www.fetch.com.au

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Version: September 2017