



App User Guide

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Welcome to the Fetch TV App

With the Fetch TV App, you can use your phone or tablet to enjoy Fetch TV 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.
- 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.
- Doubles as a handy remote for controlling your Fetch TV box.

1 Before you start

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

Note:

The Fetch TV 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 Subscription TV	Rent or Buy	Play Rentals/Purchases
iPhone <ul style="list-style-type: none">• iPhone 4S• iPhone 5• iPhone 5C• iPhone 5S• iPhone 6 Plus• iPhone 6S• iPhone 6S Plus• iPhone 7• iPhone 7 Plus	iOS 8.0+	✓	✓	-	✓
iPod Touch <ul style="list-style-type: none">• iPod Touch (Gen 5 & 6)	iOS 8.0+	✓	✓	-	✓
iPad <ul style="list-style-type: none">• iPad 2• iPad (Gen 3 and 4)• iPad Air• iPad Air 2• iPad Mini• iPad Mini (2, 3, and 4)• iPad Pro	iOS 8.0+	✓	✓	-	✓

* iOS users will need to rent or buy through your Fetch TV 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 Subscription TV	Rent or Buy	Play Rentals/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 33).

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. 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 TV 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 TV box to watch in HD on your Fetch TV box and SD on your mobile or tablet.

If at any time you decide to cancel your subscription to Fetch TV you won't lose access to TV and Movie Store content you have purchased. You can still watch it using the app (Page 7).

Play Movie Box movies

You can watch Movie Box movies if they are included with your Fetch TV 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 TV box at the same time.

Play Live TV channels

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

- ACC TV
- Al Jazeera
- Baby TV
- BBC First
- BBC Knowledge
- BBC World News
- Bloomberg
- C Music
- Channel News Asia
- CNBC
- Comedy Central
- Disney Channel
- Disney Junior
- E! Entertainment
- ESPN
- ESPN 2
- Euro News
- Fashion TV
- France 24
- HGTV
- MTV
- MTV Dance
- MTV Music
- National Geographic
- Nat Geo People
- Nat Geo WILD
- Nickelodeon
- Nick Jr
- Ovation
- Spike
- Style
- Syfy
- The Food Network
- Travel Channel
- TVHITS
- Universal Channel
- CNN

What you can do on the app

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

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

* If using iPhone and iPad, you will need to rent or buy through your Fetch TV 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 TV App

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

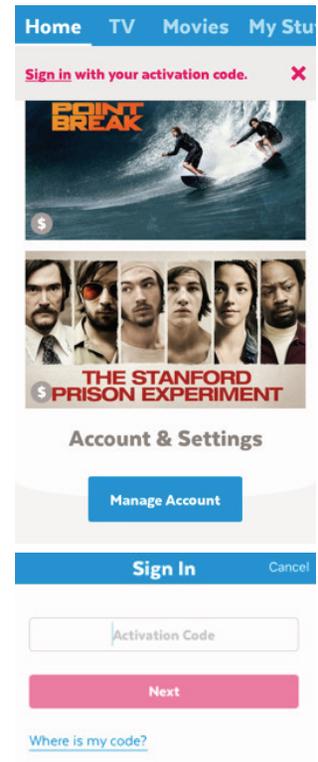
You'll need the activation code you got from your Fetch TV Service Provider to sign in.

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

1. Select the Fetch TV 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 TV Service Provider or your Fetch TV box.
5. Next, enter the PIN for your service.
6. Finally, read and if you agree accept the Terms and Conditions.

Notes:

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.



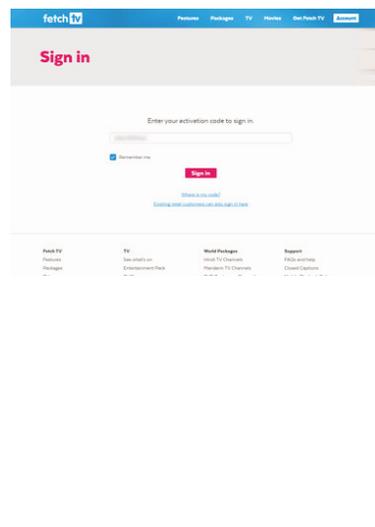
Sign into your Fetch Account online

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 TV box you just need to confirm it.

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



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.

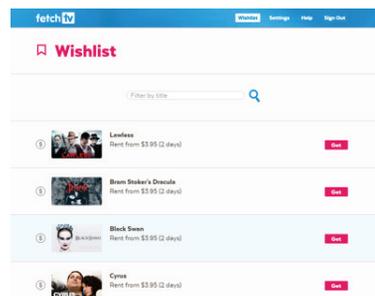
IMPORTANT: Remember to bookmark this site and add it to your home screen to make it easier to find when you need it.

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.

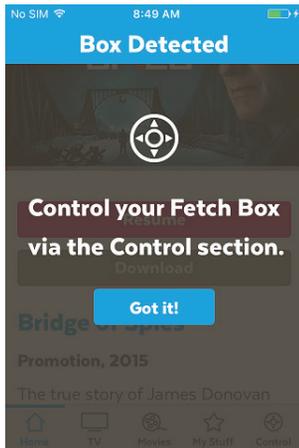
We'll show you how later in this guide.

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 TV Box

We'll automatically connect to your Fetch TV box when you sign into the app with your activation code and PIN. There's no need to pair your mobile to your box. Once your devices are connected you can control your Fetch TV box from your mobile or tablet (Page 11).

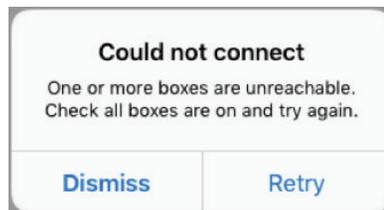
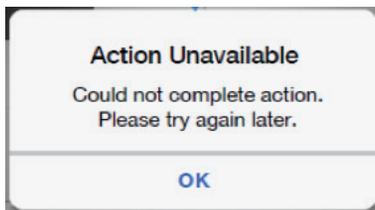


Note:

The app can't connect to a Gen 1 Fetch TV box.

Can't connect to Fetch TV Box

If the app can't connect to your Fetch TV 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

Watch live TV channels on your mobile or tablet if included in your subscription and set recordings if you're connected to your Fetch TV Box. 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.



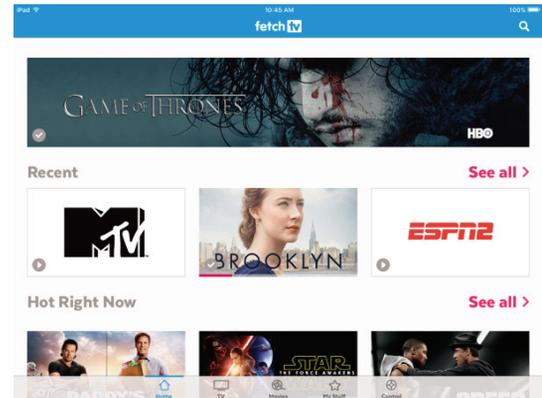
My Stuff

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 control and see the TV Guide.



Tip:

Scroll down the Home screen and choose [Manage Account](#) to change your PIN, Parental Controls, and more (Page 30).

Control your Fetch TV Box

You can easily control your connected Fetch TV box using the app. Go to [Control](#) on the menu.



Set Recordings

Fetch TV Mighty users can set up recordings and series tags for shows in the TV Guide (Page 16).



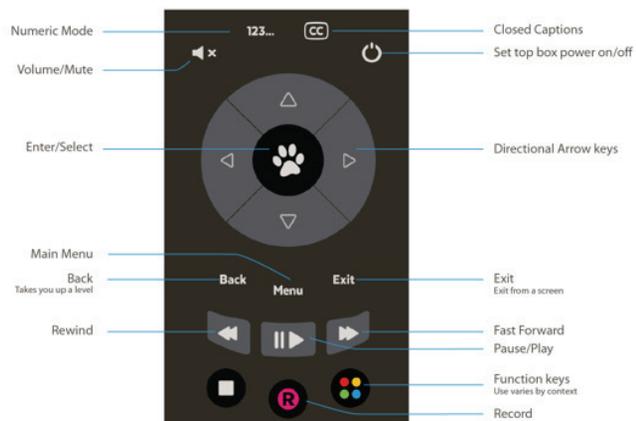
TV Guide

Fetch TV Mini and Mighty users can set up reminders for shows on TV (Page 19).



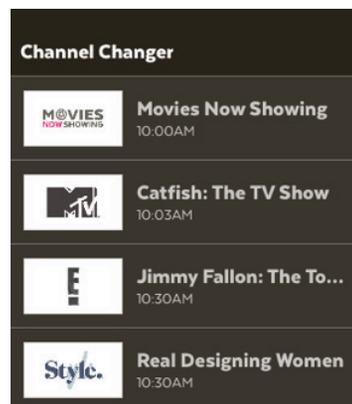
Remote

Use the on screen Fetch TV remote to control your connected Fetch TV box.



Channel Changer

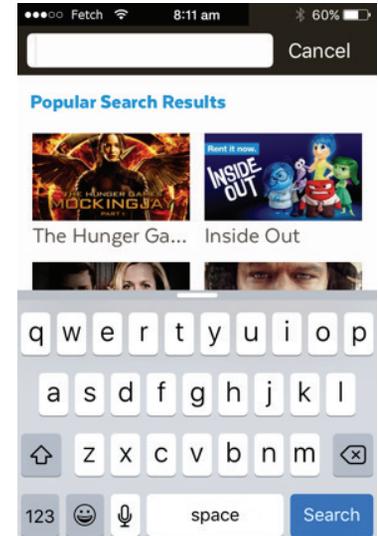
Browse what's on TV via the handy Channel Changer. Tap the channel to watch on your connected Fetch TV box and TV now.



Search

Use the  search box at the top of the Fetch TV App screen to find a movie or TV show on the service. Search covers TV Store, Movie Store, Movie Box, Cast & Crew, and TV Guide.

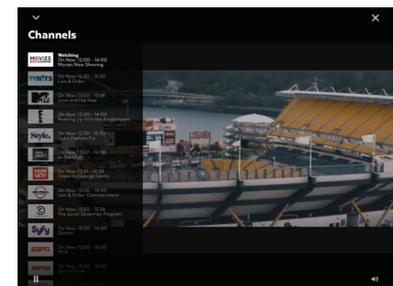
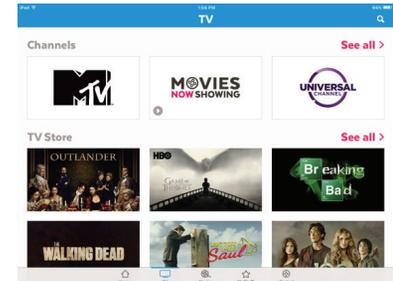
1. Select the search box and type the title, or a word from the title, of the program you're looking for. You can also type the name of an actor or director.
2. Select [Search](#) to start the search.
3. Choose a title from the search results to open the program info or choose an actor or director to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



5 Watch Live TV Channels

To watch Live Subscription TV channels (Page 7) on your mobile or tablet, select **TV** from the menu and choose **Channels**. You'll need to sign in and have an ongoing subscription to watch.

1. Select **Channels** to see all available channels. Tap a channel to start watching. The app will register your mobile or tablet for playback. For more information, see Page 33.
2. Changing channels while playing is easy. Swipe the screen then choose a channel to watch.
3. Tap  to browse and watch at the same time.
4. When you're done watching, tap  to close.



6 Set up recordings from the TV Guide

The TV Guide is the place you can set reminders on shows. If you are connected to your Fetch TV Mighty 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 **Control** and choose **Set Recording**.

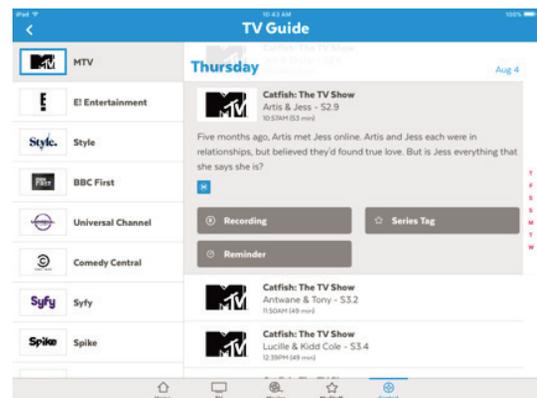
Set a recording

1. Select [Control > Set Recording](#) to open the TV Guide.
2. Find and select the channel and show you want to record.
3. To record the show, tap **Recording** and choose Set Recording.
4. To set a Series Tag, tap **Series Tag** and choose Set Series Tag.

Change the options if you wish.

Note:

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 from your Fetch TV box at [Menu > My Stuff > Recordings](#).



Recording options

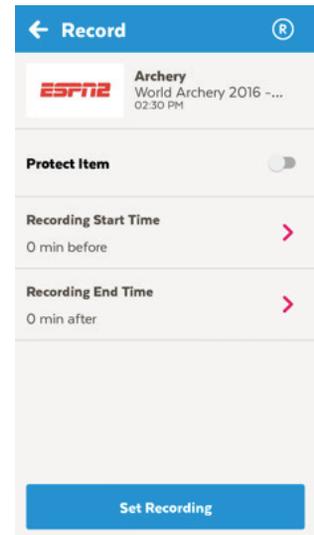
Protecting your recordings

Fetch TV will automatically delete older recordings from your Fetch TV 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.

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.



Series Tag options

Set priorities of series tags

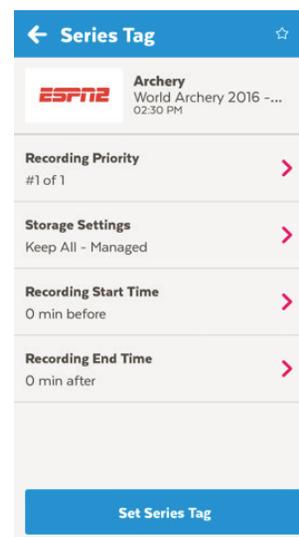
Sometimes you might schedule more than the allowed number of recordings to occur at the same time. You can prioritise your Series Tags (which includes any Team Tags you've set) so if this happens, your higher preference shows get recorded.

To do this, tap [Recording Priority](#) then drag the shows up or down the list, and Save when you're done.

Set the number of episodes to keep

You can choose the number of recorded episodes of a show you want to keep on the Fetch TV box hard drive.

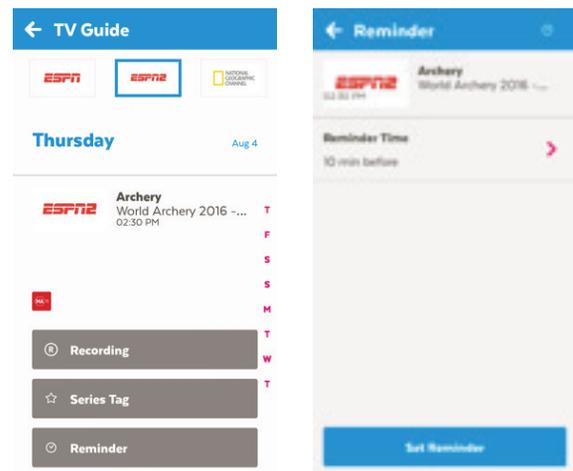
You may just want to keep **1 episode** at a time (record today's and delete yesterday's) or you can choose to keep **2, 5, All (Managed)**, or **All (Protected)**. Managed means it will be kept unless the box needs space for more recordings. Protected means it will never be deleted unless you manually delete it.



Set a reminder

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

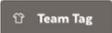
1. Go to [Control > Set Recording](#) or [Control > TV Guide](#) on Mini, to open the TV Guide.
2. Find and select the channel and show for which you want to set a reminder.
3. Tap . Set the reminder time (such as 10 minutes before the show starts).



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 codes).

For more options for Team Tags see Page 18.

1. Go to [Control > Set Recording](#) to open the TV Guide.
2. Select a live game and then tap .

7 Watch movies

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

The Movie Store

The Movie Store offers over 5000 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 TV 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 TV App once you're signed in (Page 9). If you have an iPhone or iPad, you'll need to rent or buy the movie through your Fetch TV box or online account.

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

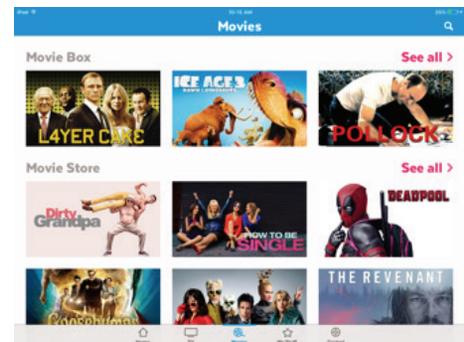
Renting and buying movies (Android device)

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 6 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 TV 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 TV App once you've signed in (Page 9). For iPhone or iPad, you first need to add the title to your Wishlist on the app, then either go to your Fetch TV 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.

Tips:

Scroll down the movie screen to see Rotten Tomatoes ratings, Cast and Crew info, and more. Tap  for sharing options like Email, Facebook, and Twitter.



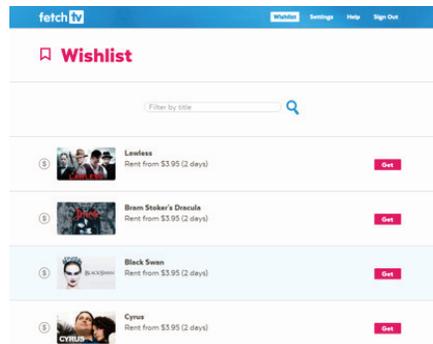
Renting or buying movies (Apple devices)

If you're using the Fetch TV App on an **Apple Device**, you can rent or buy content through your Fetch TV 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 TV App.
2. Sign into your account www.fetchtv.com.au/account via your web browser (Page 10).
3. From the Wishlist in your account, select an option to buy or get the movie or TV show.

To buy an episode rather than the whole season of a TV show, select [See all episodes](#) then choose the episode you'd like to purchase.

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 TV App.

Finding your movies

To find the movies you have rented or bought go to [My Stuff > Movies > Purchased](#) (Page 24).

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 29](#).

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

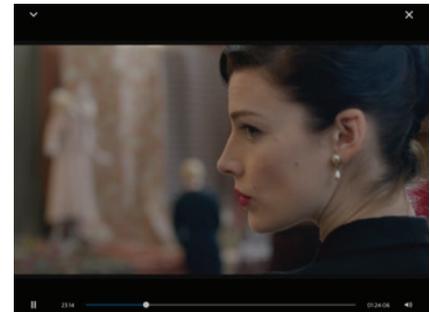
Tap **🔊** to adjust the volume

Minimise

Tap **⏏** to browse and watch at the same time.

Done

Tap **✕** to stop playback.



Tip:

Fetch TV remembers where you stop watching so you can resume playback from any of your other devices.

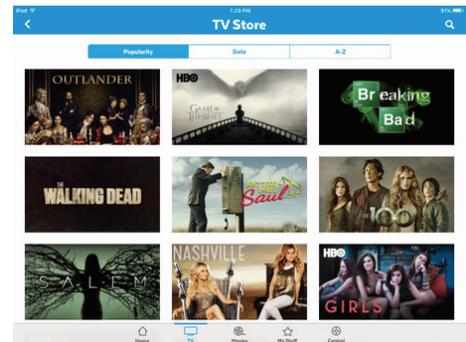
8 Watch shows from the TV Store

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 9) to browse and buy from the TV Store. The cost of TV Shows you buy will be added to your Fetch TV Service Provider account.

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

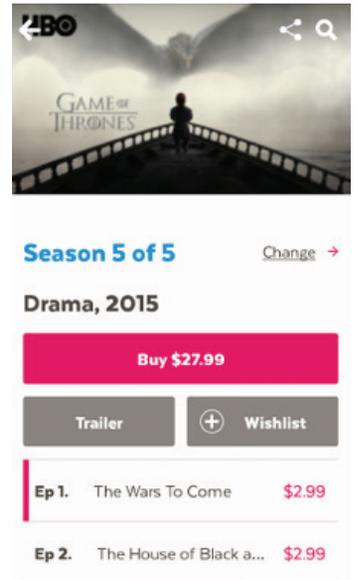
1. Go to [TV > TV Store](#).
2. All TV shows available to watch are shown.
3. When you select a TV show, the latest season opens by default but you can see all seasons and choose an older season from the TV show details.



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 TV 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 TV 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 TV App once you’ve signed in (Page 9). For iPhone or iPad, you first need to add the title to your Wishlist on the app, then either go to your Fetch TV 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 (HD purchasable from Fetch TV 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.

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. Log 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 TV Box, or online to www.fetchtv.com.au/account to action the purchase, even though you won't be charged for the transaction.

Note:

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

9 Find your movies and shows in My Stuff

Once you've signed into the app (Page 9) go to My Stuff to view your movies and TV shows.

Movies and TV Shows

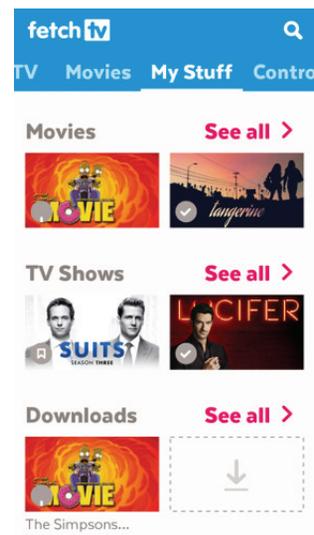
Find all movies you bought or rented through the Movie Store (Page 20). Go to [My Stuff > Movies > Purchased](#).

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

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

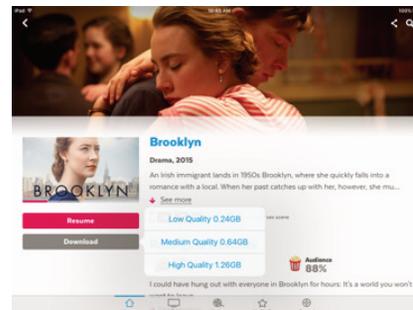
To download, follow these steps:

1. Select a movie or show 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 queued 

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



Note:

If you see a “Download Unavailable” message you may already be watching or downloading the item on another device. For more info, see Page 37.

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 30 day period to watch purchased items you downloaded. After this time, you'll need to reconnect to access your Downloads (Page 39).

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

10 Manage your Account

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

Account settings

Find your activation code

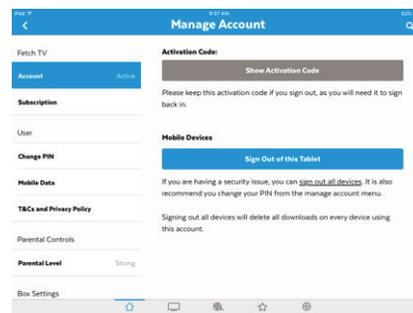
Select [Account](#) to find your activation code. You will need your PIN to see your code.

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 TV box at [Menu > Manage > Settings > Mobile & Tablet](#)
- Sign into your online account and choose [Settings > Sign out all devices](#) (Page 9).

User settings

Change your PIN

Choose [Change PIN](#) to change the PIN for your Fetch TV service. This PIN is for **all** devices on your account, including your Fetch TV 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 '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: Mobile data charges apply if you stream or download content over a non-Fetch TV Service Provider broadband connection - check with your Wi-Fi provider for details.

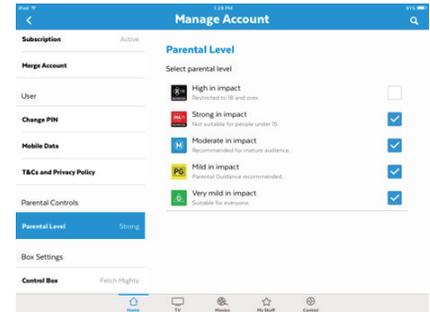
Parental controls

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 a higher rating on your own device.



Box settings

Connect to your Fetch TV box to control it using your mobile or tablet like a remote control. See Pages 11 and 13 for details

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 TV content. You can have up to 3 registered playback devices at any time for watching:

- Live Subscription TV channels
- 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 35 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 (Live TV, Movie Box, rented items, or purchases) 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.

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 TV box or another registered mobile or tablet until the limit resets in the next month or year.

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

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:

- ✓ Movie Box
- ✓ Live Subscription TV
- ✓ Movie Store and TV Store

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

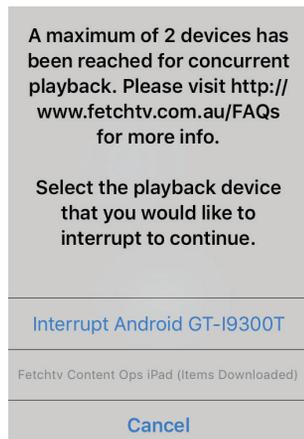
Downloads count towards this number. For example, you can watch Live TV on one device and be downloading a movie on a second device. If you then try to watch another movie on a third device, we'll prompt you.

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 37.

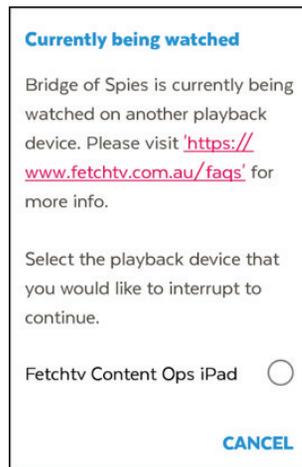
Rentals and Purchases

You can watch items you rented or purchased from the Movie Store, or items you have 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 device by choosing the device you want to interrupt.



Movie Box, Live TV, Movie Store and TV Store



Rentals or Purchases



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 or watch up to **2** items at a time across your devices. You can't watch or download the same movie or episode from the Movie or TV Stores 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.

Download available over Wi-Fi only

Some content on the Fetch TV 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:

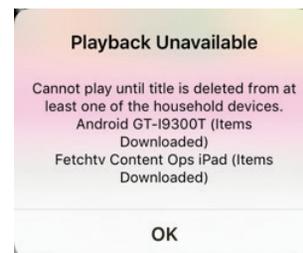
"Download Unavailable - Download is available over a Wi-Fi connection only".

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

- Switch to a Wi-Fi connection through your mobile device settings and choose your Fetch TV Service Provider broadband network connection.
- In Manage Account (Page 30), 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 over a non-Fetch TV Service Provider broadband connection, data charges will apply.

Insufficient Storage

There is insufficient storage space on your device to complete the download. Please clear some space and try again.

OK

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

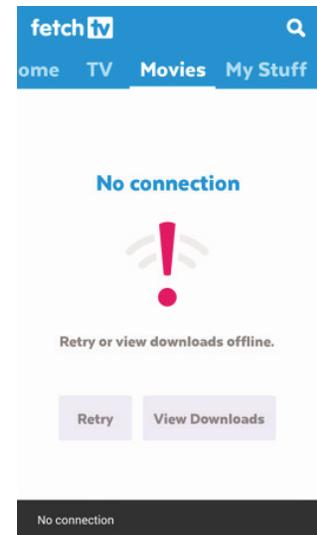
You can project what's playing on the Fetch TV App to a TV screen through mirroring, or HDMI dongles from your device manufacturer. For example:

- 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 movies.

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 30 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.

Offline timeout



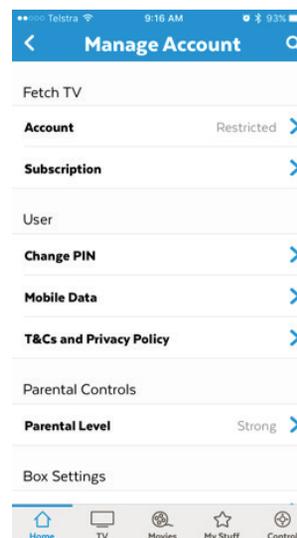
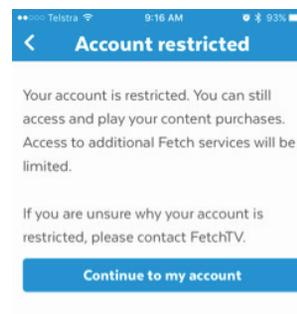
You have been offline longer than allowed. Please go online to check entitlements.

Retry

Account restricted

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





www.fetchtv.com.au

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