

Yes TV

by fetch

Multiroom User Guide



Contents

Welcome to Yes TV by Fetch Multiroom	3
Start using Multiroom.....	4
What you can do and watch	5
Set up another Yes TV by Fetch box	6
Yes TV by Fetch App	7
Tips and help	8

Welcome to Yes TV by Fetch Multiroom

With Multiroom you can enjoy Yes TV by Fetch on up to three boxes in different rooms in your home.

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

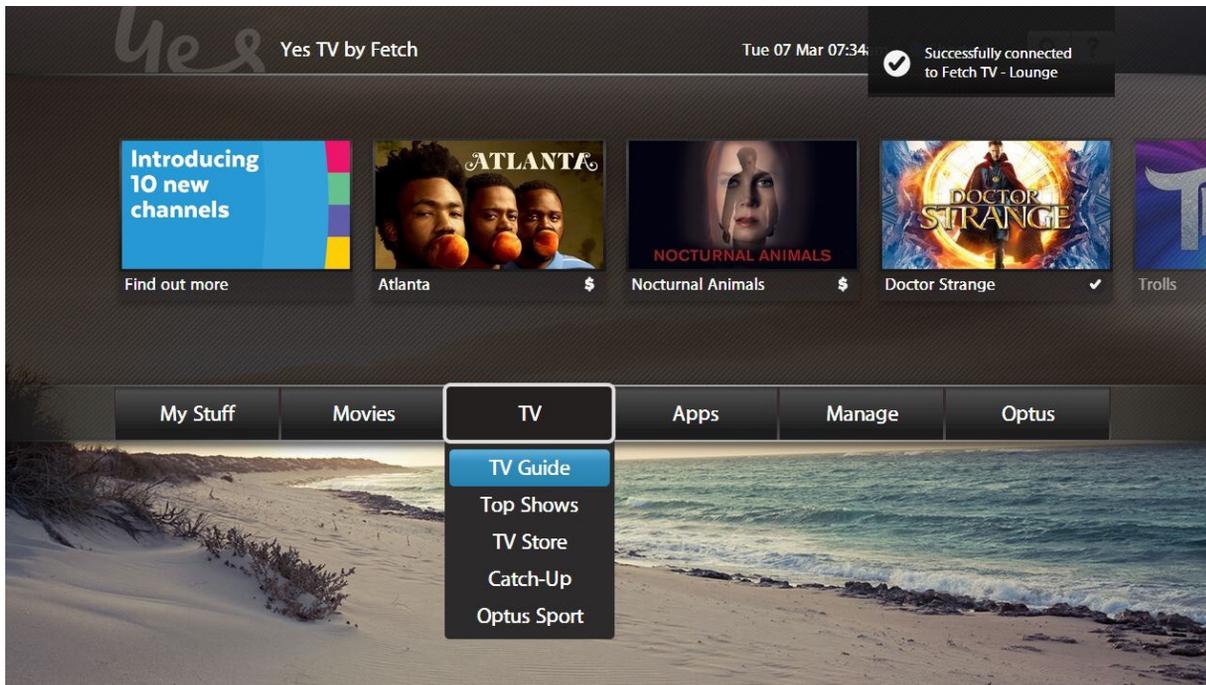
What you need to know

- All boxes must be on the **same** Yes TV by Fetch account. You can have up to 3 Yes TV boxes on your account.
- Multiroom works on Mighty, Mini, and Gen 2 Yes TV boxes connected **to the same network and attached to the same account.**
- You can use any of your Yes TV by Fetch activation codes for any of your boxes.
- 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 Yes TV by Fetch devices to rent or buy content, and more. This includes mobile devices with the Yes TV by Fetch 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 Yes TV boxes with a box from another Fetch TV Service Provider.

1. Start using Multiroom

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

Your boxes should identify 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 recording folder on another. You can find these under My Stuff on the Menu.



2. What you can do and watch

Watch recordings from any box

You'll see any recorded programs on boxes connected via Multiroom by going to: **Menu > My Stuff > Recordings**. Recordings on another box will have some different icons next to them:

 Recorded on another Yes TV by Fetch Box in your home

 Recorded on unavailable Yes TV by Fetch Box.
(Check box is powered on and connected to your local network).

 Groups recordings from the same series

You can't manage recordings stored on another Yes TV by Fetch box (that is, use 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.

Select a recording on another box to watch it now.

If you can't share or watch shared recordings see Page 10 for help.

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 content you purchased from the TV Store, and purchased or rented from the Movie Store, on all 3 boxes. 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 Yes TV by Fetch box, tablet or mobile.

Movie Box

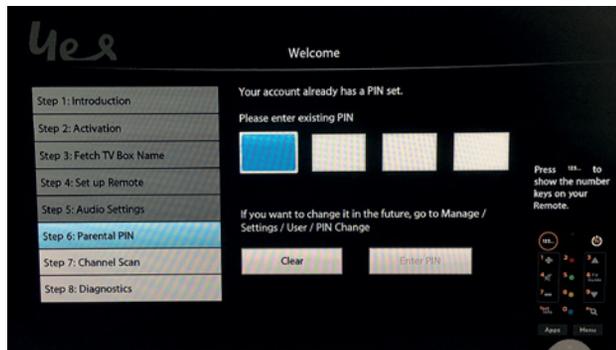
Watch Movie Box on any of your connected boxes at the same time.

Subscription TV

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

3. Set up another Yes TV by Fetch box

If you get another Yes TV by Fetch box on your account, follow the steps in the Quick Start Guide to set it up. You need to enter any of your Activation codes and confirm the PIN for your service in the Welcome Screen as part of the set up. You can either use the Activation code from your existing set-top box or the new one that has been sent to you via SMS or email.



4. Yes TV by Fetch App

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

You can then use your phone or tablet like a remote control to control your box. You can connect to any one of your Yes TV boxes at a time, from any phone or tablet you're signed into the app on. (However, you can only register up to 3 mobile devices at a time for watching on, and are allowed to swap mobile devices to watch on, twice a month or ten times a year).

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 going to **Home > Manage Account** on the app.

You can set recordings via the app once you connect to your Mighty or Gen 2 box.

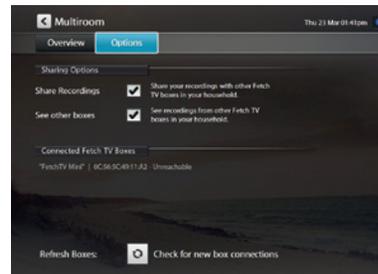
5. Tips and help

Multiroom recordings

I can't see Multiroom recordings on my Yes TV by Fetch box

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

- All your Yes TV by Fetch boxes are on the same account with Optus.
- All your Yes TV by Fetch boxes are powered on and connected to the Internet (the  LED on the Yes TV by 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 9).
- The Sharing Options are selected on your boxes at **Menu > Manage > Settings > Multiroom > Options**
Tick 'See other boxes' 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 Yes TV by 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.

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.

5. 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 Yes TV by 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 Yes TV by 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 Yes TV by 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: 192.168.12 or 10.0.0.3) on each of your Yes TV by 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 Yes TV by Fetch boxes. Please don't change your Network Settings.

For settings help and support see optus.com.au/Tvwifihelp

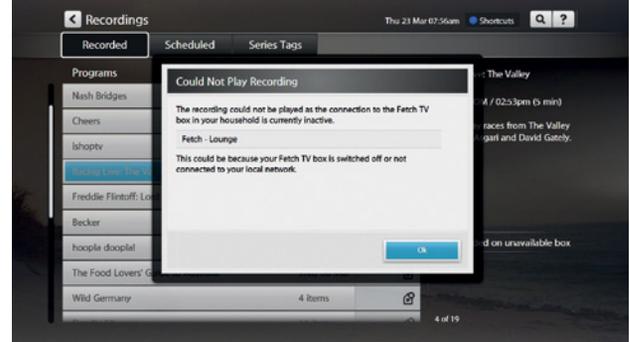
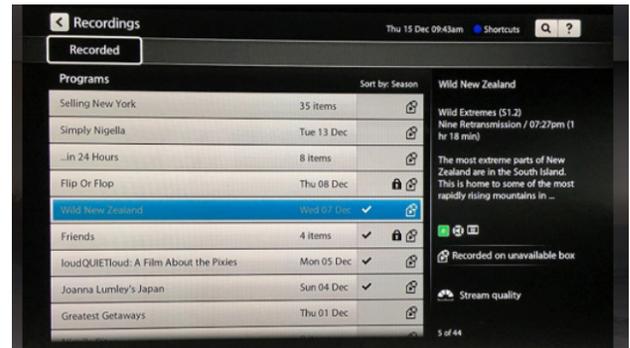
I can't watch a Multiroom recording

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

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

If this happens, make sure the Yes TV by 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 Yes TV by Fetch box.

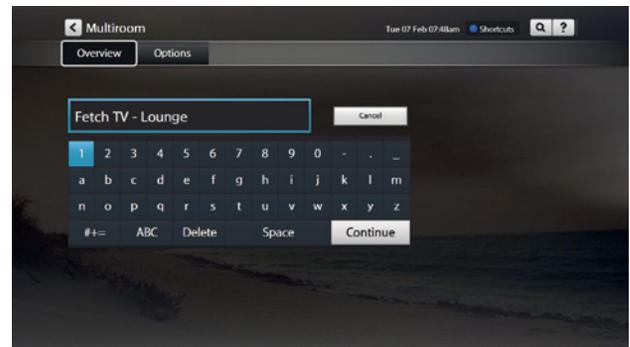
For more help, see "**I can't see Multiroom recordings on my Yes TV by Fetch box**" (page 8).



How to change the name of your Yes TV by Fetch box

In **Menu > Manage > Settings > Multiroom** you can change the name of your box. This makes it easier to see which box you're playing recordings from.

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 Yes TV by Fetch box to another in your home. Even if your Mini is connected to your Mighty or Gen 2 box, you can't record from your Mini. Likewise, 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 Mighty can't play from a Gen 2 box because of an unsupported file format. You'll need to watch these recordings on a Mighty or 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 Yes TV by Fetch boxes are powered on and connected to the Internet. If that doesn't help, restart your modem/router and Yes TV by Fetch box. Your Yes TV by Fetch boxes do need to be on the same account to share rentals or purchases.

I am not seeing subscription channels

Make sure your Yes TV by Fetch boxes are powered on and connected to the Internet. If that doesn't help, restart your modem/router and Yes TV by Fetch box. Your Yes TV by 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 only watch the same purchased TV episode or purchased or rented movie on one device at a time, either a phone, tablet, or Yes TV by 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.



Yes TV
by fetch