



## Fetch Power Line Adapter User Guide

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### Fetch Power Line Adapter

#### User Guide

Stream Fetch through your home with Power Line Adapters

#### 1. Using Power Line Adapters with your Fetch Box

This guide will help you to connect and troubleshoot Power Line Adapters in your Fetch setup. Fetch is delivered by broadband, so as part of setting up your Fetch box in your home, you need to connect your Fetch Box to the modem.

There are various ways to do this

1. You can use Power Line Adapters in your setup if you can't connect your Fetch Box directly to your modem with the Ethernet cable which came with your box, often the case when your Fetch Box and modem are in

different rooms, or you can't connect using Wi-Fi. The Power Line Adapters will transmit your Fetch service to your Fetch Box using the existing power cables in your walls.

2. You can purchase Power Line Adapters from any Fetch retailer. If you purchased a 2nd generation Fetch TV Box from an authorised retailer, then you will have got a pair of Power Line Adapters (model number P1L5 V2) included with your box. Make sure you've read the Fetch Quick Start Guide which came with your Fetch Box, as that tells you step by step all you need to know about setting up your Fetch box.
3. If you have a 3rd generation Fetch Mini or Mighty box and would prefer to connect wirelessly, see the Wi-Fi User Guide for more info.

## **2. Important setup advice**

- Only use Power Line Adapters on the same electrical circuit. Most homes have one circuit for lighting and another for electrical outlets, but large homes may have two circuits for electrical outlets.
- The Power Line Adapter should be plugged directly into the wall outlet.
- Each Power Line Adapter unit needs about 5cm below the power outlet for the Ethernet cable, so won't suit low mounted wall outlets.
- Using a double adapter / power board in your setup is not recommended as these can prevent the Power Line Adapters from connecting and working properly, and may affect the speed and quality of your Fetch service. If you have to use an adapter / power board, because there is no other wall outlet available, make sure that: the double adapter / power board does not have surge protectors or noise filtering, and the Power Line Adapter is plugged into the first outlet (the one nearest the cord) on the double adapter / power board.
- The configuration of the wiring in some homes may mean the Power Line Adapters can't establish a connection due to multiple circuits or 3-phase power configurations.

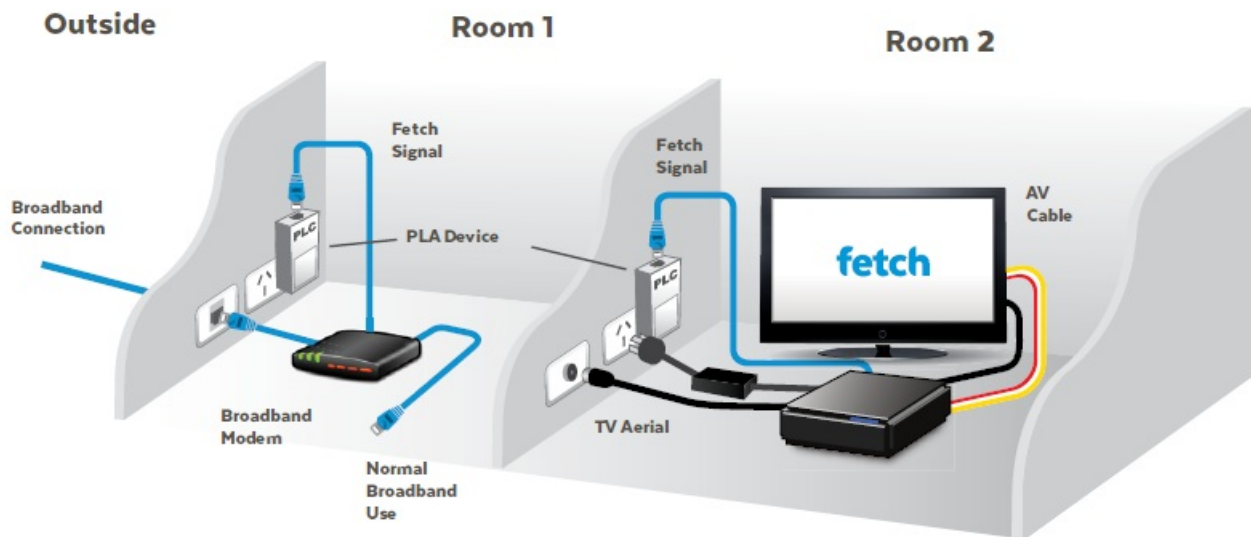
## **3. Connect your Fetch Box to modem with Power Line Adapters**

Make sure you've read the Fetch Quick Start Guide before following the steps below as connecting your Fetch Box to your modem is just one stage in setting it up.

1. Plug one Power Line Adapter into an electrical socket near your broadband modem.
2. Plug one end of an Internet Ethernet cable into the port on the Power Line Adapter unit.
3. Plug the other end into a free port on your broadband modem.
4. Plug the other Power Line Adapter into an electrical socket near your TV and Fetch Box.
5. Plug one end of an Internet Ethernet cable into the port on the Power Line Adapter unit.
6. Plug the other end into the port labelled INTERNET on the back of your Fetch Box.
7. If you haven't already done so, make sure the electrical outlets for both adapters are turned on. The Power lights on the adapters will turn on.
8. Make sure your modem and Fetch Box are turned on. When both adapters have a connection with each other, the Data lights will turn on. When data is transmitting between the adapters, the Data lights will turn green. The Ethernet light will flash when data is successfully transmitting (see Page 10).

### **Note**

Your two Power Line Adapter units are already paired with each other. If you run into any issues, see "Troubleshooting Power Line Adapters" (Page 6).



The Power Line Adapters should be plugged directly into the wall socket; if using a double adapter or power board in your setup, see “Important setup advice” on Page 4.

#### 4. Troubleshooting Power Line Adapters

##### Are you missing any parts?

If you got your 2nd generation Fetch Box through a retailer, when unpacking the Fetch Box, you will find the Power Line Adapters in the side foam bars, near the power pack. Check that you have two Power Line Adapter units and two Ethernet cables and that they are undamaged, to make sure you can set these up correctly.

If you are missing anything, we recommend contacting the retailer that you purchased your Fetch Box from, and ask that they replace the missing part.

Alternatively, if you purchased a pair of Power Line Adapters to use with your Fetch Mini or Mighty, please contact the retailer at which you purchased the adapters if there are missing or faulty parts.

##### Remove double adapters or power boards from setup

Don't connect the Power Line Adapters to power boards, surge protectors or in places you know use different phases of power supply. These can prevent the units from connecting and working properly. Also try to avoid areas with electrical devices such as home entertainment systems, white goods and battery chargers, where possible, as these can potentially affect transmission speeds.

##### Power cycle the adapters

If the Data lights don't come on when your Power Line Adapters are turned on, you can try to power cycle the adapters by turning them off for 10 seconds, before switching back on.



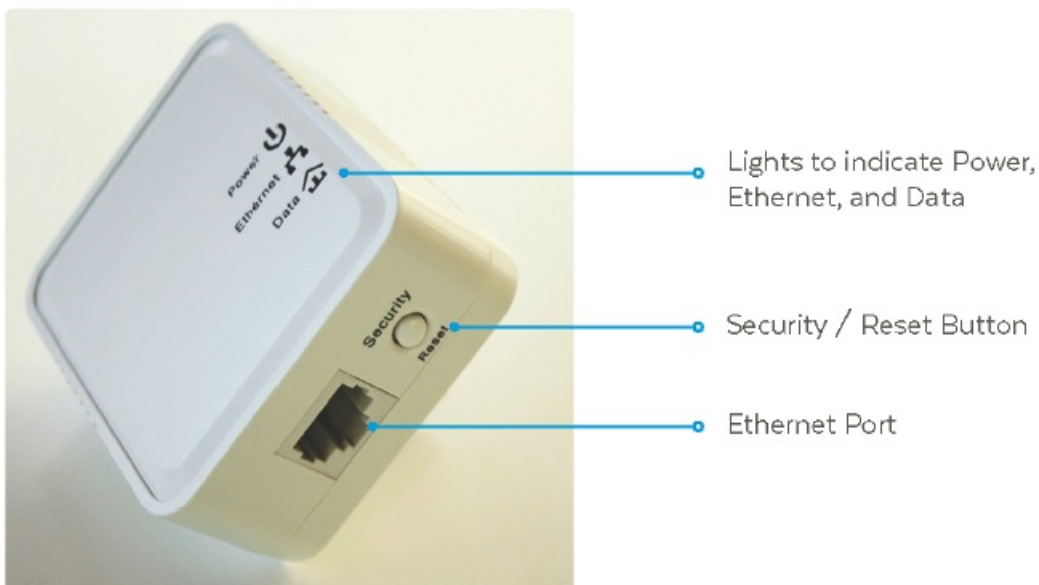
### Note

If you purchased your Power Line Adapters from a retailer, they may look different to the ones shown in this guide. Different brands of Power Line Adapters typically work in a similar way. However, if you can't follow the troubleshooting steps in this guide because you have a different model of Power Line Adapter, see the manufacturer info for your brand and model of adapter.

## Pairing the adapters

If the Data lights don't come on when your Power Line Adapters are turned on, you may need to pair or reset the adapters, after a power cycle.

1. You'll find the Security Reset button on the base of each adapter, next to the Ethernet port.
2. Make sure both adapters are plugged in and turned on. On one adapter, press and hold the Security Reset button for 3 seconds.
3. On the other adapter, press and hold the Security Reset button for 3 seconds. Don't worry about the distance between the two adapters as you have 2 minutes to press both Security Reset buttons.
4. Wait while the adapters find each other. If they have paired successfully, the Data light on each adapter will light up.



### Note

Holding the button for more than 10 seconds resets the adapter to factory default settings.

## Power board test

If the lights on the Power Line Adapter units don't light up after connecting the adapters, you can run a test through a power board to check if the adapters are working correctly.

### To run the power board test:

1. Plug both adapters into a small power board.
2. Plug the Ethernet cable for both adapters, into an Ethernet compatible device. For example, connect the Ethernet cable from adapter 1 to your modem/router and connect the Ethernet cable from adapter 2 to your Fetch Box, laptop, or printer.
3. Make sure each of the Ethernet connected devices are powered on.
4. If all three lights on the adapters turn on, it means they're not faulty. It's normal for the lights to blink or change colour (Page 10).

If the adapters work correctly through the power board, they are not faulty which means that any issues you had may have been caused by the power circuit, power point, or the way in which you connected the adapters.



### Note

This setup is for testing purposes only, so after testing and confirming that the Power Line Adapters are working, please remove the power board from your setup.

## Factory reset the adapters

You can also try a factory reset of the Power Line Adapters, which will reset each adapter to default settings. To do this, follow these steps: 1 Find the Security Reset button underneath each adapter. 2 Press and hold the Security Reset button on one adapter for 10-15 seconds. 3 On the other adapter, press and hold the Security Reset button for 10-15 seconds. 4 Wait while the adapters try to find each other. When paired successfully, the Data light on each adapter will light up.




## On demand downloading or connectivity issues

Remember that should you choose to use them, Power Line Adapters control the internet connection to your Fetch Box. So you can also try these troubleshooting steps if your Movie or TV Show downloads fail or seem slow,

or you see an 'Internet connection' related error message on the service. For more information, please refer to the 'Technical Help' section in the Account Toolbox: [www.fetchtv.com.au/account](http://www.fetchtv.com.au/account)

## Power Line Adapter lights

The table describes the meaning of the lights on the Power Line Adapters.


| Light  | Colour               | Behaviour | Meaning   |
|--|----------------------|-----------|---|
| <b>Power</b><br>    | Green                | On        | System is running normally  |
|  | Green                | Blink     | <ul style="list-style-type: none"><li>• System is resetting</li><li>• System is in the process of password synchronisation</li></ul>  |
|  | -                    | Off       | The adapter is powered off  |
| <b>Ethernet</b><br> | Green                | On        | Ethernet connection is established  |
|  | Green                | Blink     | Data is being transmitted   |
|  | -                    | Off       | No Ethernet connection  |
| <b>Data</b><br>   | Green/Orange/<br>Red | On        | The adapters are paired successfully (connected to the power line network).<br>The colour of the light indicates connection speed between modem and Fetch Box via the Power Line Adapter.<br>Red: < 20 Mbps<br>Orange: 20 – 80 Mbps<br>Green: > 80 Mbps |
|  | -                    | Off       | The adapters are not paired (not connected to the power line network)   |

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## Documents / Resources

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|---|--|
|  | <a href="#">Fetch Fetch Power Line Adapter</a> [pdf] User Guide<br>Fetch, Power Line Adapter, Stream, Fetch, through, Power Line, Adapters |
|---|--|