



fetch My Media Hub Quick Start Guide

[Home](#) » [fetch](#) » fetch My Media Hub Quick Start Guide 

fetch

My Media Hub Quick Start Guide

for Windows or Mac

Sharing media content with the Fetch Box from a PC or Mac

Contents

- [1 Welcome to your My Media Hub](#)
- [2 Getting Started](#)
- [3 Sharing media over a home network](#)
- [4 Set up Windows Media Player to share content with your Fetch Box](#)
- [5 Set up a Twonky Media Server to share content with your Fetch Box](#)
- [6 Set up a Serviio Media Server to share content with your Fetch Box](#)
- [7 Using My Media Hub](#)
- [8 FAQs and Troubleshooting](#)
- [9 Appendices](#)
- [10 Documents / Resources](#)
- [11 Related Posts](#)

Welcome to your My Media Hub

My Media Hub lets you view or play your videos, photos, and music to your TV using your Fetch Box. With My Media Hub you can

- Browse and play media content from a portable USB device, such as an External Hard Drive or Camera, connected to a USB port on your Fetch Box (see the “Fetch My Media Hub Quick Start Guide for USB Devices”)
- Browse and play media content from compatible devices, such as a PC or Mac, over your home network
- See your folders, album artwork, playlists in My Media Hub
- Play a slideshow of photos
- Play your music or videos with full playback controls

About this document

This guide will help you set up a media server on your computer, so that you can share your media content across your network, and play it from your Fetch Box to your connected TV.

Related documents

Fetch Media Hub Quick Start Guide for USB Devices.

Supported File Formats

For a list of supported file formats, please see (Page 16).

Copyright Notice

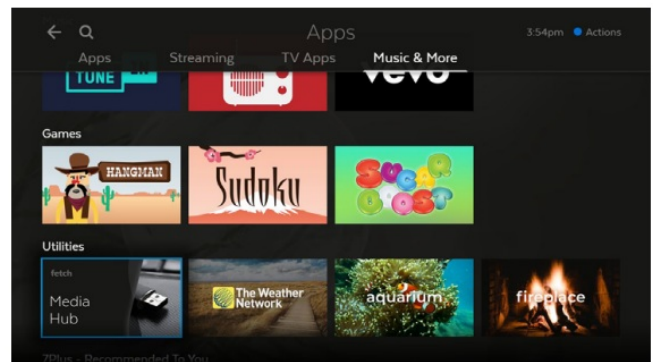
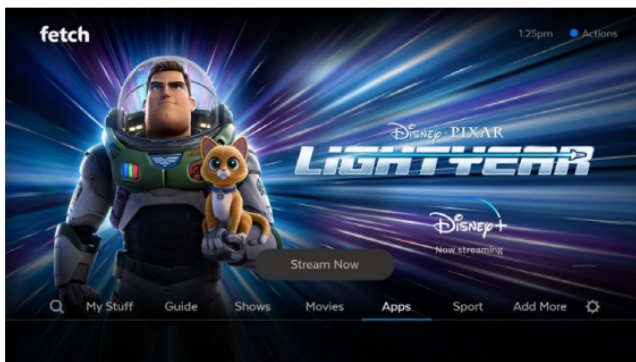
The Copyright Act protects materials such as films, music, books and computer programs. It is an infringement of copyright to download, copy, share or distribute such materials unless it is expressly permitted by the Copyright Act or you have the permission of the copyright owner. You must not use My Media Hub to do any of these things and you should refer to the copyright notice associated with the Fetch Service for the uses of your Fetch Box.

These are located by in the ⚙️ > Terms & Conditions menu on the Fetch Box.

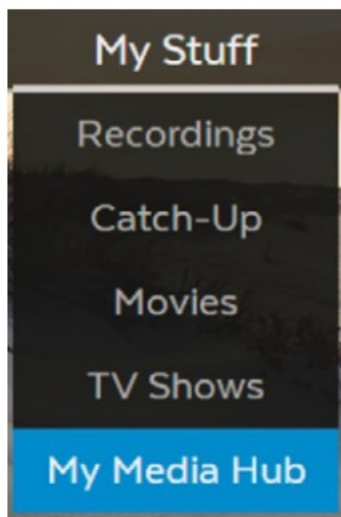
Getting Started


To open My Media Hub on Fetch Mighty or Mini

1. Press Menu on your Fetch remote control to bring up the main menu.
2. Select Apps from the menu and press 🐾.
3. Use ⬆️ to select Music & More and then scroll down to the Utilities carousel.
4. Select My Media Hub and press 🐾.



To open My Media Hub on a Gen 2 Fetch Box



1. Press Menu on your Fetch remote control to bring up the main menu.
2. Select My Stuff from the menu.
3. Then select My Media Hub and press .

Sharing media over a home network

To play files off devices in your home network rather than off a connected USB device, you'll need to take a few extra steps.

About media sharing

My Media Hub uses an open technology called DLNA to share media files from a PC or Mac with your Fetch Box and connected TV. Provided all the devices support DLNA and are on the same home network as your Fetch Box, you should be able to connect to them straight away. If not, install one of the available DLNA server applications for your platform (see Page 6).

Adding media sources in My Media Hub

1. Set up your home network

You need a home network (wired or wireless), as media sources connect, discover and communicate with each other over a home network.

Important: Your media source must be on the same network as the Fetch Box to work with My Media Hub.

2. Set up your media source

Connect the PC or Mac from which you want to stream content, to your home network.

Make sure your device is DLNA compatible. Go to the website: www.dlna.org to check if your device is supported.

3. Install media software

If you don't have it already, you may need DLNA compatible software (see Page 6) installed on your PC or Mac to make it known to the network and your Fetch Box.

Supported media

server software

Windows

Windows Media Player

Mac

Twonky

Serviio

My Media Hub sharing scenarios

Scenario 1 – Wireless Home Network

You have a wireless network at home (which all your computers and Fetch Box use to connect to the Internet and share content).

Install the media software for your PC or Mac and configure which folders you want to share with My Media Hub.

Scenario 2 – Wired Home Network

You have a wired network at home (where all your devices are networked using Ethernet cables).

Windows:

Use Windows Media Player and turn on “Media Streaming”.

Mac:

Install the media software Twonky or Serviio and configure which folders you want to share with My Media Hub.

Scenario 3 – Wired and Wireless Home Network

Your Fetch Box is connected via a wired Ethernet Cable but your computer uses a wireless network.

Note: Provided all your networks (wired and wireless) share the same router you should be able to use My Media Hub.

Windows:

Use Windows Media Player and turn on “Media Streaming”, but make sure your computer also has an Ethernet Cable plugged in (even if it is using a wireless network for connectivity). If you prefer not to connect an Ethernet Cable then use the free software Serviio and configure which folders you want to share with My Media Hub.

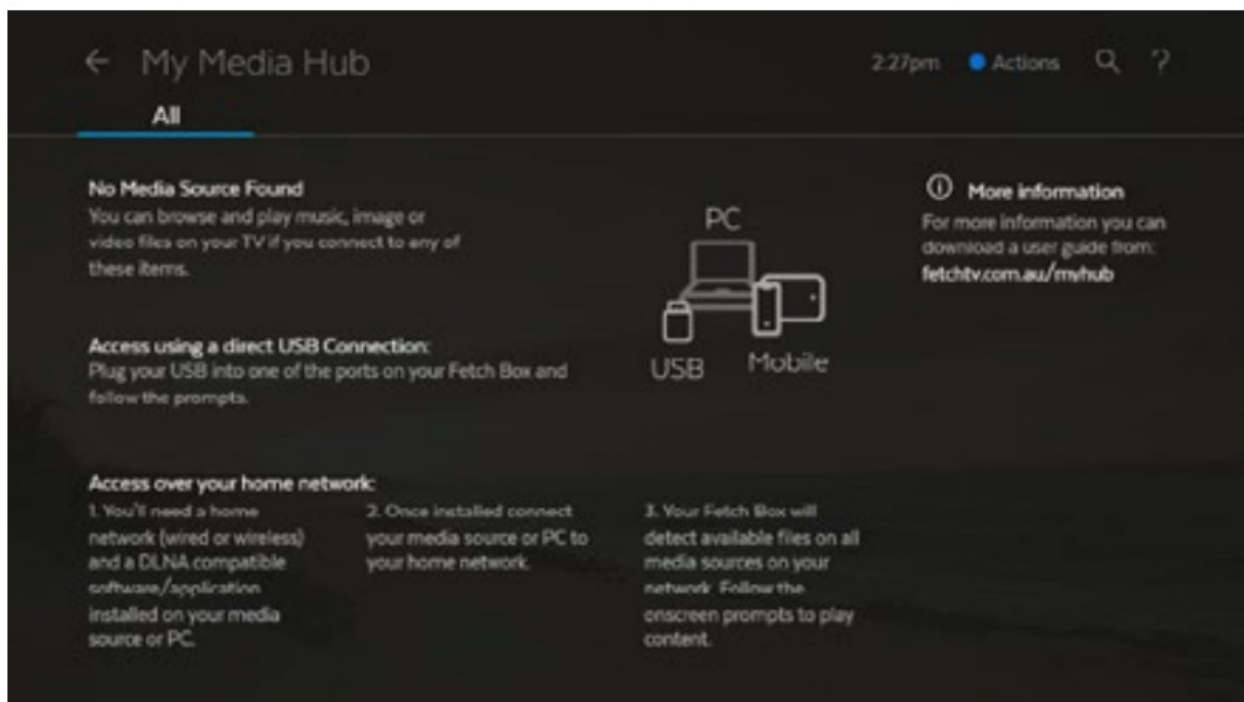
Mac:

Install the media software Twonky or Serviio and configure which folders you want to share with My Media Hub.

Set up Windows Media Player to share content with your Fetch Box

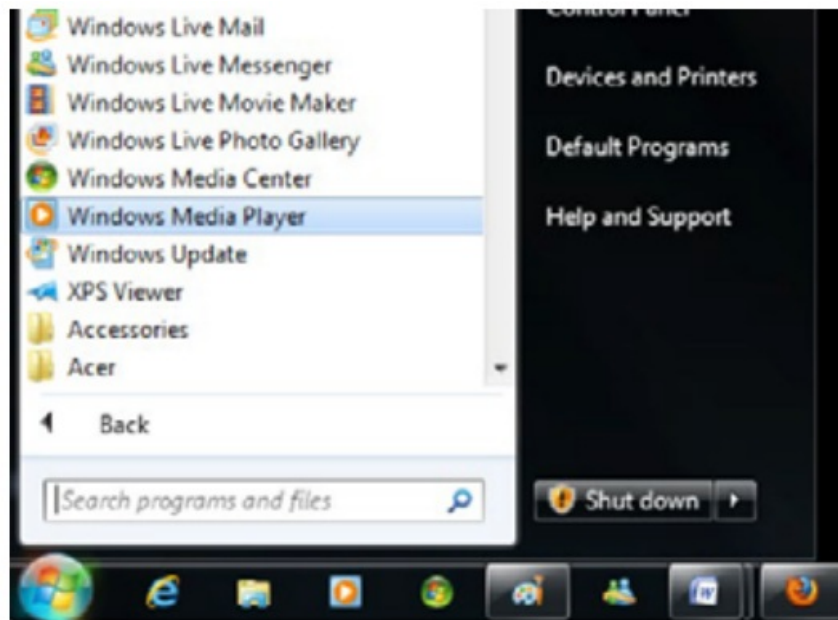
Before you start

Ensure your computer is on the same network as your Fetch Box, has Windows 7 or above and Windows Media Player 12 or above installed, and can connect to the Internet.



Setting up Windows Media Player

1. Select Windows Media Player from the Windows Start menu.
2. In Windows Media Player, select the Stream menu. The media streaming option in this menu will read differently depending on your network setup.
 - If it reads Turn on media streaming... go to step 3
 - If it reads More streaming options... go to step 4

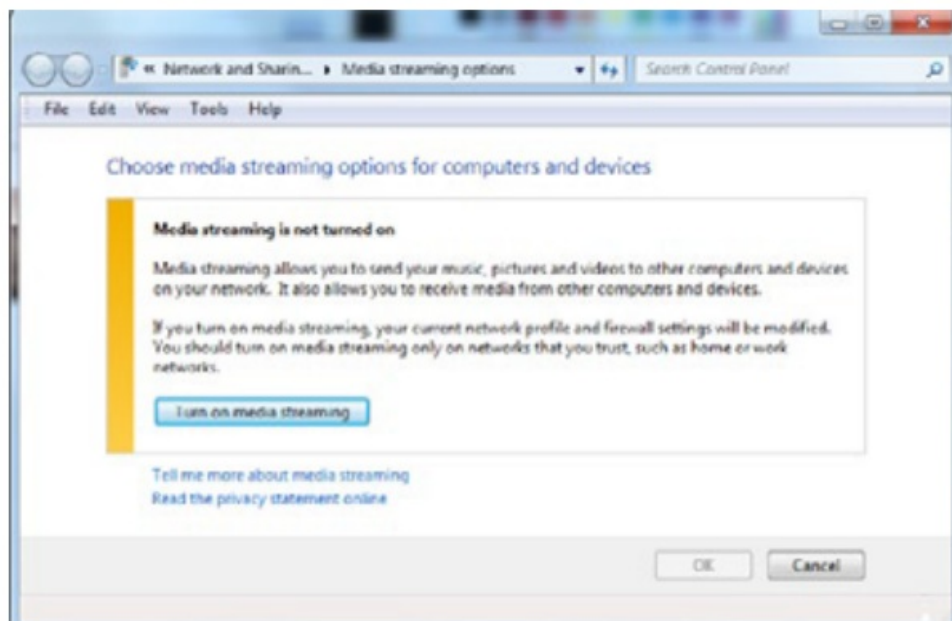


3. Select Turn on media streaming... from the Stream menu.

1 In the pop-up, select Turn on media streaming...

2 Media streaming will turn on for all computers and devices on your network.

3 Click OK.

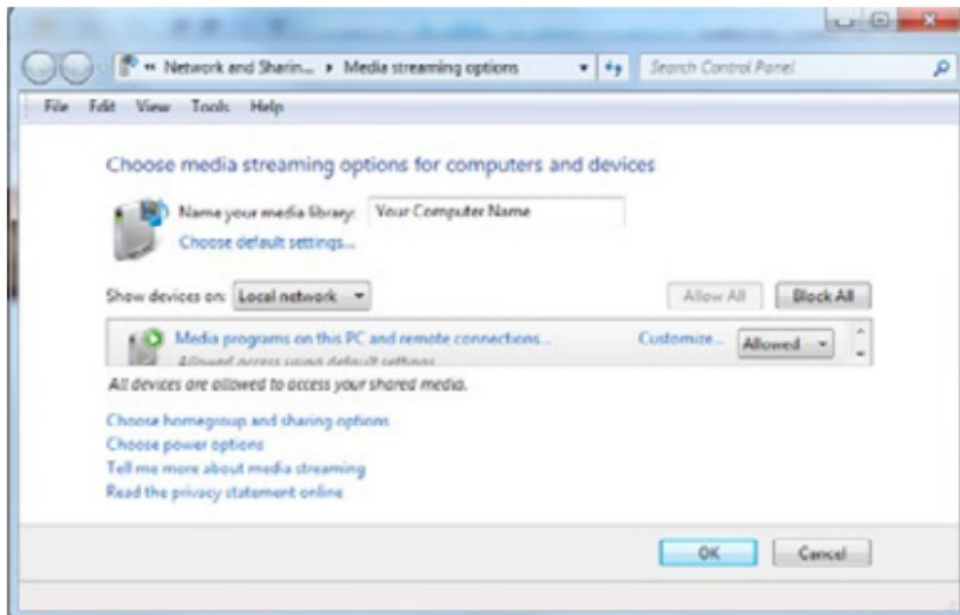


4. Select More Streaming Options... from the Stream menu.

1 Select Allow All.

2 Then choose Allow all computers and media devices... to share content with any devices on your home network.

3 Click OK.



Your Windows Media Player library should now show as a source in My Media Hub. For information on managing your media content in Windows Media Player, visit support.microsoft.com/en-us/windows/windows-media-player-12-e8f84f54-cd64-865c-2e83-1d8ec121b5b8

Troubleshooting Windows Media Player setup

If you followed the steps in “Setting up Windows Media Player” (Page 7) but don’t see your Windows Media Library in My Media Hub, check your home network settings. When you connect your computer to your home network for the first time, you are prompted to choose a location from the following options:

Home network (recommended):

Select this when you trust the people and devices on the network. Network discovery is turned on which means you can see other computers on the network and other computers can see your computer. This is the recommended location for streaming your media content to your Fetch Box.

Work network:

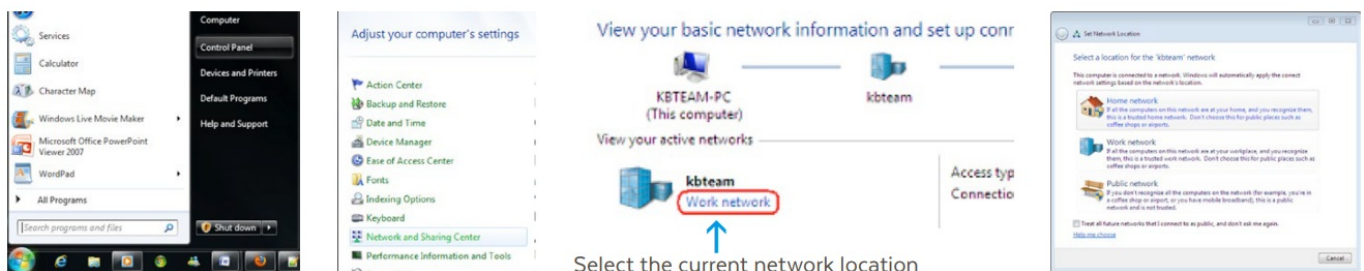
Same as Home network but you can’t set up a Homegroup.

Public network:

Select this if connecting to a public network, such as a coffee shop or airport, the Internet without a router or a mobile broadband connection. Homegroup is not available and Network discovery is turned off.

To change the location of your network connection

1. From the Windows Start menu, select Control Panel.
2. Select Network and Sharing Center.
3. In the View your active networks section, select the current network location.
4. Select the appropriate location (Home network).



Set up a Twonky Media Server to share content with your Fetch Box

This section provides steps for setting up Twonky on your Mac so that you can play content from your Twonky

media library in My Media Hub.

Before you start

Make sure your computer is on the same network as your Fetch Box and can connect to the Internet.

Installing Twonky 7

1. Download Twonky 7.



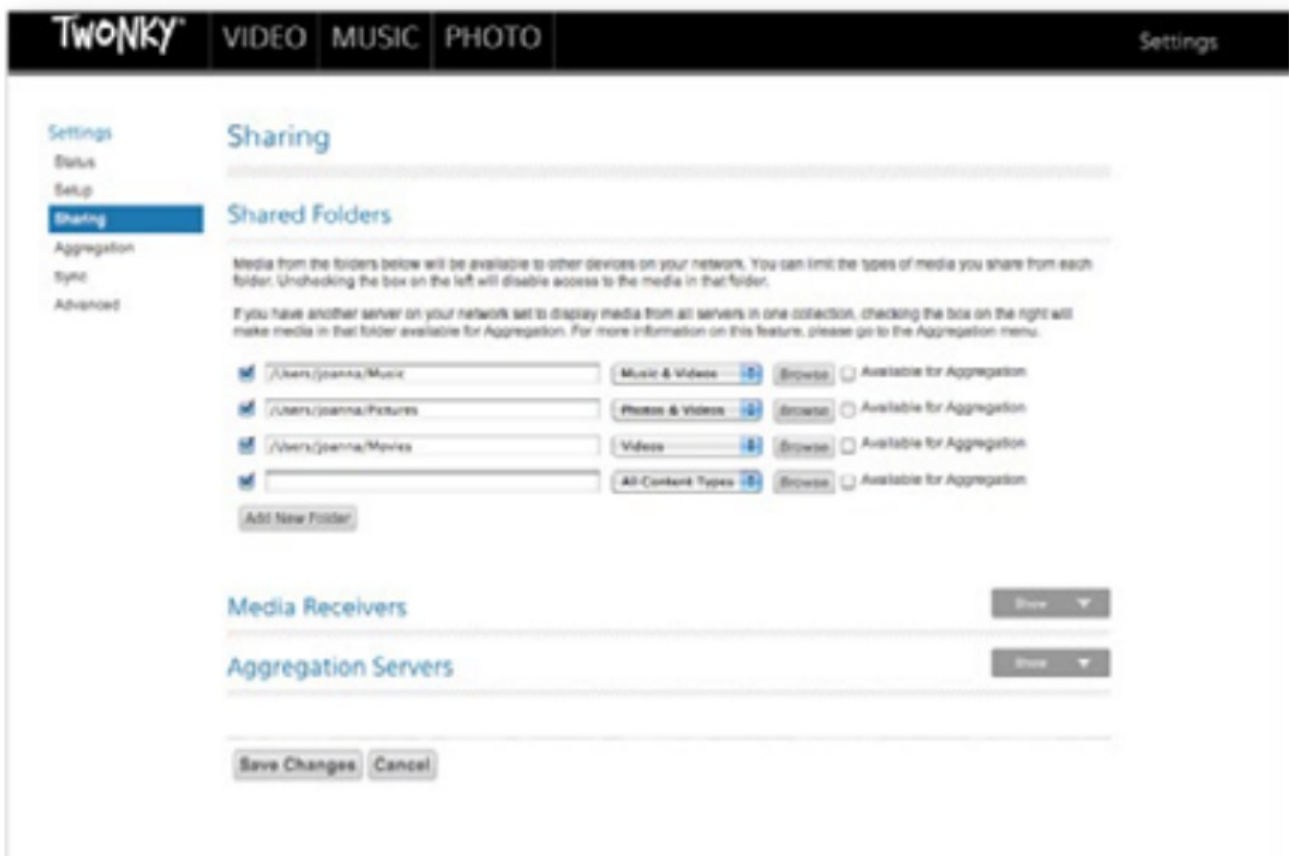
2. Double-click the downloaded zip file to extract the installer package and doubleclick the package to start the installation process.
3. Read the installation notes and select Next to proceed with the installation. Read and, if you agree, accept the terms of the Twonky License Agreement.
4. Allow the application to accept incoming network connections.



5. Enter the Twonky license key provided to you.
6. Review the Pre-Installation Summary and select Install.



7. When Twonky has been installed, select Done.



Set up content sharing

1. Open the Twonky application and select Sharing.
2. Add folders that include media files you want to share, and nominate what types of media files from those folders should be shared.
3. Ensure the checkbox to the left of each folder you want to share is checked.
4. Select Save Changes.

Set up a Serviio Media Server to share content with your Fetch Box

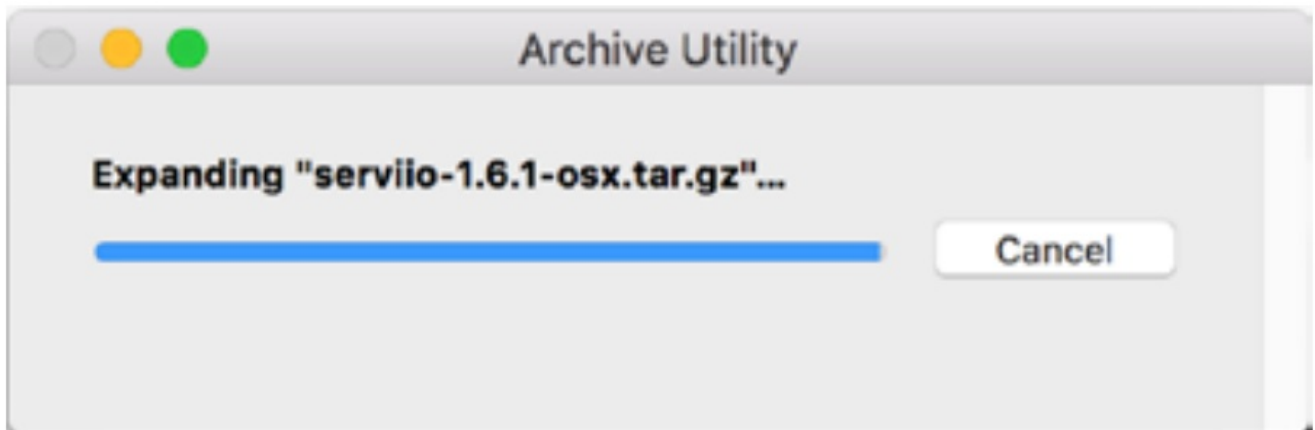
This section provides steps for setting up Serviio on your Mac so that you can play content from your Serviio media library in My Media Hub.

Before you start

- Make sure your computer is on the same network as your Fetch box and can connect to the Internet.
- Check that you have +512 MB of memory, 150 MB of disk space (plus additional space for storing the media library), when using transcoding make sure there is at least 1GB free (depending on the original file size).

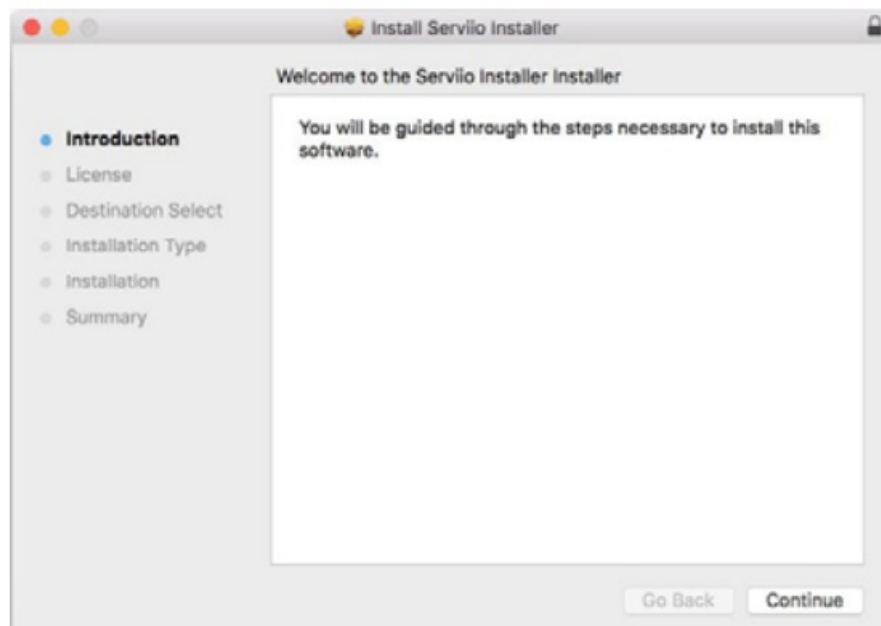
Installing Serviio

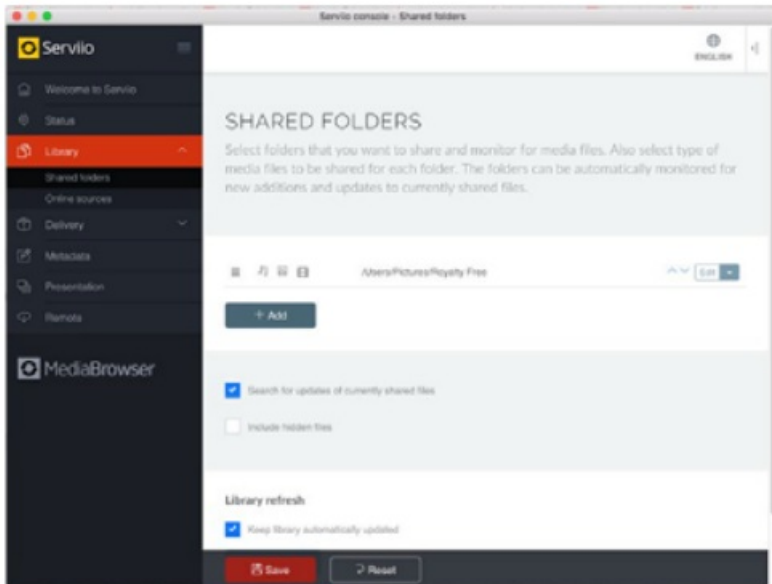
1. Unpack the Serviio 1.6.1 application package to a desired location.



2. Run the Serviio installer.
3. Run the Serviio-Console application to start the console.

The server starts automatically after OSX start.





Set up content sharing

1. Double-click on Servio-Console.
2. Select the Library tab.
3. Select the Shared folders tab.
4. Click Add... and select the media folder you wish to share to the Fetch Box.
5. Add folders that include media files you want to share to the Fetch Box, and nominate what types of media files from those folders should be shared:

1 Video



2 Audio



3 Images

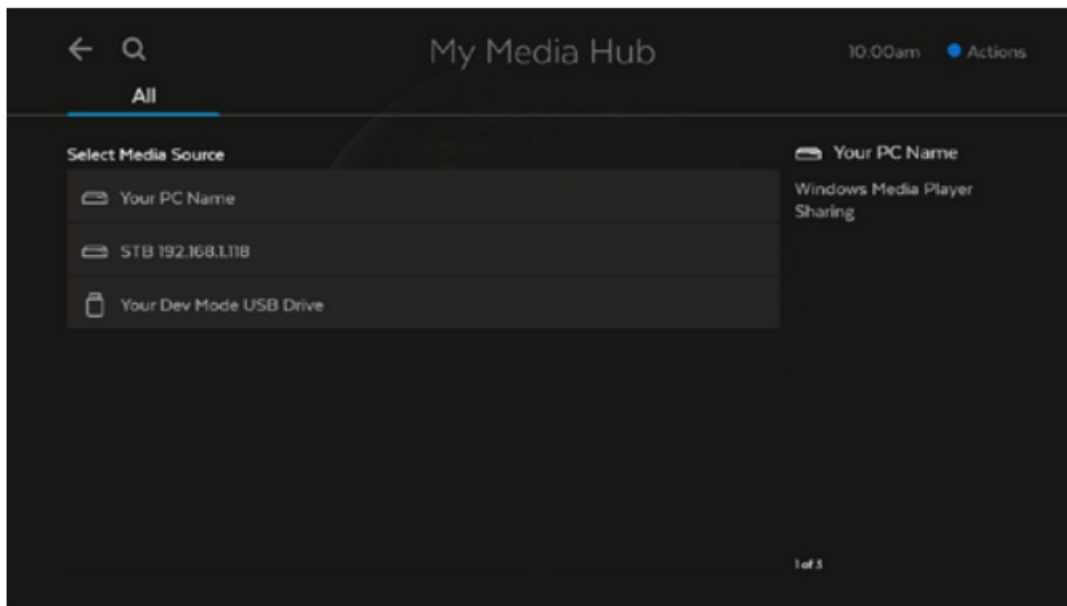


4 You can also choose whether a particular folder should be monitored and automatically refreshed as you add or remove content (Library refresh).

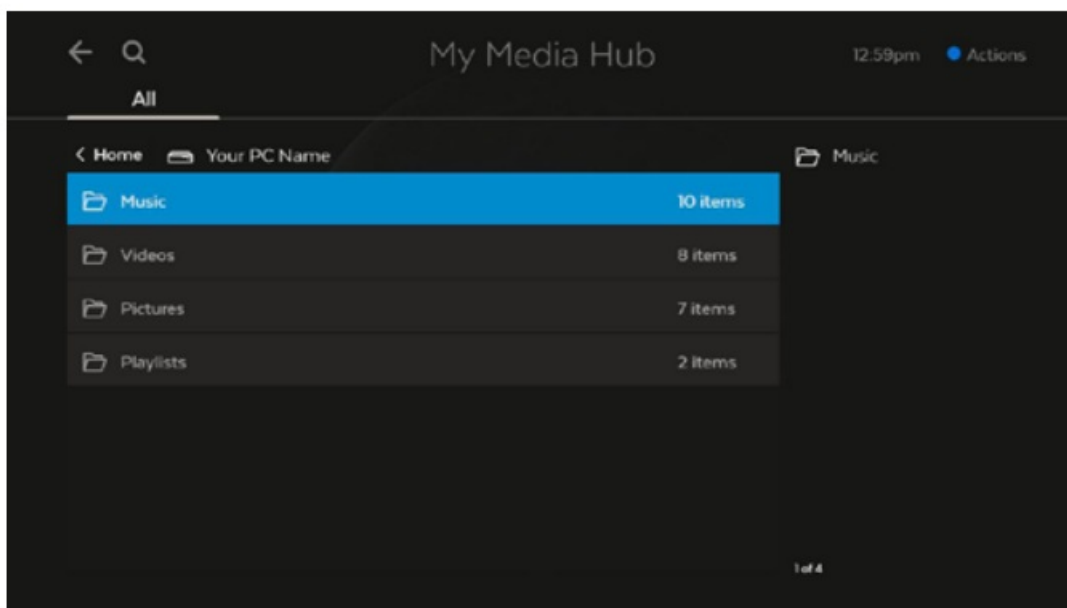
6. Click Save to store your shared folders configuration.

Using My Media Hub

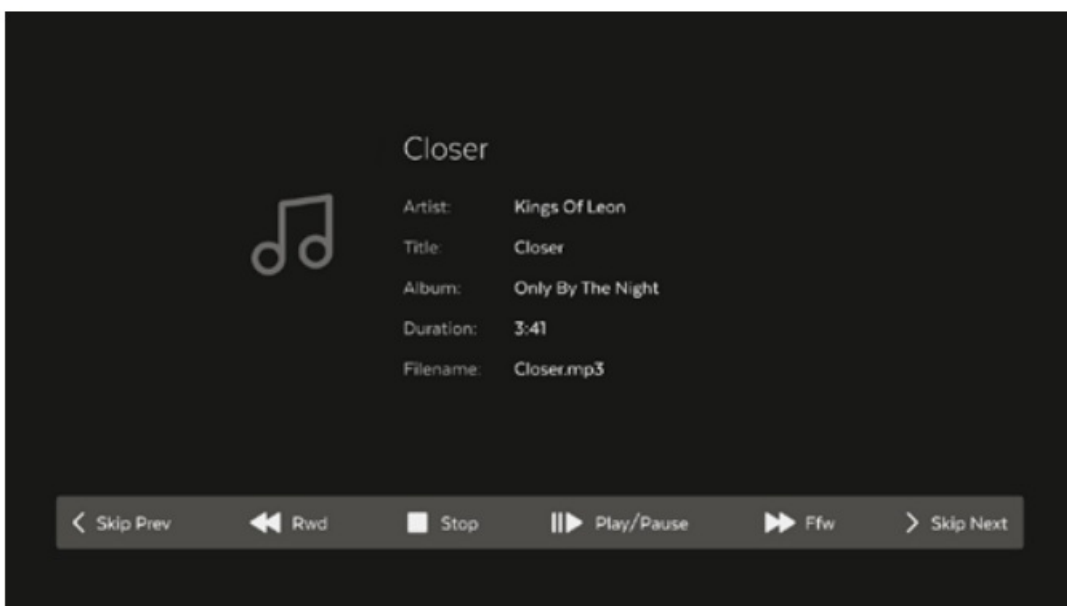
1. Select your media source in My Media Hub to browse and play media content.



2. And select the content you wish to play back.



3. Your media file will play on your TV.



Using your remote



Select

Select a highlighted item



Back

Go back to the previous selection



Actions (Blue)

Show or hide My Media Hub options



Play

Play the currently selected media file.



Play All (Yellow)

Plays all files in the current folder you are viewing.

When playing multiple files, you can:

- Pause/play
- Rewind/fast forward (videos only)
- Skip to the next or previous file in the folder



Refresh

Refreshes the file listing from the media source



Folder with media content

Select to view content. The folder structure is inherited from your media source.

FAQs and Troubleshooting

Can I access music and videos from my iTunes library?

– You cannot access your iTunes library directly in My Media Hub.

Error loading image in My Media Hub ?

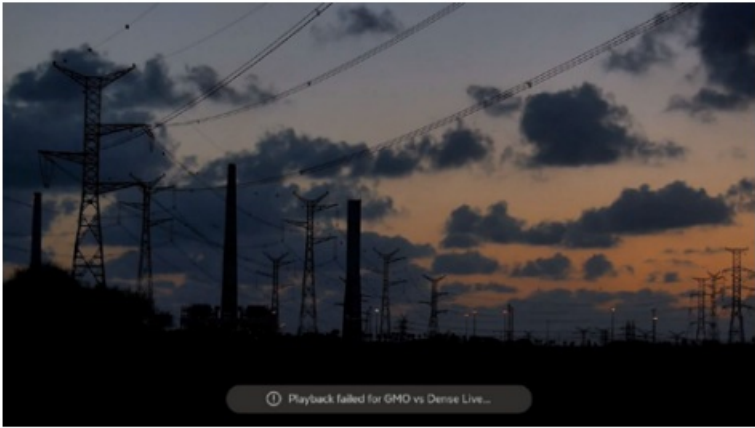
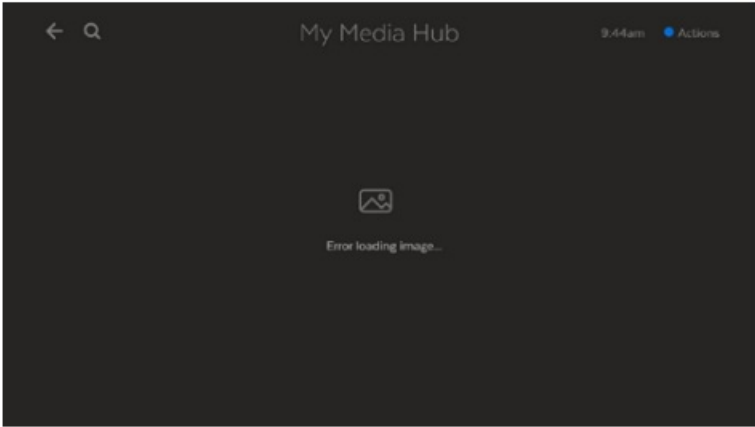
– If My Media Hub cannot display an image, a message similar to the one below will display

This error can occur if:

- the image file is too large
 - the file format is not supported by My Media Hub (see Page 19)
 - the file is corrupted
 - the media source was disconnected
- If the error occurs during a slideshow, the slideshow will automatically go to the next image.

Error playing a video or audio file in My Media Hub ?

- If My Media Hub cannot play an audio or video file, a message similar to the one below will display.
- This error can occur if the file format is not supported (see Page 21) or is corrupted.



If I change the extension of my video file will it still play in My Media Hub?

- Your media files will still play if they are supported by My Media Hub, even if you rename them and accidentally change the file extension to an unsupported file type.
- But, if you change a media file’s extension from an unsupported to a supported format, the file will still not play in My Media Hub. This is because just renaming the file does not change the way the actual file is encoded.

Appendices

Appendix 1: Comparison of media file formats and recommended media sources

The table below provides a list of media file formats you can play in My Media Hub, for the recommended media sources.

| | | | | | | |
|---|----------------------|------------|-----------------|----------------|---|---|
| The table below provides a list of media file formats you can play i n My Media Hub, for the recommended media sources. | | USB | Win dow s | M ac | | |
| | Windows Media Player | Two nky | Se rvi io | Tw on ky | | |
| Audio file formats | | | | | | |
| .mp3 | MP3 | ✓ | ✓ | ✓ | ✓ | ✓ |
| .mp4a | MPEG-4 AAC L C | ✓ | ✓ | ✓ | ✓ | ✓ |
| .m4a | MPEG-4 | ✗ | ✓ | ✓ | ✗ | ✓ |

| | | | | | | |
|---------------------------|------------------------------|---|---|---|---|---|
| .mpa | MPEG-2 Audio File | ✓ | ✗ | ✓ | ✗ | ✓ |
| .wma | Windows Media Audio | ✗ | ✗ | ✗ | ✗ | ✗ |
| .wav | WAVE Audio | ✓ | ✓ | ✓ | ✗ | ✓ |
| .aac | Advanced Audio Coding | ✓ | ✗ | ✗ | ✗ | ✓ |
| .ac3 | Audio Codec 3 File Format | ✓ | ✗ | ✗ | ✗ | ✓ |
| Video file formats | | | | | | |
| .asf | Advanced Systems Format File | ✗ | ✗ | ✗ | ✗ | ✗ |
| .avi | Audio Video Interleave | ✗ | ✗ | ✗ | ✗ | ✗ |
| .mkv | Matroska | ✓ | ✗ | ✓ | ✓ | ✓ |
| .mov | Apple QuickTime Movie | ✓ | ✓ | ✓ | ✗ | ✓ |
| .mpg, .mpeg | MPEG/MPG | ✓ | ✓ | ✓ | ✗ | ✓ |
| .ts | MPEG Transport Stream | ✓ | ✓ | ✓ | ✗ | ✓ |
| .vob | DVD Video Object | ✓ | ✗ | ✓ | ✗ | ✓ |
| .wmv5 | Windows Media Video 5 | ✗ | ✗ | ✗ | ✗ | ✗ |
| Image file formats | | | | | | |
| .bmp | Bitmap | ✓ | ✗ | ✓ | ✗ | ✓ |
| .gif * | Graphical Interchange Format | ✓ | ✗ | ✓ | ✓ | ✓ |
| .jpg, .jpeg | JPEG | ✓ | ✓ | ✓ | ✓ | ✓ |
| .png | Portable Network Graphic | ✓ | ✓ | ✓ | ✓ | ✓ |



File format is supported by the media source and My Media Hub



File format is not supported by the media source

Animation not supported for GIF images

Appendix 2: Supported file formats and codecs

Video file formats supported by the Fetch Box

| Container | | Video codec | Audio codec | Play from USB |
|-----------|--|---------------|-----------------------|---------------|
| AVI | AVI v1.0 Container | XVID | 0x0055 MPEG-1 Layer 3 | No* |
| FLV | FLV (Flash Video) Container | FLV 1 | MPEG-1 Layer 3 | No |
| MKV | Matroska (MKV) Container | DivX 4 | AC3 | Yes |
| | | DivX 4 | MP3 | Yes |
| | | DivX 5 | AC3 | Yes |
| | | DivX 5 | MP3 | Yes |
| | | DivX | AC3 | Yes |
| | | DivX | MP3 | Yes |
| | | H.264 | MP3 | Yes |
| | | MPEG-4 | AC3 | Yes |
| | | MPEG-4 | MP3 | Yes |
| | | XviD | MP3 | Yes |
| MOV | MOV (qt: Apple Quick Time (MOV/QT) Container | mp4v | MPEG-4 AAC LC | Yes |
| MP4 | MP4 (qt: Apple Quick Time (QT) Container | mp4v mp4a: | MPEG-4 AAC LC | No** |
| MPG/MPEG | MPG/MPEG Container | avc1 mp4a: | MPEG-4 AAC LC | Yes |
| TS | TS (MPEG Transport Stream) Container | H . 26 4/A VC | AC3 | Yes |
| | | H . 26 4/A VC | MP2 | Yes |
| | | H . 26 4/A VC | MP3 | Yes |
| | | H . 26 4/A VC | MPEG2 | Yes |
| | | H . 26 4/A VC | MPEG2/4 AAC-LC | Yes |
| | | MPEG-1 | AC3 | Yes |
| | | MPEG-1 | MP2 | Yes |
| | | MPEG-1 | MP3 | Yes |
| | | MPEG-1 | MPEG2/4 AAC-LC | Yes |
| | | MPEG-2 | AC3 | Yes |
| | | MPEG-2 | MP2 | Yes |

| | | | | |
|-----|---|--------|----------------|-----|
| | | MPEG-2 | MP3 | Yes |
| | | MPEG-2 | MPEG-2 Audio | Yes |
| | | MPEG-2 | MPEG2/4 AAC-LC | Yes |
| | | MPEG-4 | MP3 | Yes |
| | | MPEG-4 | MPEG2/4 AAC-LC | Yes |
| | | MPEG2 | MP2 | Yes |
| VOB | VOB (MPEG-2 Program Stream << { 1 vid,1 aud}) Container | MPEG2 | MPEG-1 Layer 2 | Yes |

*Plays as audio only from a USB device connected to the Fetch Mini 4K

**Plays as audio only from a USB device connected to the Fetch Box

Audio file formats supported by the Fetch Box

| Container | | Video codec | Audio codec | Play from USB |
|-----------|--|-------------|---------------------|---------------|
| AIFF | AIFF (Audio Interchange File Format) Container | None | AIFF-C audio | No |
| M4A | M4A Container (MPEG-4 Audio file) | None | mp4a: MPEG-4 AAC LC | No |
| MP3 | MP3 Container (MPEG-1/MPEG-2 Layer 3 Audio file) | None | MPEG-1 Layer3 | Yes |
| MPA | MPA Container (MPEG-2 Audio file) | None | MPEG-1 Layer 2 | Yes |
| WAV | WAV Container (WAVE Audio file) | None | PCM audio | Yes |
| AAC(H E) | AAC (HE) Container (High-Efficiency Advanced Audio Coding) | None | mp4a: MPEG-4 AAC LC | No |
| AAC(LC) | AAC (LC) Container (Low-Complexity Advanced Audio Coding) | None | MPEG-2 LC Profile | Yes |

Appendix 3: Unsupported video and audio codecs

The following codecs are currently not supported by the Fetch Box.

Audio codec:

- DTS Audio
- AMR narrow band (Adaptive Multi-Rate) (samr)
- Cook (Cooker)
- ADPCM
- PCM
- E-AC-3 (A_EAC3) (Dolby Digital Plus 5.1)
- AC-3 CM (Complete Main)
- FLAC (Free Lossless Audio Codec)
- MPEG 1 Layer2

- WMA (Windows Media Audio)
- VORBIS
- OPUS
- ASF (Advanced Systems Format File)

Video Codec:

- H263
- MPEG4 Simple@L1
- Real Video 4 (RV40)
- AVC Baseline@L3:0
- AVC High@L3:1
- WMV2 (Windows Media Video 8)
- MPEG4 M4S2
- MPEG4 MP43
- VP6
- 3G2
- 3GP
- ASF

www.fetch.com.au

© Fetch TV Pty Limited. ABN 36 130 669 500. All rights reserved. Fetch TV Pty Limited is the owner of the trade marks Fetch. The set top box and the Fetch service may only be used lawfully and in accordance with relevant terms of use of which you are notified by your service provider. You must not use the electronic program guide, or any part of it, for any purpose other than private and domestic purposes and you must not sub-licence, sell, lease, lend, upload, download, communicate or distribute it (or any part of it) to any person. Version: March 2023

fetch

Documents / Resources



[fetch Mighty My Media Hub](#) [pdf] User Guide
Mighty My Media Hub, My Media Hub, Media Hub, Hub