Set up Yes TV by Fetch (3rd Generation Yes TV by Fetch set top box and onwards) to connect wirelessly to your home broadband network.
Welcome

This guide will help you to connect and troubleshoot Wi-Fi on your Yes TV by Fetch set top box.

Yes TV by Fetch is delivered by broadband, so as part of setting up you need to connect your Yes TV by Fetch set top box to your modem. You can use Wi-Fi to connect if you have reliable Wi-Fi in the room with your TV and Yes TV by Fetch.

You’ll need a Yes TV by Fetch Mini or Mighty (3rd generation Yes TV by Fetch set top box or later) to set up using Wi-Fi.

Please note: A Wi-Fi setup is only recommended when you have reliable Wi-Fi in the room with your TV and Yes TV by Fetch set top box. You can test the reliability of your Wi-Fi signal using an RSSI Scanner (see Page 11 for more info).

Ways to set up if you can’t use Wi-Fi

If you don’t have reliable Wi-Fi where your Yes TV by Fetch set top box is located in your home you’ll need to use a wired connection. This is also the way to connect if you have a 1st or 2nd generation Yes TV by Fetch set top box. You can use the Ethernet cable you got with your Fetch TV to connect your modem to your Fetch TV directly, or if your modem and Fetch TV are too far apart for the Ethernet cable to reach, use a pair of Power Line Adapters (you can purchase these through Optus).

For more information see the Quick Start Guide that came with your Yes TV by Fetch set top box.
Connect Yes TV by Fetch to your home Wi-Fi

Things to do before you set up
- Consider the location of your modem and Yes TV by Fetch set top box.
  Check out the tips on Page 9.
- Check Wi-Fi is working by browsing on a smartphone or computer connected to your Wi-Fi network. Do this near your Yes TV by Fetch set top box as Wi-Fi signal can vary in your home.
- You’ll need your Wi-Fi network name and password to connect so make sure you have these.

To set up your Yes TV by Fetch with Wi-Fi
1. For everything you need to get up and running with Yes TV by Fetch, see the Quick Start Guide you received with your Yes TV by Fetch set top box. Here’s an overview of what you’ll need to do:
   • Connect the TV antenna cable to ANTENNA port on the back of your Yes TV by Fetch set top box.
   • Plug the HDMI cable into the HDMI port on the back of your set top box and plug the other end into an HDMI port on your TV.
   • Plug the Yes TV by Fetch power supply into the wall power socket and plug the other end of the cord into the POWER port on the back of your set top box. Don’t turn on power yet.
   • Turn on your TV using your TV remote and find the correct Audio Visual TV Input source. For example, if you connected the HDMI cable to the HDMI2 port on your TV, you’ll need to choose “HDMI2” via your TV remote.
   • You can now turn on the wall power socket to your Yes TV by Fetch set top box. The standby or power light on the front of your set top box will light up blue. Your TV will then show the “Preparing System” screen to show Yes TV by Fetch is starting.

2. The first time you start up Yes TV by Fetch and don’t have an Internet connection or Ethernet cable connection, you’ll see a message “We couldn’t connect your Fetch TV box to the Internet”.

Note: If you are using an Ethernet cable connection, then you won’t see this prompt to connect to Wi-Fi on starting up Yes TV by Fetch. However, you can connect to your Wi-Fi later through the Network Settings if you wish (Page 7).

3. To set up Wi-Fi, use your Yes TV by Fetch remote to choose the Wi-Fi connection option.
4. Now select your home Wi-Fi network from the list of in-range networks. Enter your Wi-Fi network password if needed. Keep in mind that passwords are case-sensitive.
5. If you don’t see your Wi-Fi network, select ![refresh icon] to refresh the list. If your Wi-Fi network is hidden select ![add icon] to add it manually (you’ll need the network name, password, and encryption info).

6. Yes TV by Fetch will let you know once you’re connected and continue to start up. If prompted, enter the Activation Code for your Yes TV by Fetch set top box and follow the on-screen prompts to complete your set up. Don’t turn off your Yes TV by Fetch set top box during any System Updates or Software Updates. These can take a few minutes and your set top box may restart automatically after an update.

To connect to Wi-Fi through Network Settings

If you’re using an Ethernet cable or Power Line Adapters (PLAs) at the moment to connect your Yes TV by Fetch box to your modem, you can switch over to connecting wirelessly to your Wi-Fi network.

**Please note:** A Wi-Fi setup is only recommended when you have reliable Wi-Fi in the room with your TV and Yes TV by Fetch set top box.

1. Press the Menu button on your remote and go to Manage > Settings > Network > Wi-Fi.

2. Now select your home Wi-Fi network from the list of networks. Enter your Wi-Fi network password. Keep in mind that passwords are case-sensitive.

3. If you don’t see your Wi-Fi network, select ![refresh icon] to refresh the list. If your Wi-Fi network is hidden select ![add icon] to add it manually (you’ll need the network name, password, and encryption info).

   Keep in mind, Yes TV by Fetch will automatically use an Ethernet rather than a Wi-Fi connection, if it finds that your Yes TV by Fetch set top box has an Ethernet cable connected.

**Tip:** You can see the status of your Wired or Wi-Fi connection at Menu > Manage > Network > Summary.
Power cycle your modem

Turn your modem, router or access points off then on again.

Location of modem and Yes TV by Fetch set top box

Where you place your modem and Yes TV by Fetch set top box in your home can make a big difference to Wi-Fi signal strength, performance and reliability. Keep in mind that your modem will need to reach the internet connection port (NBN, phone line or cable).

✓ Put your modem close to the main areas in which you use the Internet or in the middle of your home, for the best distribution and Wi-Fi signal strength.

✓ Don’t place your modem next to a window or underground.

✓ Household devices like cordless phones and microwaves can interfere with Wi-Fi so make sure your modem or Yes TV by Fetch set top box aren’t near these.

✓ Don’t put your Yes TV by Fetch set top box inside a heavy cupboard or metal.

✓ Rotating your Yes TV by Fetch set top box slightly to the left or right (30 degrees or so) or moving it away from the wall a little, can improve Wi-Fi.

Check your Internet speed

You’ll need to do this check as close as possible to where you’re using your Yes TV by Fetch set top box. On a computer or smartphone connected to your Wi-Fi network browse to [www.speedtest.net](http://www.speedtest.net) and run the test. A speed of 3 Mbps or over is the minimum recommended. If less than 3 Mbps, turn off other devices in your home that are using the Internet and run the test again. If the speed is still less than 3 Mbps, contact us about ways to help improve your Internet speed.

Disconnect other devices on your wireless network

Other devices in your home such as smart devices, gaming consoles, or computers, that are using the same Internet connection, can affect performance or interrupt your Wi-Fi. To maximise your broadband connection, try to disconnect these devices and see if this helps.

Try a wireless extender

If you can’t move your modem or Yes TV by Fetch set top box to a better spot in your home, you can use a wireless range extender or booster to help increase wireless coverage and range. These can be sourced from electronic retailers or online.
If you can’t watch movies or TV shows or connect to your Wi-Fi network, or you can connect but the signal is poor, here are some things you can do or check.

Is your Wi-Fi network hidden?

If your Wi-Fi network is hidden, your network won’t show in the list of networks so you’ll need to add it manually (Page 4).

Power cycle your modem and Yes TV by Fetch

If you are having issues sometimes a Yes TV by Fetch Set top box restart is all that’s needed. You can restart at Menu > Manage > Settings > Device Info > Options > Fetch TV Box restart. If your menu isn’t working try turning the power to the Set top box off for 10 seconds before turning it back on. If that doesn’t help, restart your modem or router too by turning them off then on again.

Testing your Wi-Fi strength (RSSI)

You can test the strength of your Wi-Fi with the help of an RSSI (received signal strength indicator) scanner, either online or as an app, for example, if you have an iOS device, you can download the Airport Utility app from the App Store.

Note: Signal strengths (RSSI) between -20dB and -70dB will work more reliably on Yes TV by Fetch. See tips for improving your Wi-Fi or use a wired connection option (Page 4).

Disconnect and reconnect Wi-Fi

On your Set top box, go to Menu > Manage > Settings > Network > Wi-Fi and select your Wi-Fi network. Choose Disconnect then select your Wi-Fi network to connect again.

Check your Internet speed (Page 9)

Check Wi-Fi Signal Strength

On your set top box, go to Menu > Manage > Settings > Network > Wi-Fi and select your Wi-Fi network. Now select the Advanced Wi-Fi option. For good performance the Signal Quality (RSSI) should be between -20dB and -70dB. Anything lower than -75dB indicates a very low signal quality, and Wi-Fi may not work reliably. The Noise measurement should ideally be between -80dB and -100dB.

Still no improvement in Wi-Fi performance?

1. Try a reset of your Yes TV by Fetch set top box (Page 12).
2. If there is no improvement in Wi-Fi performance, contact Yes TV by Fetch technical support on 133 937, or visit our FAQs page optus.com.au/TVwifihelp.

Please note: We do not recommend changing your modem settings. The Modem Router supplied by Optus has been preconfigured with unique Wi-Fi security settings to simplify your installation. Please contact Optus technical support to assist you.

Can’t connect to your wireless network or having internet connectivity issues?

If you can’t watch movies or TV shows or connect to your Wi-Fi network, or you can connect but the signal is poor, here are some things you can do or check.

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Connect Yes TV by Fetch set top box to modem via Ethernet cable
If you can, use an Ethernet cable to connect your Yes TV by Fetch set top box directly to your modem. Your set top box may restart and do a system or software update (may take a few minutes).

Keep in mind, an Ethernet connection is the most reliable connection, so Yes TV by Fetch will automatically use an Ethernet rather than a Wi-Fi connection, if it finds that Yes TV by Fetch has an Ethernet cable connected.

Try a reset of your Yes TV by Fetch set top box
If you have tried other troubleshooting steps and still have issues you can try a reset of your set top box. There are two options here, a Soft Reset or a Hard Factory Reset.

Soft Reset
You should try a Soft Reset before a Hard Reset. It will reinstall the Yes TV by Fetch user interface and clear system files, but won’t touch your recordings. After a reset, you’ll need to re-enter your Activation Code in the Welcome Screen.

To do a Soft Reset of your Yes TV by Fetch set top box, follow these steps:
1. Press Menu on your remote then go to Manage > Settings > Device Info > Options
2. Select Soft Factory Reset.

If you can’t access the menu, here’s how to do a soft reset through your remote:
1. Turn the power to the Yes TV by Fetch set top box off at the wall power source then turn it back on.
2. When the first screen appears “Preparing System”, start pressing the colour buttons on your remote control, in order: Red > Green > Yellow > Blue
3. Keep pressing these until the light on Mini or light on Mighty starts flashing or the set top box restarts.

When the Yes TV by Fetch set top box restarts you’ll need to set up your Internet connection if your set top box doesn’t have one and enter your Activation Code in the Welcome Screen.

Hard Reset
If a Soft Reset doesn’t fix the issue with your set top box, you can try a Hard Reset.
This is a more thorough reset and will clear your series tags, messages and any recordings and downloads on your set top box. After a reset, you’ll need to re-enter your Activation Code in the Welcome Screen.

To do a Hard Reset of your Yes TV by Fetch set top box, follow these steps:
1. Press Menu on your remote then go to Manage > Settings > Device Info > Options
2. Select Factory Settings Reset.

If you can’t access the menu, here’s how to do a hard reset through your remote:
1. Turn the power to the Yes TV by Fetch set top box off at the wall power source then turn it back on.
2. When the first screen appears “Preparing System”, start pressing the colour buttons on your remote control, in order: Blue > Yellow > Green > Red
3. Keep pressing these until the light on Mini or light on Mighty starts flashing or the set top box restarts.

When the Yes TV by Fetch set top box restarts you’ll need to set up your Internet connection if your set top box doesn’t have one and enter your Activation Code in the Welcome Screen.