# **UNIVERSITY of HOUSTON**

# UNIVERSITY INFORMATION TECHNOLOGY

**Technology Services and Support** 

Roku Documentation for

Philo Service

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# **Setting up the Roku Box**

**Power tip:** Please don't set up your Roku device at the same time as your roommate.

1. After connecting your Roku device to your television via the HDMI cable, and having selected the correct television input, the Roku logo will display on your screen



2. Your Roku device will attempt to pair with your remote if you've already inserted the batteries.







## 3. Select your language



4. Connect your device to the **network** (you can use wired if available)



5. The Roku will search for available networks



6. Connect your device to the wireless network (UHWireless)



7. Your Roku will confirm network connectivity.



#### 8. Click OK



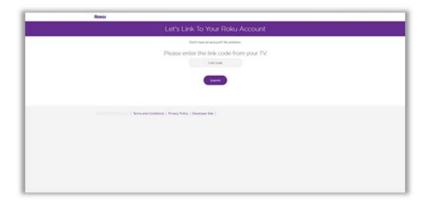
9. **Note:** your Roku will check for the latest available software.



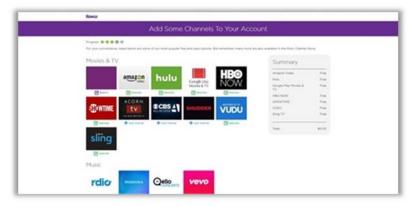
10. When the software has finished updating you will see this screen



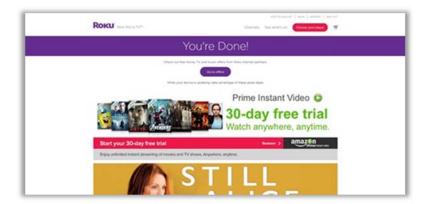
11. Enter the **code** displayed on your television screen. Open a browser and go to <a href="www.roku.com/link">www.roku.com/link</a>. Enter the **code** displayed on your TV screen. When prompted, login to <a href="www.roku.com">www.roku.com</a> if you already have an account, or create a new one. You will be prompted to enter in a credit card or PayPal account number that will be kept on file for purchasing premium content.



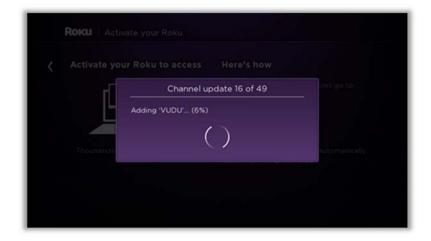
12. Customize Your Roku Home screen by selecting or unchecking channels form the available options



#### 13. That's it! You're Done!



14. Your Roku player will take a few moments to install your selected channels.





Click **OK** on the remote

#### The Roku Home Screen



### Adding Philo to the Roku Box

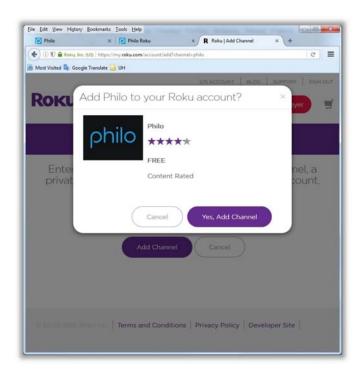
15. The next step requires you to log into your Philo account using your PC. Visit <a href="http://uh.philo.com">http://uh.philo.com</a> and log in using your Cougarnet user ID and password. Click **Roku Registration** at the bottom of the browser screen.

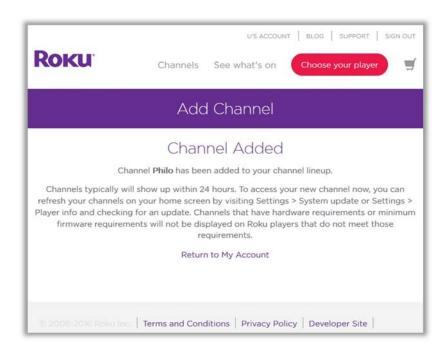


16. Click on "Install the private Philo Channel" link. This will open your default browser if you closed it and take you back to the Roku.com site. Login again if necessary.



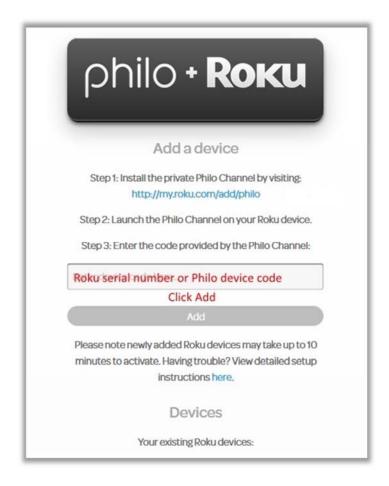
#### 17. Click Yes, Add Channel





- 18. From the Roku remote, press the **Home** button
- 19. Select Settings
- 20. Select System and then System Update

- 21. After the system update has completed, go to the **Home** screen and select the **Philo** app.
- 22. From your browser, login to **Philo** again if necessary (uh.philo.com)
- 23. Select **Roku Registration** as above, and enter the Philo generated device code or the Serial number located on the Roku box or the underside of the device.
- 24. Click the Add button



25. When the Roku screen refreshes, Philo should now be available on the Home screen. Using the \* (Option key) on the remote, you can move the position of any of the tiles. If for some reason, it fails to show up, unplug the power from your Roku, wait a few seconds, and plug it back in. To access a TV channel, select the Philo app and click the OK button. You can now scroll through the available channels and select to watch or record. To change channels, press the top left Back arrow once and you can then scroll the other channels with the left and right arrow keys, or press the Home button to start over.



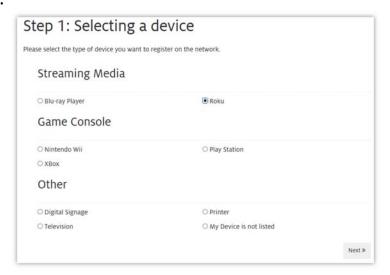
26. Next, register your device on "uhregistered" by going to AccessUH and clicking on "Register My WiFi Device".

## **Roku Device Registration Steps**

#### 27. Click Add Device.



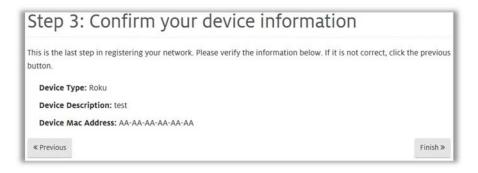
#### 28. Select Roku.



- 29. Click Next.
- 30. Enter the following:
  - a. Description of your device (bldg./floor/bed space is suggested)
- b. Mac address (wireless ID) using dashes and not colons
  - 31. Click Next.

**Note:** the wireless Mac Address is located in the Settings /System /About section of the Roku menu

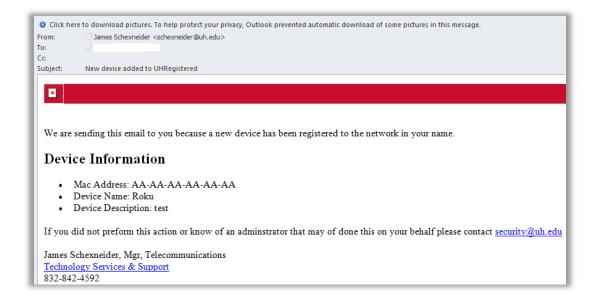




#### 32. Click Finish.

**Note:** Your device registration is confirmed with an email. You can now connect to the "uhregistered" WiFi network, referring back to page 5 for details on selecting a wireless network.

Registration is valid for 1 year; you will receive an email prior to the registration expiring.



- Be sure your TV is turned on. If there is no power light at the bottom of the frame, this may be an electrical issue. Plug another device into that outlet to confirm a working outlet. If the TV will not power on, this is a defective television.
- Ensure your TV is on the correct video input. The TV controls are located at the bottom right side of the TV behind the edge of the frame or on the right side about midway down behind the edge of the frame.
- Make sure the power cable for the Roku player is connected snugly to the Roku player on one end and to a working power source on the other end. If the Roku player is powered; the status light on the front of the unit will be on.

#### Unable to access Philo app or channels (Loss of Service)

Try accessing the Watch ESPN app or any of your other Roku channel apps. If ESPN is accessible this is likely a Philo service disruption.

#### If you are unable to reach Philo or WATCH ESPN:

- Select HOME.
- Select SETTINGS.
- Select NETWORK.
- Select Wireless (Wi-Fi).
- Select **OK** and **Update Connection**.
- If this fails, try setting up a **New WiFi Connection** (Step 6 above)

**Note:** For Philo related issues, a trouble ticket can be initiated by going to <a href="http://uh.edu/philohelp">http://uh.edu/philohelp</a>. For network related issues such as erratic wireless connectivity, a trouble ticket needs to be opened with UHIT at: <a href="https://ssl.uh.edu/wtsc-apps/uh housing/resident">https://ssl.uh.edu/wtsc-apps/uh housing/resident</a> it support/index.php

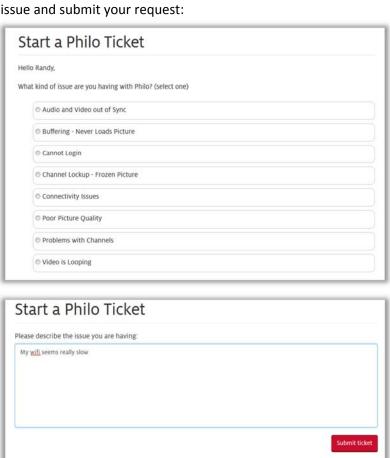
#### **Philo Support**

Technical issues related to your Philo service should be made directly with the UH Help Desk by visiting <a href="http://uh.edu/philohelp">http://uh.edu/philohelp</a> and submitting a support ticket.

33. Login with your Cougarnet credentials:



34. Select your issue and submit your request:





Dear Joe Cougar,

Thank you for contacting the Information Technology Support Center. This message is to confirm that we have received your email request regarding:

First Name: Joe Last Name: Cougar Peoplesoft ID: 1234567 Email: JCougar@uh.edu

Community Name: Calhoun Lofts

Room: C1026

Has Philo access: yes Has HBO access: yes

Request: IS IN WORKLOG

A customer service representative will contact you within the next 24 hours.

Please give us a call at 713-743-1411 or chat with us at <a href="http://www.uh.edu/livechat">http://www.uh.edu/livechat</a>, if you have additional questions.

Please include your case number (1111111) in the subject line when emailing so that we may better assist you.

Sincerely, Leroy Mays Dir, IT Customer Services **Technology Services and Support** University of Houston

Direct: (832) 842-4618 Email: Support@UH.EDU

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