

UNIVERSITY of **HOUSTON**

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UNIVERSITY INFORMATION TECHNOLOGY

Technology Services and Support

Roku Documentation for

Philo Service

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## Setting up the Roku Box

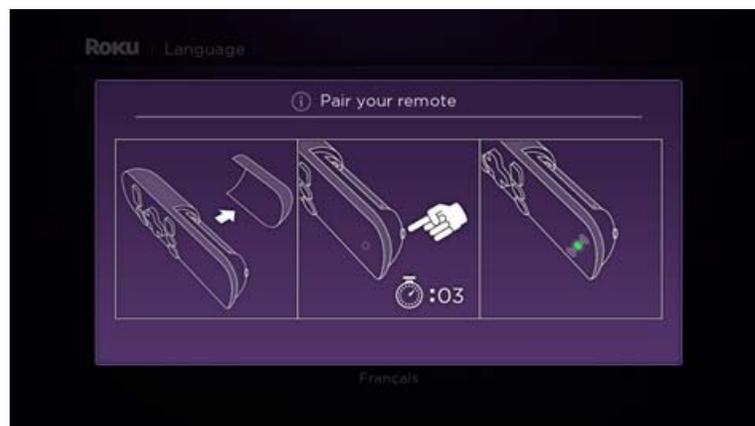
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**Power tip:** Please don't set up your Roku device at the same time as your roommate.

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 **wireless network**



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**



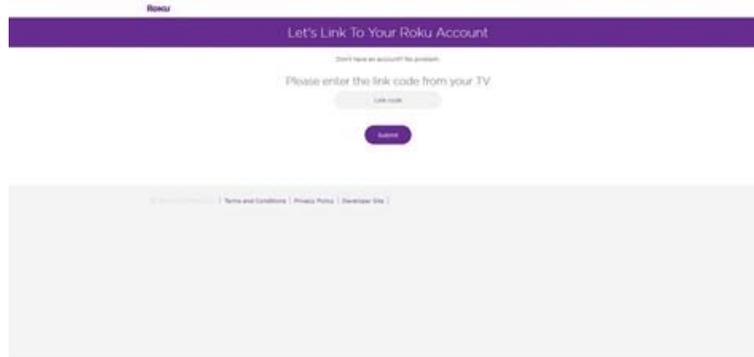
9. **Note:** your Roku will check for the latest available software.



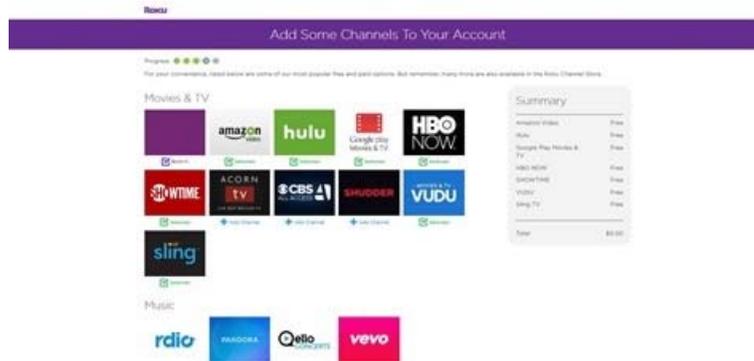
10. You will be prompted to register with Roku at: [www.roku.com/link](http://www.roku.com/link)



11. Enter the **code** displayed on your television screen. Open a browser and go to [www.roku.com/link](http://www.roku.com/link). Enter the **code** displayed on your TV screen. When prompted, login to [www.roku.com](http://www.roku.com) 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.



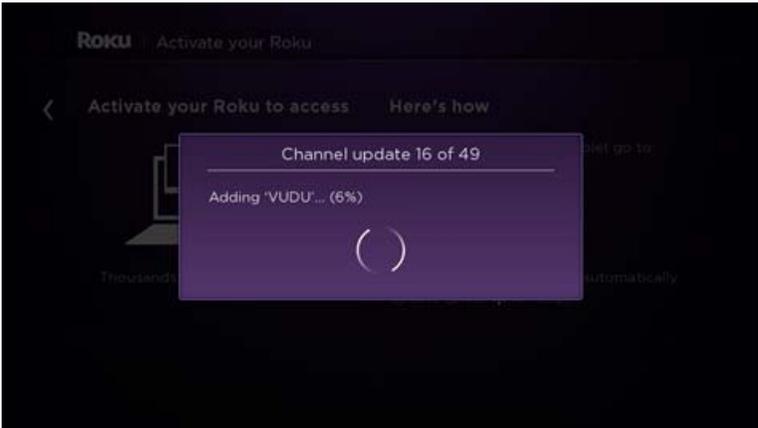
12. Customize Your Roku Home screen by selecting or unchecking channels from the available options



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



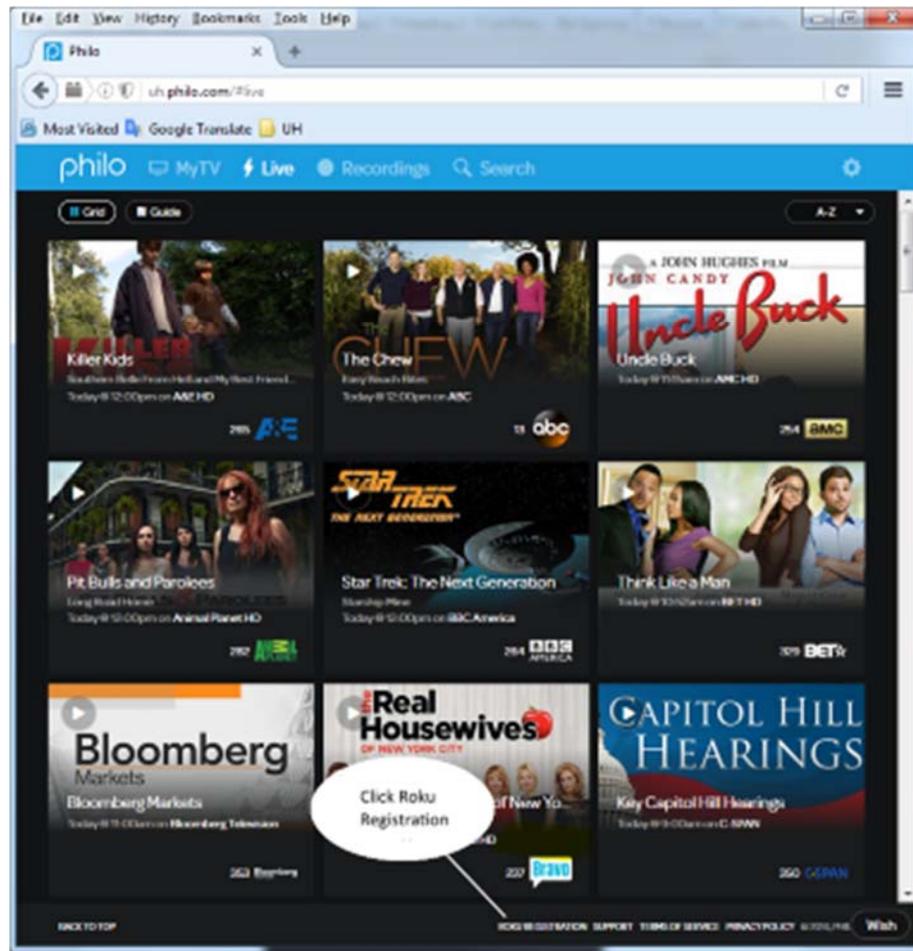
14. Your Roku player will take a few moments to install your selected channels.



## Adding Philo to the Roku Box

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



15. Install the private Philo channel. This will open your default browser and take you back to the Roku.com site. Login again if necessary.



## Add a device

Step 1: Install the private Philo Channel by visiting:

<http://my.roku.com/add/philo>

Step 2: Launch the Philo Channel on your Roku device.

Step 3: Enter the code provided by the Philo Channel:

**Roku serial number or Philo device code**

**Click Add**

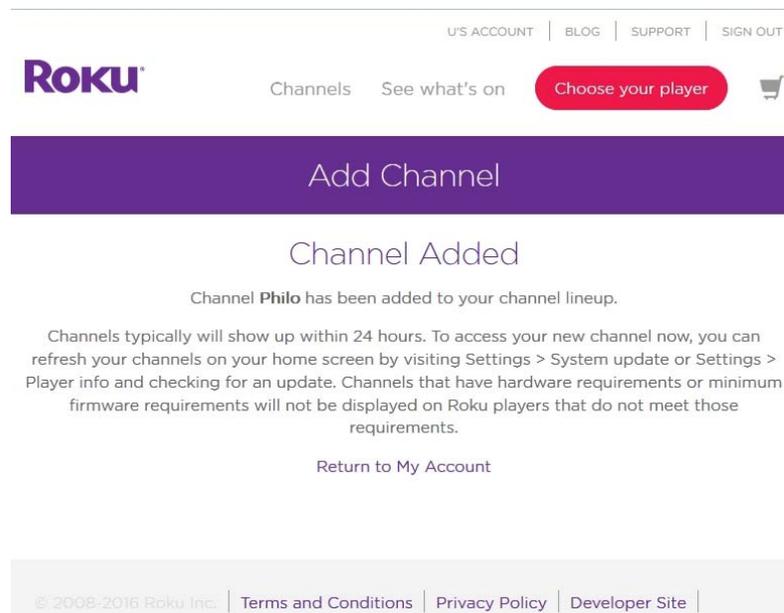
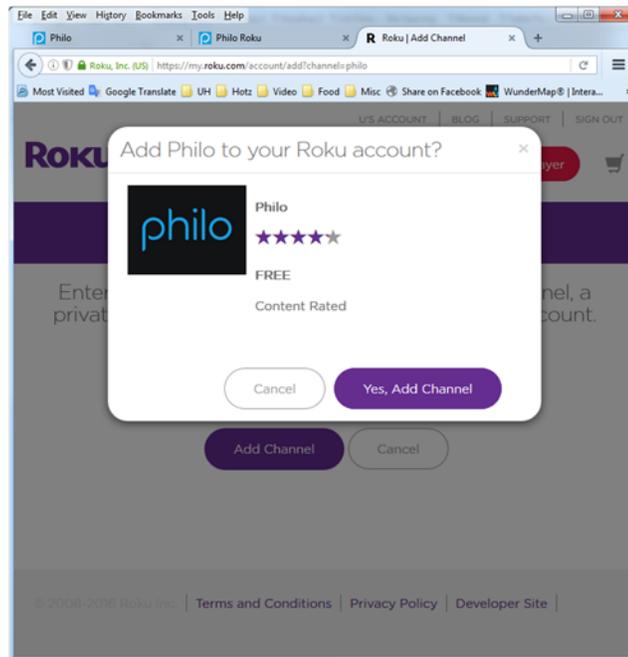
Add

Please note newly added Roku devices may take up to 10 minutes to activate. Having trouble? View detailed setup instructions [here](#).

## Devices

Your existing Roku devices:

## 16. Click Yes, **Add Channel**



17. From the Roku remote, press the **Home** button
18. Select **Settings**
19. Select **System** and then **System Update**
20. After the system update has completed, go to the Home screen and select the Philo app.
21. From your browser, login to Philo again if necessary (uh.philo.com)
22. Select Roku Registration as above, and enter the Philo generated 4 character code or the Serial number located on the Roku box or the underside of the device.
23. Click the Add button



## Add a device

Step 1: Install the private Philo Channel by visiting:

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**Roku serial number or Philo device code**

**Click Add**

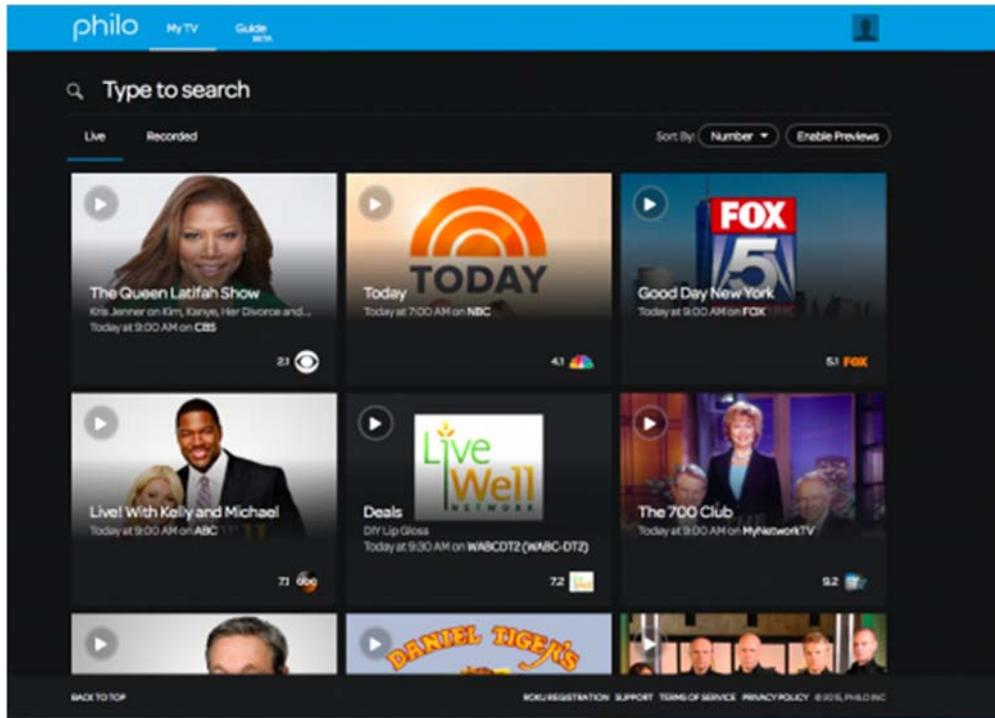
Add

Please note newly added Roku devices may take up to 10 minutes to activate. Having trouble? View detailed setup instructions [here](#).

## Devices

Your existing Roku devices:

24. When the Roku screen refreshes, Philo should now be available on the Home screen. 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, or press the Home button to start over.



25. Next, register your device on uhregistered by going to AccessUH and clicking on “**Register My WiFi Device**”.

## Roku Device Registration Steps

### 26. Click **Add Device**.

#### "unregistered" WiFi Registration

##### Devices Registered

Below you will find a list of devices that you have registered on the "unregistered" network. **You may at any time remove a device that is no longer in use.**

A device that you may need to register is your Roku, game console or wireless printer. Devices will remain active on the network for up to one year. It is not necessary to register computers or smartphones.

No registered devices.

[+ Add Device](#)

### 27. Select **Roku**.

#### Step 1: Selecting a device

Please select the type of device you want to register on the network.

##### Streaming Media

Blu-ray Player  Roku

##### Game Console

Nintendo Wii  Play Station  
 Xbox

##### Other

Digital Signage  Printer  
 Television  My Device is not listed

[Next »](#)

### 28. Click **Next**.

### 29. Enter the following:

- Description of your device (bldg./floor/bed space is suggested)
- Mac address (wireless ID) using dashes and not colons

#### Step 2: Enter information about your device

Type of Device:

Roku

\*Description of your device:

This description is for you and may be anything you want to put here. Example: Living Room Roku

\*Enter the Mac Address of the device:

[« Previous](#)

[Next »](#)

30. Click **Next**.

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

Step 2: Enter information about your device

Type of Device:

\*Description of your device:  
This description is for you and may be anything you want to put here. Example: Living Room Roku

\*Enter the Mac Address of the device:

« Previous Next »

31. Click **Finish**.

Step 3: Confirm your device information

This is the last step in registering your network. Please verify the information below. If it is not correct, click the previous button.

**Device Type:** Roku  
**Device Description:** test  
**Device Mac Address:** AA-AA-AA-AA-AA-AA

« Previous Finish »

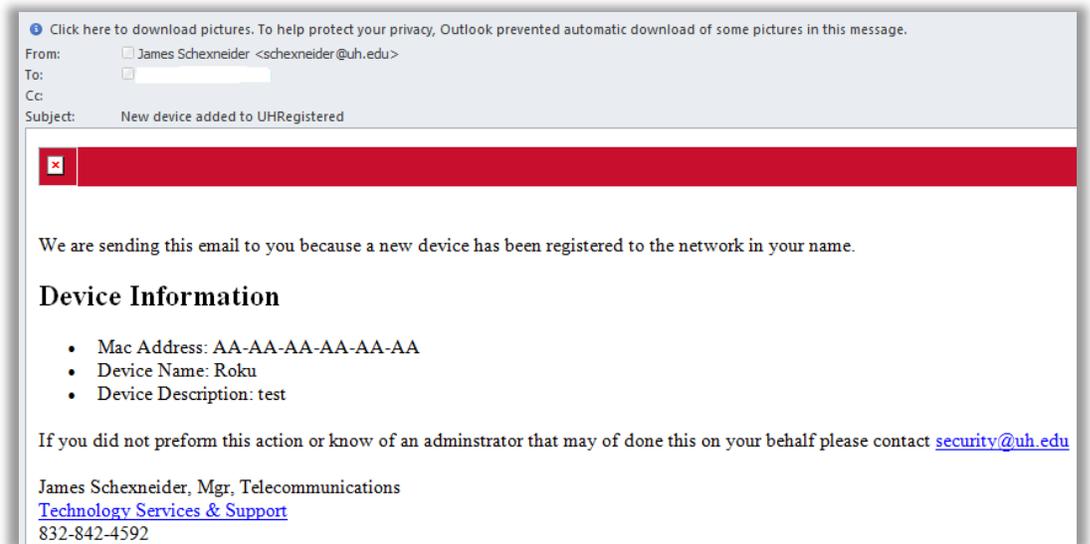
Devices Registered on "uhregistered"

Below you will find a list of devices that you have registered on the "uhregistered" network. **You may at any time remove a device that is no longer in use.**

Roku AA-AA-AA-AA-AA-AA test	Status: enabled Expires: 08-15-2015 <a href="#">remove</a>
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[+ Add Device](#)

**Note:** Your device registration is confirmed with an email.



## Roku Troubleshooting

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- 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:

32. Select **HOME**.
33. Select **SETTINGS**.
34. Select **NETWORK**.
35. Select **Wireless (Wi-Fi)**.
36. Select **OK** and **Update Connection**.
37. If this fails, try setting up a New Wi-Fi connection (Step 6 above)

**Note:** For Philo related issues, a trouble ticket can be initiated by going to <http://uh.edu/philohelp>. For network related issues such as erratic wireless connectivity, a trouble ticket needs to be opened with UHIT at: [https://ssl.uh.edu/wtsc\\_apps/uh\\_housing/resident\\_it\\_support/index.php](https://ssl.uh.edu/wtsc_apps/uh_housing/resident_it_support/index.php)

## Philo Support

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

38. Login with your CougarNet credentials:

### Philo Help

If you are a resident and need assistance with Philo please login to continue.

CougarNet Username:

CougarNet Password:

login

39. Select your issue and submit your request:

### Start a Philo Ticket

Hello Randy,

What kind of issue are you having with Philo? (select one)

- Audio and Video out of Sync
- Buffering - Never Loads Picture
- Cannot Login
- Channel Lockup - Frozen Picture
- Connectivity Issues
- Poor Picture Quality
- Problems with Channels
- Video is Looping

### Start a Philo Ticket

Please describe the issue you are having:

My wifi seems really slow

Submit ticket

### Philo Ticket Sent

We have sent your help ticket. You should be receiving an email shortly with the details.

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: [JoeCougar@uh.edu](mailto:JoeCougar@uh.edu)

Community Name: Bayou Oaks  
Room:  
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 <http://www.uh.edu/livechat> , if you have additional questions.

Please include your case number (000000001111111) 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](mailto:Support@UH.EDU)

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