

UNIVERSITY of **HOUSTON**

UNIVERSITY INFORMATION TECHNOLOGY

Technology Services and Support TSS

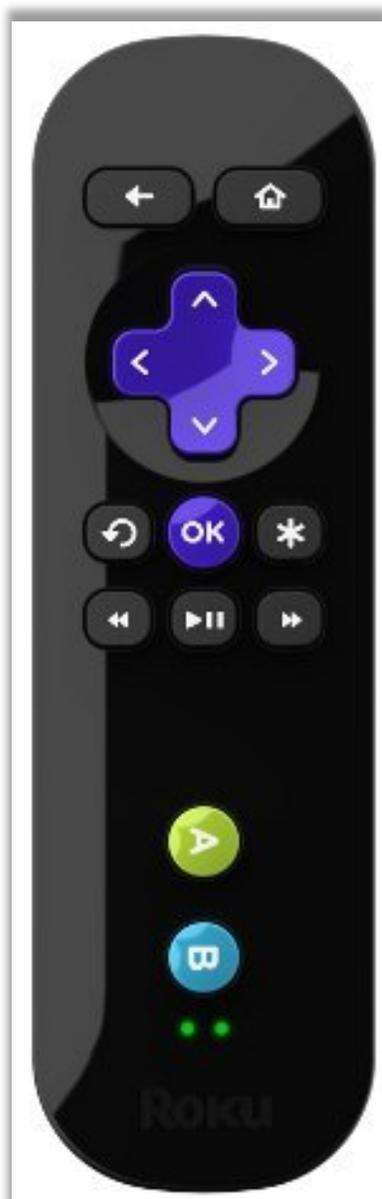
Roku Support for UH Residents

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Roku Remote Control

Roku Remote Control



Remote Control Functions

Method 2: Pairing a Roku TV Remote Control to its Set-Top Box

(for Method 1 see page 15)

1. Take an IR (Universal) remote control and **point** it at the bottom of the Roku TV.
2. Press **Home**.
3. Scroll to the **Settings**.
4. Select **Pair Remote**.
5. Remove the battery **cover** on the Roku remote control.
6. Press the **micro** button for a few seconds.
7. When the light flashes stop pressing the micro button. (**Note:** you will get an on screen confirmation when it's completed).
8. Place the **lid** back on the Roku remote control.
9. Hang the **remote** back on the Roku TV.

Setting up the Roku Box

1. Plug box into **TV**.
2. Select **English** for Language.
3. Connect to network; if Wi-Fi, scan for networks and connect to:
 - SSID to Wi-Fi: **uhregistered**
 - Password to Wi-Fi: no password needed
4. Once connected, you will be given an alphanumeric **link code**.
5. Go to <https://Roku.com/link> register the **link code** that is on the screen; the Roku device will register with www.roku.com.
 - a. Select the extra channels you want to add
 - b. Click **Continue** at the bottom of the page.
6. The Roku device will **reboot**.

Roku Device Registration

Roku Device Registration Steps

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

1. Visit <http://uh.edu/registermywifi> to register your device on the UH wireless network.
2. Enter your **Cougarnet credentials**.

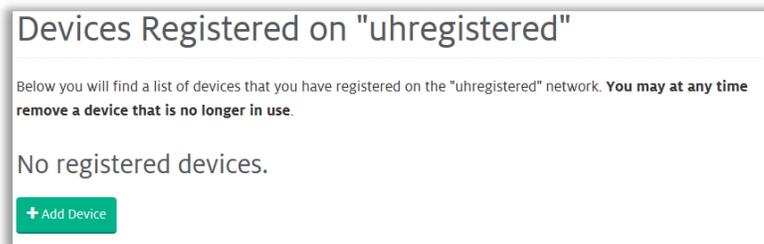


Login to register or manage your devices on "uhregistered"

CougarNet Username:

CougarNet Password:

3. Click **Add Device**.

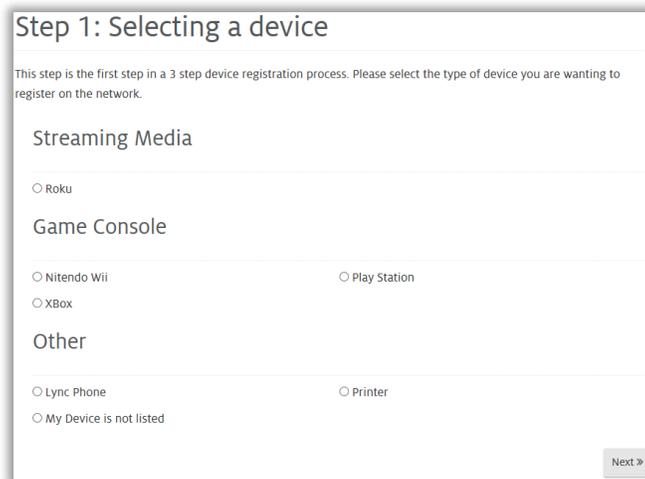


Devices Registered on "uhregistered"

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.**

No registered devices.

4. Select **Roku**.
5. Click **Next**.



Step 1: Selecting a device

This step is the first step in a 3 step device registration process. Please select the type of device you are wanting to register on the network.

Streaming Media

Roku

Game Console

Nitendo Wii Play Station

XBox

Other

Lync Phone Printer

My Device is not listed

6. Enter the following:
 - Description of your device
 - Mac address (wireless ID)

7. Click **Next**.

Note: the wireless ID is located on either:

- The underside of the Roku 2 device on the product label
- The outside of the Roku 2 box on the product label

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 »

8. 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 »

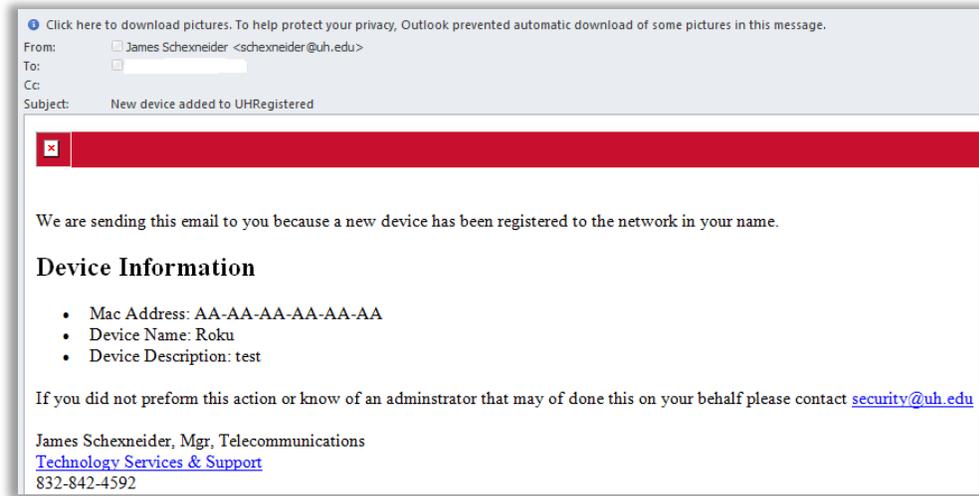
Devices Registered on "uhregistered"

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 remove
-----------------------------------	--

[+ Add Device](#)

Note: Your device registration is confirmed with an email.



9. Pairing a Roku TV Remote Control to its Set-Top Box instructions are on page 3 and 15.
10. After connecting your Roku device to your television via the HDMI cable, and having selected the correct auxiliary input, the Roku logo will display on your screen. Your Roku device will attempt to pair with your remote if you've already inserted the batteries. For additional remote pairing instructions, see **Remote Control Functions** section.



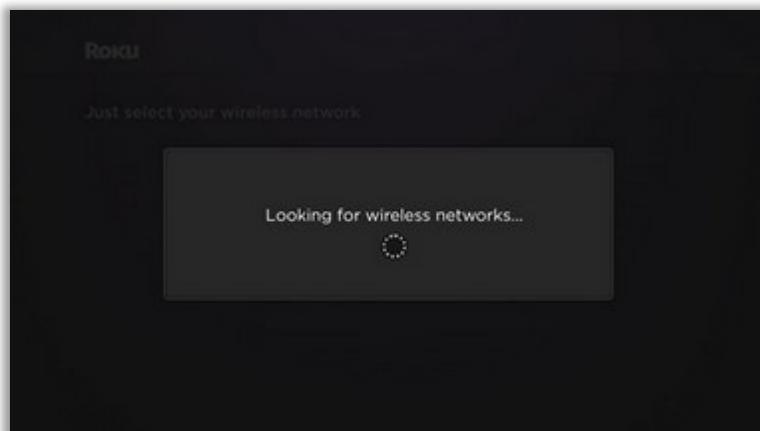
11. Select your preferred **language**.



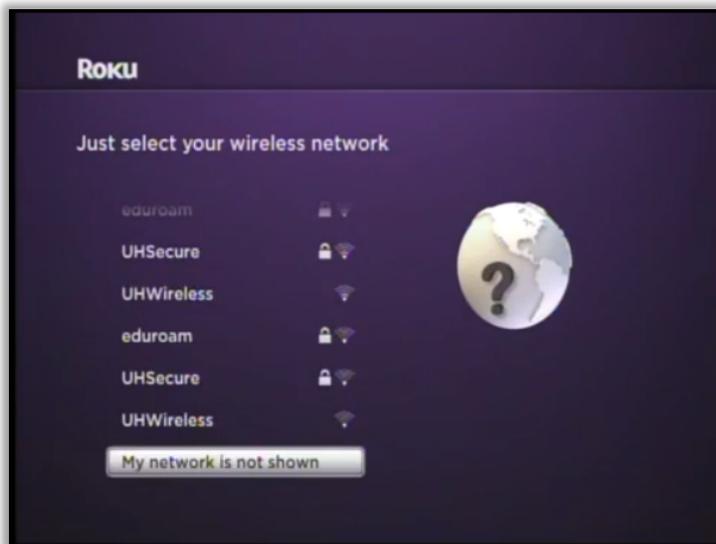
12. Connect your device to the **wireless network**.



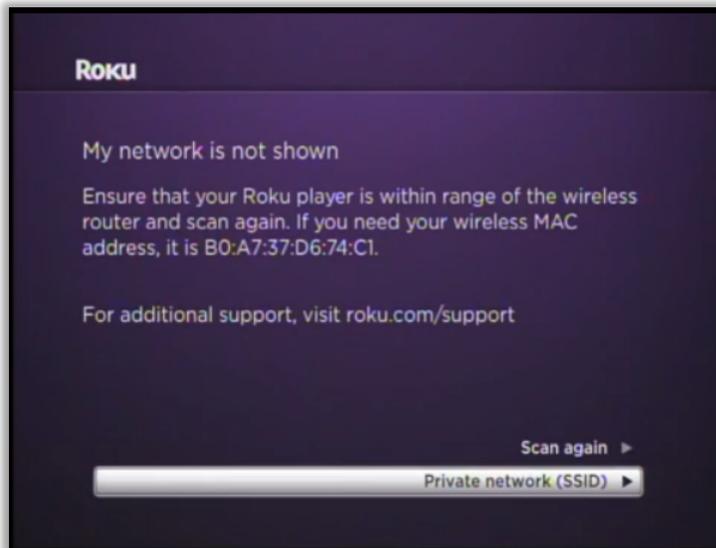
13. The Roku will search for available networks.



14. Using your remote up or down arrow, scroll to **“My Network is not shown”**.



15. Select **“Private network (SSID)”**.



16. Enter the SSID “**uhregistered**” exactly as shown and click “**Done**”.



17. Select “**No**”.



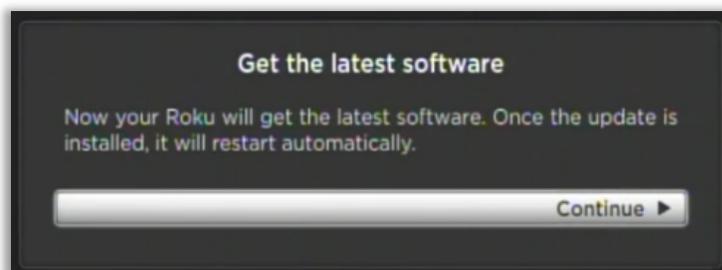
18. Click **“Done”**.



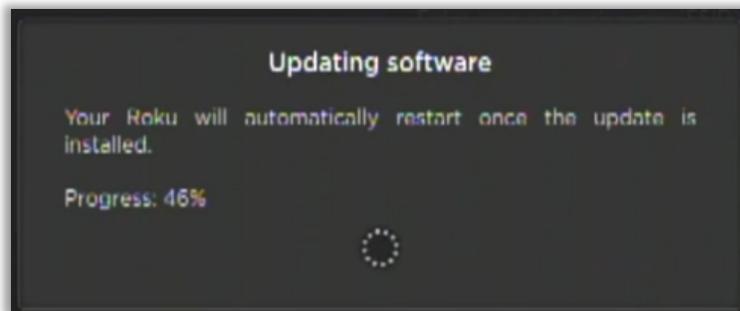
19. Your Roku will confirm network connectivity. If any of these have red “X’s” please review your Mac address on the “uhregistered” WiFi registration page.



20. Click **“Continue”**.



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



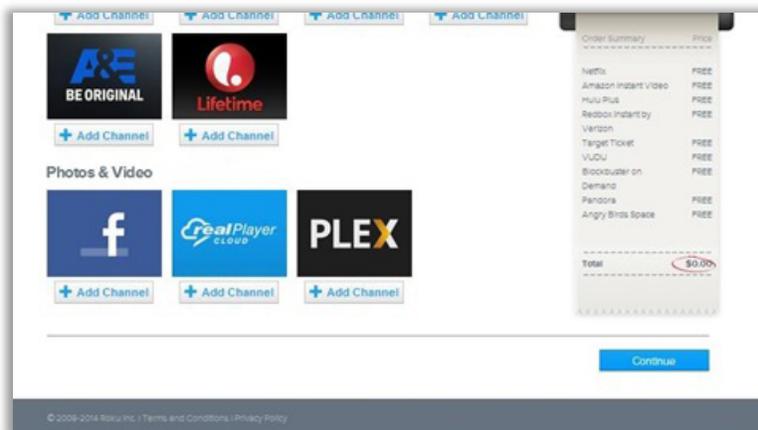
21. You will be prompted to register with Roku at: www.roku.com/link .



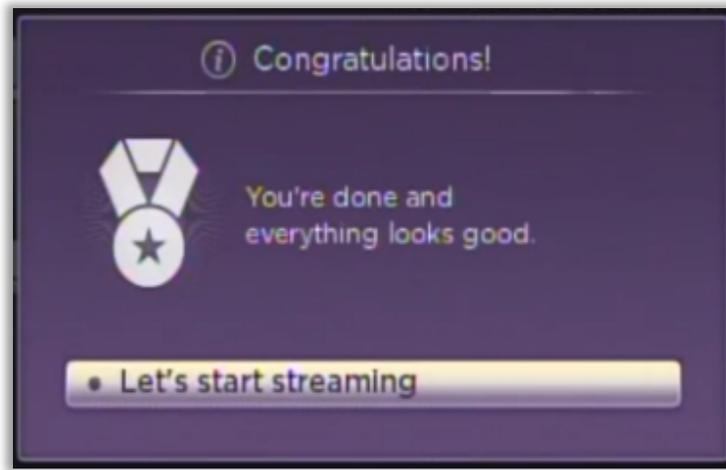
22. Enter the **code** displayed on your television screen. When prompted, log in to www.roku.com if you already have an account, or create a new one. You will be prompted to enter in a credit card or your PayPal account number that will be kept on file for purchasing premium content.



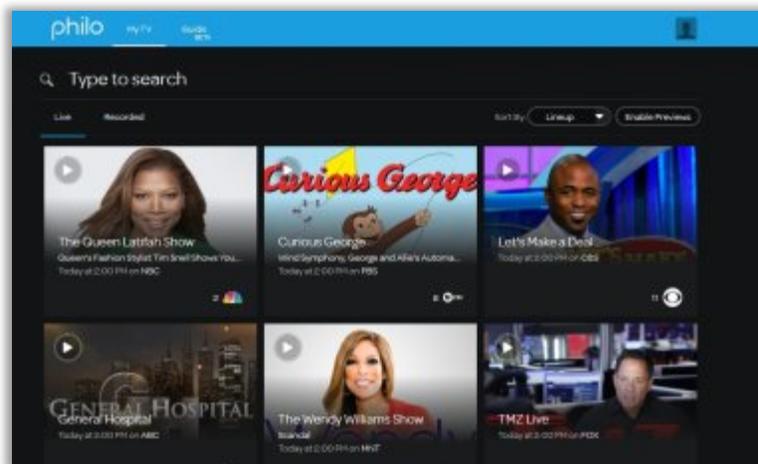
23. Customize your Roku home screen by selecting or unchecking channels from the available options.



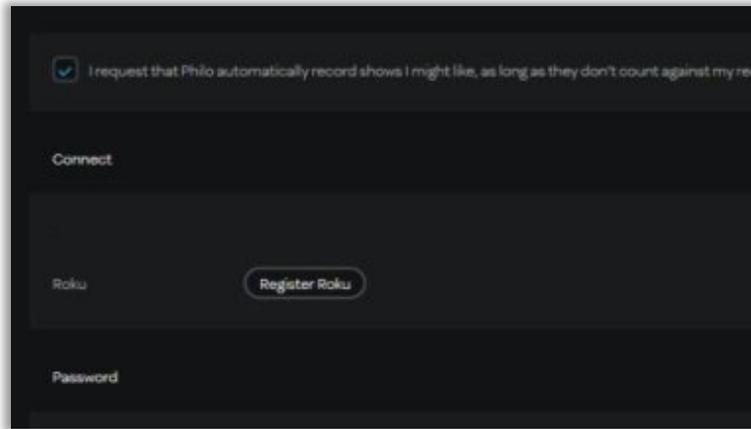
24. Once completed, click “Let’s start streaming”.



25. The next step requires you to log into your Philo account using your PC. Visit <http://uh.edu/philologin> and log in using your Cougarnet user ID and password. Click on the **silhouette** in the upper right corner of the screen and select “Settings”.



26. Scroll down to the **Register Roku** option and select it.



27. Install the private Philo channel when prompted to **'Enter the code provided by the Philo Channel'**. The Roku serial number can be found in the following locations:

- The underside of the Roku 2 device on the product label
- The outside of the Roku 2 box on the product label

28. From the Roku device press the **Home** button.

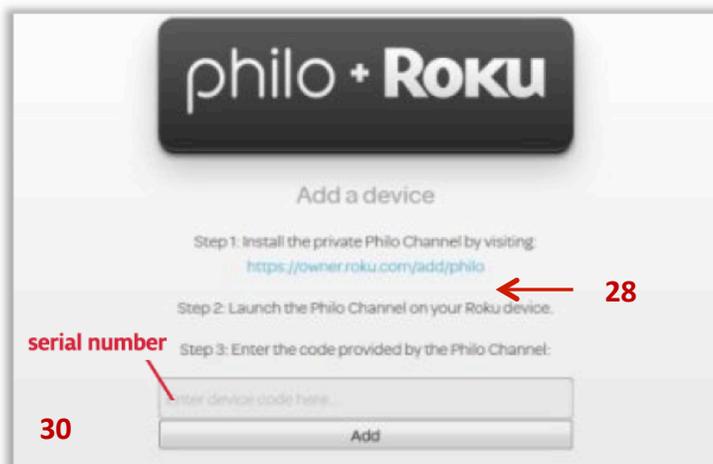
29. Select **Settings**.

30. Select **About**.

31. Click the **link** under step 1 and confirm you want to add Philo.

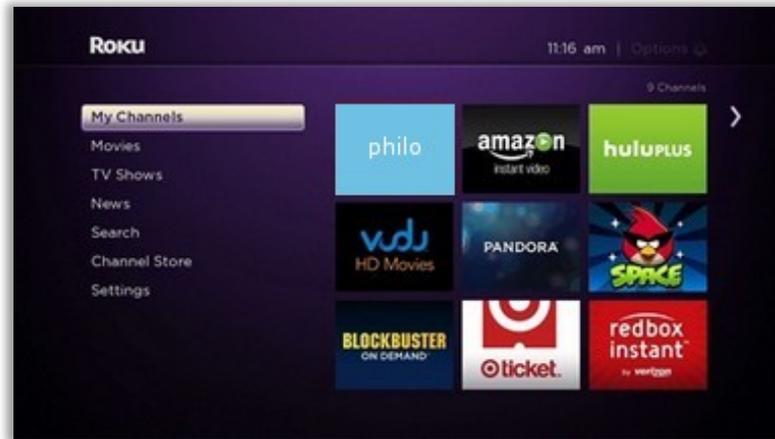
32. Click **Yes** add channel.

33. Enter **Serial number** located on the Roku box.



Note: Please allow 10 minutes for this change to take place.

34. After a few minutes, click the **“Home”** option on your Roku remote and you should see the Philo app on your TV screen. If for some reason it fails to show up, unplug your Roku from the AC outlet, wait a few seconds, and plug it back in. To access a TV channel, click on the **Philo app** and click **“OK”**. Select the channel and click **“OK”** twice. To change channels, click the back **arrow** on the remote and select another **channel**.



Roku Troubleshooting

- 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. If ESPN is accessible this is likely a Philo service disruption.

If you are unable to reach Philo or WATCH ESPN:

1. Select **HOME**.
2. Select **SETTINGS**.
3. Select **NETWORK**.
4. Select **Wireless (Wi-Fi)**.
5. Select **OK** and **Update Connection**.
6. If this fails, try setting up a New WiFi connection...



7. This is a hidden SSID so you'll need to select **Private Network**.
 - a. Type in the name of the SSID: **uhregistered**
 - b. No password needed
8. Select **OK**.

Note: For Philo related issues, a trouble ticket should be initiated through the Philo portal under the user's account through AccessUH. 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

Method 1: Pairing your remote control (for Method 2 see page 3)

The Roku remote should automatically pair with your Roku player at the beginning of Guided Setup. If you are not able to use the remote to navigate through Guided Setup, you can manually pair the Roku remote by pressing the Pairing button (in battery compartment).

Tips on battery replacement

Always replace batteries together as a pair. Make sure they are from the same manufacturer. Insert the negative (-) side first.

1. Prepare your Roku player to pair by unplugging the power adapter and plugging it back in.
2. Open the Roku remote battery compartment using the instructions in Method 2.
3. Place the Roku remote in close proximity with your Roku player.
4. Press and hold the pairing button inside the battery compartment for 3 seconds.
5. Wait about 10 seconds for the remote LED to stop flashing.
6. Try using the Roku remote again.

Philo Support

Technical issues related to your Philo service should be made directly with Philo by visiting <http://support.philo.com> and submitting a support ticket.

