Technology Services and Support

Roku Documentation for

Philo Service

08/19/2016
Table of Contents

Table of Contents ............................................................................................................................ 2
Setting up the Roku Box .................................................................................................................. 3
Adding Philo to the Roku Box .......................................................................................................... 9
  Roku Device Registration on unregistered network ..................................................................... 14
  Unable to access Philo app or channels (Loss of Service) .......................................................... 16
Philo Support .................................................................................................................................... 17
**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 www.roku.com/link. Enter the **code** displayed on your TV screen. When prompted, login 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 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
Adding Philo to the Roku Box

15. The next step requires you to log into your Philo account using your PC. Visit [http://uh.philo.com](http://uh.philo.com) 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 on uhregistered network

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.
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 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 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
Philo Support

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

33. Login with your Cougarnet credentials:

![Philo Help credentials login page]

34. Select your issue and submit your request:

![Start a Philo Ticket]

![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: 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 http://www.uh.edu/livechat, if you have additional questions.

Please include your case number (111111) 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

This is an official message sent by the University of Houston. To verify the validity of this message, e-mail security@uh.edu

Please do not reply to this email using the reply function of your email program as the address used to send this email is not monitored and we will not be able to respond to emails sent in this manner. To follow up on your reported case, please use the contact information provided above to communicate with our office.