

UNIVERSITY of **HOUSTON**

UNIVERSITY INFORMATION TECHNOLOGY

Technology Services and Support TSS

Philo for UH Residents

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About Philo

What is Philo?

The University of Houston is pleased to offer Philo to UH Residents. Philo allows you to watch live television on your own terms – on laptops and other devices anywhere on campus. With a stellar channel lineup, the ability to pause and rewind live TV, and 20 hours of your own DVR space, Philo gives you the flexibility and control you need to stay up-to-date on sports, current events, and the shows that matter to you most.

Where can students use Philo?

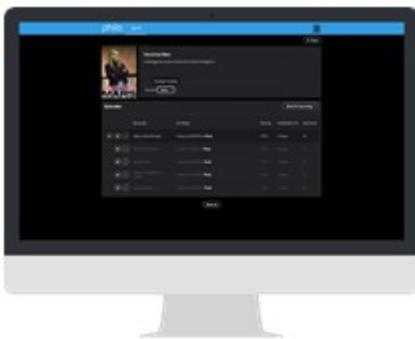
Students can use Philo anywhere on the university campus when they are connected to the campus Wi-Fi network. Philo will not work if a student is not physically on campus; *it will not work over a VPN connection from off-campus locations.*

Watch Live TV



Once you sign in, you are taken to your MyTV page, where you can see your Recent Recordings, what's currently Trending Live, and New Upcoming. Just browse through the listing and select any channel to start watching live or recorded content. Click on the Live tab at the top to go to the Grid or Guide to select a particular channel.

DVR



You have access to 20 hours of DVR space, allowing you to record shows to watch on your schedule. You can select a live program to record, or visit a specific show page and choose to record all new episodes of that show, all upcoming episodes including reruns on any channel, or single episodes. To watch your recordings, you can navigate to the "Records" tab, where you will find a complete library of your recorded content. Your recordings will notify you when they are about to expire and be deleted.

How to Access Philo

Watch Philo on a computer:

1. Go to uh.philo.com and select "log in"
2. Enter your Cougarnet ID and password
3. Start watching live TV or record some for later

Watch Philo on an iOS device:

1. Download the Philo app from the [App Store](#)
2. Enter your Cougarnet ID and password
3. Start watching live TV or record some for later

Watch Philo on an Android device:

1. Download the Philo app from [Google Play](#)
2. Enter your Cougarnet ID and password
3. Start watching live TV or record some for later

To watch Philo on a TV you will need a Roku or Roku TV, or a laptop (with HDMI out) connected by HDMI cable to a TV (see [supported devices](#)).

Watch Philo on a Roku:

1. Connect your Roku to your TV via an HDMI cable
2. Connect your Roku's power cord to an outlet
3. Follow the Philo-on-Roku setup instructions found [here](#)
4. Select the Philo channel to watch TV on your Roku

Philo can only be viewed on one device at a time.

Supported Devices

You can watch Philo on the following devices:

- **Mac:** Any Mac computer running OS X 10.8 or higher using a [supported browser](#).
- **PC:** Any PC running Windows 7 or higher using a [supported browser](#).
- **iOS:** Any Apple device running iOS 7 or higher by [downloading our iOS app here](#).
- **Android:** Most Android devices running Android 4.4 or higher by [downloading our Android app here](#). The Philo app will not appear in the Google Play Store for incompatible devices.
- **Roku:** Any Roku device, including Roku TVs, running software version 4.7 or higher. See our [Roku registration instructions](#) for details.

Looking to watch Philo on your Chromecast, Chromebook, Amazon Fire, Smart TV, gaming console, or another device we don't currently support? Philo is committed to bringing you the best television experience on your favorite devices, and Philo is continually working to bring Philo to more platforms.

Supported Browsers

You can watch Philo on a supported computer using the following browsers:*

	Video player
Chrome , latest version	HTML5
Safari , latest version	Microsoft Silverlight
Firefox , latest version	Microsoft Silverlight
Internet Explorer 11 or later	Microsoft Silverlight

If you experience technical difficulties while watching Philo, try another browser. Does the issue persist? If not, your current browser may be experiencing an issue with the HTML5 player or Microsoft Silverlight. Sometimes browser extensions can interfere as well. If you are unable to watch in multiple browsers, or if you prefer to use your current browser, please [submit a support request](#).

*** Philo is not supported on mobile browsers. To enjoy Philo on your mobile device, use the Philo [iOS](#) or [Android](#) app.**

Philo Support

Having trouble with Philo? Visit <http://uh.edu/philohelp> to submit a support request.

Having trouble connecting to the University network or setting up your device? Contact the Help Desk at 713-743-1411 or visit <http://www.uh.edu/philo> for self-help information on Roku and Philo.

Philo Help

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

CougarNet Username:

CougarNet Password:

login

Start a Philo Ticket

Hello ,

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

- Cannot Login/Authenticate
- Other Issues

Other options are coming