

# Roku & Vudu FAQs

## • **How does it work?**

It is a streaming service. The **Roku** devices are linked to the library's **VUDU** account which is where the movies and TV Shows reside.

## • **Can I access any other channels or services on the Roku stick?**

No. You can only view movies that are in the library's **VUDU** account. You cannot access any other streaming service such as *Netflix* with this device.

## • **Can I use my own streaming device?**

You cannot use your own **Roku** or any other type of stick or smart device to access this service. If you have a Smart TV you cannot access the library's **VUDU** account without the **Roku** Stick.

## • **Can I use the Roku Stick on my computer/laptop?**

No. The Roku can only be used on an HDTV with an HDMI port.

## • **Where can I see a list of movies?**

-On our website.

-At the library.

-On your TV if you have the **Roku** connected. Choose the **VUDU** channel and go to **My VUDU** then **Movies** or **TV Shows**.

## • **Nothing happens when I connect the Roku to my TV.**

-Make sure the **Roku** is also connected to a power outlet in addition to your TV.

-Make sure your TV is set to the same input/source as the HDMI port the stick is plugged into.

-Try a different HDMI port on your TV.

## • **The Roku remote is not working.**

-If the remote is not responding, try removing and reinserting the batteries first.

-If that doesn't fix the problem, try pairing the remote again:

o Open the battery compartment and locate the small, round pairing button.

o Press and hold the pairing button for at least 3 seconds. (front LEDs will blink)

o Power off and on the **Roku** stick by unplugging the power connector and plugging it back in.

o During the start up process, the **Roku** remote will automatically pair to your **Roku** player (the front LEDs will stop flashing).

## • **I can't connect to my wireless network.**

-Make sure there are no obstructions, like cement walls, between the **Roku** and your wireless router.

-Make sure you select the correct wireless name on the **Wireless** screen.

-Make sure you enter the correct password, if your network is security-enabled (password is case sensitive).

-If you have turned off SSID broadcasting on your wireless router, you can add your network by selecting **My network is not shown** from the **Wireless** screen.

-If your TV is not close enough to your router you may not get a strong enough signal to connect.

## • **When I select a movie the only option is to Resume. How do I watch from the beginning?**

This movie was viewed by a previous patron but not completed. To watch from the beginning, go to **My VUDU** then **Watchlist**, select the movie and choose **Start Over**.

## • **When I select a movie why am I seeing options to Rent or Own?**

If you are seeing these options you are not viewing the library's movie collection. You cannot purchase, rent, or download any free content to the library's account. To access the library's movie collection press the Back Arrow on the remote to return to the **VUDU** menu, select **My VUDU** and then **Movies**.

## • **What if I see a message that states, "Oops! This title won't play in this quality on your display due to copyright restrictions. It can be played only if your output and display support HDCP"?**

In this case you can still watch the movie, just choose "watch SD".

*The faster the Internet connection, the better the video quality.*

*For best viewing results: minimum of 1.5 Mbps for standard definition and 3.0 Mbps for HD.*