

## **Roku Sticks FAQ**

### **[Roku Streaming Stick Quick Start Guide](#)**

#### **Can a Roku Streaming Stick connect to my TV at home?**

Roku Streaming Sticks will work with any TV that has an HDMI connection and connects directly to the TV's HDMI port. However, if you own a Roku-branded TV, it is not recommended to connect an additional Roku device to that TV.

#### **What is an HDMI port?**

An HDMI port is typically located on the back or the side of most TVs. Here is an example of an HDMI port:



#### **I connected the Roku Streaming Stick to my TV's HDMI port. Now what?**

Use your TV remote to power on your TV and select the input where you connected the Roku Streaming Stick.

1. To figure out the right input name, look at the port where you plugged in the Roku Streaming Stick. The port will be labeled with the name (e.g., **HDMI 1**, **HDMI 2**, **AUX**, **VIDEO in 1**).
2. Change the input on the TV. Different brands and models of TVs do this in different ways, but it is usually accessible from a button on your TV's remote.
3. Look for a button on the TV remote labeled Input, Source, AUX, Video, TV/Video, or something similar. Press this button.
4. Depending on your TV, pressing this button may cycle through available inputs or it may display a menu with input choices.
  - If the button cycles through the available inputs, keep pressing the button, but wait 10 seconds between presses to allow the TV to detect the Roku Streaming Stick.
  - If the button brings up a menu, use the arrow buttons on the TV remote to choose the correct input and then press Enter or Select (depending on your remote).

Once the correct input is selected, the TV should display the Roku home screen.

### Can I use a Roku Streaming Stick on my TV at home if I do not have Wi-Fi?

Unfortunately, no. Roku sticks will only work if they are connected to wireless internet.

### Can a Roku stick connect to wireless internet using a MiFi hotspot?

Yes, but the streaming quality may not be as reliable as home broadband.

### How to connect a Roku stick to your home Wi-Fi:

When connecting the Roku Streaming Stick to your home Wi-Fi, have your wireless network name, also known as the SSID, and the network password on hand.

1. Navigate to **Settings** on the left-hand side of the Roku home page.
2. Click on **Settings**, and then click on **Network**.
3. From the Network menu, navigate to **Set up connection** and select **Wireless**. This will prompt a wireless scan. Once the scan is completed, a list of available Wi-Fi networks will be displayed.
4. Select your wireless network from the list of available Wi-Fi networks. (If you do not see your network, select **Scan again to see all networks**.)
5. Enter your password (if you have one). To see the password as you type, choose **Show password**.
6. Select **Connect**.

### The Roku remote isn't working. What can I do?

#### Try first: Unplug it and plug it in

1. Remove the power cable from the Roku Streaming Stick.
2. Wait 5 seconds, and then reconnect the power cable.
3. Wait 30 seconds for the remote to establish a connection with the Roku Streaming Stick.

#### Try next: Re-pair the remote with the Roku Streaming Stick

1. Take the back off the Roku remote.
2. Locate the **pairing button**. Press and hold it for 5 seconds until you see the status light start flashing.
3. Wait 30 seconds for the remote to establish a connection with the Roku Streaming Stick.



When pairing, the green status light will blink green.

This is the pairing button.

**The streaming service (Disney+, Hulu, HBO Max, etc.) is prompting me to sign in. What do I do?**

If you are unable to access the streaming service on the Roku Streaming Stick, please bring it to the library and we will log into the proper account for you.

**The Roku Streaming Stick is not turning on or working at all. What do I do?**

Check that the Roku Streaming Stick is:

- Plugged into a power source,
- Connected correctly to your TV, and
- Connected to your Wi-Fi.

If all these are true and the Roku Streaming Stick is still not working, please bring it back to the library so we can troubleshoot the problem.