

Roku FAQs

How does it work? This 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:
Open the battery compartment and locate the small, round pairing button. Press and hold the pairing button for at least 3 seconds. (front LEDs will blink)
Power off and on the Roku stick by unplugging the power connector and plugging it back in

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).

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

Note: If you have questions, please contact the Farmingdale Public Library's Reference desk at 516-249-9090.