Roku - Connecting to the Wireless Network

Quick links

- Step 1: Get the MAC/Physical address of the device
  - Method 1: From the System menu
  - Method 2: From the Secret Menu
- Step 2: Disable network ping
  - First, open the secret menu
  - Next, disable network ping
- Step 3: Register your device
- Step 4: Connect your device to Hofstra Guest

Step 1: Get the MAC/Physical address of the device

Your MAC address is a unique hardware identification number that identifies your device on the Hofstra network. You'll need your MAC address to complete the next step so be sure to write it down. There are two ways you can get the MAC address of your device.

Method 1: From the System menu

1. From the Home screen, scroll down to the Settings option and press OK on your remote.
2. Scroll down to the **System** option and press **OK** on your remote.

![Roku Settings](image1)

3. **About** will automatically be highlighted. Press **OK** on your remote.

![Roku System](image2)

4. Your both the **Ethernet** and **Wireless** MAC addresses will be here. Make a note of the one you need to register.

![Roku System Info](image3)

**Method 2: From the Secret Menu**

To get to the secret menu you need, press the buttons below. If it doesn't work the first time, try again. Sometimes it takes multiple attempts to open the secret menu.

- **Home** 5 times.
- **Fast forward** 3 times
- **Rewind** 2 times

Both the **Ethernet** and **Wireless** MAC addresses will be here. Make a note of the one you need to register. Press the **Home** button on your remote after writing it down.
Step 2: Disable network ping

The network ping setting on Roku prevents the device from connecting to our network. Follow the steps below to disable it.

First, open the secret menu

To get to the secret menu you need, press the buttons below. If it doesn't work the first time, try again. Sometimes it takes multiple attempts to open the secret menu.

- Home 5 times.
- Fast forward 1 time
- Play/Pause 1 time
- Rewind 1 time
- Play/Pause 1 time
- Fast forward 1 time

Next, disable network ping

1. In the secret menu, select System Operations Menu and press OK on your remote.
2. Use the remote to highlight **Disable network pings**, then press the **OK** button on the remote.

![System Operations Menu]

3. You know you did this correctly if the setting changes to **Enable network pings**. Do not press **OK** on your remote here. Instead, press the **Home** button to return to the **Home** screen.

![System Operations Menu]

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**Step 3: Register your device**

**IMPORTANT!**

To complete this step you need to use a computer or mobile phone connected to Hofstra’s **eduroam** wireless network.

1. From a computer or mobile device connected to Hofstra’s **eduroam** wireless network, go to [http://mydevices.hofstra.edu](http://mydevices.hofstra.edu).

2. Enter your Hofstra Portal username and password, then click **Sign On**.

![My Devices @ Hofstra]

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3. Click the **Add** button.

![Add button](image)

4. Fill out the required information and click **Submit**.
   *What to do if you get a Device ID Already Exists error after clicking Submit.*

   ![Add device screen](image)

   **Device name:** A descriptive name for your device
   **Device ID:** The MAC/Physical address of your device you obtained in Step 1.
   **Description:** A description of the device (i.e. color, edition, location). This is optional.

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**Step 4: Connect your device to Hofstra Guest**

1. From the **Home** screen, highlight **Settings** and press OK on your remote.

   ![Settings screen](image)

2. **Network** should automatically be selected. Press OK on your remote.

   ![Network settings](image)
3. Scroll down to **Set up connection** and press **OK** on your remote.

4. Make sure **Wireless** is highlighted and press **OK** on your remote.

5. Your Roku will search for available networks. Make sure **Hofstra Guest** is selected and press **OK** on your remote.

6. After a few moments, you should see two green **Checks**. Wait for this screen to close automatically. Do not click cancel.
7. Your device should now be connected. You can press the **Home** button to return to your list of apps.