Roku - Connecting to the Wired Network

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Step 1: Request a wired port be activated in your residence hall room

If you haven't already had a port activated, visit www.hofstra.edu/wired for instructions.

All Ethernet ports in the residence halls are off. You'll need to request an Ethernet port to be activated. Port activation may take up to 3 business days to complete. In the meantime, be sure to return to this page and complete the steps below. You'll need to have completed all of the steps below BEFORE the port gets activated to avoid running into any issues when you try and use your port.

Step 2: Get the MAC/Physical address of your 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.

Not all Rokus/TVs have an Ethernet port. Make sure to check your device for an Ethernet port before following the instructions below.
2. Scroll down to the **System** option and press **OK** on your remote.

   ![Roku System Setting](image)

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

   ![Roku About Setting](image)

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

   ![Roku System Information](image)

### 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 3: Disable network ping

The network ping setting on Rokus 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 (x5)  FF, Play, RW, Play, FF

- 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](image1.png)

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](image2.png)

**Step 4: 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**.

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

![Sign On](image3.png)
3. Click the **Add** button.

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

   - **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 5: Wait to receive an email confirmation that your port has been activated**

If you had to request a port be activated, wait until you receive an email telling you the activation has been completed. You'll receive this email at your Hofstra email address.

**Step 6: Connect your device into the activated Ethernet port**

All students can get one FREE 25 foot Ethernet cable from the Student Tech Support Center.

1. Plug one end of your Ethernet cable into the activated Ethernet port.

2. Plug one end of your Ethernet cable into the Ethernet port on your Roku.
3. From the Home screen, highlight Settings and press OK on your remote.

4. Network should automatically be selected. Press OK on your remote.

5. About should automatically be highlighted. If his screen shows you are connected to the Wired connection you can stop here. Otherwise, continue to the next step.

6. Scroll down to Set up connection and press OK on your remote.
7. Select **Wired** and press **OK** on the remote.

8. After a few moments, you should see a screen with two green **Checks**. Do NOT press OK on your remote. This screen will close automatically when the device is connected. After it's connected, press the **Home** button on the remote to return to the **Home** screen.