



## USER GUIDE ~ ROKU



Includes setup, watching TV, recording functions, adding a new device, and best practices.

## Roku Remote Buttons

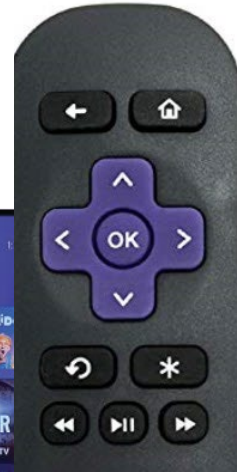
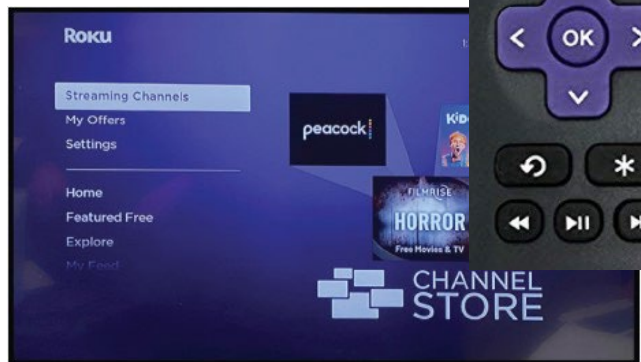
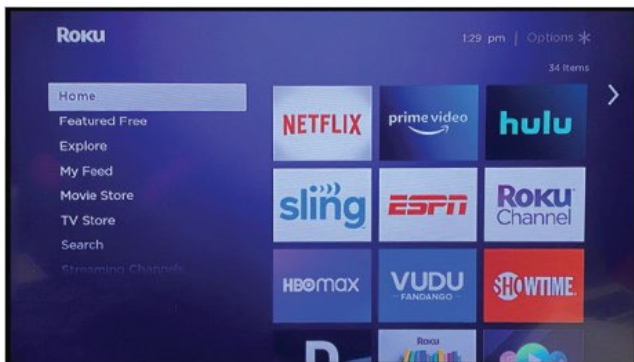
- A.** Power Button - Turns Roku device on and off.
- B.** Back button - Takes you back one step or page.
- C.** Home button - Takes you back to the main Roku menu screen.
- D.** Arrow buttons - Go left, right, up, or down when navigating a screen (programming guide, app grid, etc.).
- E.** OK button - Used to select an option or program you have highlighted in the guide or menu screen.
- F.** Undo/Restart button -
- G.** Options button - Opens a menu of available options from a certain screen or app.
- H.** Rewind, Play/Pause, Forward buttons - These buttons rewind, play/pause, or advance a program. Press the "Play/Pause" button from the guide to immediately start watching a program (rather than OK, which opens a screen of options first).



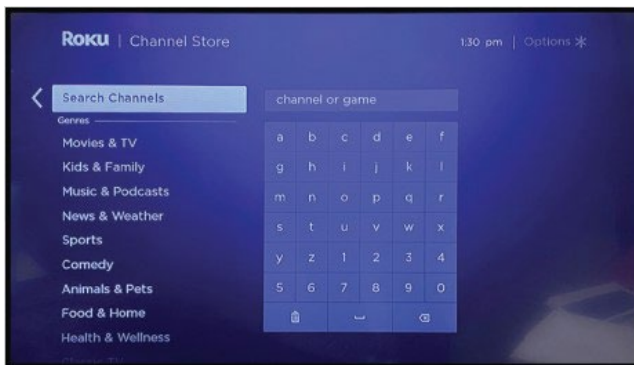
# Add the TCC Streaming TV app to your Roku

Note: you must have your Roku device connected to Wi-Fi.

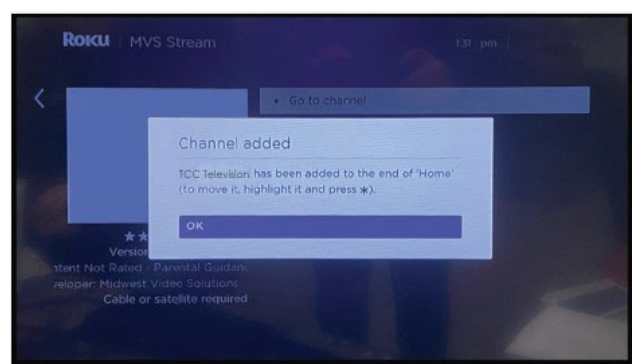
Open Roku and go down the menu to Streaming Channels and press OK



Move around the keyboard pressing OK on each letter to spell TCC Streaming TV; arrow over, click OK on it.



Click OK on "Add channel" and press OK when completed.



Click OK on "Go to channel" to open the TCC Streaming app; it will open up to the guide.





## Watching TV

From the guide, use the up and down arrow buttons to move through the channels; highlight a show and press either press the Play/Pause button to watch the show --or-- press the OK button for other options.

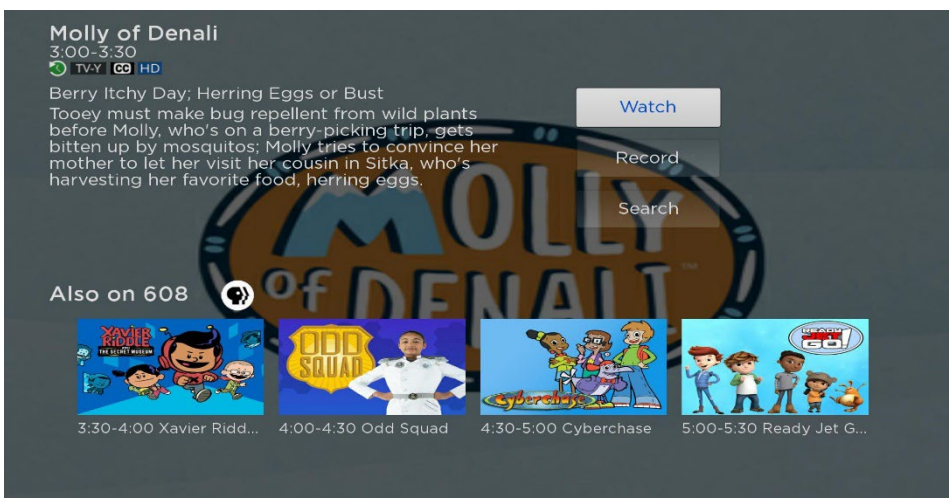
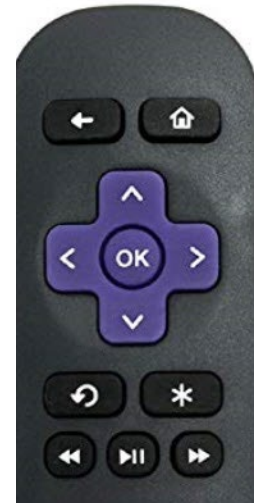


If you press OK, you will get a screen showing the program you chose and offering you information about the program and choices to Watch, Record, or Search.

Press OK on **Watch** to watch that program

Press the down arrow to **Record** and press OK to record that program

Press the down arrow to **Search** and press OK to search for other episodes.

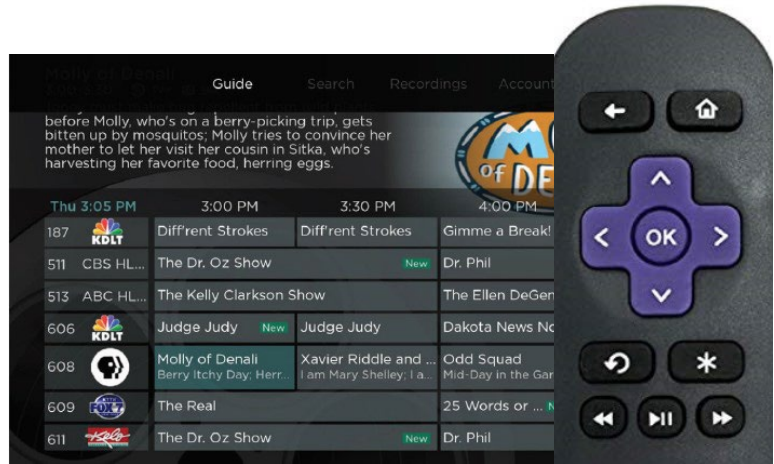



## Recording Your Programs

**Making a Recording:** When you are in the guide, use the arrow buttons to move around the guide and highlight a program. Press OK on a show and choose Record, a screen will display giving you three options:

- (a) Record Single, for a one-time recording,
- (b) Record Series (New episodes only), and
- (c) Record Series (All episodes).


Highlight your preferred Record option and press OK to set the recording. To further manage this recording, press the Back button to go to the Tab Bar and select Recordings.



**Watching Your Recordings:** Press the Back button  to bring up the Tab Bar. Select Recordings from the Tab Bar and press OK to open the Recordings screen. You will see Current, Upcoming, and Rules. Highlight Current, and press OK to open your list of Current Recordings. Scroll through the list, highlight the program you want to watch and press the OK button. If there are multiple recordings, scroll and highlight the one you want to watch and press OK.

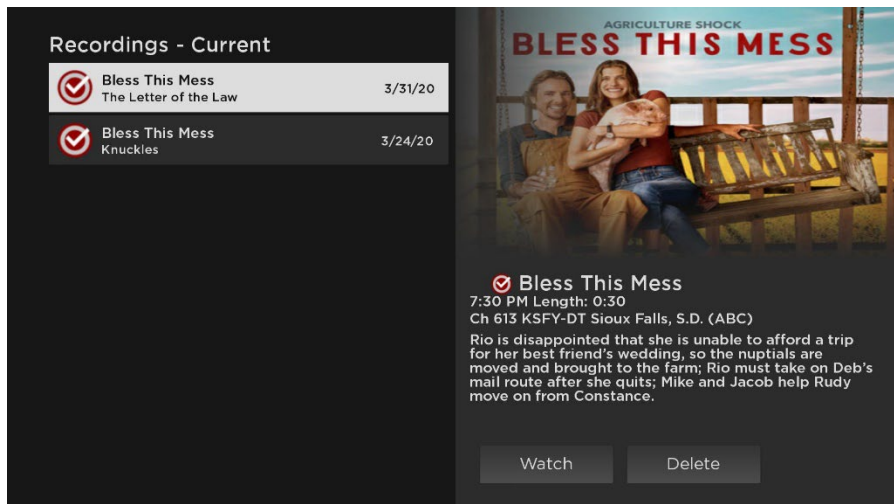
**Record Using the Search Option:** From any of your Search results you can scroll through the list of future air dates for a program, highlight Record and press the OK button to set a recording. Use one of the options under Making a Recording to make your selection.

## Managing Your Recordings

**Current Recordings:** To manage current recordings, press the Back button  on the remote to open the Tab Bar and use the Right arrow on the remote to highlight the Recordings option and press OK. Press the Down arrow on your remote to highlight Current, and then press OK on your remote to open your list of Current Recordings. Scroll up or down to highlight a program and press OK to open a recorded program, press OK again to watch the program. To Delete the program, press the Right arrow on your remote to highlight Delete and press Ok. (confirm deleteing) If there are multiple recordings of a program or series, scroll and highlight the one you want to watch and press OK on the remote to start watching the program.

**Note:** The Red Check button to the left of the program indicates that it has not been watched.

Programs with a Red Play button have been (at least) partially watched. Highlight a partially-watched program and press OK to view the program where you left off.



## Upcoming Recordings

Use the Upcoming Recordings feature to manage settings for your future recordings. From the Recordings screen, press the Down arrow of your remote control, highlight Upcoming, and press OK to see a list of programs you have scheduled for recording. Scroll through the list to highlight an Upcoming Recording and then press OK on your remote to open a program that you want to manage.


To assure that you don't miss the beginning or the end of a program, you can change the Start/Stop Recording times by highlighting the Edit button and pressing OK on your Remote to open a screen that gives you options on when you would like to Start and Stop a recording.

Highlight the Start Time option and press OK on your remote, then scroll up or down to choose the new Start Recording time, and then press OK on your remote to finish your selection. The Stop

Recording functions the same way as the Start Recording feature and is beneficial when watching sporting events where you want to extend the Record time.

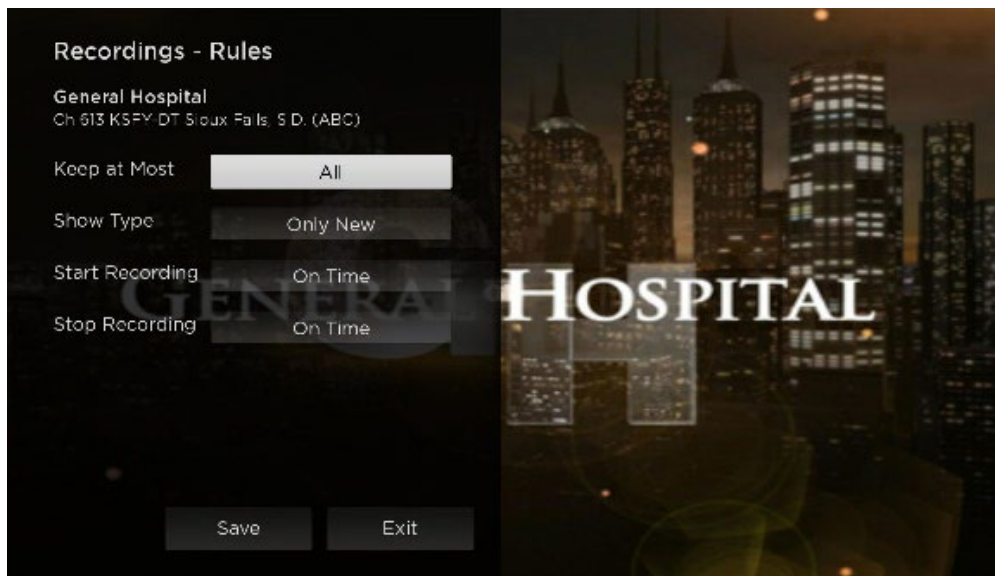
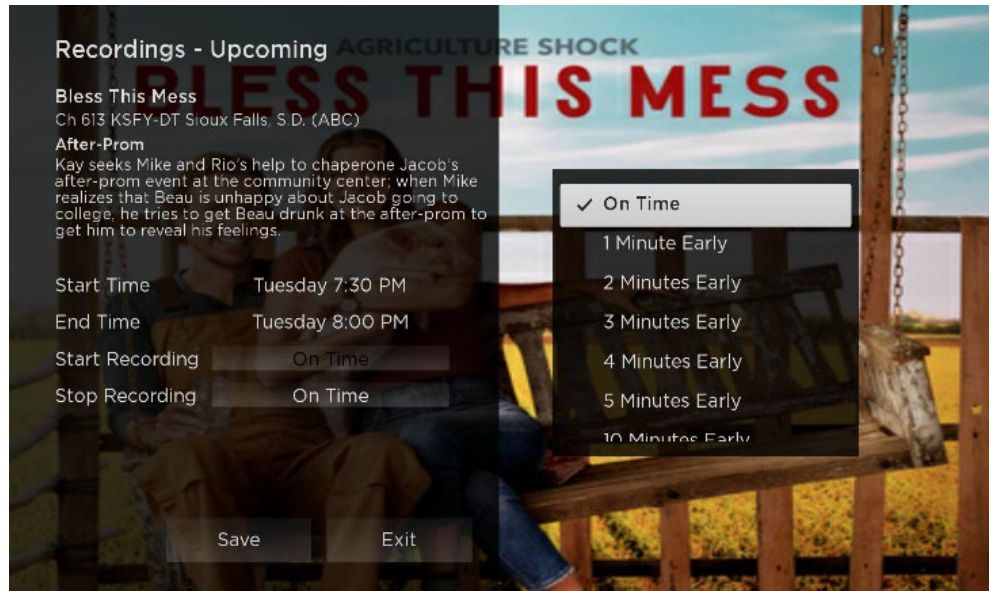
Once you have finished your changes, highlight Save and press OK on your remote to save the changes. To Delete an Upcoming Recording, press the Right arrow on your remote, highlight Delete, and press OK. You will receive a prompt to confirm deletion of the program.

## Rules

You can set rules for recording a series. Press the Back button  to open the Tab Bar and go to Recordings and press OK. From the Recordings screen, press the Down arrow of your remote control, highlight Rules, and press OK to see a list of your series programs.

Scroll through the list and highlight a series that you want to manage, press OK on your remote to open a series, at this point a Recordings - Rules screen will open.

Highlight the option next to Keep at Most and press OK on your remote to scroll and choose a maximum number of episodes that you want to keep of this series, or you can choose to keep All Episodes, press OK to make your selection.

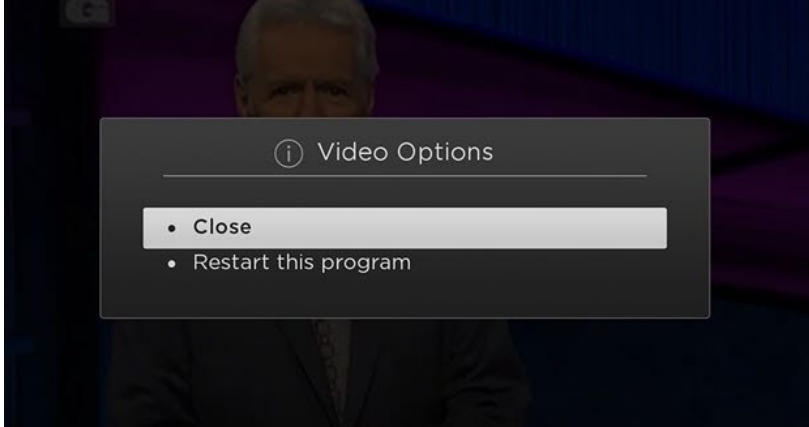




## Restart TV

This feature lets you go back to the beginning of any currently airing program that has the Restart Option.

While you are watching a program that you want to Restart, press on the Right Arrow of your Roku remote which will open a Video Options screen. Choose Restart this program and press OK to Restart the program back to its beginning.



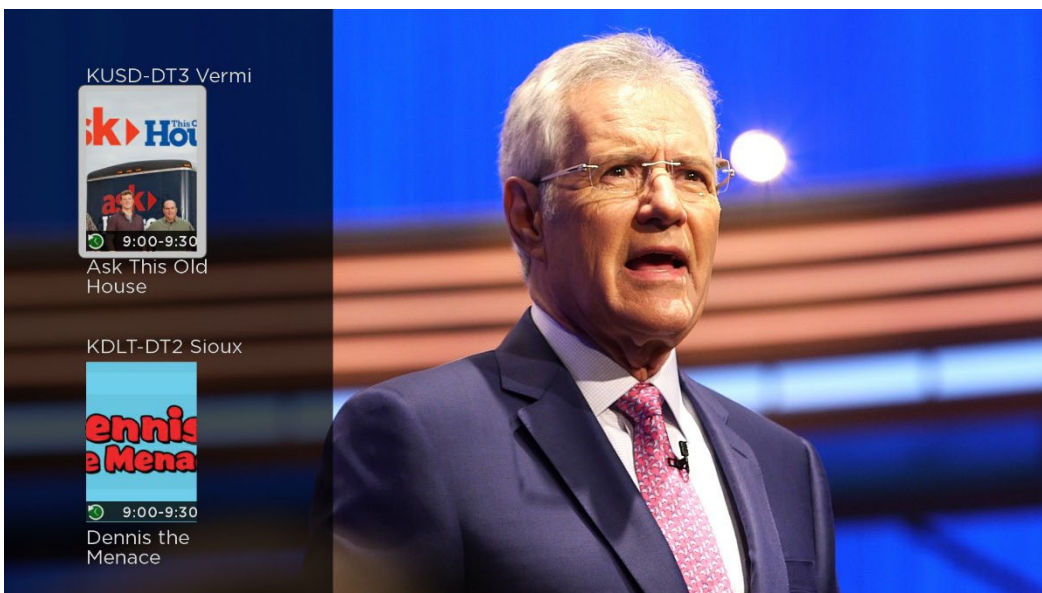
Programs that have the Restart option will display the Green Restart icon in the Program description of the Guide. There may be programs that don't allow for the Restart function.

To go back to Live TV, press OK and the right arrow button and choose Go to Live TV.

## Quick Guide

While you are watching a program, you can press the Left arrow button on your Roku remote, which will display a Quick Guide showing the last eight channels that you have watched on the left side of your TV screen.

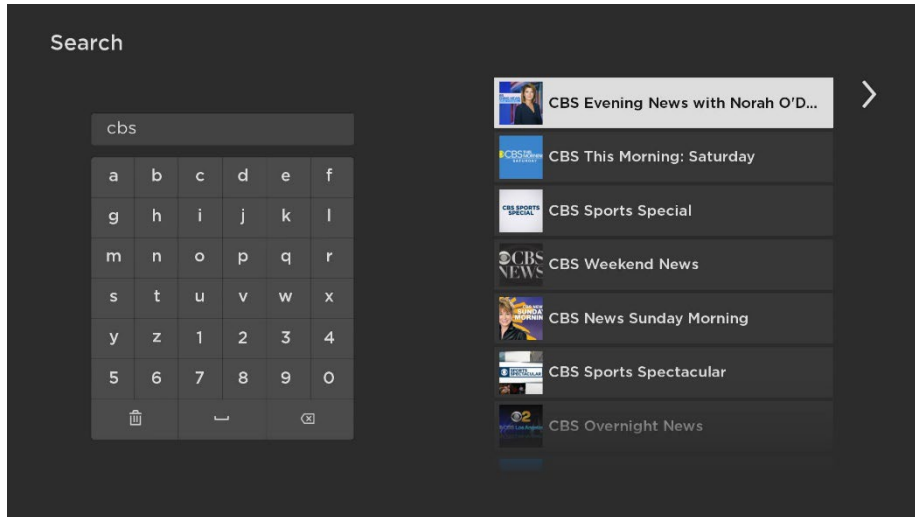
Use the up and down arrows on your Roku remote to scroll through your previously watched channels and press OK on a highlighted channel to switch to that channel.



## Search

Use the Search feature to find Live and Future programs. Press the Back button from the Guide screen and go up to the Tab Bar and then to Search and press OK. Type in the first few letters of a program to start your search. The results get more specific as you type.

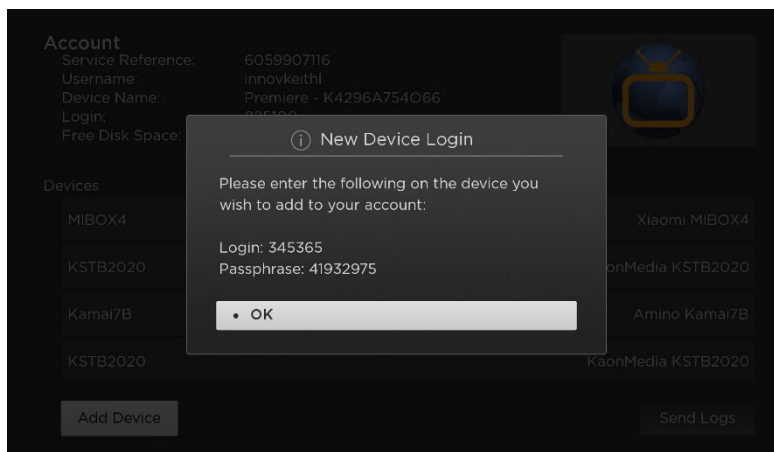
Highlight a program and press OK on your remote, if it is a currently airing program you can highlight Watch and press OK on your remote to view it. You also have the option to select Record for adding this program to your future recordings. [See Recording Your Programs in this guide for more information.]



## Account Option - Add a New Roku Device

Go to an already-active Roku device. Open the TCC Television app.

- (1) At the Guide screen, press the left/back arrow at the top of the remote to open the menu.
- (2) Arrow over to Settings and press OK.
- (3) Arrow down to Manage Account and press OK.
- (4) Arrow down to Add Device and press OK.





## Best Practices

We suggest (and support) only the following compatible devices:

**Amazon** Fire Stick Gen2, Fire TV Gen3, Stick 4K, Fire Cube Gen2, Fire TV Stick 4K

**Apple** TV Gen 4 HD and newer, Gen 1 4K and newer

**Roku** Express 3900X, Premiere 3920X, Streaming Stick 3810X, Ultra 4640X, Roku 4440X

Place your streaming device where it can get proper ventilation. They can overheat and cause pixelating, buffering, and other malfunctions.

Streaming boxes generally perform better than streaming sticks or other streaming devices as they usually have a better processor, more memory and better heat-dissipation.

Make sure you have a solid Wi-Fi connection on a 5 Ghz signal and bandwidth (Internet speed) to accommodate your streaming TV devices and other connected devices.

## Troubleshooting

- (1) Try a different channel in the TCC Streaming TV app.
- (2) Try a different app on your streaming device.
- (3) Try a different streaming device (if you have one).
- (4) Disconnect your streaming device from your TV and from its power and then reconnect it.  
(You can also stop the app and reopen it, but you must clear the streaming device cache in the settings; simply going back to Home and opening the app again will not work)
- (5) Ensure you have a strong Wi-Fi signal and that you do not have too many other devices in your home competing for the Wi-Fi bandwidth.
- (6) Try your Internet/Wi-Fi from a different device in the home to ensure your Internet/Wi-Fi is working.
- (7) If your Internet and/or streaming TV is not working from other devices, contact TCC. If your Internet and/or streaming TV is working from other devices, this is an issue with your streaming device. You should either contact the manufacturer or replace the device.