

Troubleshooting

Having trouble completing the guided setup? Don't worry, it's usually an easy fix.

Cannot connect to wireless network (WI-FI)

- Select the correct wireless network name and verify the password entered (case sensitive).
- Relocate the router from objects that interfere with performance (cordless phones, baby monitors, etc.).
- Reboot the router by disconnecting the power for more than 2 minutes and reconnect.

Problems connecting my cable/satellite box or antenna through a coax cable

- For best performance, use the HDMI connection. If not available, then:
- Make sure the cable connections to the TV and your device are securely fastened.
- Select **cable/satellite box** or **antenna TV** input.
- Select **"start finding channels"** and follow the on-screen instructions to perform a full channel scan.

What is the remote code for programming my Universal or Cable/Satellite box remote control

- Please visit www.tclusa.com/remotecodes

How do I turn the Text-to-Speech (TTS) audio guide on or off?

- Press "" key on the remote controller four times to turn the audio guide on or off.

Or

1. Select "Settings" at home screen
2. Select "Accessibility"
3. Select "Audio Guide" and turn it on or off

- <http://tclusa.helpjuice.com/23507-roku-tv/210747-how-do-i-turn-the-audio-guide-on-or-off>

My picture is too small (black bars on the side)

- Play your movie/video and press the (*) asterisk button.
- Select **Picture Size**, select the picture size of your preference.

How to Install the Remote Control Mobile App

The free Roku app allows you to use your mobile device as a full functioning remote control with voice search & keypad.

- Download the Roku app to your phone or tablet through Google Play or iTunes.
- Simply search for "Roku App" and choose the Roku app by Roku Inc.
- Follow the onscreen prompts and you're on your way!