Common questions

Why do I need to create a Roku account?
Before you can start streaming, channels must be downloaded and installed on your streaming player. To accomplish this, your streaming player must be linked to a Roku account. With a Roku account, not only can you add channels from the Roku Channel Store, but you can also manage your subscriptions, view your purchase history, and update payment method. For more information, visit go.roku.com/whyaccount

Why do I need to enter a credit card?
Saving a payment method makes it easy to rent or buy movies on demand, subscribe to popular services, and enroll in free trials. Charges will not be made without your authorization. For more information, visit go.roku.com/paymenthelp

What should I do if my streaming player is not connecting to my wireless network?
Your streaming player connects to your wireless network the same as your laptop or smartphone. If these other devices can access the internet, then your streaming player should be able to do the same. Make sure to select the same network name, and enter the same password you use with the other devices. Remember that passwords are case-sensitive and easy to enter incorrectly. For more help, visit go.roku.com/wireless

Can I take my Roku streaming player with me when I travel?
Yes. You can bring your streaming player and watch your favorite entertainment when you travel. Remember to also bring the power adapter, remote and any cables you use to connect your streaming player at home, and make sure your destination has a good internet connection. You will also need a computer or smartphone with wireless capabilities and a web browser to help get your streaming player connected to the network. For more details, visit go.roku.com/travelwithroku

Adhesive strip instructions

You have the option of attaching your streaming player to your TV using the included double-sided adhesive strip. This strip is removable and will not leave a sticky residue. However, it can only be used one time! Keep in mind that your streaming player requires a direct line of sight with your remote control. To order more strips, go to roku.com/accessories

To apply adhesive strip

1. Choose relief surface for attaching streaming player. Make sure surface is clean and free of debris.
2. Align adhesive strip to the bottom of the streaming player.
3. Remove other liner. Firmly press streaming player to the desired location for 30 seconds.

To remove adhesive strip

1. Hold the streaming player against the double-sided adhesive strip. Slowly stretch the strip slowly to the side (at least 15 inches) to release.
2. Do not pull the adhesive strip towards you.
3. Stretch the strip slowly to the side (at least 15 inches) to release.
4. Do not pull the adhesive strip towards you.
5. Slowly stretch the strip slowly to the side (at least 15 inches) to release.

IMPORTANT: Make sure you type roku.com/link into the browser being careful not to misspell or add extra characters. Typing this incorrectly may take you to fraudulent websites.
What’s included

- Roku Express+ Streaming Player
- USB Power Cable
- Power Adapter
- Removable Adhesive Strip
- Two AAA Batteries
- High Speed HDMI® Cable
- Composite Cable

Roku Express+ Streaming Player details

1. Front Top
2. Back
3. Bottom

Setup

**STEP 1: Connect to TV**

Use the included High Speed HDMI® Cable or your own HDMI® cable to connect your streaming player to your TV.

**NOTE:** Streaming will be in standard definition.

**STEP 2: Connect to power**

For the best streaming experience, use the included USB power cable and power adapter to connect your streaming player to a wall outlet. OR use the included USB power cable to connect to the USB port on your TV.

**NOTE:** Not all TV USB ports provide enough power.

**WARNING:** See a red light on your streaming player? That means the USB port on your TV is not providing enough power. Use the included power adapter instead. For help, visit go.roku.com/lowpower

**STEP 3: Position Roku streaming player**

Place the streaming player near your TV. The streaming player can be attached to your TV with the included double-sided adhesive strip. The strip is for single-use and can be removed. DO make sure that the front of your streaming player has direct line of sight with your remote control. DO NOT place your streaming player behind the TV. DO NOT place inside a TV cabinet. Doing so may cause overheating.

**STEP 4: Power on TV and select input**

Use your TV remote to power on your TV and select the input you used to connect your streaming player. For help on how to select the correct input, visit go.roku.com/selectinput

**STEP 5: Insert batteries**

On the back side of the remote, slide open the battery cover. Insert included batteries placing the negative (-) ends in first.

For proper use, see adhesive strip instructions located at the end of this Quick Start Guide.