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STEP 5: On-screen setup and activation

Follow the instructions on your TV screen.

Activate your streaming player by using your computer or smartphone to link to a Roku account.

NOTE: Roku does not charge for activation support – **beware of scams**.

IMPORTANT: When using a web search to activate, make sure you type **roku.com/link** into your browser carefully to not misspell or add extra characters. Typing this incorrectly may take you to fraudulent websites.

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 a USB power adaptor (like your phone charger), remote, and any cables you use to connect your streaming player at home. Make sure your destination has a good internet connection. You may 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**

Need more help getting started?
go.roku.com/ultra
Video tutorials
Wireless help

Getting the most out of your Roku streaming player.
go.roku.com/usingroku
Add channels
Mobile app

Tips, what's streaming for free and more...
blog.roku.com
Roku Blog

Roku Ultra

Quick Start Guide

Roku

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What's included

Roku Ultra streaming player

Two AA Duracell® batteries

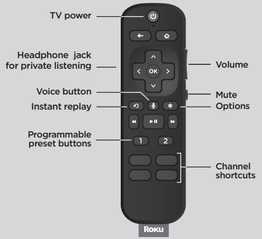
Remote

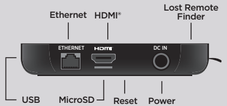
JBL Premium Headphones

Power Adapter

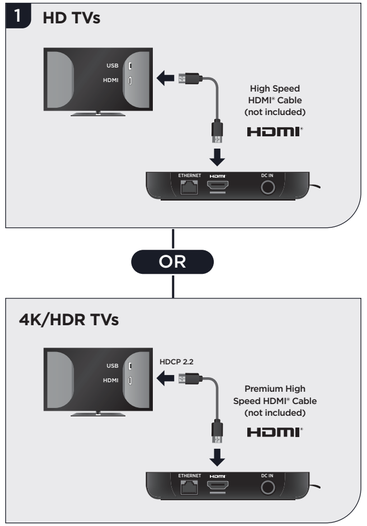
NOTE: You will need a High Speed HDMI® Cable for HD TVs or a Premium High Speed HDMI® Cable for 4K and HDR TVs.

Features





Setup

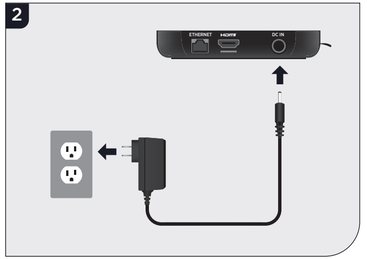


STEP 1: Connect to TV

Connect your streaming player to an HDMI port on the back of your TV using a High Speed HDMI® Cable (not included).

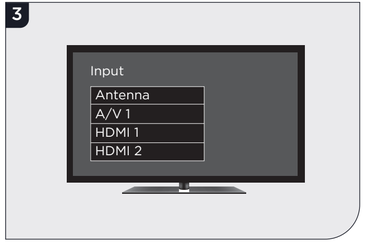
To stream 4K or HDR choose an HDMI port that supports **HDCP 2.2**. Use a Premium High Speed HDMI® Cable (not included).

For help determining which port supports HDCP 2.2, visit **go.roku.com/hdcp**



STEP 2: Connect to power

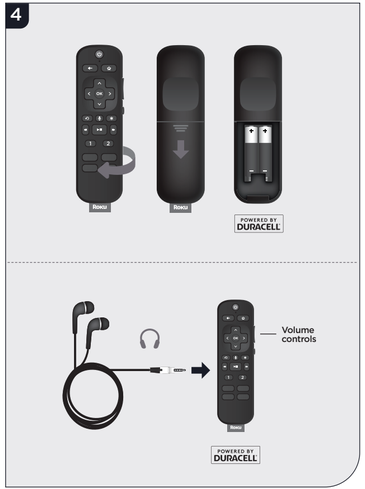
Use the included power adapter to connect your streaming player to a wall outlet.



STEP 3: 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 4: Insert batteries

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

Your remote should pair with your streaming player automatically. For help pairing your remote, visit **go.roku.com/remotehelp**

NOTE: To enable the private listening feature of your streaming player, plug the headphones into your Roku remote. Your TV will be muted when headphones are plugged in.

Roku® Streaming Player
Important Product Information

Introduction

The Roku streaming player which accompanies this Important Product Information ("Player") allows you to stream online entertainment to your TV. A Roku account is required to activate your Player. When you sign up for a Roku account, you will be asked to provide your contact information and a payment method so that you can easily rent movies or sign-up for additional services. Your authorization is required for any such charges. There are no equipment rental fees for owning a Player. However, a paid subscription or other form of payment may be required to access some channels or content. Channel availability is subject to change and varies by country. Check with each channel provider for specific bandwidth requirements to stream SD, 720p, 1080p HD, 4K and HDR (if your player supports 4K and/or HDR) content.

Safety Precautions

The Player has been designed with the highest concern for safety. However, any electrical device, if used improperly, has the potential for causing fire, electrical shock, property damage or personal injury. To help ensure accident-free operation, follow these guidelines:

- Observe all warnings, precautions and instructions.
- Regularly inspect the AC power adaptor for damage.
- Stop use, unplug the AC power adaptor (if applicable) from the electrical outlet and disconnect any other cables immediately, if the Player has been damaged, cracked or punctured, or if the Player functions in an abnormal manner, produces unusual sounds or smells or becomes too hot to touch.
- For more information on product safety and troubleshooting, please go to **www.roku.com/support**.

Use and Handling

- Do not operate the remote using any vigorous or forceful motions or gestures.
- If your Player comes with a remote control and/or headphones, keep them both out of reach of children. They are not toys.
- The product packaging may include plastic bags, cable ties and fasteners. Dispose of these properly and keep them out of reach of children, as they could present a choking hazard.
- Do not touch the Player or connected cables during an electrical storm.
- Do not allow liquid, small particles or other foreign objects to get into the Player or accessories.
- Do not expose the Player or accessories to liquid, smoke or steam.
- Do not expose the Player or accessories to high temperatures, high humidity or direct sunlight.
- Do not place the Player, remote, or AC adaptor on the floor or in a place where they may cause someone to trip or stumble.
- Permanent hearing loss may occur if the Player or headphones are used at high volume. To prevent possible hearing loss, limit the amount of time you use the Player or any headphones at high volume.

- Do place your Player within range of your wireless network.
- Do not place your Player in an enclosed cabinet; it may interfere with the wireless signal or cause it to overheat.
- Do not place anything on top of your Player; it may cause the Player to overheat.
- Do not drop, crush or disassemble the Player.
- Do not attempt to repair your Player yourself. Disassembling the Player may cause damage not covered by the warranty.

Important Tips About Battery Handling

Inserting batteries: Be sure to insert each battery negative (-) side first, pushing it into the coil and then into the compartment. Never insert batteries positive (+) side first.

Replacing batteries: Always replace dead batteries with two brand-new batteries from the same manufacturer. Never use damaged batteries.

Disposal of batteries: Always dispose of batteries following federal guidelines or local ordinances. Do not dispose of used batteries in an open fire.

Warning Signs: If your remote gets warm/hot during use, discontinue use and contact Roku Customer Support immediately at **www.roku.com/support**. There is a risk of explosion if a battery is replaced by an incorrect type.

Voice Services

For players and geographies which support voice search, please see the End User License Agreement and Privacy Policy for further information located at **www.roku.com/legal.**

The License Agreement

The applicable software license terms for the Player is at **www.roku.com/legal. Use of the Player constitutes your agreement to those license terms and the limited warranty set forth below for your country.** If you disagree and you are within the allowable time period for returns under Roku's return policy (if purchased from Roku) or the applicable return policy of the authorized distributor (if purchased from such distributor), you may return the Player to the place where you obtained it for a refund, subject to the terms of the applicable return policy.

Limited Warranty & Warranty Service Process

Limited Warranty

For any Player purchased and delivered to end users in the US, go to **www.roku.com/support** for the warranty terms and conditions. You may also request a copy of such terms by mail by contacting Roku, Inc. at 150 Winchester Circle, Los Gatos, CA 95032.

Automatic Software Updates

Roku reserves the right to automatically update the software on the Player from time to time in its sole discretion, including adding, changing or removing channels, functionalities and features (including but not limited to, changing the user interface or the manner in which you are able to access content via the Player). For further information please see **www.roku.com/support**.

Additional Legal Notices

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Operation in the 2.4GHz band in the US is firmware-limited to Channels 1 through 11.

IMPORTANT NOTE:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

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