Locating the MAC/Physical Address of a Roku

**IMPORTANT:** For this device to work on Hofstra’s network you will need to disable a setting called **Network Ping.** Instructions for doing this can be found in this document.

**Step 1:** From the **Home** screen select **Settings.**

![Settings](image)

**Step 2:** From the **Settings** menu select **System.**

![System](image)

**Step 3:** From the **System** menu select **About.**

![About](image)

**Step 4:** The Ethernet and Wireless MAC/Physical addresses will be displayed here.

![Network Details](image)

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Need Help? Get in touch with Student Computing Services!
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Disabling the Network Ping setting on a Roku

**Step 1:** If you aren’t already on the Home screen, press the Home button on your remote 1 time.

**Step 2:** You will need to get to a secret menu on your Roku by pressing specific keys on your remote. Press the keys shown below in the order and the number of times indicated.

- HOME 5 times
- Fast Forward 1 time
- Play 1 time
- Rewind 1 time
- Play 1 time
- Fast Forward 1 time

**Step 3:** In the Secret Menu select System Operations Menu. 
**NOTE:** Older versions of the Roku software won’t have this menu option. Continue to the next step.

**Step 4:** In the System Operations Menu Navigate to Disable network pings and press the OK button on your remote. If done correctly, the words will change to Enable network pings.
Step 5: Select **System Reboot** and press the **OK** button on your remote.

- **System Reboot**
- Enable network pings
- Disable Travel Connect
- Show Static IP Config