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Alrui TopicAl Posts: 136 Joined: Sunday 19 Dec, 2010 10:05 am Thu Sep 17, 2015 9:29 pm Can anyone successfully update their Insignia branded Roku TV using the instructions here on the Roku site?: can step #3 and I don't get a 12-digit code displayed, just the TV home screen even though the USB stick is being viewed by the set because I can access it using the Roku Media Player channel! It would be great if Roku would tell us what the latest firmware version is for various devices so we can find out if we have the latest and greatest already installed as this may be a wasted exercise! (I strongly trust the Insignia set that tells me I'm up to date – if you've ever dealt with their CS representatives you'll understand). Thank you in advance! ALRUI RokuMarkn Roku Engineering Posts: 1581 Joined: Mon Jun 09, 2008 9:20 am Thu Sep 17, 2015 10:24 am You only need to use that site if your TV is not connected to the internet. In this case, to get the update code you need to navigate on tv to Settings -> System -> System Update -> I can't connect.--Mark ALRUI Topic Author Posts: 136 Joined: Sun Dec 19, 2010 10:05 am Fri Sep 18, 2015 10:17 am Hi Mark & Thanks for the reply, I've never seen that menu option at all when it's not connected which is often the case with this set but all my other devices (including 2 Roku boxes) are connected and STAY connected just fine but that says I'll specifically look it up with a USB stick in hand next time. It seems that the set does not like to pull the IP address of the router that I'm hoping I have solved by ordering an IP address that is not used in the router for the MAC address set, we will see ... UPDATE – OK, just went to turn on the set in my kids' room and again it won't connect (she's ready to throw this thing) so I did the steps you described and no dialogue I can't connect just check. This is Insignia as I mentioned in my OP – is the interface the same between Insignia/TCL/etc.? Thank you again! Arnold R.P.S. maybe the need to have the info you provide added to it? RokuMarkn Roku Engineering Post: 1581 Joined: Monday Jun 09, 2008 09:20 Friday 18 Sep 2015 10:47 I'm not sure I understand correctly, but it sounds like you have previously connected your TV to your network. In this case you won't see the option I can't connect and don't need to do a USB update or use the tvupdate webpage. The USB update process is for users who have never connected their TV to the network. You really want to do a USB update, you can reset the factory and pass the connection to the network, but it shouldn't be necessary.--Mark ALRUI Topic Author Posts: 136 Joined: Sun Dec 19, 2010 10:05 am Fri Sep 18, 2015 9:27 pm RokuMarkn writes:I'm not sure I understand correctly, but it sounds like you've previously connected your TV to your TV Network. In this case you won't see the option I can't connect and don't need to do a USB update or use the tvupdate webpage. The USB update process is for users who have never connected their TV to the network. If you really want to do a USB update, You can reset the factory and pass the connection to the network, but it shouldn't be necessary.--MarkHi Mark – Yes it has been connected and I see what you are saying, the problem is that when it is powered down 90% of the time you have to fight with it to get it to reconnect and suffer through some re-boots and sometimes never reconnect so I hope the USB updater may have some newer firmware (it would be better if somewhere the current version is listed on the roku site). Nowadays and this will sound strange but there seems to be a conflict with roku 3 that is connected via wireless on the same network. If I UNPLUG the Roku 3 (not only waiting for the lights to turn off) the Roku Insignia TV is well connected but if plugged in all the TVs have a problem. Any thoughts? I will see the router log with roku 3 plugged in then unplugged and see if I get a clue but at the moment that seems to be the culprit. Thank You AgainArnold R. Users who browsed this forum: No registered users and 47 guests Page 2 Post Author Topics ALRUI: 136 Joined: Min 19 Dec 2010 10:05 am Thu Sep 17, 2015 9:29 pm Has anyone managed to update their Insignia branded Roku TV using the instructions here on the Roku site?: got to step #3 and I didn't get the 12 digit code displayed, quite a TV home screen even though the IS USB stick is being viewed by the set as I can access it using Roku Player It would be great if Roku would tell us what the latest firmware version is for various devices so we can find out if we have the latest and greatest already installed as this may be a wasted exercise! 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