

FAQs for streaming devices from the library:

Can you help me connect to my TV?

No. TVs come in a wide variety of brands, models and ages. Because of the variables for each one, the library cannot guarantee our devices will successfully stream channels to your specific TV. The library does not offer tech support to connect devices to TVs beyond written instructions included with each device's packaging.

What do I need to connect a library device to my TV?

You need home internet with a WiFi network, a TV with an HDMI cable connection/port and an available nearby power outlet to plug in the library device. Each device comes with its own power cord and HDMI cable—please note that some library cables may be too short for your particular TV setup. You do not need a “smart TV.”

Can I watch all the library's streaming channels on every device?

No. Each device is loaded with a *selection* of one or more streaming services, but no device has access to *all* the library's streaming channels. For example, one device may have access to Disney+ and another may have access to Apple+, but neither will have access to both channels. See staff for the most current list of which channels it subscribes to.

Why am I seeing commercials?

Some streaming services use paid advertising to keep their subscription costs lower. Choosing the cost-effective ad-based option allows the library to subscribe to more channels overall. Channels may show ads before or during shows, and in most cases, you are not able to skip or fast-forward through ads to get back to the show.

I see channel apps listed on the device's "home screen" but when I choose them, it says I need to log in.

Devices come preloaded by the manufacturer with apps for many possible channels, but the device does not provide actual subscriptions to those channels. The library's devices will only allow access to apps for which the library has created a subscription.

I successfully hooked up the streaming device, but I can't see the channel I wanted to watch.

Because devices come preloaded by the manufacturer with apps for channels even if the library does not have an active subscription loaded, you might need to scroll past those other options before you see your desired channel listed.

I wanted to watch a show from the beginning, but it started in the middle of the series instead of episode one.

These devices are shared by all library borrowers, some of whom may choose to watch the same shows as you. If they did not finish watching the series, the device will pick up where they left off when the channel is loaded. Simply use the navigation functions on your screen, using the remote, to get to the episode you wish to watch.

Can I change some of the settings, such as Parental Controls?

No. You are not permitted to make changes to any aspect of library devices, subscriptions or channels. Devices will be checked upon return. If any changes are noted, your borrowing privileges on devices will be permanently suspended.

You are permitted to change preferential settings such as Closed Captions.

While I'm using the library's device, may I make purchases or sign up for additional subscriptions?

No. If our device accounts notify us of any changes involving purchases or subscriptions, you will be charged the full amount of those new subscriptions, plus a penalty fee. Failure to pay will result in court action.