

Frequently Asked Questions

Q: What is a Roku?

A: The Roku is a standalone streaming solution that requires very little technical knowledge, does not rely on media purchases or rentals, and is perfect if you want to see a variety of TV channels. Plug it in, establish a network connection, associate with your Roku account (the only time you will need a computer), and watch TV.

Q: Why doesn't everyone switch to free streamed television?

A: It isn't exactly free. You have to have a robust internet connection to stream media. If your only internet option also happens to be your cable provider, you may find internet expensive without the television and phone bundle discounts.

Q: Can I get rid of my premium provider if I buy a Roku?

A: Maybe. If you are a fan of baseball, basketball, hockey, profanity, local programming, or live television, streaming may not work for you. You will still need that premium provider for internet access and, maybe, telephone service.

Q: Can I watch free Hulu on my Roku?

A: Yes, but you'll need to purchase and install the [Playon server](#) and install the [private Playon channel](#) on your Roku.

Q: Can I watch live programming on my Roku?

A: Yes. While the Roku generally streams video clips from the internet, there are a number of ways to get real time or 'live' programming. [Aereo](#) and Time Warner Cable (TWC) have begun streaming live content.

Q: Can I watch YouTube on my Roku?

A: Yes. You can download the [VideoBuzz](#) source and run it as a side-loaded channel on your Roku. The code is FREE. They ask for a donation for \$1 to \$15, but if you email them, they will send the source for free.

Q: Do I need to provide Roku with a payment method?

A: No. You [can call or instant message Roku support](#) for help setting up your streamer.

Q: Should I buy a refurb?

A: I think you should consider a refurb when shopping for a Roku. Refurbs can be discounted 40% or more and carry the same warranty as new units.

Q: Where are private channels?

A: Private channels are channels that are not listed in the Roku Channel Store. These channels may be distributed privately because Roku does not like the content (adult) or because support for the implicit support for the channel could damage relations between Roku and a content distributor.

Q: Where can I find private channels for my Roku?

A: Lists of private channels abound. Some of the best are [Catastrophe Girl's blog](#), [Roku Private Channels](#), [Roku Private Channels Database](#), [mkvXstream](#), and [Streamfree](#).

Q: Which Roku should I buy?

A: The Roku 3 is the newest model. It features a phone jack in the remote so you can listen privately through a pair of included ear-buds. The Roku 2 XS is the most popular Roku. It has composite and hdmi outputs, so it works with older televisions as well as modern HDTVs. There are a lot of Roku 2 XS refurbs out there. For the price of a Roku 3, you can buy two Roku 2 XS units.