

****Subject: Important Update: Roku Device Compatibility with Our 4K FDTV+ Streaming Services****

Dear Roku User,

As part of our ongoing commitment to provide you with the highest quality streaming experience, we want to ensure you have all the necessary information to enjoy our 4K high-definition FDTV+ content to the fullest. After thorough testing and evaluation, we have identified specific Roku models that are fully compatible with our 4K streaming requirements, ensuring you receive the best picture quality and performance and avoid buffering issues, black screen, etc.

Approved Roku Models for 4K FDTV+ Streaming:

To experience our 4K FDTV+ streaming services without compromise, please ensure you are using one of the following Roku models:

Roku Streaming Stick - Portable 4K/HDR/Dolby Vision Streaming Device

<https://a.co/d/6BYF7Nb>

Perfect for seamless 4K streaming, offering exceptional clarity and smooth playback.

Roku Ultra 4K/HDR Streaming Device and Roku Voice Remote Pro with Rechargeable Battery

<https://a.co/d/4ZnRQPq>

Designed for optimal 4K performance, ensuring vibrant colors and detailed images.

Non-Compatible Roku Models:

Please be advised that due to GPU graphics limitations, any “Express” models are ****not compatible**** with our 4K FDTV+ streaming services. Using these models is unsupported and will result in subpar streaming quality or performance issues:

Examples of Roku Express models are not supported:

<https://a.co/d/iB4wueD>

<https://a.co/d/4uG8RqF>

We understand the importance of having a seamless and high-quality streaming experience, and we're here to help you make the most out of our services. If you currently own one of the non-compatible or older models and wish to upgrade, please visit the provided links for our recommended Roku devices that offer full 4K FDTV+ support.

Should you have any questions or require further assistance, our customer support team is here to help. Visit <https://www.roku.com/about/contact> for more information on how to reach us.

Thank you for choosing Roku. Happy streaming!

Warm regards,

The Roku Team