Product Knowledge: Reference Guide

# Media Devices

The Electronics department offer streaming options.

Google Chromecast

Amazon Fire Stick

Roku Streaming Stick

## Product Knowledge

The sales specialist will need to develop product knowledge skills to reply to customer inquiries with informative responses about streaming features. The price range for the devices are similar. The following are basic guidelines to understanding and comparing these devices.

## Apps - Casting

Roku comes with a remote and run Apps directly to the TV. Chromecast and Fire Stick run with Apps from other devices (phone, laptop, tablet, PC) to cast images to the TV.

## Devices - Downloading Apps

Android and iOS offer the majority of device Apps. Android Apps are available through the Google Play Store from a laptop, tablet, smartphone, or e-book reader. iOS Apps are available in the Apple App Store from a MAC, iPad, iPod, or iPhone.

# Free Channels

* Roku: Pluto, Crackle, Roku Channel, CW App, Comet, PBS Kids, NewsOn, Tubi, Twitch
* Fire Stick: VLC for Fire, Twitch, TED TV, PBS Kids Video, Spotify Music
* Chromecast: Crackle, Google Home, HBO Now, Google Play, YouTube, Slacker Radio, Tubi

# Common Features

Paid Channels

* Netflix
* Hulu
* Amazon Prime

Each device…

1. uses an HDMI connection. The new Chromecast uses a USB to HDMI Chord making better fit for all TVs.
2. needs Internet connection to stream.
3. offers additional free and paid channels.

Electronics Department

505-555-1234

<http://electronics.sales.com>