



REDRAY FREQUENTLY ASKED QUESTIONS

HOW DOES REDRAY CONNECT TO MY HD OR 4K TV OR PROJECTOR?

Depending on your specific display, REDRAY uses 1 HDMI 1.3 port for HD and 4 HDMI 1.3 ports or 1 HDMI 1.4 port to connect to your 4K TV or Projector.

HOW DO I CONNECT THE AUDIO FROM MY REDRAY TO MY SPEAKERS?

REDRAY provides a dedicated HDMI port for 7.1 channel LPCM 24-bit 48kh surround sound audio, which can be connected directly to your AV receiver.

CAN I USE REDRAY WITH MY HDTV IF I DON'T HAVE A 4K DISPLAY?

Yes. REDRAY can optionally scale 4K content to 1920x1080p or 1280x720p resolution, which is compatible with a standard HDMI 1.3 input on your HDTV.

CAN I CONNECT AN EXTERNAL DRIVE TO MY REDRAY?

Yes. The REDRAY internal hard drive can be supplemented by a FAT32 formatted external USB 2.0 hard drive to expand your online media storage.

CAN I PLAY BLU-RAY OR DVD OPTICAL DISCS ON MY REDRAY?

No. REDRAY does not accept optical disc media, nor decode ripped files.

WHAT COMPRESSED MEDIA FILE FORMATS DOES REDRAY SUPPORT?

REDRAY supports .RED (4K) and .mp4 (1080p and 720p media files).

HOW DO I PLAY CONTENT ON MY REDRAY?

Copy your .RED file to an SD card or USB flash drive and insert in the player. Then simply select the file you'd like to play.

CAN I STREAM MOVIES/CONTENT TO REDRAY?

No. REDRAY does not support video or audio streaming services at this time.



HOW DO I ENCODE MY CONTENT INTO A 4K .RED FILE?

A plug-in encoder is available for REDCINE-X PRO that will allow you to drag-and-drop your 4K media to the plug-in interface and you're done. REDCINE-X PRO can be found at red.com/downloads and the plug-in encoder is available in the store under the REDRAY category.

IS THERE A FEE FOR THE PLUG-IN ENCODER?

One free plug-in encoder is included with each REDRAY purchased. Additional encoder licenses can be purchased on red.com.

DOES REDRAY PLAY .R3D FILES?

No. However .R3D files can be easily encoded as .RED files using REDCINE-X PRO.

IS THERE A WAY TO RESTRICT PLAYBACK OF .RED FILES?

Yes. REDRAY media security allows you to restrict playback of .RED files to specified REDRAY players. Unauthorized users are not able to play the files.

IS THERE A REMOTE CONTROL APP FOR REDRAY?

Yes. Each REDRAY is supplied with an IR remote controller and an iOS app may be downloaded for free from the Apple App Store.

IS IT POSSIBLE TO CONNECT MORE THAN ONE HD DISPLAY TO REDRAY?

Yes. REDRAY allows you to split a single large format image across four HD panels. You can even synchronize multiple REDRAY players for large-scale video wall applications.

WHAT IS THE DIFFERENCE BETWEEN BLU-RAY AND REDRAY?

Blu-ray is an optical disc media supporting HD and 3D content at 8-bit 4:2:0 color precision, while REDRAY is an IP Network based media player supporting 4K and 3D content at 12-bit 4:2:2 color precision at 24, 48 or 60fps. This technology allows you to seamlessly distribute and view your content as it was originally intended to be seen.

FOR MORE INFORMATION, CONTACT PRESS@RED.COM