VIDEO MEDIA FORMATS
ACCEPTED VIDEO FILE FORMATS

Our goal is to show your media as it was designed to be seen. Below you will find guidelines to assist in the smoothest possible playback of media for your event. With ample notice, Rock The House (RTH) may convert your files into preferred types. Please see your sales representative with any questions.

DVDs / Blu-Rays

Within the live events field use of DVDs or Blu-Rays are not common practices. We do not recommend the use of DVDs or Blu-Rays for use at a live event. Both are slow to respond to changes and hard to cue just right. Furthermore, Blu-Rays usually have HDCP enabled and cannot be relied on to function as they would in your home theater system. On request, we can convert DVD files and play them back but this is unable to be accomplished the day of your event. RTH requests 10 days to convert or manipulate any files.

Digital Files

All media playback is done via the industry standard, Apple MacBook Pro running QLab. The following are a list of Codecs that are supported by our playback devices: MPEG-4, MPEG-2, MPEG-1, ProRes 422 LT, ProRes 422 Proxy, ProRes 422, ProRes 4444, H.264, ProRes 422 HQ, H.263, Photo-JPEG, DVCPRO50 PAL, DVCPRO PAL, DV PAL, DV/DVPRO NTSC. It should be noted that the extension at the end of the media file does not determine which codec is being used; therefore we cannot guarantee any certain file extension (.mov .mp4 .avi) will "always work". RTH does not play .WMV or any other windows-only formats. We prefer to have all media in house and tested at least 10 days prior to every event. Downloading media on site is not recommended, as we cannot control download speeds, and confirm compatibility within our systems.

Presentations

All presentation computers are Apple MacBook Pros loaded with both Keynote and MS PowerPoint. Please ensure that your presentation is in the correct aspect ratio (16:9 is our standard, but please confirm with your sales representative). Please ensure that any photos and videos, or fonts are embedded correctly or that you have the source files to ensure that your presentation displays properly. Please be cautious when using custom fonts as they may not display properly once transferred to our presentation computers. Our teams abide by a strict day of show agenda; please let your representative know if you would like rehearsal time built in. Not every package includes a presentation advancer (clicker) so please make sure that you have confirmed this on your order. Please contact the RTH office if any additional software is needed.

Live Stream of TV / Internet Source

Streaming of live TV over cable, Internet, satellite, or antennae is managed differently based on each venue. Due to the variables involved, we request as much notice as possible for these events. For a Live TV streams, often pre-event testing is needed to ensure that there are no HDCP concerns. For Internet streams RTH may provide the streaming source and will need a dedicated Internet line that is not open to the public to ensure proper bandwidth.

How To Provide Files To RTH

RTH requests all files be sent digitally. DropBox is our preferred method. You may also use our DropBox upload portal at rthgroup.com/upload. Please label your DropBox folder "EventName_EventDate" (Example: "RTHStaffMeeting_2016June09") Please make sure you include not only the primary content but any assets that are embedded within the content.