BINARY

Technical Bulletin

Product: B-900-MoIP-4K

Topic: Roku® Firmware Compatibility Issue

Issue

Note directly from Roku Website:

"The optimal frame rate for 4K is 60fps; however, some 4K UHD TVs only support 4K at 30fps. This can be a problem because some channel providers, such as Netflix, will only play 4K content if the HDMI® connection with the TV supports 4K at 60fps. You may also find that 4K content is not made available within the channel; for example, the "4K row" may not be displayed in the Netflix channel if Netflix does not detect an HDMI connection capable of playing 4K content at 60fps."

The information above means that MoIP will continue to show Ultra 4K UHD successfully, but titles that show as HDR content in Netflix will only stream at 1080p HDR at times. This is a limitation of Roku, not MoIP.

Resolution

To display HDR 10 content on Roku, please use the following steps:

1.   Lock the resolution on the Roku device to 4K30Hz HDR

2.   Ensure MoIP Rx is set to passthrough

3.   Once MoIP Rx is set to passthrough, go to advanced display settings in the system tab of the Roku and disable auto refresh (this will prevent black screen delay when watching Netflix)

4.   Update Roku colorspace setting from 4:2:0 to 4:2:2

Content availability:

1.   Netflix: HDR will be next to the title name. There is a limited amount of 4K HDR content available in the library currently, and ability to stream is network speed dependent. For these reasons most titles will show streaming as 1080p HDR.

2.   Vudu and Amazon: Both services have a large library of 4K HDR content. They will stream 4K30Hz HDR depending on network speed.

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