

# REDNET R1

## User Guide



FFFA002119-01

Focusrite®  
[www.focusrite.com](http://www.focusrite.com)

# CONTENTS

|   |           |
|---|-----------|
| About this User Guide .....                     | 3         |
| Box Contents .....                              | 3         |
| <b>INTRODUCTION</b> .....                       | <b>4</b>  |
| <b>REDNET R1 CONTROLS AND CONNECTIONS</b> ..... | <b>5</b>  |
| Top Panel .....                                 | 5         |
| Rear Panel .....                                | 8         |
| Physical Characteristics .....                  | 9         |
| Power Requirements .....                        | 9         |
| <b>REDNET R1 OPERATION</b> .....                | <b>10</b> |
| First Use and Firmware Updates .....            | 10        |
| Function Keys .....                             | 10        |
| Headphone .....                                 | 10        |
| Sum .....                                       | 10        |
| Mode .....                                      | 11        |
| Mute .....                                      | 12        |
| Solo .....                                      | 12        |
| Outputs .....                                   | 12        |
| A/B .....                                       | 12        |
| <b>REDNET CONTROL 2</b> .....                   | <b>13</b> |
| <b>REDNET R1 GUI</b> .....                      | <b>13</b> |
| Source Groups .....                             | 13        |
| Input Channel Configuration .....               | 14        |
| Input Source Selection .....                    | 14        |
| Monitor Outputs .....                           | 15        |
| Output Type Selection .....                     | 15        |
| Output Destination Selection .....              | 15        |
| A/B Switch Configuration .....                  | 15        |
| Channel Mapping .....                           | 16        |
| Channels Remaining in Mixer .....               | 16        |
| Talkback .....                                  | 17        |
| Talkback Routing .....                          | 17        |
| Headphone Setup .....                           | 17        |
| Cue Mixes .....                                 | 18        |
| ID (Identification) .....                       | 18        |
| Tools Menu .....                                | 19        |
| <b>APPENDICES</b> .....                         | <b>21</b> |
| 1. Connector Pinouts .....                      | 21        |
| 2. I/O Level Information .....                  | 22        |
| <b>PERFORMANCE AND SPECIFICATIONS</b> .....     | <b>23</b> |

## About this User Guide

This user guide applies to the RedNet R1. It provides information about installing and using the unit, and how it can be connected into your system.

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## Box Contents

- RedNet R1 unit
- Locking DC power supply
- Ethernet cable
- Safety information cut sheet
- Focusrite Pro Important Information Guide
- Product Registration Card – please follow the instructions on the card as it provides links to:
  - RedNet Control
  - RedNet PCIe drivers (*included with RedNet Control download*)
  - Audinate Dante Controller (*installed with RedNet Control*)

# INTRODUCTION

Thank you for purchasing the Focusrite RedNet R1.



RedNet R1 is a hardware monitor controller and headphone output device.

RedNet R1 controls Focusrite audio-over-IP devices such as Red 4Pre, Red 8Pre, Red 8Line and Red 16Line monitor sections.

RedNet R1 has the capability to control the mic pres of the Red interfaces.

RedNet R1 features two main sections: Input Sources and Monitor Outputs.

Up to eight multichannel source groups will be selectable above and below the left screen, each with a select button which allows level adjustment and/or muting of a “spilled” source’s individual channels.

Each Source has a meter that displays the highest channel level within the source; there are also four talkback destination options.

Using either the built-in talkback mic, or the rear-panel XLR input, the user can instruct the connected Red 4Pre, 8Pre, 8Line or 16Line where to route the talkback signal.

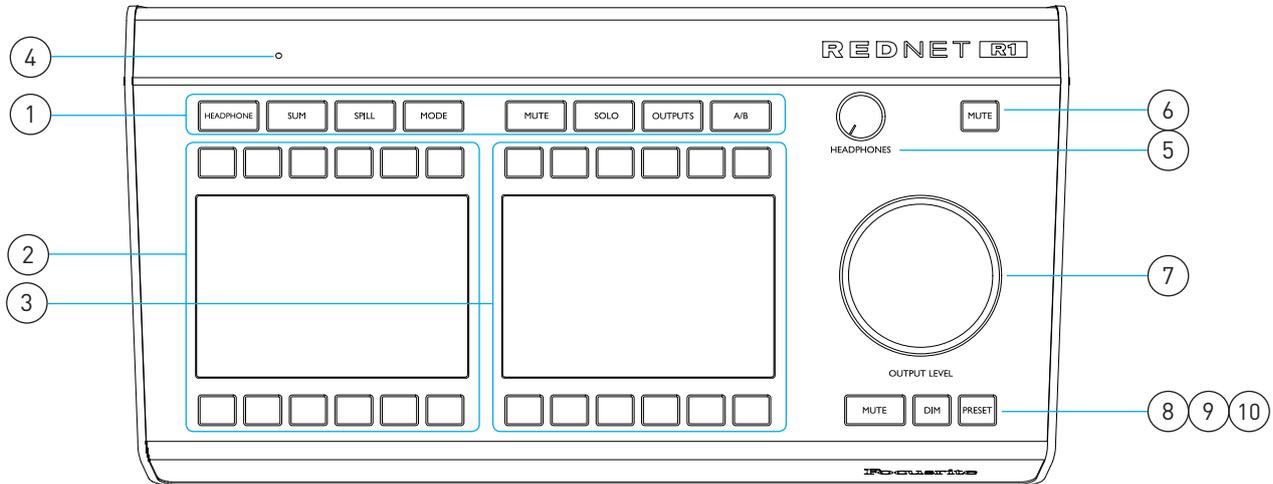
On the right of the unit is the Monitor Output section. Here, the user can Solo or Mute each of the individual speaker outputs in up to a 7.1.4 workflow. Various Solo modes are offered.

A continuous pot with large aluminium knob cap offers level control for the outputs, as well as trim for individual monitors/speakers. Adjacent to this are the Mute, Dim and Output Level Lock buttons.

Configuration of RedNet R1 is carried out using RedNet Control 2 software.

# REDNET R1 CONTROLS AND CONNECTIONS

## Top Panel



### 1 Function Keys

Eight keys select the device's operating mode, recall submenus and access system settings. See page 10 for additional information.

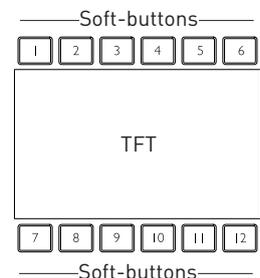
- **Headphone** allows source selection for the local headphone output
- **Sum** switches the selection mode for multiple sources from inter-cancel to summed; applies for both headphones and speakers
- **Spill** allows a source to be expanded to show its individual component channels
- **Mode** changes the current mode of the device. Options are: Monitors, Mic Pre and Global Settings
- **Mute** allows the active speaker channels to be muted or un-muted individually
- **Solo** solos or un-solos individual speaker channels
- **Outputs** accesses the speaker output configuration menu
- **A/B** toggles between two predefined output configurations

### 2 Screen 1

TFT screen for function keys 1-4, with 12 soft-buttons for controlling audio inputs, talkback selection and device settings. See page 10.

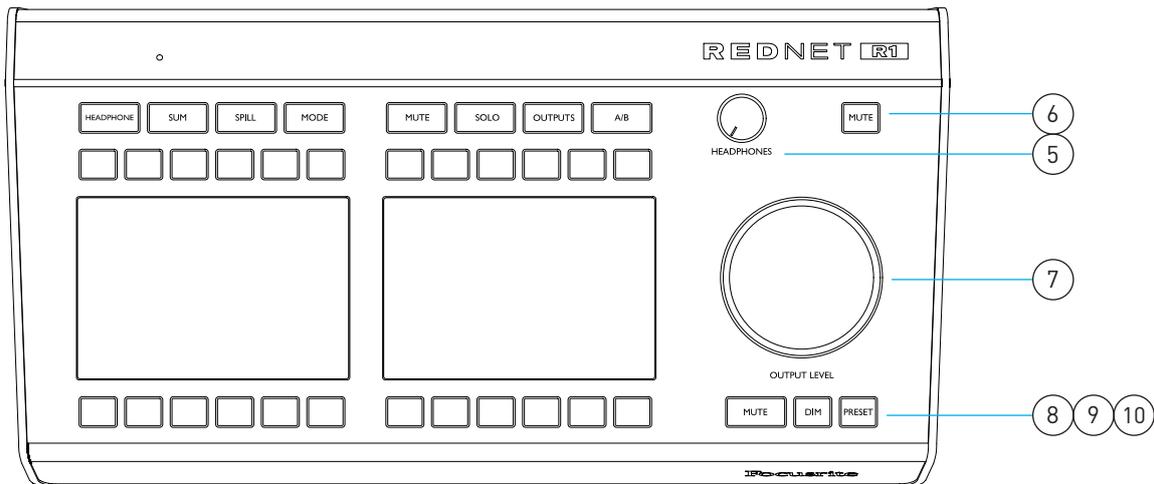
### 3 Screen 2

TFT screen for function keys 5-8, with 12 soft-buttons for managing audio outputs and speaker configuration. See page 12.



### 4 Built-In Talkback Mic

Audio input to the talkback matrix. Alternatively, an external balanced mic can be connected to the rear panel XLR. See page 8.



### 5 Headphone Level Pot

Controls the volume level sent to the stereo headphone jack on the rear panel.

### 6 Headphone Mute Switch

Latching switch mutes the audio going to the headphone jack.

### 7 Output Level Encoder

Controls the volume level sent to the selected monitors. *Please refer to Appendix 2 on page 22 for additional information regarding the system volume control setting.*

Also used to adjust preset level values, gain settings and screen brightness.

### 8 Monitor Mute Switch

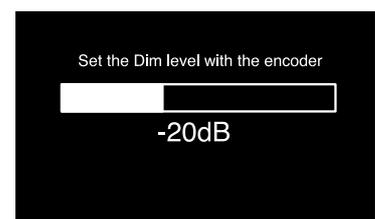
Latching switch mutes the audio going to the monitor outputs.

### 9 Monitor Dim Switch

Dims the output channels by a predefined amount.

The default setting is 20dB. To enter a new value:

- Press-and-hold the Dim switch until Screen 2 displays the current value, then rotate the Output Level Encoder



### 10 Preset Switch

Allows the monitor output level to be set to one of two predefined values.

When Preset is active the switch changes to red and the Output Level Encoder is disconnected preventing the monitor level from being changed unintentionally.

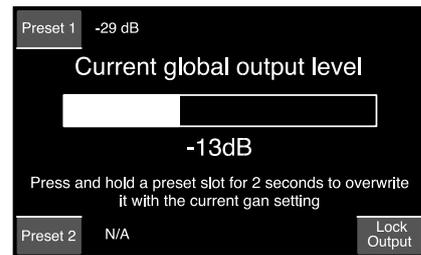
The Mute and Dim switches still function normally whilst Preset is active.

*Continued...*

## Preset Switch ...

To store a preset level:

- Press the Preset switch
- Screen 2 displays current level and the stored values for presets 1 & 2. *N/A indicates that a preset value has not previously been stored*
- Rotate the Output Encoder to obtain the new required monitor level
- Press-and-hold either Preset 1 or Preset 2 for two seconds to assign the new value



To activate the preset value:

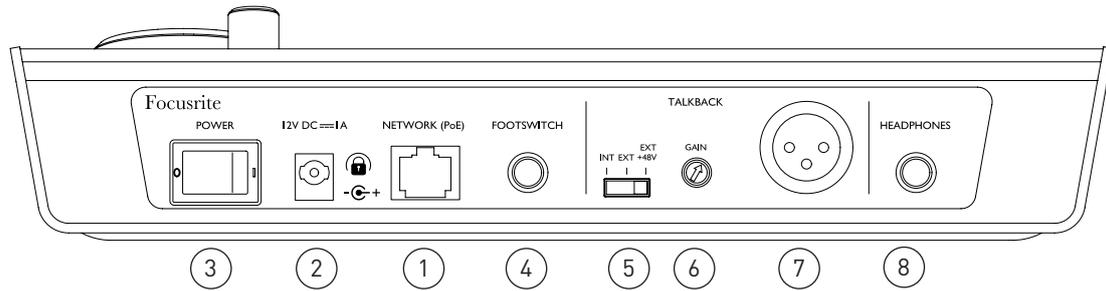
- Press the required Preset button
  - The Preset flag will illuminate indicating that the monitors are now set to that value
  - The Lock Output flag will illuminate to show that the Output Encoder is locked
  - Preset switch will change to red

To unlock or change preset:

- Unlock by pressing Lock Output (soft-button 12) which disengages the Preset but retains the current level

To exit the menu select one of the highlighted switches (Preset will take you back to the previous page).

## Rear Panel



### 1 Network Port / Primary Power Input\*

RJ45 connector for the Dante network. Use standard Cat 5e or Cat 6 network cable to connect RedNet R1 to an Ethernet network switch.

Power over Ethernet (PoE) can be used to power RedNet R1. Connect an appropriately powered Ethernet source.

### 2 Secondary Power Input\*

DC input with locking connector for use where Power-over-Ethernet (PoE) is not available. Can be used in conjunction with PoE.

When both power supplies are available PoE will be the default supply.

### 3 Power Switch

### 4 Footswitch Input

1/4" mono jack provides an additional switch input. Connect jack terminals to activate. Switch function is assigned via the RedNet Control Tools menu. *See page 20*

### 5 Talkback Mic Select Switch

Slide switch selects either the internal or an external mic as the talkback source. Select Ext + 48V for external mics that require +48V phantom power.

### 6 Talkback Gain

Talkback volume adjustment for the selected mic source.

### 7 External Talkback Mic Input

Balanced XLR connector for external talkback mic input.

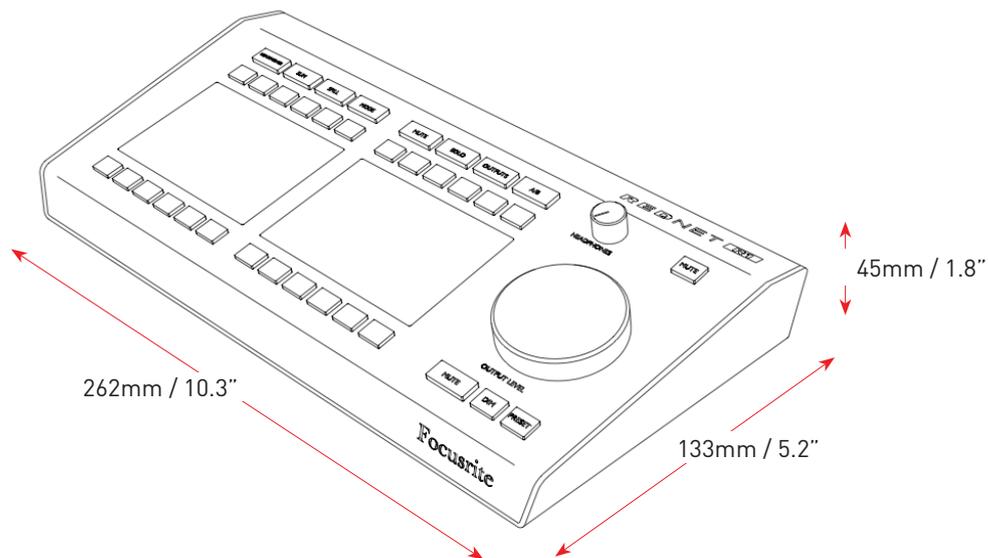
### 8 Headphone Socket

Standard 1/4" stereo jack for headphones.

**!** \*For health and safety reasons, and to ensure that the levels are not dangerous, do not power-up RedNet R1 while monitoring through headphones, or you may hear a loud "thump".

Refer to the Appendix on page 21 for the connector pinouts.

## Physical Characteristics



RedNet R1 dimensions (excluding controls) are illustrated in the diagram above.

RedNet R1 weighs 0.85 kg and is equipped with rubber feet for desktop mounting. Cooling is by natural convection.

*Note. The maximum operating environmental temperature is 40°C / 104°F.*

## Power Requirements

RedNet R1 can be powered from two separate sources: Power-over-Ethernet (PoE) or DC input via external mains supply.

Standard PoE requirements are: 37.0–57.0 V @ 1–2 A (approx.) – as supplied by many suitably equipped switches and external PoE injectors.

*PoE injectors used should be Gigabit capable.*

To use the 12V DC input, connect the external plugtop PSU supplied to an adjacent mains outlet.

*Only use the DC PSU supplied with RedNet R1. Use of other external supplies may affect performance or might damage the unit.*

When both PoE and external DC supplies are connected, PoE becomes the default supply.

The power consumption of the RedNet R1 is: DC supply: 9.0 W, PoE: 10.3 W

Please note that there are no fuses in RedNet R1, or other user-replaceable components of any type. Please refer all servicing issues to the Customer Support Team (see “Customer Support and Unit Servicing” on page 24).

# REDNET R1 OPERATION

## First Use and Firmware Updates

Your RedNet R1 may require a firmware update\* when it is first installed and switched on. Firmware updates are initiated and handled automatically by the RedNet Control application.

*\*It is important that the firmware update procedure is not interrupted – either by switching off power to the RedNet R1 or the computer on which RedNet Control is running, or by disconnecting either from the network.*

From time to time Focusrite will release firmware updates within new versions of RedNet Control. We recommend keeping all units up to date with the latest firmware version supplied with each new version of RedNet Control.

*The RedNet Control application will automatically inform the user if there is a firmware update available.*

## Function Keys



The eight Function keys select the device's operating mode.

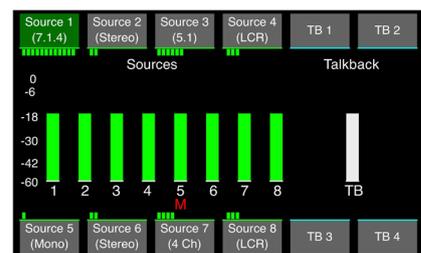
The switch colour identifies its status: not illuminated shows that a switch cannot be selected; white shows that a switch is selectable, any other colour shows that the switch is active.

Screens 1 & 2 beneath each group of four buttons display the options & submenus available for each function. Options are selected using the twelve soft-buttons provided with each screen.

## Headphone

Swaps the input source selection from Speakers/Monitors to Headphones. The button will be illuminated orange when selecting headphone sources.

- Use soft-buttons 1–4 and 7–10 to select the input source(s). See 'Sum' key below.
- To adjust the level of an individual source Press-and-hold a button and then rotate the Output Encoder
- Muted channels are shown with a red 'M'. See *Spill* on next page
- To activate talkback:
  - Use soft-buttons 5, 6, 11 or 12 to enable talkback to the indicated destination
  - Button action can be either latching or momentary. See *Global Settings* on page 12.



## Sum

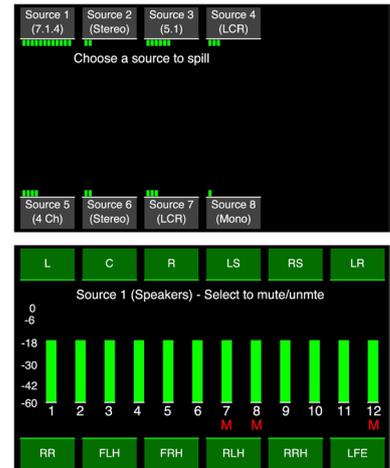
Toggles the Source Groups selection method between inter-cancel (single) and summed.

*By selecting 'Summing behaviour' in the Tools menu, the output level will be automatically adjusted to maintain a constant volume as summed sources are added or removed. See page 19.*

## Spill

Expands a source to show its component channels allowing them to be muted/un-muted individually:

- Select a source to spill
- Screen 1 will display the (up to) 12 channels contained within that source:
  - Use the soft-buttons to mute/un-mute channels.
  - Muted channels are shown with a red 'M'



## Mode

Selects the 'Monitors', 'Mic Pre' or 'Settings' submenus:

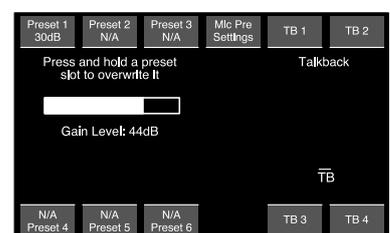
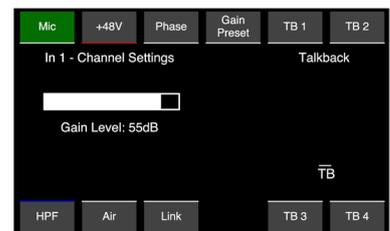
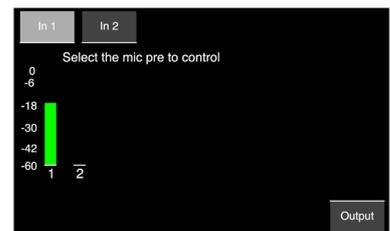
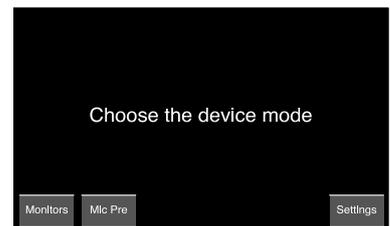
**Monitors** – Accesses the current speaker/monitor or headphone selection mode.

**Mic Pre** – Accesses the hardware controls of a remote device.

- Use soft-buttons 1-4 or 7-10 to select a remote device to control. Then use:
  - Buttons 1-3 and 7-9 to control the device parameters
  - Buttons 5,6,11 & 12 to enable talkback
- 'Output' allows the global output level to be adjusted without having to change mode:
  - Select soft-button 12 and rotate the Output Encoder to adjust the global level
  - Deselect to return to Mic Pre mode
- 'Gain Preset' provides six locations where a gain value can be stored. A stored value can then be applied to the currently selected channel by pressing the appropriate Preset button

To assign a preset value:

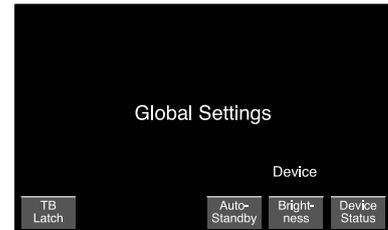
- Select a Preset button and rotate the Output Encoder to the required level
- Press-and-hold the button for two seconds to assign a new value
- Press 'Mic Pre Settings' to return to the mic parameter display



Continued...

**Settings** – Accesses the Global Settings submenu:

- Talkback Latch – Toggles the action of the talkback buttons between momentary and latching
- Auto Standby – When active, will cause the TFT screens to turn off after 5 mins of inactivity, ie., no metering changes, switch presses or pot movements.



The system can be woken by pressing any switch or moving any Encoder

*Note that, to prevent unintentional configuration changes, the initial switch press or pot movement will not have any effect other than to wake the system. However..*

The Mute and Dim buttons are exceptions and remain active, so pressing either one will wake the system and mute/dim the audio.

- Brightness – Rotate the Output Encoder to adjust the screen brightness
- Device Status – Displays hardware, software and network settings of the device and the device under control (DUC)



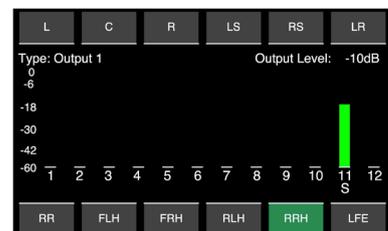
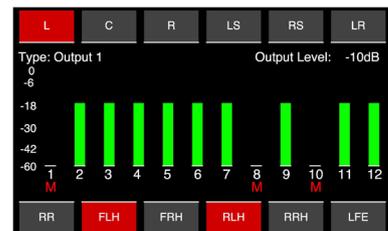
**Mute**

Use the soft-buttons to mute individual loudspeaker channels. Muted channels are shown with a red 'M'.

**Solo**

Use the soft-buttons to solo or un-solo individual loudspeaker channels.

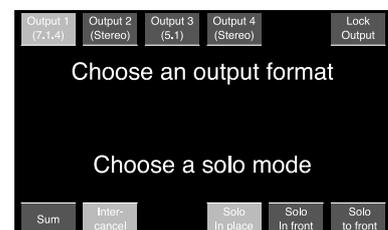
- An 'S' indicates that Solo status is active when in Mute Mode.
- Solo mode options are set via the Outputs menu, *see below*.



**Outputs**

Allows selection of the channel output format, plus the operating mode for the Solo button.

- Four slots, for Outputs 1, 2, 3 & 4, *These are configured in RedNet Control, see page 15*
- Lock Output *Duplication of the Preset switch (pages 6&7)*
- Solo Sum/Intercancel
- Solo in place *Solos selected speaker(s) and mutes all others*
- Solo in front/  
Solo to front *Solos selected speaker(s) and dims all others*  
*Sends the audio from the selected solo speaker(s) to a different speaker*



**A/B**

Allows quick comparison between two different speaker configurations. The A and B configurations are set via the RedNet Control Monitor Outputs menu. *See page 15.*

# REDNET CONTROL 2

RedNet Control 2 is Focusrite’s customisable software application for controlling and configuring RedNet, Red and ISA range of interfaces. Graphical representation for each device shows: control levels, function settings, signal meters, signal routing and mixing – as well as providing status indicators for power supplies, clock and the primary/secondary network connections.

## REDNET R1 GUI

Graphical configuration for RedNet R1 is separated into five pages:



- Source Groups
- Monitor Outputs
- Channel Mapping
- Talkback
- Cue Mixes

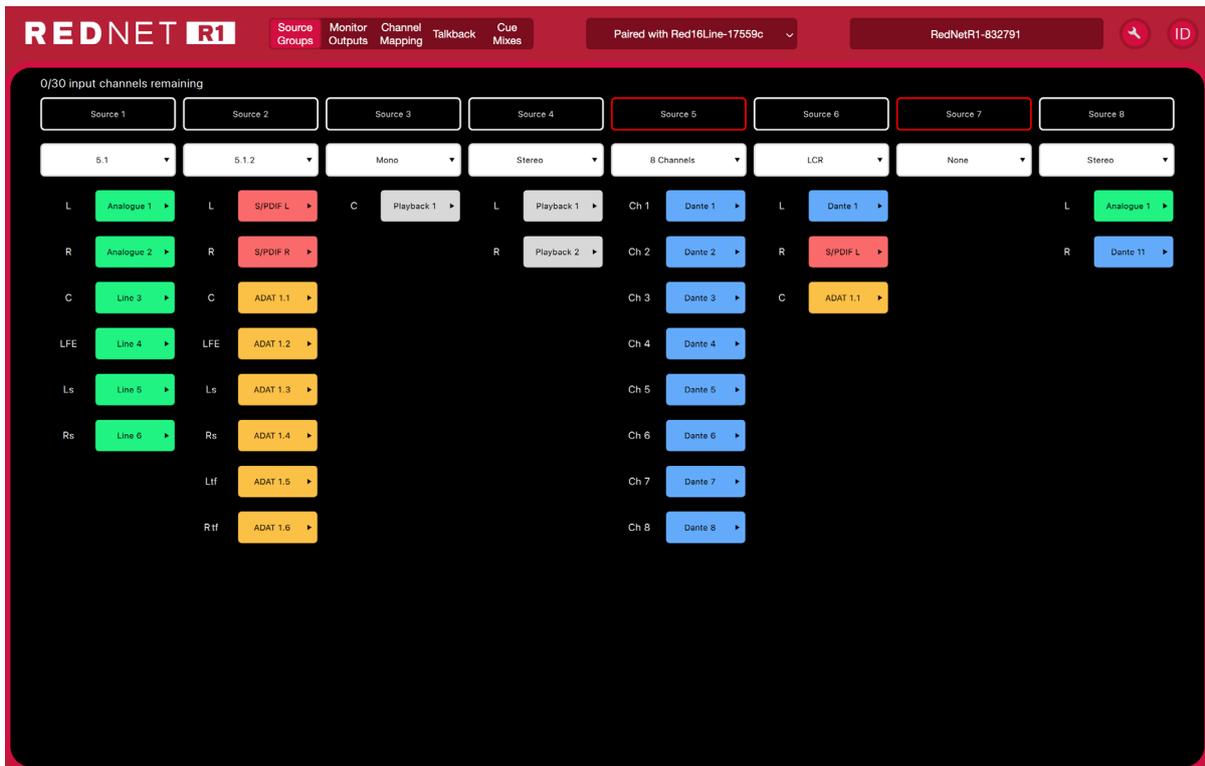
### Selecting a Red Device to Control

Use the drop-down in the header of any GUI page to select a device



### Source Groups

The Source Groups page is used to configure the eight input groups and to assign an audio source to each input channel.



Continued...

## Input Channel Configuration

Click the drop-down  below each Source Group button  to assign its channel configuration.

Two options are available:

- **Presets** – Select from the list of predefined channel configurations:
  - Mono - 5.1.2
  - Stereo - 5.1.4
  - LCR - 7.1.2
  - 5.1 - 7.1.4
  - 7.1

Presets allow the user to quickly setup the Source Groups (and Monitor Outputs) pages without being required to enter individual cross-points on the 'Channel Mapping' page.

The defined presets auto-fill the mapping table with predefined routing and mix coefficients, so that all fold-ups and fold-downs are done automatically, *ie., a 7.1.4 source will be automatically routed to a 5.1 Output speaker configuration.*

- **Custom** – Allows individual named formats and channel mapping table configurations.

## Input Source Selection

The audio source assigned to each channel in a group is selected using its drop-down: 

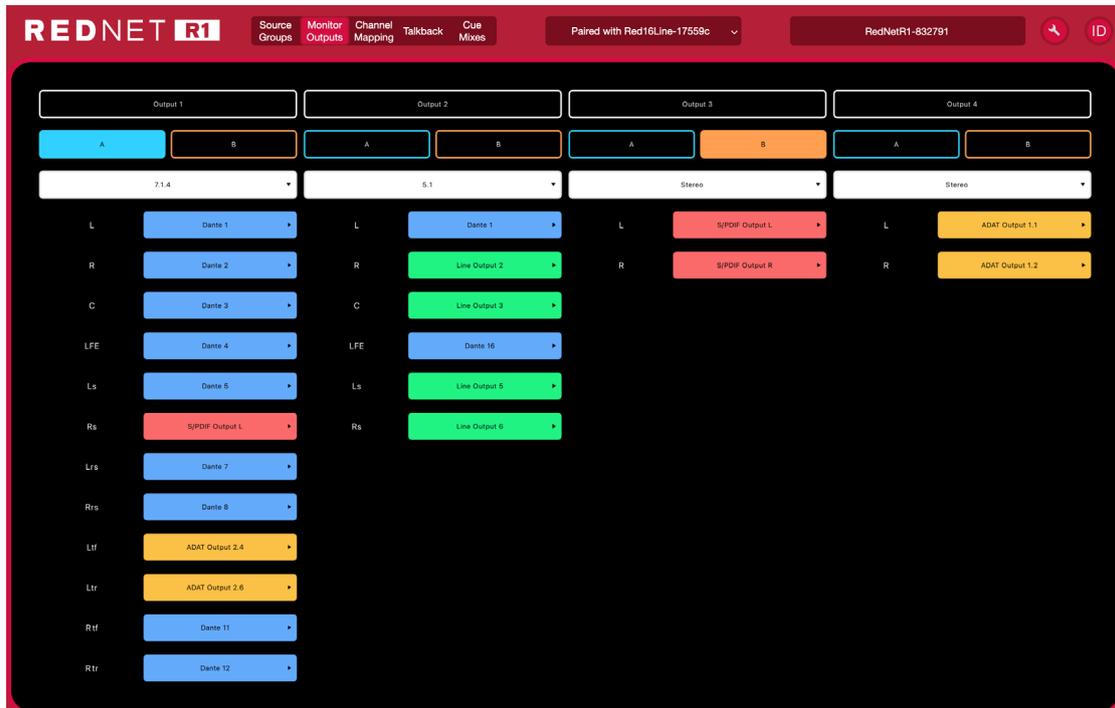
The list of sources available will depend on the device being controlled:

- Analogue 1-8/16 *Red device dependent*
  - ADAT 1-16
  - S/PDIF 1-2
  - Dante 1-32
  - Playback (DAW) 1-64
- Channels can be renamed by double-clicking on their current name.

Outputs ...

## Monitor Outputs

The Monitor Outputs page is used to configure the output groups and to assign audio channels.



### Output Type Selection

Click each drop-down  to assign its output configuration:

- Mono
- Stereo
- LCR
- 5.1
- 7.1
- 5.1.2
- 5.1.4
- 7.1.2
- 7.1.4
- Custom (1 – 12 channels)

### Output Destination Selection

The audio destination for each channel is assigned using its drop-down:



- Analogue 1-8/16
- ADAT 1-16
- S/PDIF 1-2
- Loopback 1-2
- Dante 1-32

- Channels can be renamed by double-clicking on their current channel number
- The output channels selected for Output Types 1-4 remain constant across all Input Source Groups, however the routing and levels can be modified. *See 'Channel Mapping' on next page*

### A/B Switch Configuration

Select an output for 'A' (blue) and 'B' (orange) to assign the alternate Output Types to the front panel A/B Switch. The switch colour will toggle (blue/orange) to indicate the currently selected output

*The switch will illuminate white if an A/B setup has been configured but the currently selected speaker is neither A or B. The switch will dim if A/B have not been set up.*

## Channel Mapping

The Channel Mapping page displays the cross-point grid for each Source Group/Output Destination selection. Individual cross-points can be selected/deselected or level trimmed.



- The number of rows displayed corresponds to the number of channels in each Source Group
- An Input Source may be routed to multiple Outputs, to assist in the creation of fold-up or Fold-downs
- Each grid cross-point can be trimmed by clicking and entering a value via a keyboard
- The Solo-To-Front loudspeaker can be routed to only one Output Channel

*Adding channels (1–12) to the channels already in a source is non-destructive and will not change the routing. However, if the user changes from a 12 channel Source Group to a 10 channel Source Group, then the mix coefficients for channels 11 and 12 would be deleted – requiring them to be set up again if those channels were subsequently reinstated.*

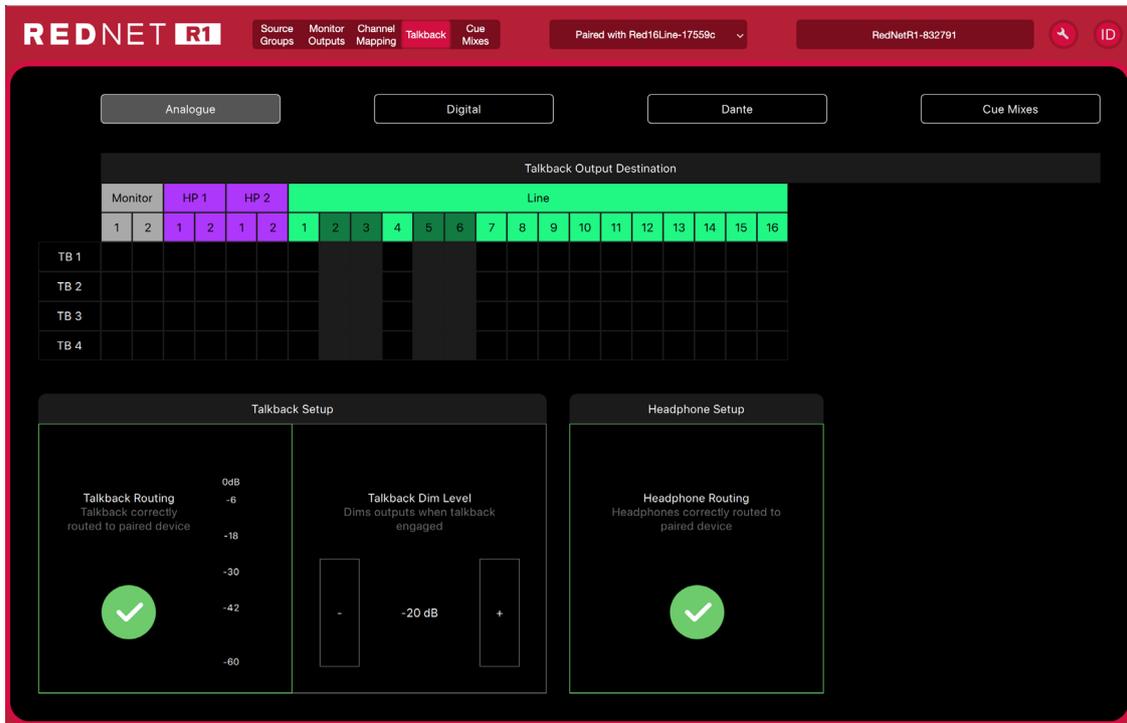
## Channels Remaining in Mixer

A maximum of 32 channels are available. The number of channels remaining is shown above the Source Group buttons.

Talkback Channels may be reallocated to allow for additional group channels.

# Talkback

The Talkback page displays the settings of the cross-point grid for the talkback Output selection and the headphone settings.



## Talkback Routing

The routing table allows the user to route a single Talkback channel to 16 locations; the destination type is shown above the table.

Talkback 1–4 can also be sent to Cue mixes 1–8.

The Talkback Channels can be renamed.

## Talkback Setup

Talkback Outline and icon will display as Green when connected to a Red device as expected.

*A yellow '!' indicates that routing is present but no audio is allowed to flow, refer to Dante Controller for details  
Clicking on the icon automatically updates the routing.*

When talkback is active, the monitors will dim by the amount set in the Dim Level window. Click to enter a value in dB.

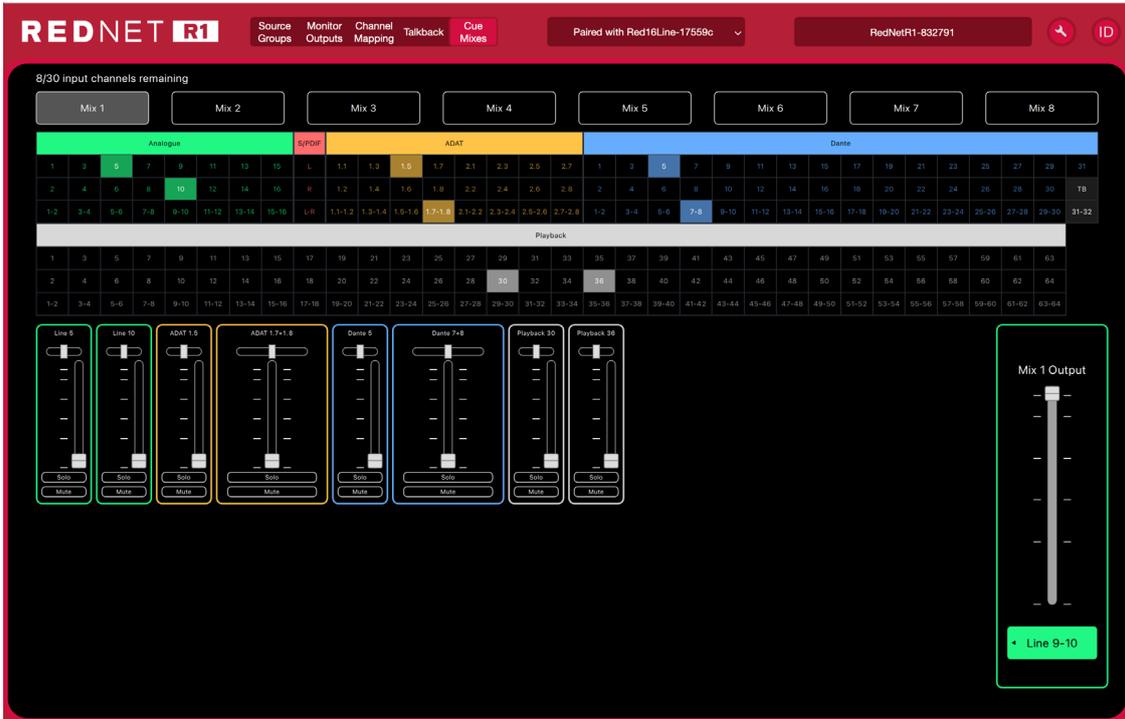
## Headphone Setup

The Headphone icon will also display as Green tick when connected to a Red device as expected.

*A yellow '!' indicates that routing is present but no audio is allowed to flow, refer to Dante Controller for details*

# Cue Mixes

The Cue Mixes page shows the source, routing and level settings for each of the eight mix outputs.



Mix output selection is shown above the list of available sources. Use CMD+'click'. to select multiple Output Destinations.

Up to 30 sources can be selected as mixer inputs.

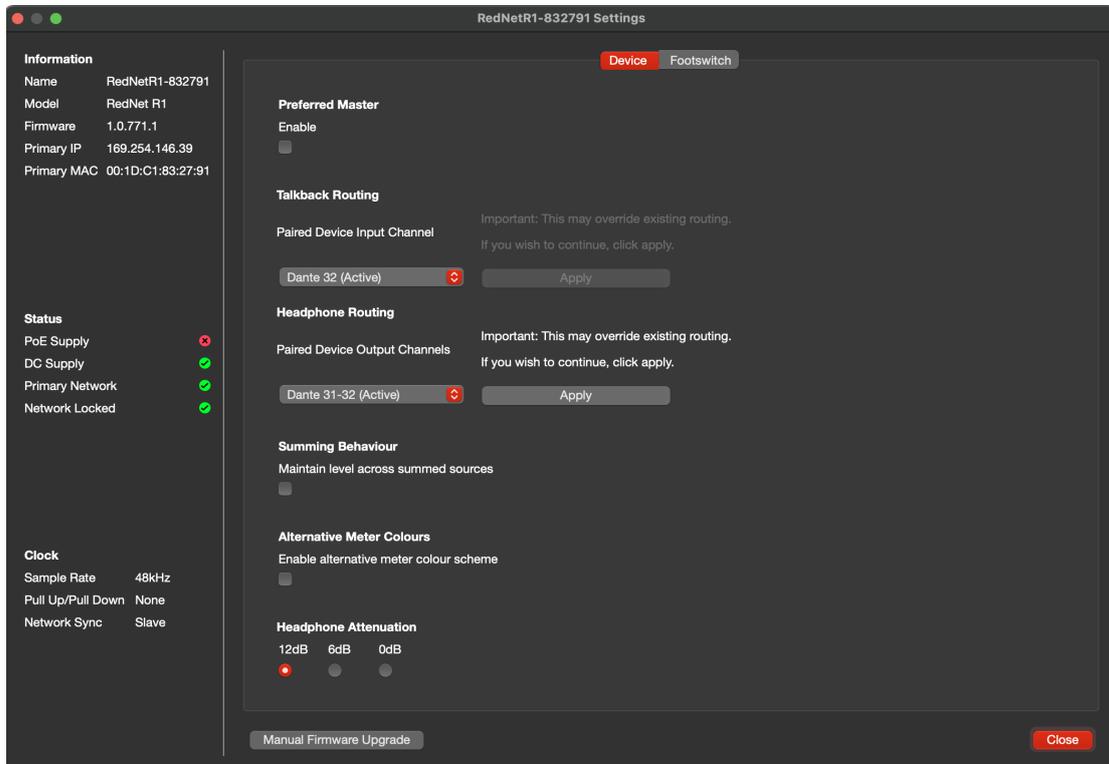
## ID (Identification)

Clicking on the ID icon  will identify the physical device being controlled by flashing its front panel switch LEDs for a period of 10s.

*The ID state can be cancelled by pressing any of the front panel switches during the 10 second period. Once cancelled, the switches then return to their normal function.*

## Tools Menu

Clicking on the Tools icon  will bring up the System Settings window. Tools are split across two tabs, 'Device' and 'Footswitch':



Device:

**Preferred Master** – On/Off state.

**Talkback Routing** – Select the channel on a Red device to use as the talkback input.

**Headphone Routing** – Select the channel pair on a Red device to use as the headphones input.

**Summing Behaviour** – Automatically adjusts the output level to maintain a constant volume as summed sources are added or removed. *Also see Appendix 2 on page 22.*

**Alternative Meter Colours** – Changes Screen 1 & 2's level displays from green/yellow/red to blue.

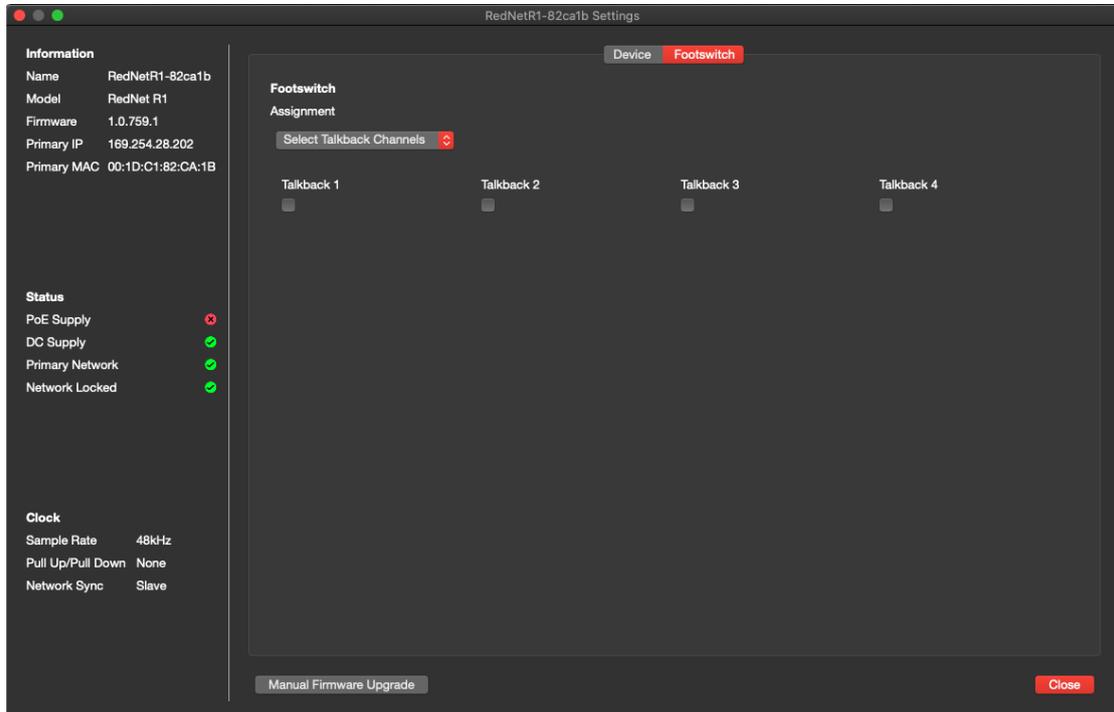
**Attenuation (Headphone)** – The headphone output volume can be attenuated to match different headphone sensitivities.

Tools Menu ...

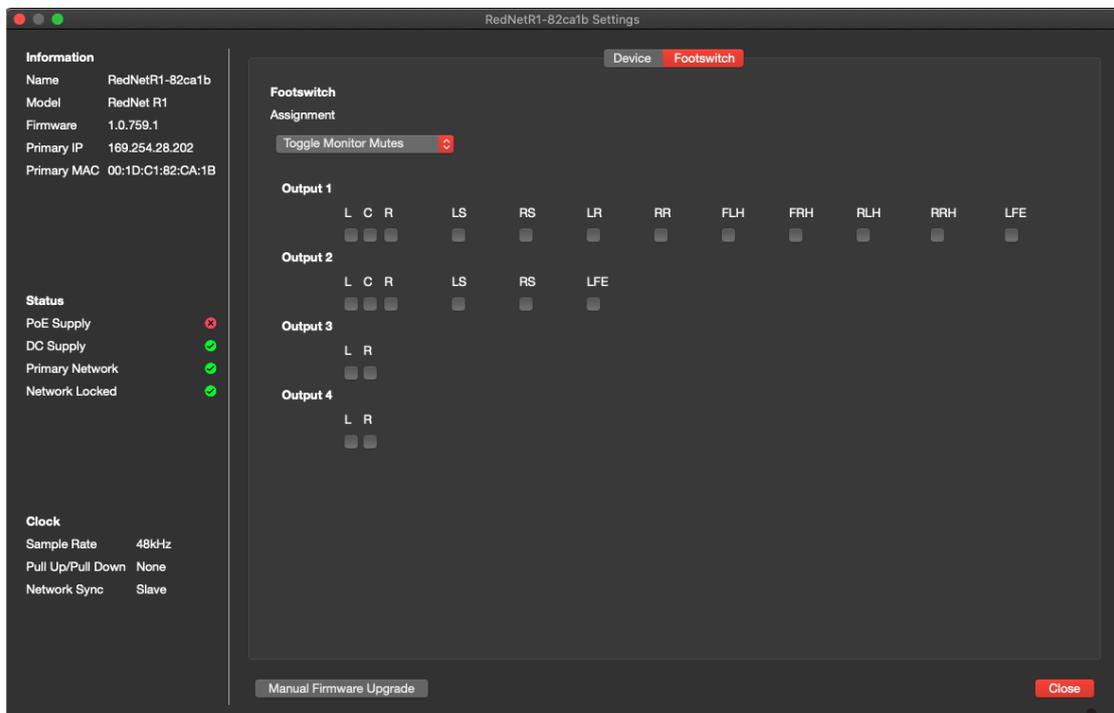
Footswitch:

**Assignment** – Select the action of the footswitch input. Choose either:

- The talkback channel(s) to activate, or...



- the Monitor channel(s) to be muted

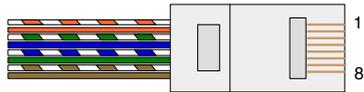


# APPENDICES

## 1. Connector Pinouts

### Network (PoE)

Connector type: RJ-45 receptacle



| Pin | Cat 6 Core     | PoE A | PoE B |
|-----|----------------|-------|-------|
| 1   | White + Orange | DC+   |       |
| 2   | Orange         | DC+   |       |
| 3   | White + Green  | DC-   |       |
| 4   | Blue           |       | DC+   |
| 5   | White + Blue   |       | DC+   |
| 6   | Green          | DC-   |       |
| 7   | White + Brown  |       | DC-   |
| 8   | Brown          |       | DC-   |

### Talkback

Connector type: XLR-3 female

| Pin | Signal     |
|-----|------------|
| 1   | Screen     |
| 2   | Hot (+ve)  |
| 3   | Cold (-ve) |

### Headphones

Connector type: Stereo 1/4" jack socket

| Pin    | Signal    |
|--------|-----------|
| Tip    | Right O/P |
| Ring   | Left O/P  |
| Sleeve | Ground    |

### Footswitch

Connector type: Mono 1/4" jack socket

| Pin    | Signal      |
|--------|-------------|
| Tip    | Trigger I/P |
| Sleeve | Ground      |

## 2. I/O Level Information

Both the R1 and the Red range device under control are able to adjust the volume of the loudspeakers connected to the Red device’s analogue outputs.

Having two control locations on the monitor system could result in there being either insufficient range or high sensitivity of the R1’s Output Level encoder. To avoid either possibility, we would advise using the following loudspeaker setup procedure:

### Setting the Maximum Volume Level

- 1 Set all the analogue outputs on the Red range unit to a low level (but not muted), using either the front panel controls or via RedNet Control
- 2 Turn the volume control on the R1 to maximum
- 3 Play a test signal/passage through the system
- 4 Slowly increase the channel volumes on the Red unit until you reach the highest loudness level that you would prefer coming from your speakers/headphones
- 5 Use the volume and/or Dim control on the R1 to reduce from this level. Now continue to use the R1 as the monitor system volume controller.

*The procedure is only necessary for the analogue outputs (digital outputs are affected only by the R1’s level control).*

### Level Control Summary

| <i>Control Location</i> | <i>Control Effect</i>   | <i>Metering</i>                |
|-------------------------|---|--------------------------------|
| Red Front Panel         | Adjusting the front panel Monitor Level Encoder will affect the level that the R1 can control on any analogue output that is linked to that encoder | Red: Post-fade<br>R1: Pre-fade |
| Red Software            | Adjusting the analogue outputs will affect the level that the R1 can control on any analogue output that is linked to that encoder.                 | Red: Post-fade<br>R1: Pre-fade |
| R1 Front Panel          | User can trim an overall Source Group by -127dB<br><i>Press-and-hold a Source Group selection button and adjust the Output Encoder</i>              | R1: Pre-fade                   |
|                         | User can trim individual Spill input channels by -12dB<br><i>Press-and-hold a spilled source channel button and adjust the Output Encoder</i>       | R1: Pre-fade                   |
|                         | User can trim the overall output level by -127dB<br><i>Press-and-hold an Output Channel button and adjust the Output Encoder</i>                    | R1: Post-fade                  |
|                         | User can trim individual speakers by -127dB<br><i>Press-and-hold a speaker/monitor selection button and adjust the Output Encoder</i>               | R1: Post-fade                  |
| R1 Software             | User can trim the routing crosspoint levels by up to 6dB (in 1dB steps) from the Routing page for minor adjustments                                 | R1: Pre-fade                   |

### Level Summing

When Summing behaviour is enabled in the Tools menu, it automatically adjusts the output level to maintain a constant output when sources are added or removed.

The level of adjustment is:  $20 \log(1/n)$ , ie., approximately 6dB, for every source summed.

# PERFORMANCE AND SPECIFICATIONS

| <b>Headphone Output</b>  |   |
|--|---|
| <i>All measurements taken at +19 dBm reference level, maximum gain, <math>R_L = 600\Omega</math></i> |   |
| 0 dBFS Reference Level   | +19 dBm, $\pm 0.3$ dB                         |
| Frequency Response   | 20 Hz – 20 kHz $\pm 0.2$ dB                   |
| THD + N  | -104 dB (<0.0006%) at -1 dBFS                 |
| Dynamic Range  | 119 dB 'A'-weighted (typical), 20 Hz - 20 kHz |
| Output Impedance   | 5 $\Omega$                                    |
| Headphone Impedance  | 32 $\Omega$ – 600 $\Omega$                    |

| <b>Digital Performance</b> |   |
|----------------------------|---|
| Supported sample rates     | 44.1 / 48 / 88.2 / 96 kHz [-4% / -0.1% / +0.1% / +4.167%] at 24 bit |
| Clock Sources              | Internal or from Dante Network Master                               |

| <b>Connectivity</b> |  |
|---------------------|--|
| <b>Rear Panel</b>   |  |
| Headphone           | 1/4" stereo Jack socket  |
| Footswitch          | 1/4" mono Jack socket  |
| Network             | RJ45 connector   |
| PSU (PoE and DC)    | 1 x PoE (Network Port 1) Input and 1 x DC 12V Locking Barrel Input Connector |

| <b>Dimensions</b>              |                |
|--------------------------------|----------------|
| Height ( <i>Chassis Only</i> ) | 47.5mm / 1.87" |
| Width                          | 140mm / 5.51"  |
| Depth ( <i>Chassis Only</i> )  | 104mm / 4.09"  |

| <b>Weight</b> |         |
|---------------|---------|
| Weight        | 1.04 kg |

| <b>Power</b>              |  |
|---------------------------|--|
| Power over Ethernet (PoE) | Complies with IEEE 802.3af class 0 Power-over-Ethernet standard<br><i>PoE A or PoE B compatible.</i> |
| DC Power Supply           | 1 x 12 V 1.2 A DC power supply   |
| Consumption               | PoE: 10.3 W; DC: 9 W when using supplied DC PSU  |

## Focusrite Pro Warranty and Service

All Focusrite products are built to the highest standards and should provide reliable performance for many years, subject to reasonable care, use, transportation and storage.

Very many of the products returned under warranty are found not to exhibit any fault at all. To avoid unnecessary inconvenience to you in terms of returning the product please contact Focusrite support.

In the event of a Manufacturing Defect becoming evident in a product within 3 years from the date of the original purchase Focusrite will ensure that the product is repaired or replaced free of charge, please visit: <https://focusrite.com/en/warranty>

A Manufacturing Defect is defined as a defect in the performance of the product as described and published by Focusrite. A Manufacturing Defect does not include damage caused by post-purchase transportation, storage or careless handling, nor damage caused by misuse.

Whilst this warranty is provided by Focusrite the warranty obligations are fulfilled by the distributor responsible for the country in which you purchased the product.

In the event that you need to contact the distributor regarding a warranty issue, or an out-of-warranty chargeable repair, please visit: [www.focusrite.com/distributors](http://www.focusrite.com/distributors)

The distributor will then advise you of the appropriate procedure for resolving the warranty issue. In every case it will be necessary to provide a copy of the original invoice or store receipt to the distributor. In the event that you are unable to provide proof of purchase directly then you should contact the reseller from whom you purchased the product and attempt to obtain proof of purchase from them.

Please do note that if you purchase a Focusrite product outside your country of residence or business you will not be entitled to ask your local Focusrite distributor to honour this limited warranty, although you may request an out-of-warranty chargeable repair.

This limited warranty is offered solely to products purchased from an Authorised Focusrite Reseller (defined as a reseller which has purchased the product directly from Focusrite Audio Engineering Limited in the UK, or one of its Authorised Distributors outside the UK). This Warranty is in addition to your statutory rights in the country of purchase.

## Registering Your Product

For access to Dante Virtual Soundcard, please register your product at: [www.focusrite.com/register](http://www.focusrite.com/register)

## Customer Support and Unit Servicing

You can contact our dedicated RedNet Customer Support team free of charge:

Email: [proaudiosupport@focusrite.com](mailto:proaudiosupport@focusrite.com)

Phone (UK): +44 (0)1494 836384

Phone (USA): +1 (310) 450-8494

## Troubleshooting

If you are experiencing problems with your RedNet R1, we recommend that in the first instance, you visit our Support Answerbase at: [www.focusrite.com/answerbase](http://www.focusrite.com/answerbase)