## What is RTI Music, and why did RTI create a music streamer?

RTI Music is RTI's commitment to an ultimate music experience and was created for a simple reason.  We want our dealers to have a better experience with the least amount of research and work possible.  We created an ideal user experience and packed it with installer-friendly features that will work in residential or commercial markets.

## How does RTI Music work?

RTI Music consists of the MS-1 one-stream player and the MS-3 three-stream player, and an included powerful music configuration utility.  RTI separates the music experience from the settings and configuration options which can detract from the experience.  Once configured, the MS-1 / MS-3 becomes a personalized player with options and settings that best serve the end-user.

## Is it possible to group the player streams?

RTI Music features a synching feature that allows you to sync up to six streams of audio.  You can sync to individual or all streams.

## How many MS-1 / MS-3 players can be used in a single project?

You can have up to six players, six MS-1 or two MS-3 units, but one unit must be the dedicated server in a single project. For additional syncing options, utilize RTI's audio products.

## What streaming services and other music is supported?

RTI Music features streaming sources such as Pandora, Spotify, SiriusXM, iHeartRadio, SoundMachine, TuneIn Radio, Airplay, and personal music libraries.  More services are on the way, so stay tuned!

## How do favorites work?  Are they available on all streams?

Some end-users want quick access to specific music selections.  RTI Music lets you carve out favorites from various music sources.  Once saved or deleted, it will reflect on all available streams.

### Are there any benefits to using RTI Music alongside  RTI's audio distribution products?

RTI Music offers an incredible user experience and using RTI's audio distribution products only makes it better.  Features include source tracking, audio switching, grouping audio zones, and a host of other features that your clients will love!

### How does the server work?

Up to six players, six MS-1 or two MS-3 units, can communicate over a single server at a time.  Once additional players are added, they can be set to communicate to their server.  A server is the backbone of RTI music.

### How does RTI Music integrate keyboard work?

RTI dealers will love the integrated keyboard, which will automatically display when needed.  Save and rename playlists, edit, add to Pandora stations, and search through streaming services or personal music libraries for artists, songs, albums, and other criteria.

### Can you save Playlists within individual streaming services?

Playlists created are stored exclusively on the MS-1 / MS-3 service and available on all streams.

### How many Playlists can be created?

We are not aware of any limits for Playlists and have created dozens of playlists in the testing phase.

### Can I use an app to control RTI Music?

RTI Music is controlled exclusively with the RTIPanel app and requires an XP processor.  Users can take advantage of the features available in the RTI control ecosystem to add power and flexibility to the RTI Music experience.

### Does the MS-1 / MS-3 support gain control?

Volume control is automatically set to 100% in the MS-1 / MS-3 configuration utility.  Users can adjust the player volume by setting it to VAR and using the driver volume commands.

## Can I power the MS-1 / MS-3 via POE?

The MS-1 is powered by PoE. Currently, POE is not supported in the MS-3, and we recommend a power connection for best results.

## Why do we need to use the MS-1 / MS-3 configuration utility?

The MS-1 / MS-3 configuration utility allows installers to manage and name players, add and rename multiple streaming services, and utilize optional settings. Using the included remote access feature, you can also use the configuration utility to manage your players in all client projects.

## Can we play the MS-1 / MS-3 without an RTI Processor?

An RTI XP Processor is required for RTI Music. Besides profiting from processor sales, RTI dealers will have access to the RTI Music driver, created with the user experience in mind.

## Is a Pandora Premium account needed for RTI Music?

A Pandora Premium account is not required. Add up to twenty-six Pandora Plus accounts (USD 4.99 a month) at the time of release.

## How many streams do each MS-1 / MS-3 player support?

While multiple players can be used, each MS-3 unit supports up to three streams and each MS-1 supports a single stream which can be used for independent power, music selection, and volume.

## With many streaming options in the market today, why should I use RTI Music?

RTI has spent a lot of time developing a custom driver and configuration utility that will give dealers an amazing experience. We also created an enhanced auto-programming process, and RTI fully supports the driver. Features such as music queues, integrated keyboard, creating Playlists, and Favorites are just some powerful options that are easy to program.

## I want to be able to use additional streaming accounts for other family members. Is this possible with RTI Music?

Streaming services such as Spotify, Pandora, SiriusXM, and SoundMachine allow you to add up to twenty-six different user accounts, making it the perfect player for large families and businesses.

**Does the player support Airplay 1 or Airplay 2?  What is the difference?**

Each MS-1 / MS-3 will create an Airplay1 signal which users can use to listen to audio over iOS devices.  While Airplay 2 allows multi-room support, it will not benefit when using a control solution like RTI with audio distribution products and driver support.

**Are there any plans to add Airplay 2 in the future?**

Our product development team is always interested in adding features that our dealers want.  While adding features like Airplay 2 is difficult to forecast, we always listen to our dealers' feature requests.  We do expect to release improvements to RTI Music over time.

**Can I use my NAS drive or PC to utilize my music libraries?**

Absolutely!  The RTI Music configuration utility makes it easy to include multiple music paths to your NAS drive or family computer.

**What happens if my customer wants to add, change or delete any streaming accounts or other settings?**

Each RTI Music system can be maintained via remote access that is managed through the MS-1 / MS-3 configuration utility.  Keep a list of client players and make any changes necessary to ensure they have an optimal music experience!

**Does RTI Music support Spotify, or does it require Spotify Connect?**

Currently, RTI Music has native Spotify support.  Spotify Connect is not supported at this time.

**Do streaming services that are frequently used appear on the top of the RTI Music interface?**

RTI Music will not reorder the apps based on usage, but integrators can create an order that best fits the client's lifestyle and interests.

## How do I use the remote access feature in RTI Music?

Adding your client's MS-1 / MS-3 to your remote servers list is simple.  Select "Remote Servers" in the discovery screen in your MS-1 / MS-3 configuration utility.  Add the player's IP address and right-click on the "Notes" field to enter your client reference information.  Be sure to port forward TCP port 9720 to the IP address of your MS-1 / MS-3, and you will be able to access the MS-1 / MS-3 remotely.

## Will RTI add any new streaming services or features in the future?

We will be adding additional music services in the future, as well as adding enhancements and features.  We will provide this in firmware updates, making it easy for RTI dealers and end-users.  We would like to hear our dealer's suggestions to determine priority.

## Can I search through my library with the integrated keyboard?

You can search your libraries for artists, albums, song titles, genres, playlists, and other search criteria.

## Is the RTI Music driver easy to configure?  What do I need to enter?

The only requirements of the RTI Music driver are the server MAC address, player MAC addresses, and IP address.  RTI will make it easy for Integration Designer 11 programmers by making it easy to import the player settings into the driver.

## Is RTI Music supported in ID9?

We plan on launching RTI Music for both Integration Designer platforms.  However, using Integration Designer 11 can provide valuable advantages such as auto driver configuration, auto programming, and new template features.

## I am using RTI Music with an RTI CP-16i.  Can I change the volume to VAR or FIXED?

It is possible to change the MS-1 / MS-3 to a fixed volume or variable volume, making it easy to use with an amplifier.  RTI recommends the CP-16i due to its cool 100W per channel amplification.

## Does RTI Music support Airplay?

RTI Music supports an Airplay session for each player stream. You may use Airplay to access popular services such as Apple Music or Amazon Music. Each Airplay signal will show up as the player's name, customized in the music configuration utility.

## My client enjoys high quality when listening to his music collection. What kind of quality can I expect with RTI Music?

RTI Music features a 192Khz/24-Bit High-Resolution DAC and supports lossless audio (FLAC/ALAC) to deliver a high-quality audio experience.

## What is high-resolution audio, and how does it compare with CD Music?

In its simplest terms, hi-res audio refers to music files with a higher sampling frequency and bit depth than CD, specified at 44.1kHz/16-Bit. While most end-users may not notice the increased quality, RTI wanted to create a superior product and realized that the market demands high-quality performance and sound.

## What kind of audio formats are supported?

The MS-1 / MS-3 handles FLAC, AAC (Apple Lossy), ALAC (Apple Lossless), MP3, MP4, WMA, and OGG Vorbis.

## What's the difference between MP3 and FLAC files?

MP3 is a lossy format, which means parts of the music are shaved off to reduce the file size to a more compact level. It is supposed to use "psychoacoustics" to delete overlapping sounds but is not always successful. Typically, cymbals, reverb, and guitars sounds are most affected by MP3 compression and can sound distorted or "crunchy" when too much compression is applied.

## Can the MS-1 / MS-3 be rack-mounted?

RTI features an ergonomic MS-3 unit with a front faceplate, mounting accessories in a 1U form factor. Up to 4 MS-1 units can be rack mounted with the optional RM-4VIP2 Rack-Mount Kit. It is an elegant solution and easy to manage in an equipment rack or tabletop. The MS-1 / MS-3 rack mounting option can positively impact a rack design project.

### Does the MS-1 / MS-3 feature a faceplate?

Like other RTI audio products, the RTI MS-3 features an elegant faceplate. The MS-1 is designed to sit on a rack shelf or rack mounted with the RM-4VIP2. No faceplate is available for the MS-1.

### Is there training available for RTI Music?

RTI features a full training webinar and "shorts" that explain each aspect of the configuration utility and RTI Music programming in Integration Designer software. There is no shortage of content, documentation, example files, and other material designed to make RTI Music easier to program than any other music streamer in the market today.

### Will RTI Music work with RTI's entire product lineup?

RTI Music will work on all RTI hand-held controllers, RTIPanel devices, and keypads, with all processors. However, to achieve the best possible experience, be sure to select the correct processor based on your project size. Also, RTI Music comes with some incredible options that allow users to search through lists, add items to queues, and use an interactive keyboard. Using controllers with larger screens will help capture the entire experience.

### Does RTI Music come with an app I can download from an app store?

Because RTI Music is part of the RTI ecosystem, the only app customers should be using is RTIPanel, which is professionally programmed by RTI installers. RTI Dealers can profit from programming the RTIPanel app and control the user experience for your clients.

### Is the MS-1 / MS-3 available through the dealer accommodation program?

RTI dealers and employees can outfit their showrooms, office, or home with the MS-1 / MS-3 through the dealer accommodation program.

### What is the warranty on the MS-1 / MS-3?

Most music streamers are available on the market offer one-to-two-year warranties. RTI offers a three-year warranty on the MS-1 / MS-3 adding value and peace of mind.