ARCAM rPlay — FAQ

Is there a limit on how many Play-Fi products I can have on my network?

No. Although there is no limit as to how many Play-Fi devices are on a network, the performance will decrease if there is a large number of devices connected. As a guideline, no more than 8 devices should be connected on the network in order to achieve the best performance.

Can I use my Play-Fi product with a Wi-Fi repeater or extender?

Yes, your device is able to access a Play-Fi device which is connected to a wireless network by means of a repeater or extender. Consult the user manual of your extender/repeater to ensure that they are configured properly.

I have an iOS device with Wi-Fi Assist enabled. Will this cause any issues?

Yes. Wi-Fi assist is not compatible with streaming services. For best results, please disable Wi-Fi assist on your iOS device.

I tried to setup my new Play-Fi device as an AirPlay speaker, but the set-up failed. Why?

This may happen if:

- Your iOS device locks before setup has been completed. Increase the auto-lock time-out, to allow the new AirPlay speaker enough time to complete its network setup. Consult the instructions provided with your iOS device on how to do so.

- Your iOS device is too far from the Play-Fi device that is to be set up. Make sure that the two device are in close proximity.

I want to watch video on my device and hear the audio on my Play-Fi product. Is this possible?

It depends on the device you are using. This is not possible if using the DTS Play-Fi app on an iOS, Android, Kindle Fire device or the free DTS Play-Fi Windows app. However, if you are using the premium (paid) DTS Play-Fi HD app on a Windows PC, or if using the Apple AirPlay feature, you will be able to do this.

What extra features do I get with DTS Play-Fi HD for Windows?

This premium version provides these additional features:

- Stream audio to up to 8 devices simultaneously

- A video mode, which allows to audio to be synchronize with any video, to any Play-Fi device on the network

- You can choose which application will stream audio to the Play-Fi speakers, while keeping all the other audio to the PC speakers

The DTS Play-Fi app lists a lot of media streaming services. However, when I try to access them, some don't work. Why?

Not all services are available in all territories. Please check with the service to see if it available in your location.

I just moved to a different location on a different network. How do I place the Play-Fi device into set-up mode, so that I can configure it on the new network?

Simply place and hold the SETUP button on the back of the unit for eight seconds and then follow the instructions outlined in the user manual to set up the Play-Fi unit on the new network.

What does the RESET button do?

This button can either reboot the unit or it can restore it to its factory default settings. To reboot the unit, simply press and hold the RESET button for approximately 4 seconds. If you wish to restore the unit to its factory default settings, press and hold the RESET button for approximately 8 seconds.

I have just set-up my Play-Fi device using the WPS method, but the Play-Fi app does not detect it. What do I do?

In most cases, turning my Play-Fi device off and on will resolve the issue. If the issue still persists, then try a different setup method, as described in the user manual. In addition, ensure that both the Play-Fi device and the router are in close proximity to each other.

Can I play different audio to different Play-Fi units? How?

Yes. You can stream different audio to different rooms or zones. To do so, simply add more Play-Fi devices to the existing zone.

What are speaker groups?

You can play the same audio stream to multiple Play-Fi devices (or speakers). If you like the set of speakers, then you can save them as a "Speaker Group", for ease of access later on. You can adjust the volume of each device within a group individually, or of the entire group.

What is a stereo pair?

The Play-Fi controller app allows you to configure two Play-Fi devices into a stereo pair by selecting one to play left channel audio, and the other to play right channel audio. The app will then synchronize the audio into a single stereo stream.

Will my Play-Fi device work with any UPnP client, such as the Arcam MusicLife app?

Not at this time. Should you wish to access audio stored on external devices (such as NAS drives), you will need to use the Media Server utility from within the Play-Fi controller app.

I would like to learn more about the Play-Fi controller app. Where can I get more information from?

You can access the Play-Fi app tutorial, by selecting Settings (⚙) > Learn More. This will start the app guided tour, which covers the most common

features of the app. In addition, further information regarding the Play-Fi can be found at *https://play-fi.com/*.