Setting up List Lock on the RTX

Step-by-step guide with Hive Central

List Lock filters out unwanted streams. The RTX shows only the open and secure streams that the listener is allowed to access, and nothing else that is broadcasting nearby. This guide takes you through every click in Hive Central – no prior experience needed.

Based on Hive Central 2.7.8 | November 2026

WITHOUT LIST LOCK



Every stream in range appears on the screen.

WITH LIST LOCK



Only the streams on your list appear. The lock icon marks a secure stream.

Before you start

What you need

- A computer with **Hive Central** installed, on the same network as your SmartHive units.
- A **SmartHive** with the RTX units docked in it and switched on.
- The **streams** you want on the list: a name for each and, for a secure stream, its **password**. The CASTERs do not need to be connected or broadcasting while you set this up.
- A Hive Central admin sign-in.

Words used in this guide

Term	What it means
Stream	One audio channel broadcast by a CASTER, for example “Screen 1 English”.
Stream group	A named list of streams. It is the list the RTX is locked to.
Zone	An area of your venue. Each SmartHive and each stream group belongs to a zone.
Dispatch	The Hive Central page that sends a stream group to RTX units docked in a SmartHive.

Stream Lock or List Lock?

Stream Lock

The stream group holds **one** stream. The RTX connects to it automatically.

List Lock – this guide

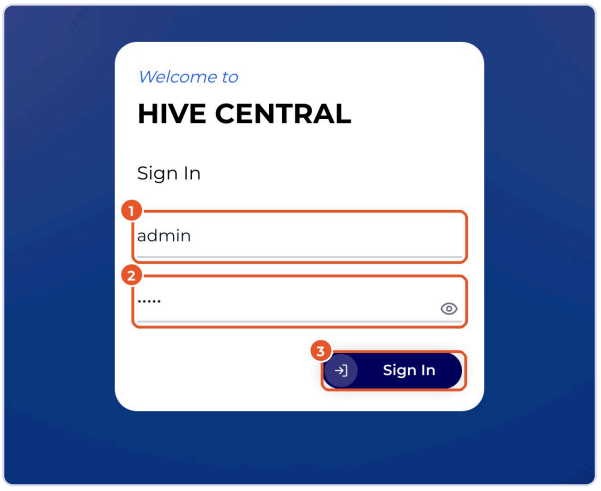
The stream group holds **two or more** streams. The listener chooses from that list only.

One RTX, no SmartHive? Stream Lock and List Lock can also be set for a single RTX with the RTX quick setup tool, online at bettear.com/rtx-setup.

Step 1 – Sign in to Hive Central

1. Open Hive Central and type your **user name**.
2. Type your **password**.
3. Click **Sign In**.

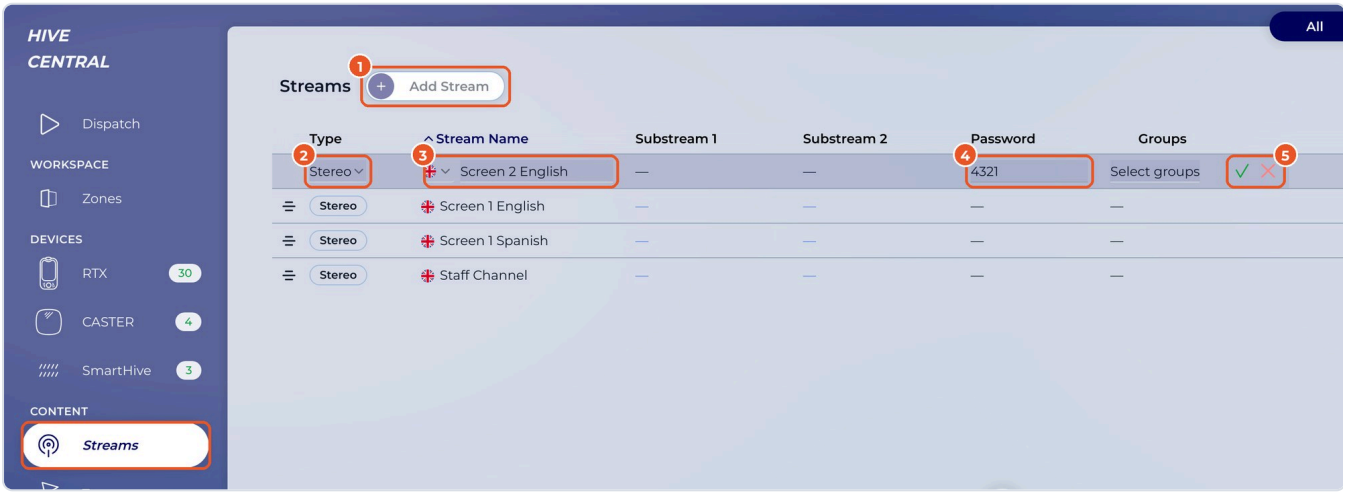
First time? The default sign-in is **admin** / **admin**. Change the password afterwards on the **Users** page.



Step 2 – Add your streams

In the menu on the left, click **Streams**. Then, for each stream:

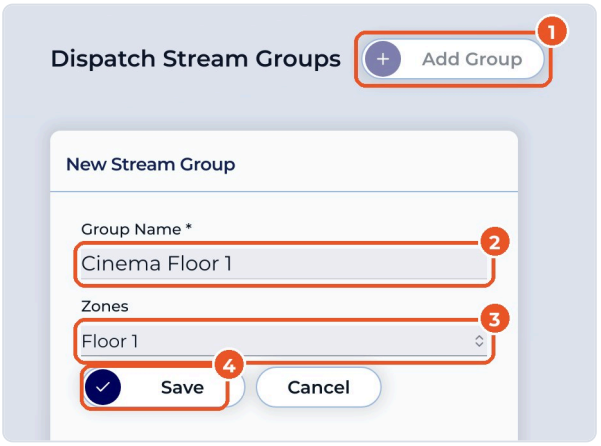
1. Click **Add Stream**. A new row opens at the top of the table.
2. **Type:** choose the CASTER's broadcast mode – **Stereo** or **D.Mono** (dual mono).
3. **Stream Name:** type the name listeners will see on the RTX, e.g. "Screen 1 English".
4. **Password:** for a secure stream only, type its password. Leave it empty for an open stream.
5. Click the green ✓ to save. Repeat for the next stream.



Names need at least 4 characters (up to 32). Passwords are up to 16 characters. A dual-mono stream gives two entries, Substream 1 and Substream 2 – give each a name.

Step 3 – Create the list (stream group)

Stay on the **Streams** page and look at the lower half, **Dispatch Stream Groups**.



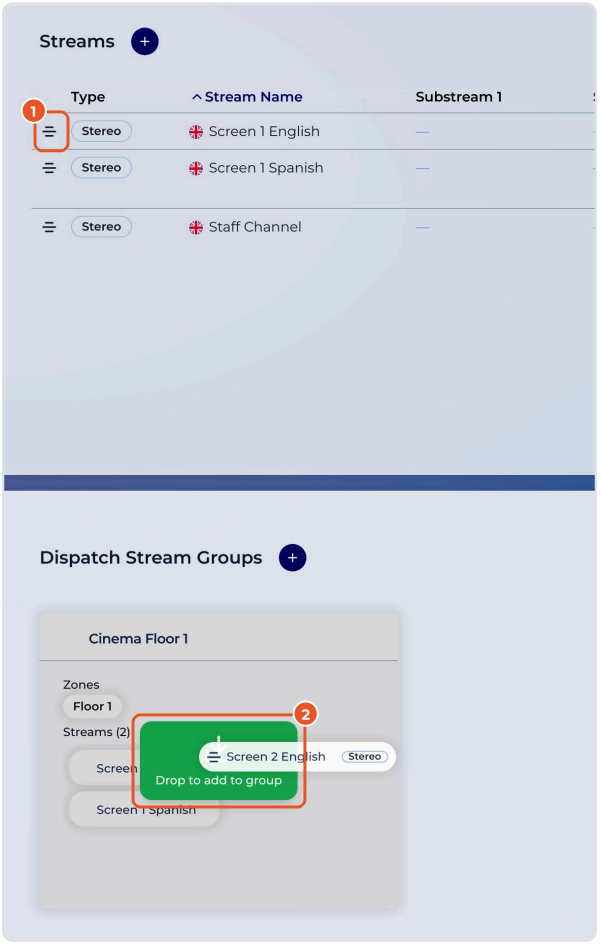
1. Click **Add Group** (the **+** button). A **New Stream Group** card opens.
2. **Group Name:** type a name that tells your staff what the list is for, e.g. “Cinema Floor 1”.
3. **Zones:** choose the zone where the SmartHive with the RTX units is, e.g. “Floor 1”. **Do not skip this** – the Dispatch page shows only groups that belong to the zone you dispatch from.
4. Click **Save**.

Group names use letters, numbers, spaces, hyphens and underscores, up to 30 characters.

Step 4 – Put the streams on the list

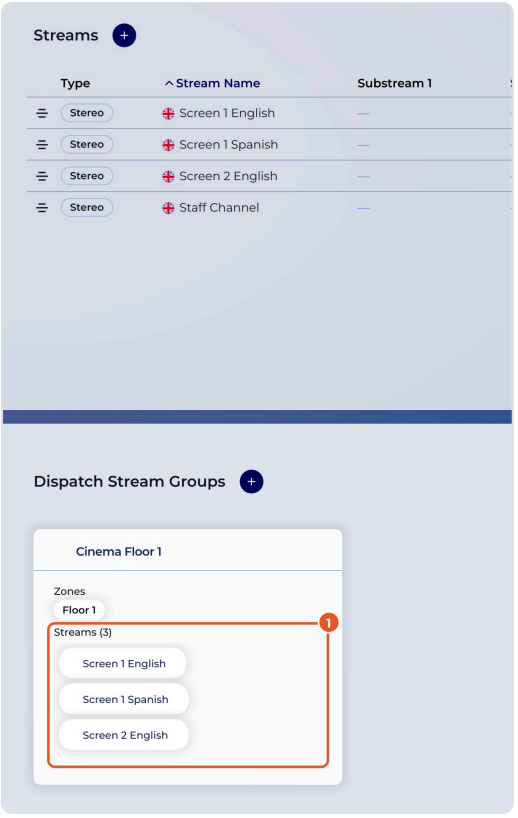
1. In the Streams table, grab a stream by its handle ≡ at the left of the row.
2. Drag it onto the group card. When the card shows **Drop to add to group**, let go.

Repeat for every stream on the list – **at least two**. Streams you leave out, like “Staff Channel” here, will not appear on the RTX.



Your list is ready when the card shows every stream you dropped on it.

1. The card lists the streams, in the order they are sent to the RTX. To reorder or remove a stream, click the pencil on the card.



Another way: click the pencil at the end of a stream's row, pick the group under **Groups** and click ✓.

Step 5 – Program the RTX units with the list

There are two ways to do it. Pick one:

Option A – Dispatch page

Select how many RTX units you need; Hive Central picks them in the SmartHive and lights them up. Best for handing out units.

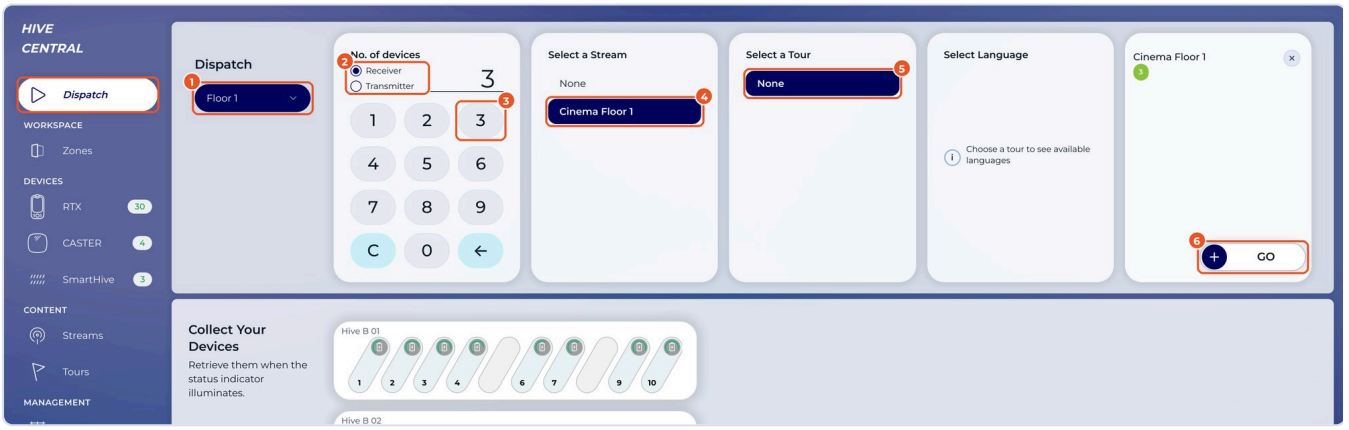
Option B – RTX page

Choose exactly which RTX units to program from the list of devices. Best for programming specific units.

Option A – From the Dispatch page

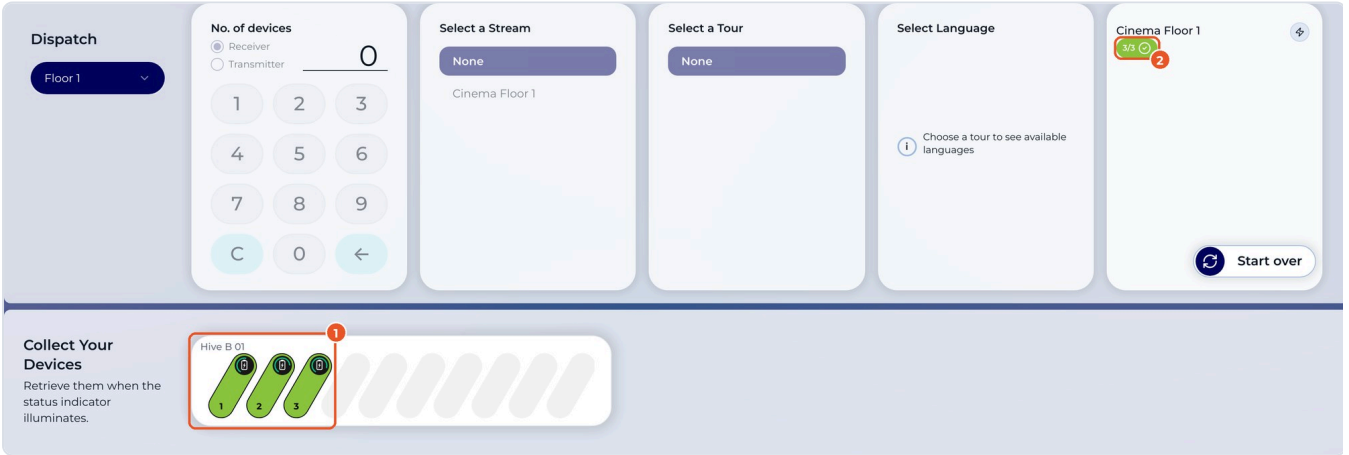
In the menu on the left, click **Dispatch**.

1. **Zone:** choose the zone of the SmartHive with the RTX units, e.g. “Floor 1”. This list appears only when the workspace has more than one zone.
2. Select **Receiver**.
3. **No. of devices:** tap how many RTX units you want to program, e.g. **3**.
4. **Select a Stream:** click your list – “Cinema Floor 1”.
5. **Select a Tour:** leave it on **None**. With a tour, only the first stream of the list is loaded.
6. Click **GO**.



Then collect your RTX units

1. Under **Collect Your Devices**, the slots that received the list turn green. On the SmartHive, take the RTX units whose status indicator lights up.
2. The counter shows how many units are done, e.g. **3/3** ✓. Click **Start over** to dispatch again.



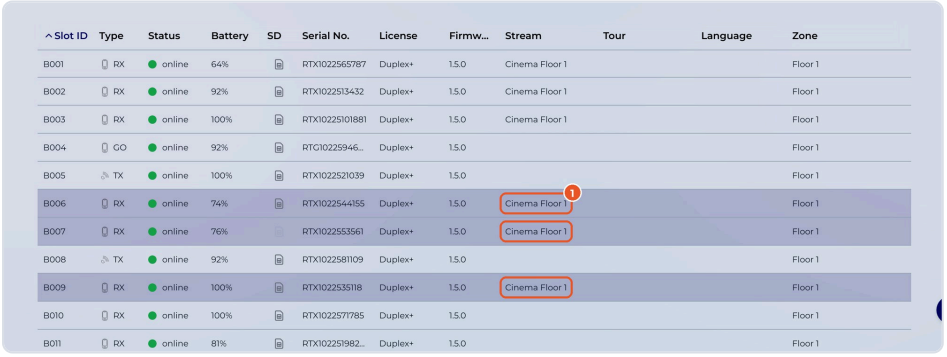
Hive Central picks RTX units that are online, in receiver mode, on the recommended firmware and docked in a SmartHive of the selected zone. If some are low on battery, it asks before using them.

Option B – From the RTX page

1. In the menu on the left, click **RTX**.
2. Click each RTX unit you want to program. Selected rows are highlighted; **Select All** at the bottom selects every unit.
3. On the right, open **Configure Devices**.
4. **Stream:** choose your list – "Cinema Floor 1". Leave **Tour** on **None**.
5. Click **Apply**.



1. When the units are programmed, the **Stream** column shows the list name next to each of them.



The RTX page is available to admin users. The units must be online in a SmartHive.

Troubleshooting

What you see	What to do
My list is missing under *Select a Stream*	Open the group card (pencil) and add the zone you are dispatching from. Check that **Receiver** is selected – with **Transmitter**, only groups holding a single RTX stream are offered. Groups that contain a Timecode stream are never offered here.
The RTX does not show a stream	Check that the stream is on the group card (Step 4) and that the RTX was programmed again after the change. **The broadcasting CASTER must be on and in range.**
A secure stream does not play	Check the password on the Streams page, correct it if needed, then program the units again.
The RTX shows only one stream	The list holds a single stream (that is Stream Lock), or a tour was selected. Add streams to the group, or set *Select a Tour* to **None**.
Fewer units than requested	Not enough RTX units are online in the zone's SmartHives. Dock more units, or update their firmware and switch them to receiver mode.
I changed the list	Changes reach an RTX only when it is programmed again. Put the units back in the SmartHive and repeat Step 5.

More help The full Hive Central user guide is at **bettear.com/hive-central-guide**. For support, write to **support@bettear.com**.