

RT ROCKTEK RTGX1

RockTek GX1 UHD Streamer User Manual

Model: RTGX1 | Brand: RT ROCKTEK

Introduction	What's in the Box	Setup	Operating	Maintenance	Troubleshooting
	Specifications		Warranty & Support		

1. INTRODUCTION

The RockTek GX1 UHD Streamer is a Google-certified 4K UHD streaming player designed to deliver a superior home entertainment experience. Powered by the Realtek RTD1325 chip, it offers fast and stable performance, supporting advanced technologies like HDR, Dolby Vision, and Dolby Atmos. With Google TV OS, you gain access to personalized recommendations, voice assistance via Hey Google, Google Cast functionality, and integration with smart home devices.

This manual provides comprehensive instructions for setting up, operating, maintaining, and troubleshooting your RockTek GX1 UHD Streamer.



Image: The RockTek GX1 UHD Streamer device and its accompanying voice remote control.

Your browser does not support the video tag.

Video: An unboxing and first look at the RockTek GX1 UHD Streamer, showcasing its sleek design and components.

2. WHAT'S IN THE BOX

Please verify that all the following items are included in your package:

- RockTek GX1 UHD Streamer
- Bluetooth Voice Remote (with Numeric Keys)
- Power Adapter
- HDMI Cable 2.0
- User Manual (this document)



Image: An overview of the RockTek GX1's key features, including its Realtek RTD1325 chip, 4GB RAM, 32GB storage, Dolby Atmos audio, AI-powered image enhancement, Quick Media Switching (QMS), Wi-Fi 6, and Google TV integration.

3. SETUP GUIDE

Follow these steps to set up your RockTek GX1 UHD Streamer:

1. **Connect to Power:** Connect the provided power adapter to the DC IN port on the back of the RockTek GX1 and then plug the adapter into a wall outlet.
2. **Connect to TV:** Use the included HDMI 2.0 cable to connect the HDMI port on the RockTek GX1 to an available HDMI input on your television. Ensure your TV is set to the correct HDMI input.
3. **Network Connection (Optional):** For a stable internet connection, connect an Ethernet cable from your router to the LAN port on the RockTek GX1. Alternatively, you can connect via Wi-Fi during the initial setup process.
4. **Initial Boot-up:** Power on your TV. The RockTek GX1 will automatically power on when connected to electricity. Follow the on-screen instructions to complete the initial setup, including language selection, Wi-Fi connection (if not using Ethernet), and Google account sign-in.
5. **Pair Remote Control:** During the initial setup, you will be prompted to pair the Bluetooth Voice Remote.

Follow the on-screen instructions, typically involving pressing and holding specific buttons on the remote until it pairs with the device.

6. **Explore Google TV:** Once setup is complete, you can begin exploring the Google TV interface, download apps from the Google Play Store, and enjoy your favorite streaming content.



Streamer | Google TV™

4K HDR Wi-Fi 6 Dolby Vision-ATMOS AI PQ AI SR QMS QUICK MEDIA SWITCHING AV HDR10+

Basic Specs

System	Google TV (Android TV™ 12, supports official online upgrades)
CPU	Realtek RTD1325, Quad-Core 64-bit ARM Cortex-A55
GPU	Mali-G57 MC1 GPU supports Open GL ES 3.2
Memory	4GB DDR4 RAM
Storage	32GB eMMC 5.1
Resolution	4K x 2K Ultra HD @ 60FPS & 12-bit depth
HDR Support	Dolby Vision, HDR10, HDR10+, HLG
Audio Output	SPDIF(Optical), AUX 3.5mm
Audio Decoding	AAC, HE-AAC, Dolby Digital Plus, Dolby Atmos(MS12)
Video Output	HDMI 2.1b(HDCP2.3), AV Port (RCA)
Video Decoding	AV1 & H.265 HEVC

Network / Ports

Input	DC 12V --- 1A
Wi-Fi	Wi-Fi 6 (2.4GHz+5GHz) 802.11ax/a/b/g/n/ac(2T2R)
Wired LAN	100Mbps Ethernet
Bluetooth	Bluetooth 5.2
Ports	USB 2.0 x2

Included

- GX1 | UHD Streamer
- Bluetooth Voice Remote(with Numeric Keys)
- Power Adapter
- HDMI Cable 2.0
- User Manual

Image: A diagram illustrating the various ports on the RockTek GX1, including HDMI, LAN, USB, Optical, and Type-C, along with basic specifications.

4. OPERATING YOUR RockTEK GX1

4.1. Google TV Interface

The RockTek GX1 runs on the latest Google TV OS, providing a personalized and intuitive user experience. Content recommendations are tailored to your viewing habits across various streaming services.

Google TV 12



Just ask
Google
Assistant



Discover
Free
Live TV



Seamless
Casting
Anything



Smart
Home
Control

Your Personalized Cinema Awaits

Discover limitless entertainment, with curated content tailored to your preferences for a personalized viewing experience.

Image: The Google TV 12 home screen, showing personalized content, streaming app icons, and options for Google Assistant, Live TV, Google Cast, and Smart Home Control.

4.2. Voice Control with Hey Google

Your Bluetooth Voice Remote features a dedicated Google Assistant button. Press and hold this button to activate voice commands. You can search for movies, TV shows, open apps, control smart home devices, and get answers to questions using your voice.



Image: A visual representation of the "Hey Google" voice assistant feature, demonstrating its use for searching content.

4.3. Google Cast

The RockTek GX1 supports Google Cast, allowing you to cast content directly from your compatible smartphone, tablet, or computer to your TV screen. Look for the Cast icon within supported applications.

4.4. Advanced Picture and Sound Technologies

Experience stunning visuals and immersive audio with the GX1's support for:

- **4K Dolby Vision & HDR10+:** Delivers ultra-high-definition visuals with vibrant colors and enhanced contrast.
- **Dolby Atmos:** Provides immersive, multi-dimensional sound that flows around you.
- **AIPQ (AI Picture Quality) & AISR (AI Super Resolution):** AI-driven technologies that optimize picture quality, enhance details, and upscale content to near-4K resolution.
- **QMS (Quick Media Switching):** Ensures seamless transitions between different frame rates without black screens, providing uninterrupted content playback.

The diagram compares two methods of switching between different frame rates (30Hz, 24Hz, and 60Hz) on a TV screen. On the left, the 'QMS' (Quick Media Switching) method is shown, where the frame rate changes smoothly without any black screens. On the right, the 'Normal | without QMS' method is shown, where the frame rate changes result in black screens (labeled 'NO Signal') between the different frame rates. The QMS logo is prominently displayed at the top left of the diagram.

QMS Technology
Seamless Streaming at Every Frame

Switch seamlessly between different frame rates with **QMS Technology**, ensuring smooth transitions and uninterrupted content playback without annoying blackouts.

Image: A visual explanation of Quick Media Switching (QMS) technology, demonstrating how it eliminates black screens during frame rate changes compared to traditional methods.

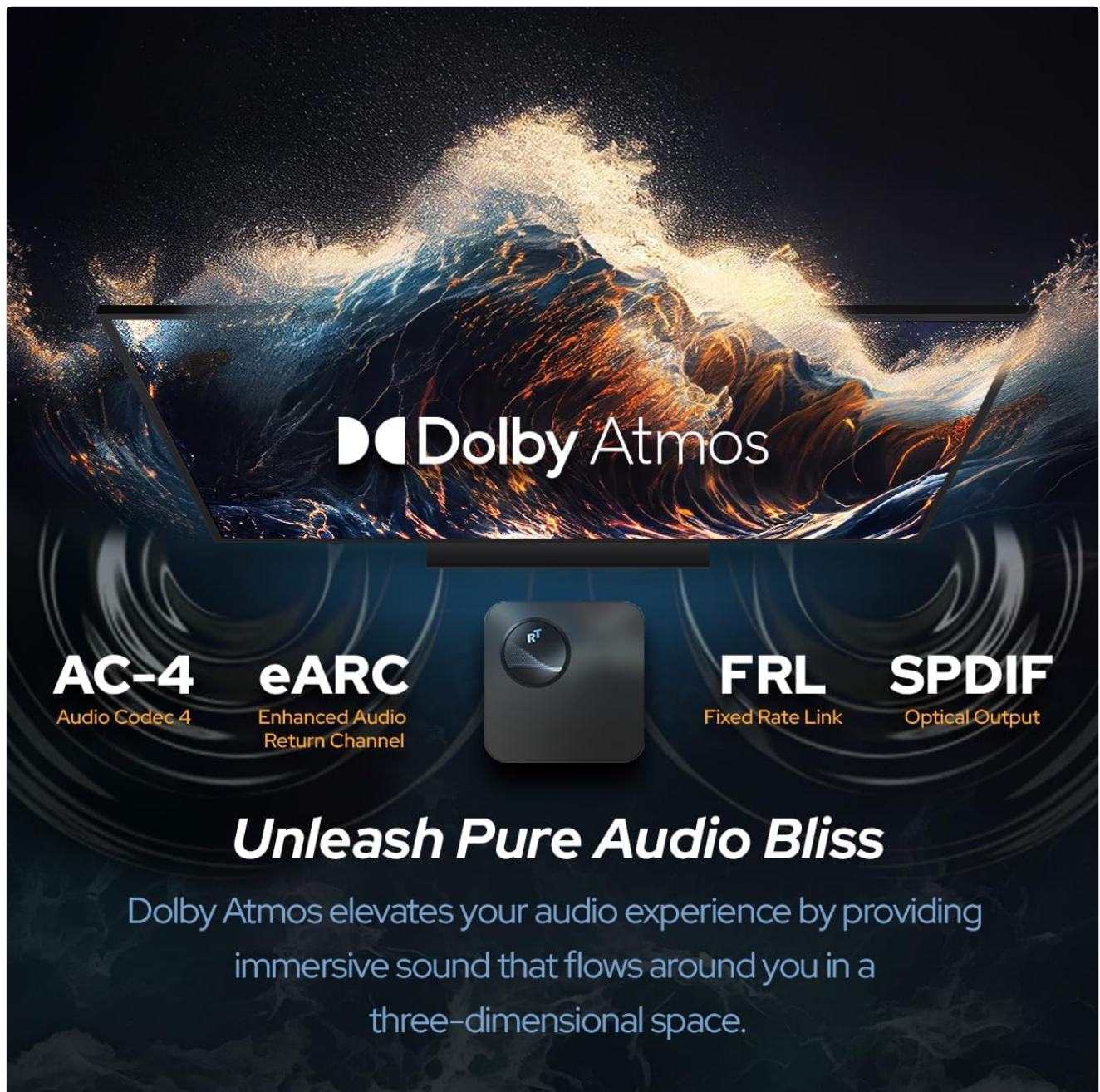


Image: An illustration highlighting Dolby Atmos audio technology and supported audio outputs like AC-4, eARC, FRL, and SPDIF.

4.5. Connectivity

The RockTek GX1 supports advanced connectivity options:

- **Wi-Fi 6 (2.4G/5G):** For faster speeds, reduced latency, and improved interference resistance.
- **Bluetooth 5.2:** For connecting the voice remote and other compatible Bluetooth accessories.
- **USB 2.0 & USB 3.0 Ports:** For connecting external storage devices or peripherals.



Image: A graphic illustrating the benefits of Wi-Fi 6 technology, emphasizing faster speeds and improved performance.

5. MAINTENANCE

To ensure optimal performance and longevity of your RockTek GX1 UHD Streamer, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the device. Do not use liquid cleaners or abrasive materials, as they may damage the surface.
- **Ventilation:** Ensure the device is placed in a well-ventilated area. Do not cover ventilation openings or place the device in an enclosed space that could restrict airflow.
- **Firmware Updates:** Regularly check for and install system updates. These updates often include performance improvements, bug fixes, and new features. You can usually find this option in the device's settings menu under "System" or "About".
- **Power Cycle:** If you experience minor issues, try power cycling the device by unplugging it from the power outlet for a few seconds and then plugging it back in.
- **Avoid Extreme Conditions:** Do not expose the device to extreme temperatures, humidity, or direct sunlight.

6. TROUBLESHOOTING

If you encounter issues with your RockTek GX1, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No Power / Device Not Turning On	Power adapter not connected properly; Power outlet issue.	Ensure the power adapter is securely connected to the device and a working power outlet. Try a different outlet.
No Picture on TV Screen	Incorrect HDMI input selected on TV; Loose HDMI cable connection.	Verify your TV is set to the correct HDMI input. Check that the HDMI cable is securely connected to both the GX1 and the TV. Try a different HDMI port or cable.
Remote Control Not Responding	Batteries are low or depleted; Remote not paired.	Replace the batteries in the remote control. Re-pair the remote by following the on-screen instructions during initial setup or in the device's Bluetooth settings.
Buffering or Poor Streaming Quality	Weak Wi-Fi signal; Internet speed issues; Network congestion.	Move the GX1 closer to your Wi-Fi router or use an Ethernet cable for a wired connection. Check your internet speed. Restart your router and modem.
Apps Crashing or Freezing	App specific issue; Low memory; Outdated firmware.	Close and restart the app. Clear the app's cache and data in settings. Restart the GX1. Check for system firmware updates.
Audio Issues (No Sound / Distorted Sound)	Incorrect audio settings; Loose audio cable; TV/Soundbar volume.	Check the volume levels on your TV and any connected audio systems. Verify audio output settings on the GX1. Ensure all audio cables are properly connected.

For more complex issues, please refer to the "User Guide" PDF file mentioned in the product description or contact customer support.

7. SPECIFICATIONS

Detailed technical specifications for the RockTek GX1 UHD Streamer:

Feature	Detail
System	Google TV (Android TV™ 12), supports official online upgrades
CPU	Realtek RTD1325, Quad-Core 64-bit ARM Cortex-A55
GPU	Mali-G57 MC1 GPU supports Open GLES 3.2
Memory	4GB DDR4 RAM
Storage	32GB eMMC 5.1
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Audio Output	SPDIF(Optical), AUX 3.5mm

Feature	Detail
Audio Decoding	AAC, HE-AAC, Dolby Digital Plus, Dolby Atmos(MS12)
Video Output	HDMI 2.1b(HDCP2.3), AV Port (RCA)
Video Decoding	AV1 & H.265 HEVC
Connectivity Technology	Bluetooth 5.2, WiFi 6 (2.4G/5G), Ethernet
Ports	HDMI*1, Micro-SD*1, Type-C*1, Optical*1, USB 3.0*1, USB 2.0*1
Dimensions	3.7 x 3.7 x 0.9 inches
Weight	4.1 ounces
Color	Black

8. WARRANTY & SUPPORT

RT ROCKTEK is committed to providing high-quality products and excellent customer service.

- **Product Warranty:** We provide a 12-month warranty for the RockTek GX1 UHD Streamer.
- **Accessory Warranty:** A 3-month warranty is provided for accessories such as the remote control.
- **Technical Support:** Comprehensive online technical support services are readily available. Most problems with the TV box can be resolved through firmware upgrades.
- **Contact Us:** If you encounter any issues or have questions, please feel free to contact us via email or social media messages. Our team is here to address your concerns promptly.

For more detailed information, please refer to the "User Guide" PDF file that came with your product.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

How do I hard reset the RockTek GX1 UHD Streamer if it shows a black screen after the Google TV logo?

If your RockTek GX1 is stuck on a black screen after the Google TV logo, it may be experiencing a system hang or firmware issue. While the manual does not explicitly list a physical...

[Read full answer](#)

How do I perform a factory reset on the RockTek GX1 UHD Streamer?

To perform a factory reset on your RockTek GX1 UHD Streamer, you can navigate through the Google TV system settings. While the manual does not list a physical reset button, the standard procedure for...

[Read full answer](#)