

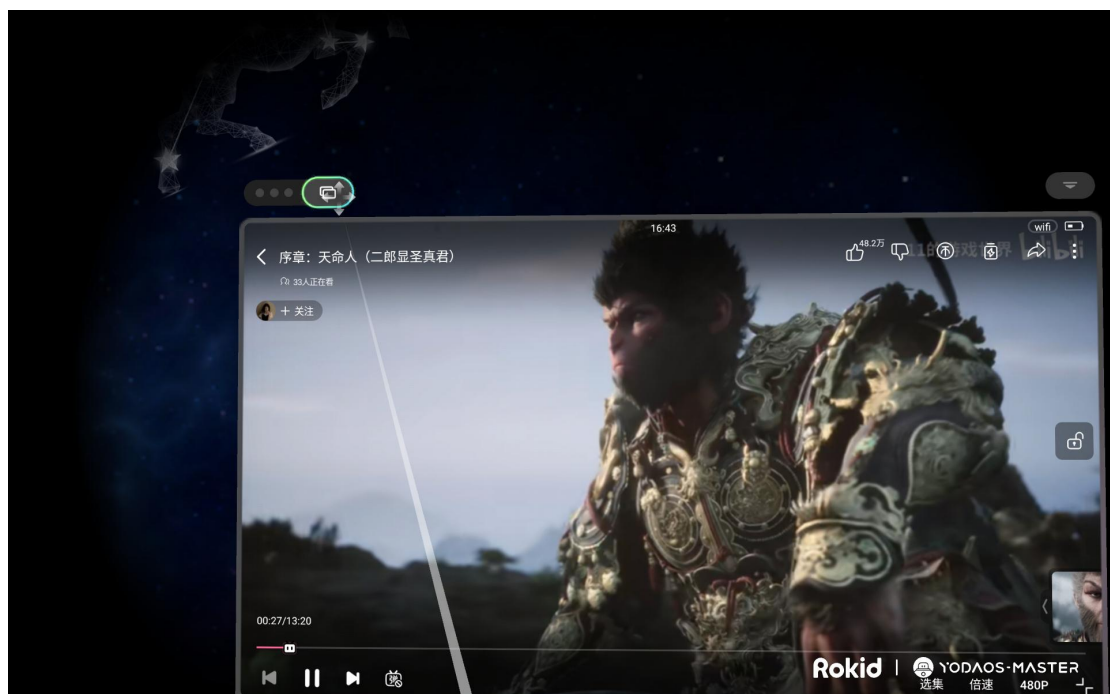
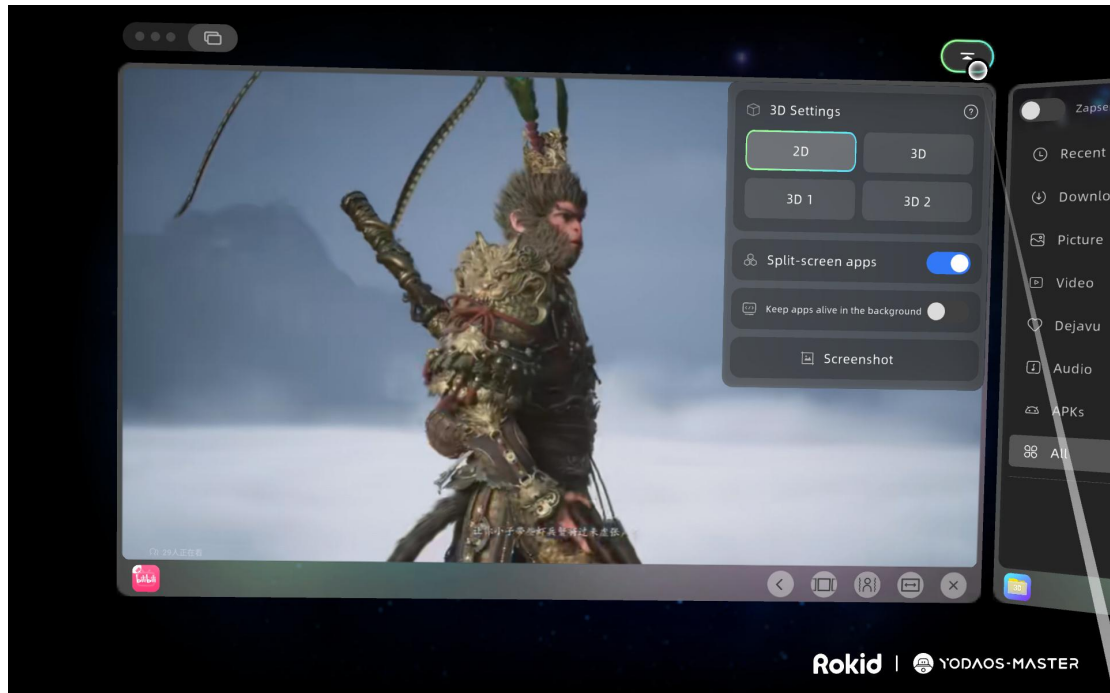
Frequently Asked Questions (FAQs)

1. How to Enable Multi-Window Split Screen on an App?

A. Open the desired app.

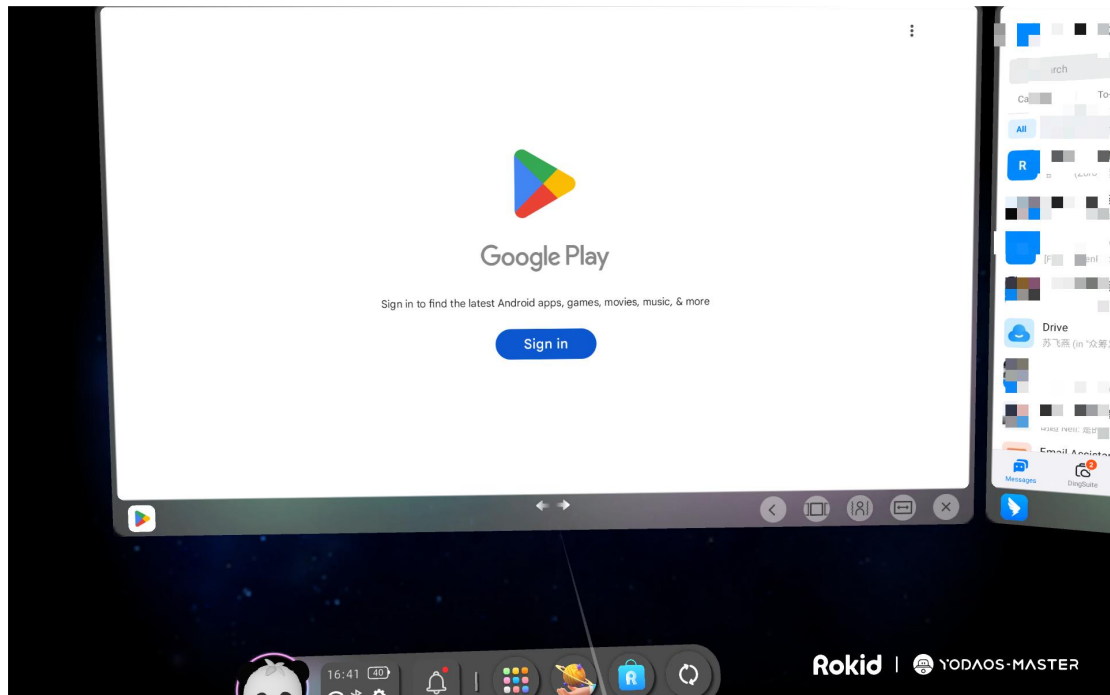
B. Tap the upper-right corner and select "Enable Split Screen."

C. For video windows, press and hold the multi-page button in the top-left corner, then drag it to the left or right to create multiple screens (up to 3 screens).



2. How to Move a Window to a Specific Position?

Place the control cursor (ray/mouse) on the gray bar at the bottom of the window, hold, and drag it to the desired position.



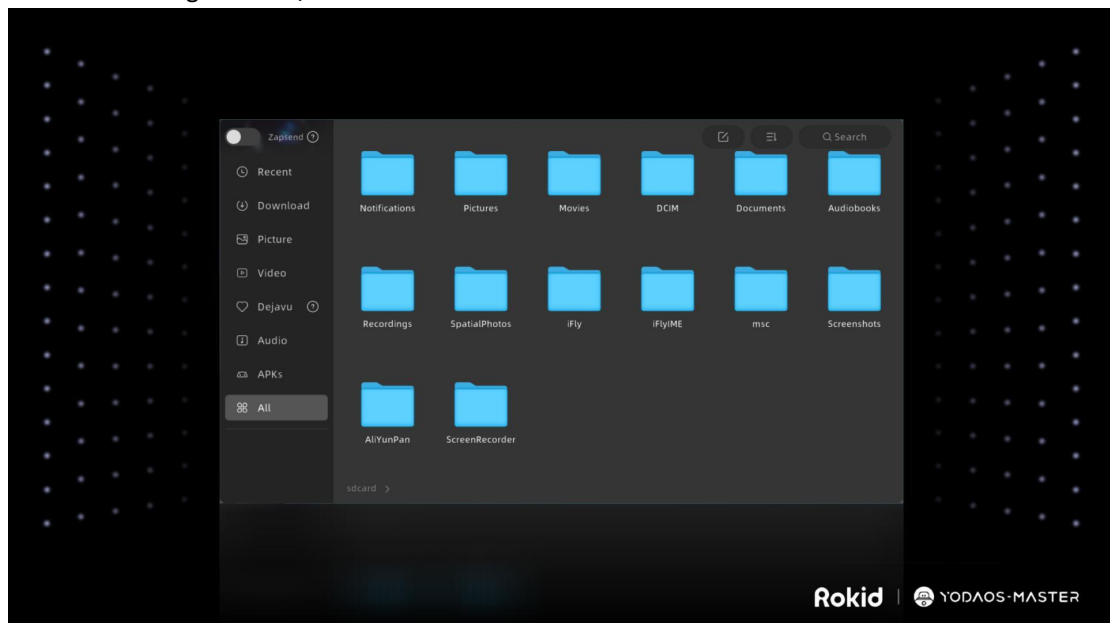
3. How to Find and Export Screen Recordings or Screenshots?

Transfer files via the mobile app or connect via USB cable to a computer.

File directory:

Screenshots: sdcard/screenshot

Screen recordings: sdcard/screenrecord



4. Why Is There No Sound in Screen Recordings?

To record audio:

Go to Settings > General, then enable "Microphone Recording."

5. How to Change the Time Zone?

Install this app from Google Play:

<https://play.google.com/store/apps/details?id=com.google.android.deskclock>

Set the timezone in settings to be your local timezone.

Station 2 picks up the change and shows the correct time.

6. Why Can't I Use Triple Screen When Connecting to an Android Phone?

Android phones only support DLNA and do not support Miracast or ChromeCast.

7. Outlook Fails to Activate After Installation.

A. We recommend downloading all apps from our official store.

B. Go to Settings > Developer Options > Show Other Apps (enable).

C. From the desktop app:

Open Green Settings > Apps > All Apps > Outlook.

Select "Storage & Cache" > "Clear Cache."

8. AR Spatial Screen Recording Shows Shaky/Shifting Footage. How to Fix?

A. First, try spatial calibration, then test recording again.

B. If the issue persists, switch the window to "Motion Mode" before recording.

9. How to Lock a Window (Prevent It from Moving with Glasses)?

After selecting "Motion" or "Reading" mode, the window follows head movement. To disable this, switch to Multi-Screen or Theater Mode.

10. Bluetooth/USB Keyboard Pairing: What's the Reset Shortcut?

For Station 2, the reset shortcut is: Ctrl + Backspace.

11. What to Do If External App Installation Fails?

If an external app fails to install, try disabling Google Services before retrying.

12. Background Music Player Stops Unexpectedly. How to Fix?

Check Settings and ensure "Allow Music App to Play with Other Apps" is enabled.

13. Why Can't Netflix, Apple TV, or Some Video Players Use Multi-Screen or Theater Mode?

Apps like Netflix and Apple TV only support 0 DoF (Degrees of Freedom) and are incompatible with 3 DoF modes (Multi-Screen/Theater). Motion and Reading modes use 0 DoF, while Multi-Screen/Theater require 3 DoF.

Contact Rokid at any time: global-support@rokid.com
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