ASRock Technical Reference - Q&A

- **Q:** I have a TRX40 motherboard. Under the device manager, there is a RTK Boot device showing with an exclamation mark and there is no sound output from the audio port. What can I do to fix it?
- A: If there is a RTK device showing under the device manager and audio port cannot be used, please follow the steps below to remove the RTK device and allow the audio to work properly.
- Step 1. Uninstall the Realtek audio driver.
- Step 2. Install the Realtek audio driver ver.6.3.9600.2237 from the link below then restart the system. Link: <u>https://download.asrock.com/Drivers/All/Audio/Realtek_Audio(v6.3.9600.2237).zip</u>
- Step 3. **Right-click** the **start icon** in the desktop and select the **device manager** to see if there is **RTK Boot** showing in your

system.



Step 4. Download and extract the **Audio Flash Tool** from the link below:

Link: https://download.asrock.com/TSD/Desktop/Tool/Audio Flash Tool.zip

Step 5. Double click the UacCodecDownload_AllInOne_RsProxy_2.64.10

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Step 6. Press the **Start** button to start flashing the audio firmware.

C:\Users\RS	/\Desktop\TRX40 Audio flash tool\ALC4050.rfw	
		Start
Current SN:	Generic	
Get Version	Current FW: 4.302.0000-0000.0000	N/A
Audio IC:	VID 0BDA&PID 4050&REV 0000 V	1

Step 7. Once the flashing process is completed, the tool will show **Pass** which means audio firmware has successfully flashed and there should **not** be RTK boot device showing under the device manager.

:\Users\RS7\D	esktop\TRX40 Audio flash tool\ALC4050.rfw	
		Start
Current SN: Generic Get Version Current FW: 4.302.0000-0004.0000		PASS
Audio IC:	/ID_26CE&PID_0A01&REV_0004 ~	,