



Grandstream Networks, Inc.

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GVC32XX

Remote Control Upgrading Instructions Guide



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## SUPPORTED DEVICES

Following table shows Grandstream products supporting remote control upgrade..

**Table 1: List of Supported Products**

<b>Model</b>	<b>Firmware</b>
<b>GVC3200/3202</b>	1.0.1.74 or higher
<b>GVC3210</b>	1.0.1.69 or higher
<b>GVC3220</b>	1.0.1.24 or higher

## DOCUMENT PURPOSE

This document describes the detailed steps to upgrade the GVC32xx remote control software version. Upgrading remote control makes sure the remote control has the latest software which contains new fixes. For issues such as touchpad on remote control is not working, please follow below operations to upgrade and restore it.



## PREREQUISITES

- Please make sure GVC32xx is using the latest official or Beta firmware in Grandstream website:  
<https://www.grandstream.com/support/firmware>
- Please make sure your remote control is paired with GVC32xx device.
- It is recommended to replace a new battery on your remote control to ensure sufficient battery supply for upgrading process.

## UPGRADE REMOTE CONTROL

### Install Remote Control App

**Step 1:** On your PC, download remote control firmware from the following link:

[https://www.grandstream.com/hubfs/Product\\_Documentation/GVC320x\\_RemoteControl\\_Firmware.zip](https://www.grandstream.com/hubfs/Product_Documentation/GVC320x_RemoteControl_Firmware.zip)

**Step 2:** Unzip the package. Open the folder and find file "upgrade\_rmt.apk". Copy file "upgrade\_rmt.apk" to a USB flash drive plugged in the PC.

**Step 3:** Plug in USB flash drive into GVC32xx USB port.

**Step 4:** On GVC32xx, proceed from **File Manager**→ **USB Disk**, click on "upgrade\_rmt.apk" to install it.

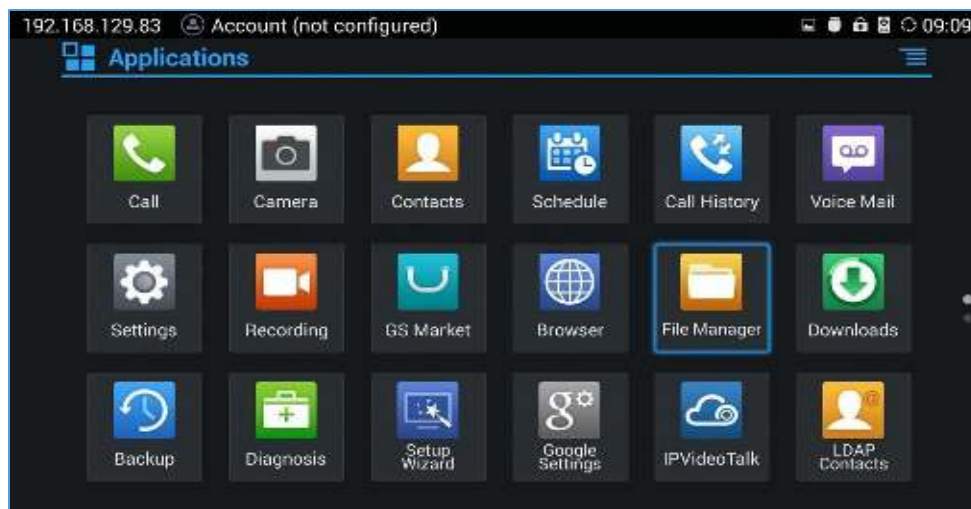


Figure 1: Application



Figure 2: File Manager

**Step 5:** If you see "Install blocked" prompt, please proceed from the Menu: **Settings**→ **System**→ **Security**, enable "Unknown Sources" option.



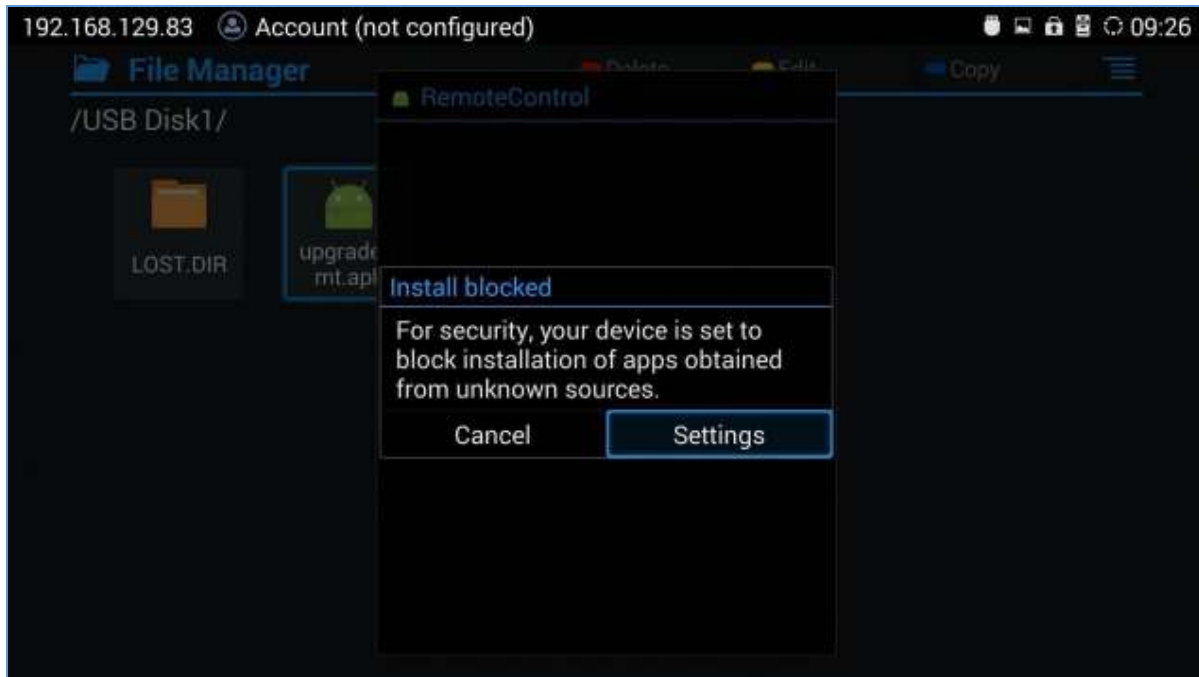


Figure 3: Settings

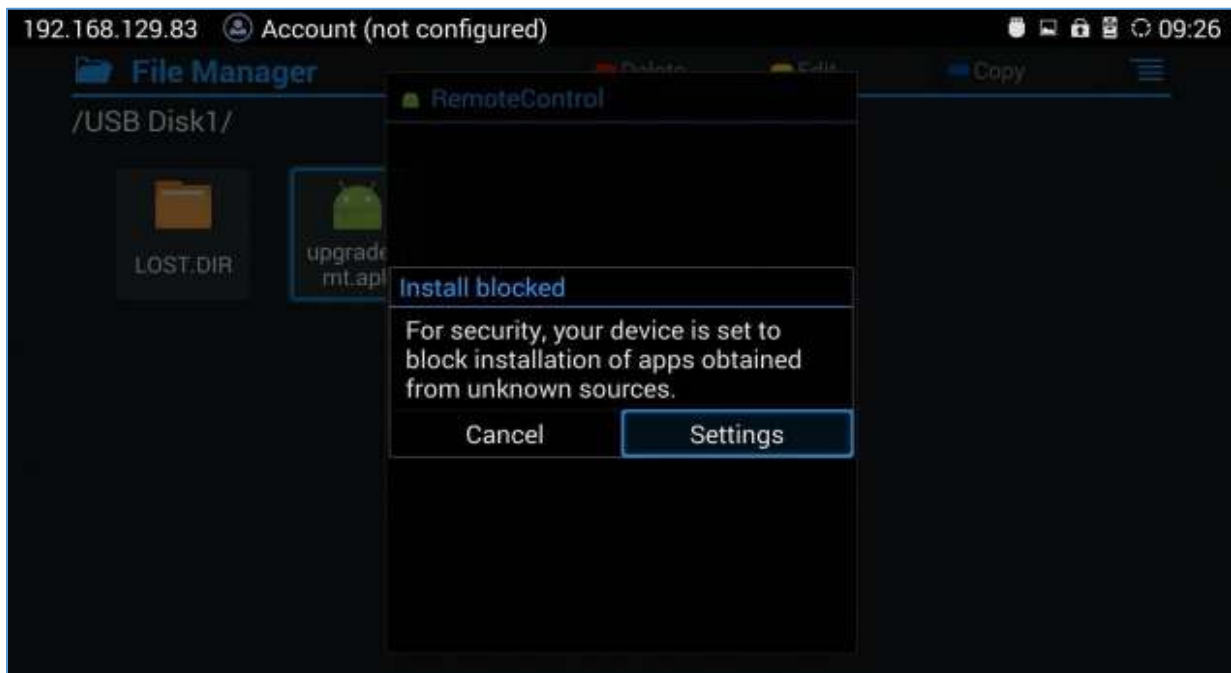


Figure 4: Unknown Source

**Step 6:** After allowing Unknown Sources Installation, please go back to File Manager->USB Disk, click on “upgrade\_rmt.apk” to install it.





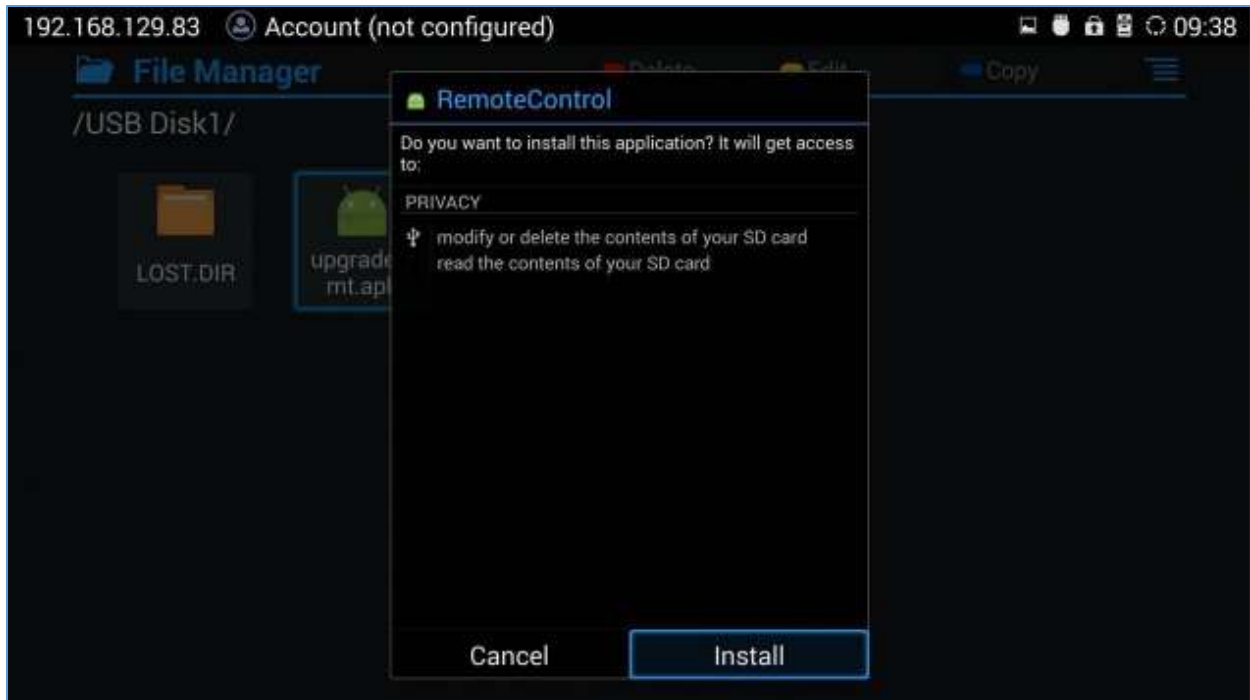


Figure 5: Install Remote Control

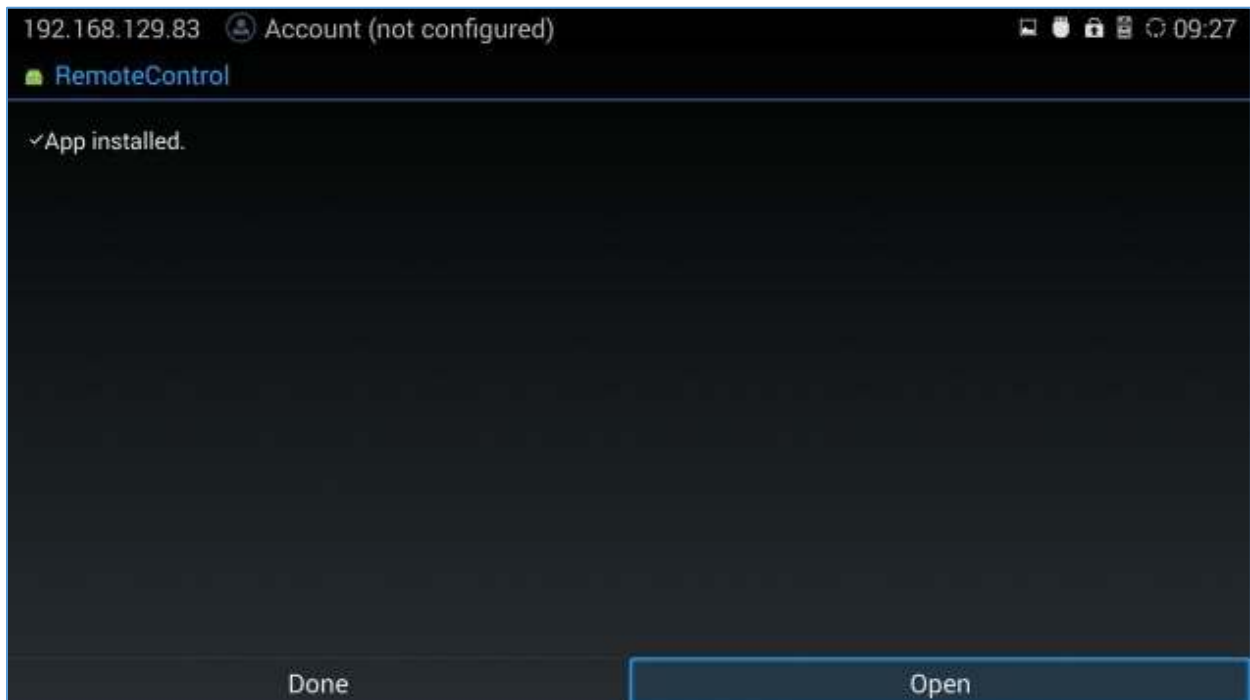


Figure 6: Open App

