

Grandstream Networks, Inc.

GVC32XX Remote Control Upgrading Instructions Guide





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Table 1: List of Supported Products4





SUPPORTED DEVICES

Following table shows Grandstream products supporting remote control upgrade..

Table 1: List of Supported Products

Model	Firmware
GVC3200/3202	1.0.1.74 or higher
GVC3210	1.0.1.69 or higher
GVC3220	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: <u>https://www.grandstream.com/support/firmware</u>
- 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: <u>https://www.grandstream.com/hubfs/Product_Documentation/GVC320x_RemoteControl_Firmware.zip</u>

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.





192.168.129.83 🕓 Account (not configured)			Ü I	🖬 🛍 🗘 09:26
📄 File Manager	RemoteControl	Doloto Edit		
/USB Disk1/				
LUST.DIR mt.apl	Install blocked			
	For security, your device is set to block installation of apps obtained from unknown sources.			
	Cancel	Settings		

Figure 3: Settings

192.168.129.83 🔺 Account (not configured)			09:26 🖬 🖬
File Manager		Doloto Edit	
LOST.DIR	grade		
	For security, your of block installation of from unknown sou	device is set to of apps obtained irces.	
	Cancel	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.





192.168.129.83 Account (n	🖻 🖺 🗘 09:38		
🗃 File Manager	Doloto Cit		
/USB Dick1/	RemoteControl		
Do you want to install this application? It will g to:		oplication? It will get access	
	PRIVACY		
LOST.DIR upgrade mt.ap		itents of your SD card ir SD card	
	Cancel	Install	



192.168.129.83 Account (not configured)	🖬 🖱 🔒 🗘 09:27
RemoteControl	
✓App installed.	
Done	Open



