



# Grandstream Networks, Inc.

## Remote Control Upgrading Instructions

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## Document Purpose

This document describes the detailed steps to upgrade the GVC320x's 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.

## Prerequisite

- Please make sure GVC320x is using the latest official or Beta firmware in Grandstream website:  
<http://www.grandstream.com/support/firmware>
- Please make sure your remote control is paired with GVC320x 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

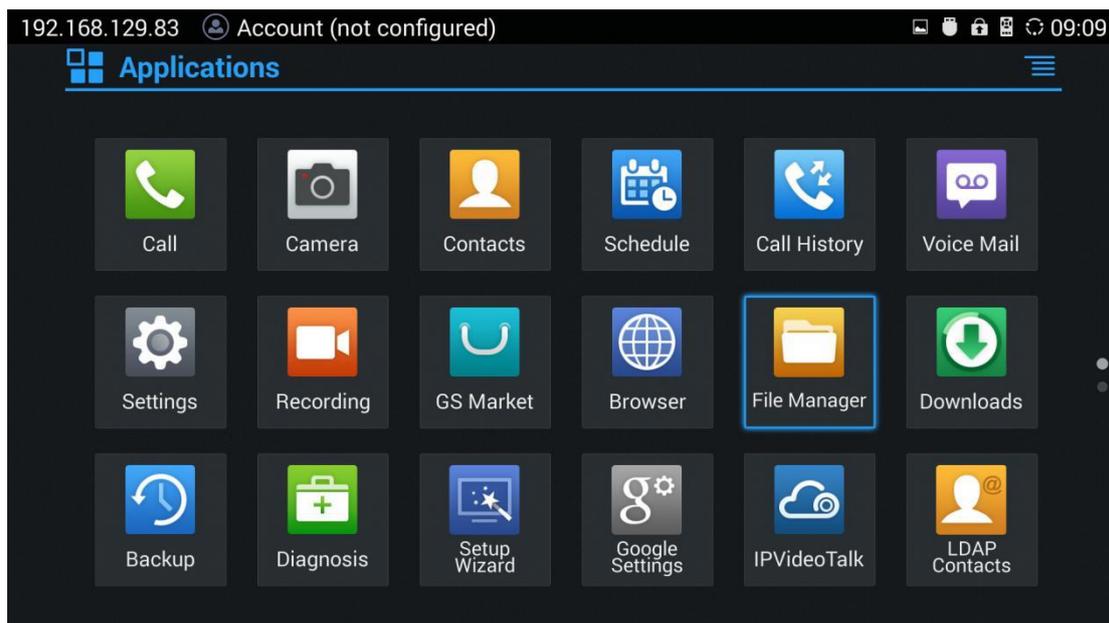
Step 1: On your PC, download remote control firmware from the following link:

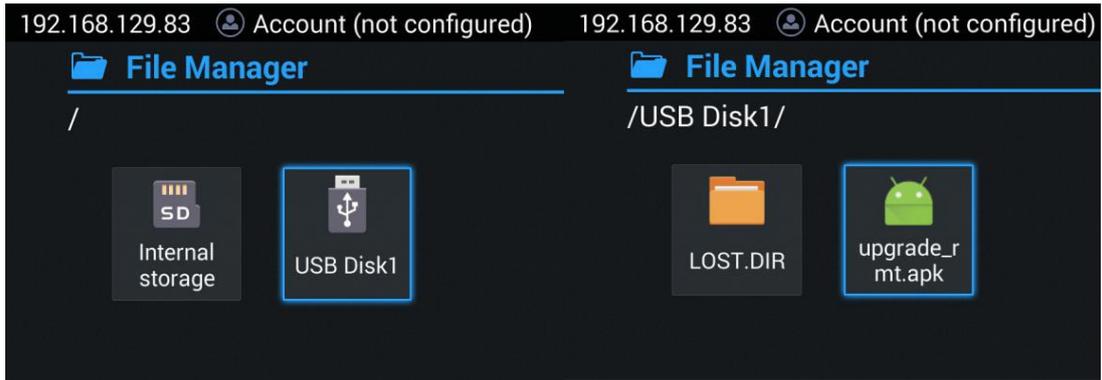
[http://www.grandstream.com/sites/default/files/Resources/GVC320x\\_RemoteControl\\_Firmware.zip](http://www.grandstream.com/sites/default/files/Resources/GVC320x_RemoteControl_Firmware.zip)

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.

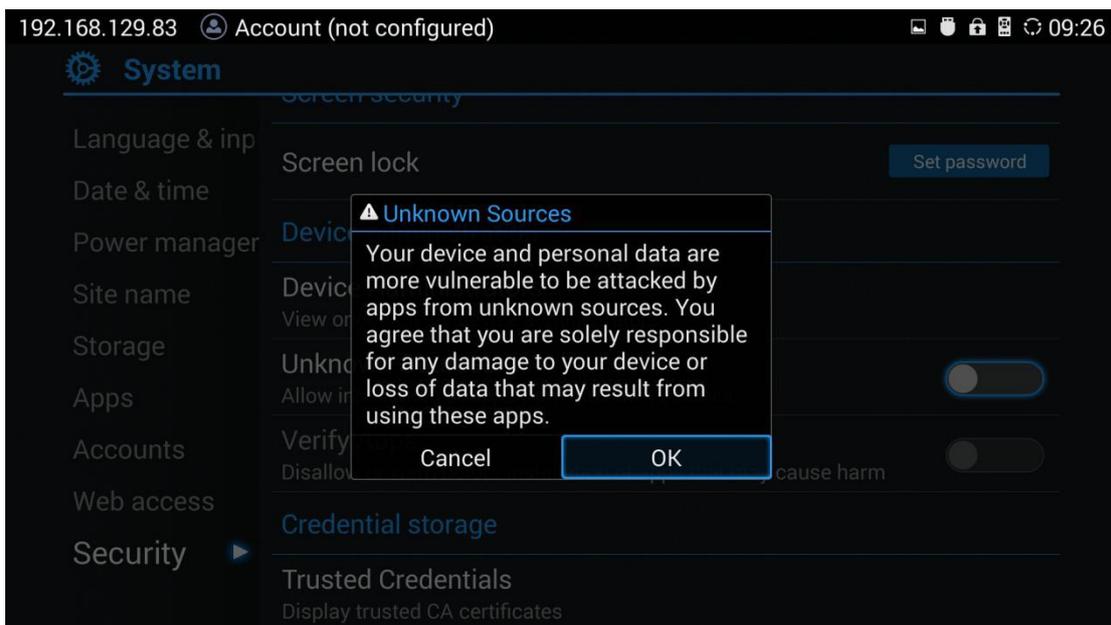
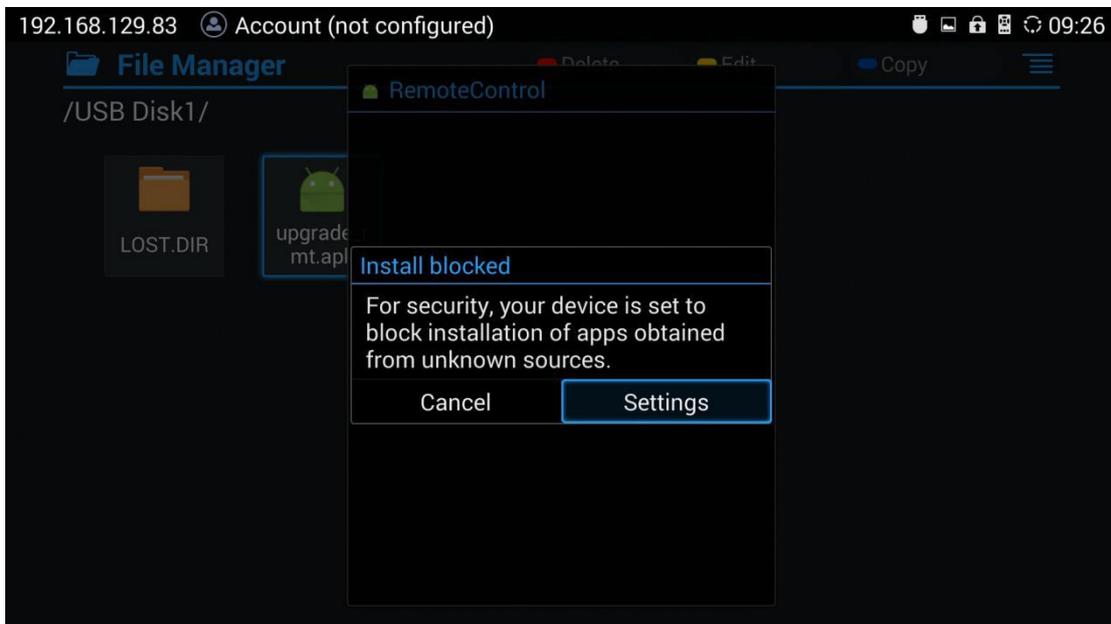
Step 3: Plug in USB flash drive into GVC320x USB port.

Step 4: On GVC320x, go to File Manager -> USB Disk, click on "upgrade\_rmt.apk" to install it.

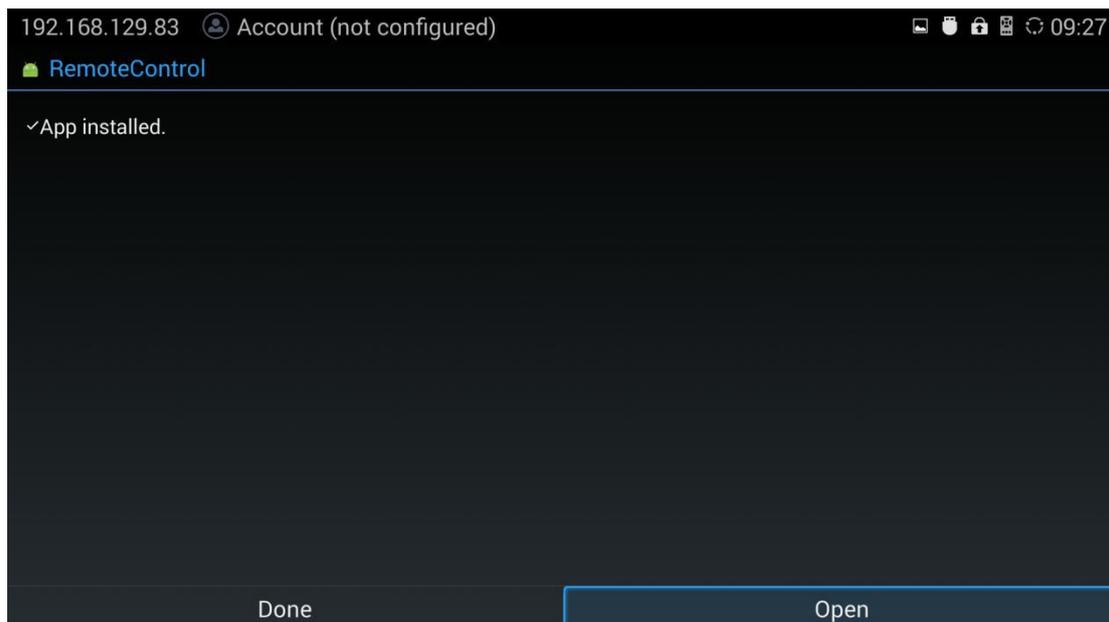
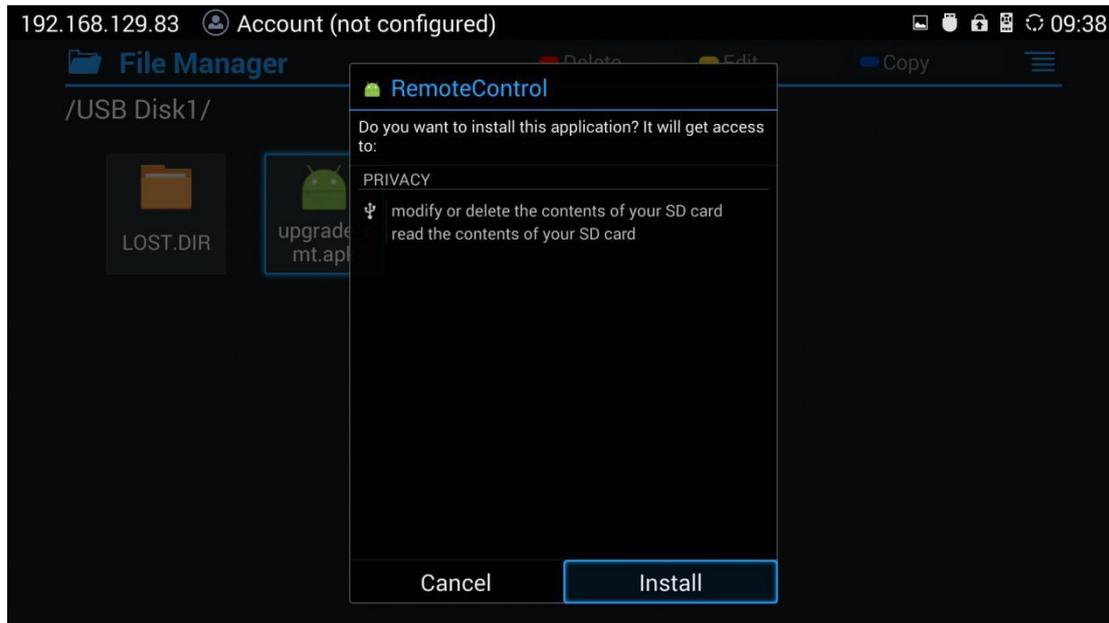




Step 5: If you see "Install blocked" prompt, please go to Menu->Settings->System-> Security, enable "Unknown Sources" option.



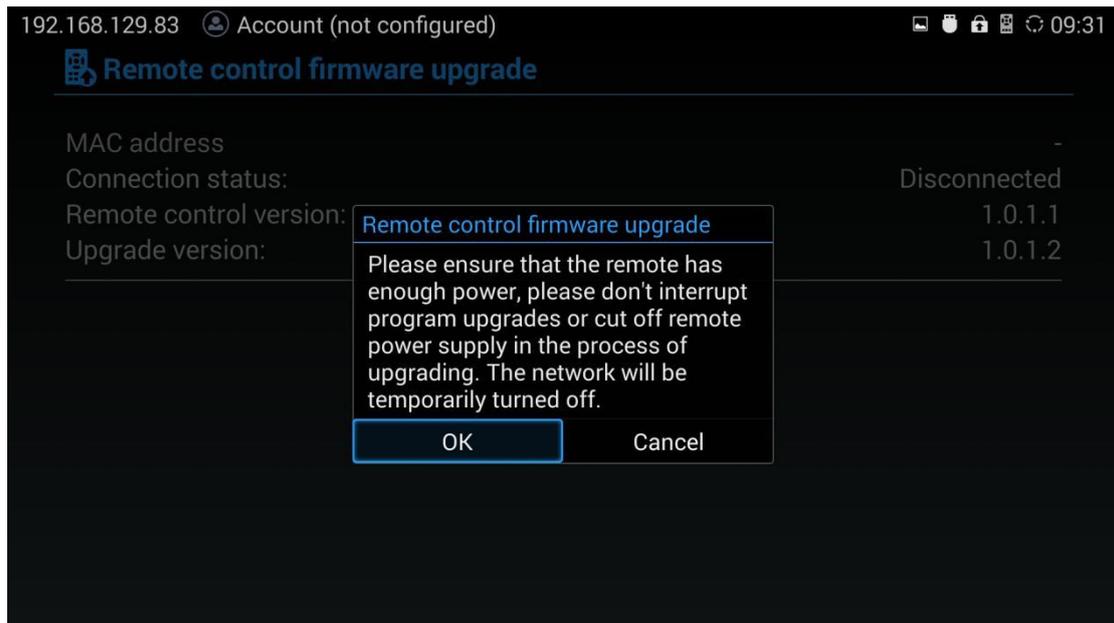
Step 6: After allowing Unknown Sources Installation, please go back to File Manager->USB Disk, click on “upgrade\_rmt.apk” to install it.



## Upgrade Remote Control

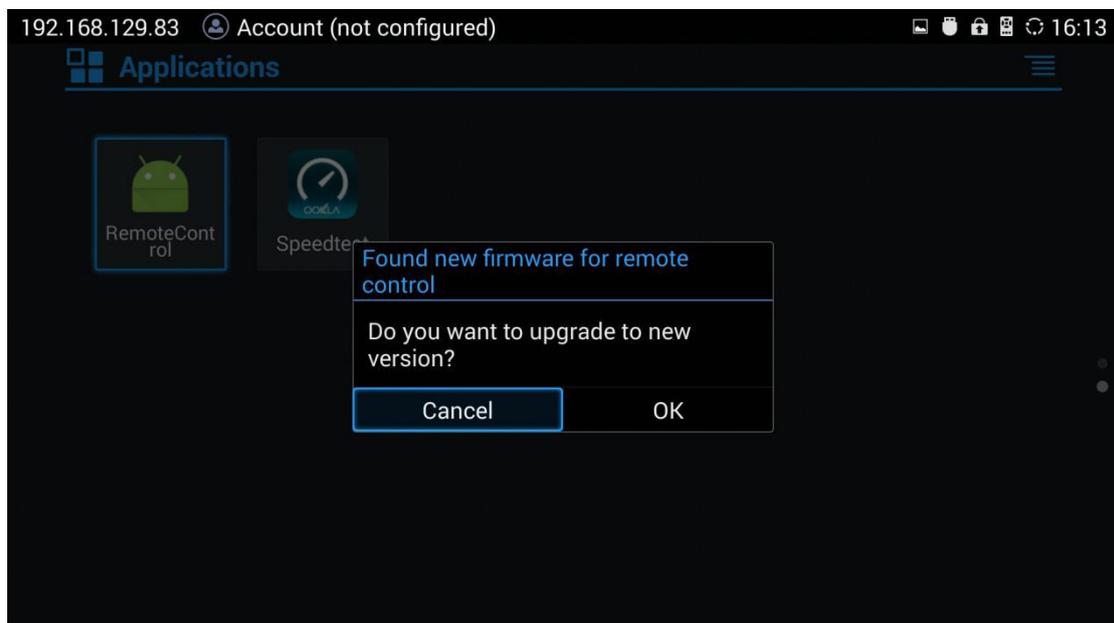
Step 1: Click on “Open” or go to GVC320x LCD -> Applications to open "Remote Control" app.

Step 2: Click on “Upgrade” -> Press “OK” to start upgrade process.



Step 3: The upgrade process will take about 2 minutes, please wait for the app to quit automatically. This means upgrading is completed.

**Note:** If there is a prompt "Found new firmware for remote control" displayed after upgrading, please click "Cancel". This is to keep the remote control stay on the just upgraded software version.



## Reboot Device

On GVC320x, go to Settings -> Maintenance -> Reboot to reboot the device. Your remote control will be successfully recovered after reboot.

