

FortiVoice™ Technote



Restoring the latest firmware to 350i/450i/550i phones

If your 350i/450i/550i phone is unresponsive, you may need to restore the latest firmware.

1. Download and install a TFTP server application on the computer running the system's management software:
 - Windows 32-bit (XP and Vista):
<http://tftpd32.jounin.net/download/Tftpd32-4.00-setup.exe>
 - Windows 64-bit (7 and 8):
<http://tftpd32.jounin.net/download/Tftpd64-4.00-setup.exe>
2. In the TFTP server application, click *Browse* and select the firmware:
 - **Software 7.11:** C:\Program Files (x86)\TalkSwitch\TalkSwitch Management 7.11\ApplicationFiles\PhoneFirmware\LGN\1.1.10sts
 - **Software 7.20:** C:\Program Files\Fortinet\FortiVoice Management 7.20\ApplicationFiles\PhoneFirmware\LGN\1.1.13sts
 - **Software 7.30:** C:\Program Files (x86)\Fortinet\FortiVoice Management 7.30\ApplicationFiles\PhoneFirmware\LGN\x50

Note the server interface IP address.

3. Disconnect the power from the phone.
4. Hold down the *increase volume* and the 2 buttons while reconnecting the power.
5. When the message waiting light goes out, release the buttons.
6. When prompted, enter password 1234.
7. Follow the prompts until *Server Addr?* appears. Enter the IP address from step 2 and press *Next*.
8. At the *Do you want to apply default?* prompt, press *Yes*.

