## 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.



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