

FortiVoice™ Technote



Updating to firmware 1.1.15 for 350i/450i/550i phones

To update 350i, 450i or 550i phones, follow these instructions. If you require further assistance please update your ticket at <https://support.fortinet.com> or call 1-866-393-9960.

1. Download and extract the firmware file:
http://autoupdate.fortivoice.com/support/IPPhones/1.1.15sts_a.zip
2. Download and install TFTP32 or TFTP64, depending on your platform. Windows XP and Vista are typically 32-bit. Windows 7 is typically 64-bit:
 - Windows 32-bit: <http://tftpd32.jounin.net/download/Tftpd32-4.00-setup.exe>
 - Windows 64-bit: <http://tftpd32.jounin.net/download/Tftpd64-4.00-setup.exe>
3. Open the TFTP program.
4. Click the *Browse* button. Browse to the *1.1.15sts* folder and select the firmware folder inside. Click *OK*.
5. Note the Server Interface IP address in the TFTP program.
6. On the phone, press the *Menu* button.
7. Press **8** and note the IP address of the phone.
8. Open a web browser and type the IP address of the phone in the address bar.
9. When prompted, enter the user name and password (User: `admin`. Password: `23646`).
10. Click on *Upgrade Configuration*.
11. In the *TFTP Server Address* field, enter the IP address of the server interface from step 5.
12. Check the box *Make TFTP address persistent* (This option may not be available on older firmware).
13. Click *Save*.
14. Click on *Reboot* in the left menu and click the *Reboot* button.
15. If the update fails, disable Windows Firewall from *Start > Control Panel > Security Center* and try again.



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