

FortiVoice™ Technote



Updating to firmware 1.2.02 for 360i/460i/560i phones

To update 360i/460i/560i 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 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>
2. Open the TFTP program.
3. Click the *Browse* button. Browse to *C:\Program Files (x86)\Fortinet\FortiVoice Management 7.31\ApplicationFiles\PhoneFirmware\LGN\x60\1.2.02sts*.
4. Note the Server Interface IP address in the TFTP program.
5. On the phone, press the *Menu* button.
6. Press *8* and note the IP address of the phone.
7. Open a web browser and type the IP address of the phone in the address bar.
8. When prompted, enter the user name and password (User: *admin*. Password: *23646*).
9. Click on *Upgrade Configuration*.
10. In the *TFTP Server Address* field, enter the IP address of the server interface from step 4.
11. Check the box *Make TFTP address persistent*.
12. Click *Save*.
13. Click on *Reboot* in the left menu and click the *Reboot* button.
14. If the update fails, disable Windows Firewall from *Start > Control Panel > Security Center* and try again.
15. On the phone, press the *Menu* button.
16. Press *6* and then the center key to default the phone.

