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 TFTPD32 or TFTPD64, 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 TFTPD 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 TFTPD 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.



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