



To fully restore 350i, 450i or 550i phones please follow the instructions below. Should you require further assistance please update your ticket at <https://support.fortinet.com>. Please try the following before proceeding with the recovery procedure.

- Disconnect power from the IP Phone.
- Press and hold the [Volume Up] and [2] button while reapplying power.
- Release the buttons when the Message LED goes out.
- If the BootC screen appears proceed with the recovery procedure below.
- If you are unable to get to the BootC screen, please update your ticket at <https://support.fortinet.com>.

### 350i/450i/550i Recovery

1. Download the firmware file from <http://autoupdate.fortivoice.com/support/IPPhones/1.1.12sts.zip>
2. Save the firmware file (1.1.12sts.zip) to your desktop and Extract the contents.
3. Download and install TFTP32 or TFTP64 using the default settings. (Windows XP & Vista are typically 32bit & Windows 7, 64bit):
  - 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>
4. Open the TFTP32 program using the Desktop shortcut.
5. Click the Browse button, and browse to the 1.1.12sts folder and select the firmware folder therein. Click OK.
6. Note the Server Interface IP address in the TFTP32 program.
7. Disconnect power from the IP Phone.
8. Press and hold the [Volume Up] and [2] button while reapplying power.
9. Release the buttons when the Message LED goes out.
10. When the BootC screen appears, enter the password 1234.
11. Follow the prompts to configure IP parameters for the IP Phone, to be valid for the LAN that the phone is connected on.
12. At the "Server Addr?" prompt, enter the Server Interface IP from step 6 above. Press the [Next] button.
13. At the "Do you want to apply default?" prompt select the [Yes] softkey to use default parameters.