# Managing FortiFone firmware upgrades

This cookbook recipe guides you through the process of upgrading FortiFone firmware using FortiVoice 5.3, including how to upgrade the firmware of FortiFone models that have multiple hardware revisions.

Prior to deploying FortiFone firmware upgrades, ensure:

- network connectivity is available between the target FortiFone devices and the FortiVoice unit.
- that you have downloaded the latest FortiFone firmware files from the Fortinet Support website.

---

FortiFone 670i and 675i models have multiple hardware revisions. To identify which hardware revisions are running on your network, in FortiVoice go to **Extensions** > **Extensions**. When updating the firmware of FortiFone 670i and 675i models, firmware specific to each revision running on your network is required. On the Fortinet Support website, FortiFone 670i and 675i firmware filenames contain either **hw1** or **hw2** to indicate which hardware revision it is applicable to.

---

**Upload FortiFone firmware to FortiVoice**

1. From the FortiVoice UI, navigate to **Phone System** > **Advanced Settings**, and then click the **Phone Management** tab.
2. From the list, select the phone type that will be the target of the firmware upgrade, then click **Manage**.
   The FortiVoice dialog window opens.
3. Click **Upload**.
4. Click **Choose File**. Select the firmware file for the selected FortiFone model.
5. In the **Comments** field, provide a comment if necessary.
6. Click **Upload**.
   The firmware uploads to the FortiVoice unit.
7. For FortiFone models that have multiple hardware revisions, repeat steps 4 to 6 to upload additional firmware files.
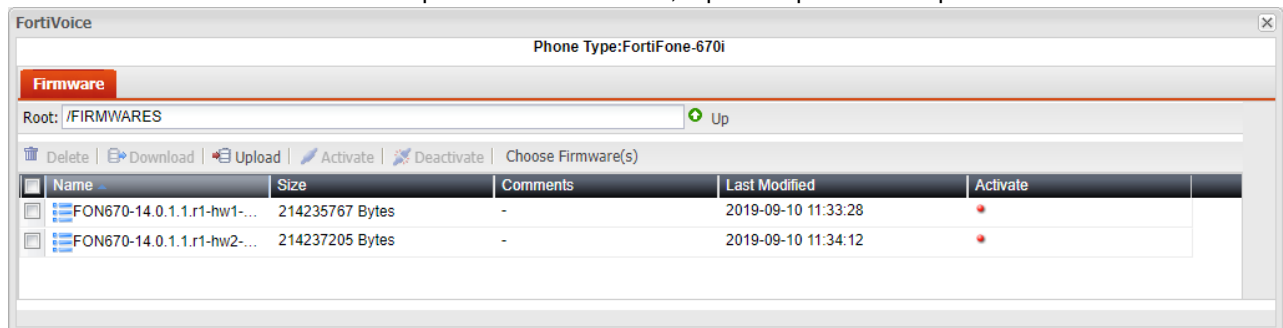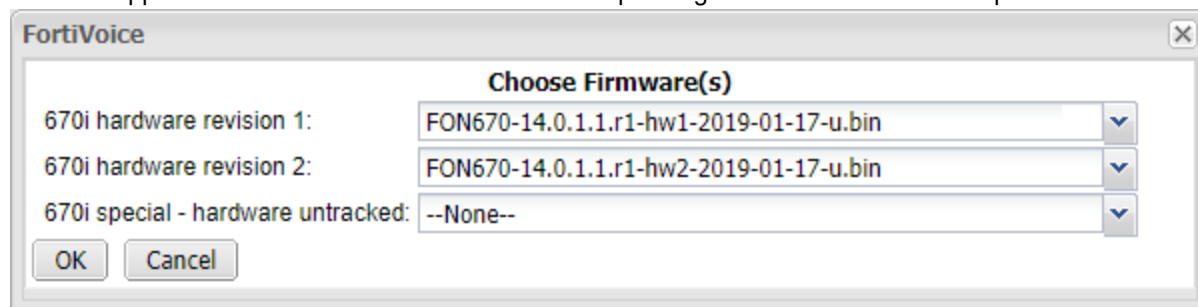


**Activate the firmware**

For FortiFone models that have multiple hardware revisions, a firmware file specific to each hardware revision needs to be supplied to the FortiVoice unit when performing a firmware upgrade.

For FortiFone 670i and 675i models only, map the firmware to the corresponding hardware revisions:

---

1. After uploading firmware files for each hardware revision, click **Choose Firmware(s)**.
2. For each applicable hardware revision select the corresponding firmware file from the drop-down lists.



3. Click **OK**.
   The firmware automatically activates. FortiVoice prompts you to create a firmware upgrade job.
4. Click **Yes**.
   A FortiVoice window opens enabling you to schedule a firmware upgrade job to run.

For all other FortiFone models, activate the firmware:

1. Select the firmware file, then click **Activate**.
   FortiVoice prompts you to create a firmware upgrade job.
2. Click **Yes**.
   A FortiVoice window opens enabling you to schedule a firmware upgrade job to run.

**Schedule a firmware upgrade job**

1. In the **Name** field, provide a name for the job.
2. Select a Start time and End time for the job to run. If Start time and End time values are not specified, the job will start immediately after the firmware upgrade job is created.

3. In the **Extension filter** section, select the phones you want to upgrade the firmware for, moving them from the **Available** list to the **Selected** list.



4. Click **Create** to finish creating the firmware upgrade job.

**Monitor the firmware upgrade job**

1. To monitor the status of the firmware update job, including the status of each phone within the firmware update job, navigate to **Phone Systems** > **Advanced Settings**.

2. Click the **Phone Management** tab, and then click **Phone Maintenance**.
   A window appears listing all current firmware and configuration update jobs.



3. To view the status of each phone within the firmware update job, from the list, select the job and then click **View phone status**.
   A phone status of:

   - **Available** indicates that a phone can be notified of the firmware upgrade.
   - **Busy** indicates that a phone is in use and cannot be notified of the firmware upgrade.

   A job status of:

- **Notified** indicates that the phone has been notified of the firmware update and will proceed to reboot then download the new firmware from the FortiVoice unit.
- **Confirmed** indicates that the phone has rebooted and is downloading the new firmware from the FortiVoice unit.
- **Firmware confirmed** indicates that the phone has successfully installed the new firmware.

> ⚠️ Phones that do not become available prior to the scheduled job end time will not be notified of the firmware upgrade.

4. If necessary, click **Refresh** to view phone status and job status updates.

5. When all phones show a job status of **Firmware confirmed** the firmware upgrade job is complete. Close the FortiVoice job status window.

6. In the FortiVoice phone maintenance window, click Refresh. The firmware update job displays a summary of **Finished**, indicating that the job has finished.



**Deactivate the firmware and remove associated phone management jobs**

If there are no other pending firmware upgrade jobs that require the active firmware, it is recommended to deactivate the phone firmware file and remove the associated job.

1. To deactivate the firmware, navigate to **Phone System** > **Advanced Settings**, and click the **Phone Management** tab.

2. From the list, select the target phone type and click **Manage**.

3. Select the active firmware file, or in the case of FortiFone models with multiple hardware revisions, the FIRMWARES folder.



4. Click **Deactivate**.
   You are prompted to remove the associated firmware upgrade jobs. In this scenario there are no other pending jobs that require this firmware.

5. To remove associated firmware jobs, click **Yes**.

6.  To confirm that the associated phone firmware update job was remove, navigate to **System** > **Maintenance**, and click the **Phone Maintenance** tab.
    The associated phone firmware upgrade job was removed.