

Web Recovery Mode

Recovering an Aastra IP Telephone

When a phone is in Web Recovery mode, it displays Web Recovery along with an IP Address and it means the phone's firmware (FW) has become corrupted and needs to be reloaded. This can happen when the network connection or power is interrupted during a FW download from a server or it could be from manually forcing the phone into this state.

This document covers the steps to recover your Aastra IP Telephone. Start at the Basic Recovery instructions and if you have problems go to the Detailed Recovery Process.

Applicability

This document is applicable to these Phone Models.

- All Classic IP Phone models 9112i,9133i,480i,480iCT with FW 1.4 +
- All 5xi IP Phone Models any FW version

What you need

- A PC with LAN connection with IP Address in the same subnet as the telephone is currently displaying
- TFTP Server running on the PC (uses IP Address of PC)

If you don't have a TFTP server, read the section on "What to do if you don't have a TFTP Server".

- Firmware (*.st file) for this phone – downloaded from Aastra web site and placed in root directory of TFTP Server.

Basic Recovery Process

- Browse to the displayed IP Address on the phone
- Enter the TFTP address and FW file name and click download

Detailed Recovery Process

PC Preparation

You need a PC with a TFTP server running on it and the telephone's FW (*.ST file) to complete the recovery. Disable PC security software or windows firewall as it can block the file transfer.

Connections

1) Your phone must be powered, either by POE or an adapter.

- **If POE power is used**

Connect the phone to the POE switch as usual. Wait for the phone to power up and display Web Recovery. Connect a LAN cable between the PC and the computer jack on the phone.

- **If power adapter is used**

Connect the adapter to the phone and wait for the phone to power up and display Web Recovery. Connect a LAN cable between the PC and the LAN jack on the phone. In other words, the phone and PC are directly connected; no other network devices are needed.

2) Assign a static IP to the PC in the same subnet as the phone. For example, if the Web Recovery IP Address for the phone is 192.168.0.50, assign IP address 192.168.0.51 to your PC.

3) Download the latest phone FW to your PC and [click on it to unzip it](#). After unzipping the download, locate the *.st file. This is the FW file that will be loaded into the phone; for example, 480i.st, 9133i.st, 480i Cordless.st or 57iCT.st.

To obtain a current FW version for your phone, browse to [Aastratelecom.com](http://www.aastratelecom.com), click on **Support** and then click **Download Area** or use the following link. Select your phone model from the list and locate the Current FW for it on the product page.

<http://www.aastratelecom.com/cps/rde/xchg/SID-3D8CCB73-9A8F2E05/03/hs.xsl/21669.htm>

4) Make sure your TFTP Server can access the *.st FW file when requested by the phone.

In Pumpkin, you click the orange Pumpkin Icon in the bottom right tray to open the main window and then click Options on the right. Locate the "file system root directory" address bar and click the icon to the right of the bar. Now select the folder where the *.st file is saved. You don't select the file, just the folder.

5) Open a browser on the PC and browse to the IP address shown on the phone. A web page with two entry boxes will appear.

6) Enter the firmware Filename (e.g., 480i Cordless.st or 9133i.st) and enter the TFTP server address (your PC address set above in step 2).

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7) Press the Download button on the PC screen and the FW will transfer to the phone. The download will either be successful or not. Watch the Web Page for a download successful or failed message.

- **Successful recovery**

When the download completes successfully, the phone will restart. Watch the phone display as it boots up fully to the date and time screen.

To observe the download progress in Pumpkin, double click the Pumpkin tray Icon to open the main display. The upper green field shows the file as it is being transferred and the white field below shows the files as they are requested by the phone.

Restore normal connections and network addressing to the phone and PC and configure the phone as usual. Recovery is complete.

- **Unsuccessful – “Download Failed”**

If you see “download failed”, read through these common causes and correct the problem before trying the download again. After you have corrected the problem, return to step 5.

Common Causes for “Download Failed” during Web Recovery

1) Pumpkin options should be set to "Give all files" and "Take all files" (defaults when it is first run). And "file system root directory" must be set to the folder where the telephone's FW (*.st file) resides in the PC.

2) Disable security SW (firewall) on the PC as this can prevent the file transfer. Watch for POP up security warnings and click to allow the transfer. The phone's file request will time out, so you need to click to allow quickly.

3) Connect the PC directly to the PC port on the back of the phone - a LAN connection is not required during this process unless the phone is POE powered.

4) In the Web UI Recovery Page, the Filename and TFTP address entries must be typed correctly. The file name for the FW must match what the phone is requesting. The requested file can be seen in the white field of the pumpkin screen.

What to do if you don't have a TFTP Server

If you don't have a TFTP server on your PC, here is a link to a simple TFTP called Pumpkin in case you need it. Download the 2.7.2.exe file and run it. An orange Pumpkin Icon will appear in the task tray in the bottom right of the PC screen.

<http://kin.klever.net/pumpkin/binaries>