

Firmware/Update/TFTP Update

From Snom User Wiki

< Firmware | Update

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General Update Process

Updating the firmware via TFTP is intended for the initial setup of the phone or for situations when there is no other way to get the phone working again.

- The TFTP update application waits for a short period when displaying **To update by TFTP, press any key: 3 - 2 - 1** on booting up, during which the user can press any key to come to the TFTP update screen. **If the TFTP update prompt is not shown, the phone needs to be power cycled.**
- It then asks the user for the phone's own IP address and the tftp server's IP address, a network mask and a default IP gateway. If the phone and the tftp server are on the same subnet, only the IP address and the tftp server need to be entered.
- When you put the binary image in the tftp server directory, make sure that it is renamed to "snomXXX.bin", replacing XXX with the model number, e.g. 320 for snom320. The size of the file is typically 1-2MB. For the snom820 the recovery firmware image has to be renamed to "snom820-r.bin".
- Images contain a CRC check. If the download process fails for any reason, this CRC check will also fail and the TFTP update application will refuse to erase the

application firmware flash section. Otherwise, the TFTP update application will start to erase the flash and to write the image. This process takes approximately one minute.

Note 1: Updating the firmware with the TFTP update application also erases the settings in the flash. This means that all previous settings are lost and the phone does not know even its own identity.

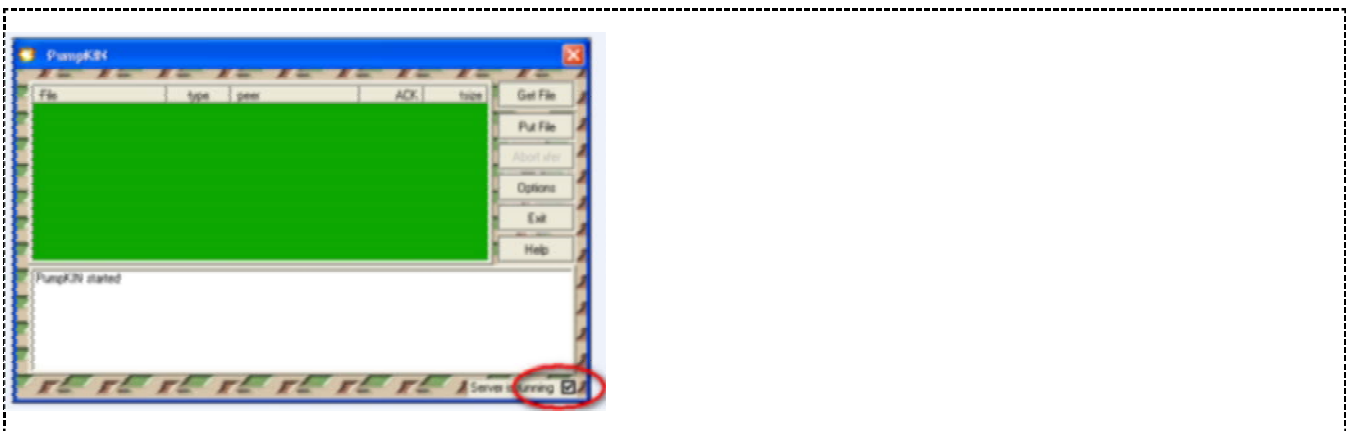
Note 2 There is a Problem with the TFTP update when using certain types of NIC. These problems may occur when the following NIC is in use: Onboard "NVIDIA nForce Networking Controller" of "AsRock AM2NF3-VSTA Mainboards" with nForce-3 Chipset under Windows XP Pro.

Recommended Update for Snom3xx using Pumpkin

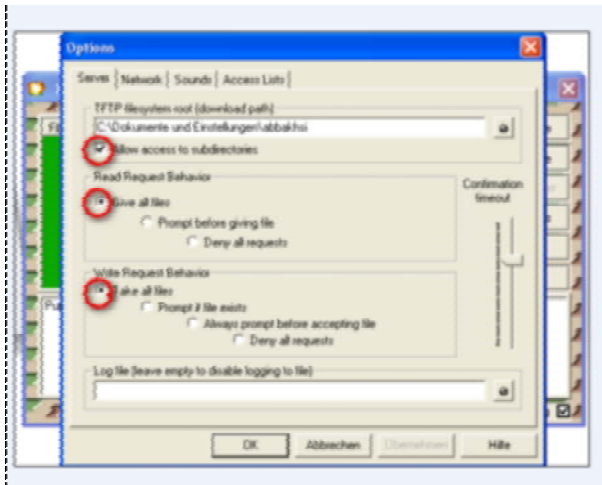
A sample tftp server (Pumpkin) for Windows® is available at [http://kin.klever.net/pumpkin/!](http://kin.klever.net/pumpkin/)

in this case the following checklist may help you to update the phone easily:

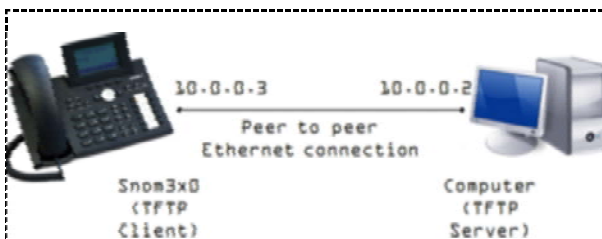
- Run Pumpkin



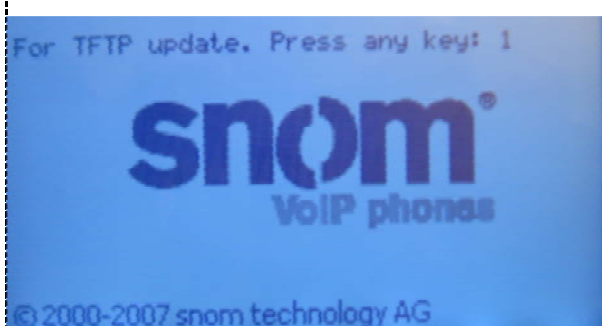
- Make sure that the directory for outgoing files of Pumpkin is correct
- Check whether Pumpkin is offering files without asking the user



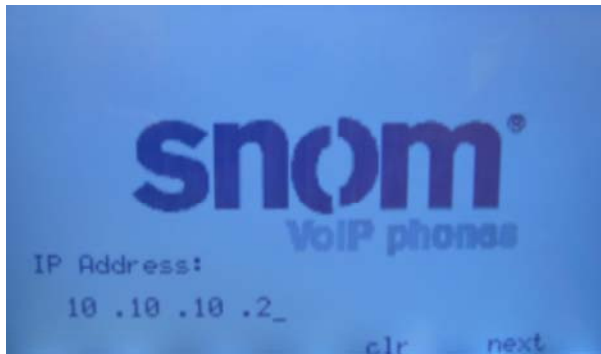
- Download the phone model appropriate recovery firmware image to the TFTP download directory and rename it to **snomXXX.bin**, replacing XXX with the model type number, e.g. 320 for snom320
- Connect phone(over PC port) to Pumpkin PC




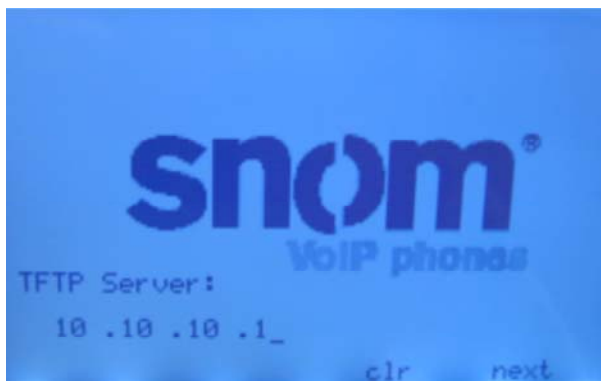
- Power cycle the phone
- Immediately after the display shows **For TFTP Update. Press any key: 3 - 2 - 1**, press any number key.



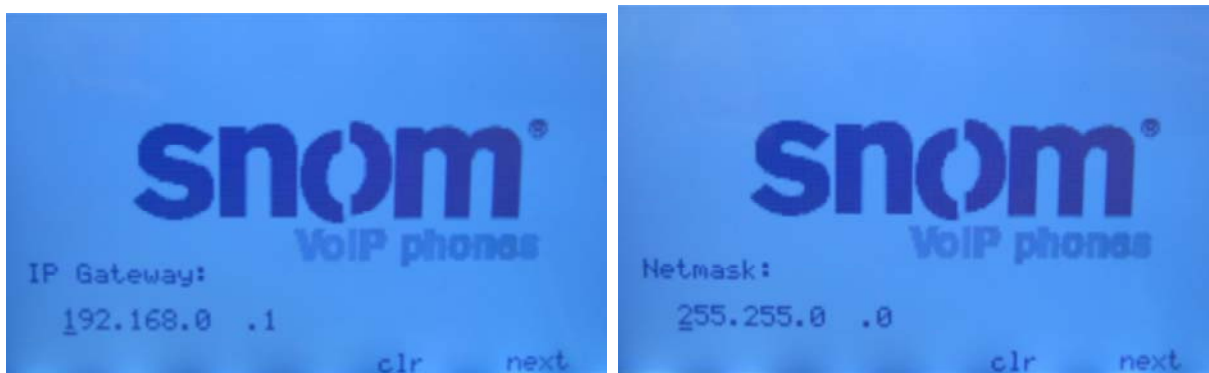
- Type in a valid IP address and press "next". Note: For Snom300 press up arrow 



- Set the tftp server IP address to the IP address of the PC that is running the tftp server and press "next". Note: For Snom300 press up arrow 

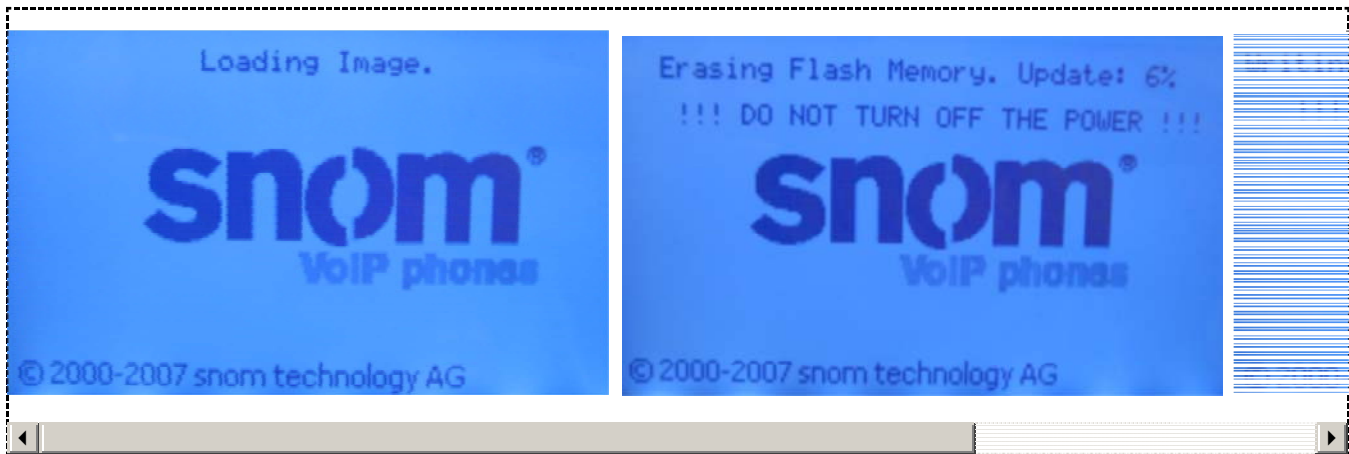


- If the PC and the phone are on the same subnet, the values for gateway and netmask can be left unchanged.



- Press 
- The phone should display:

Loading Image...Erasing Flash...Writing Firmware...



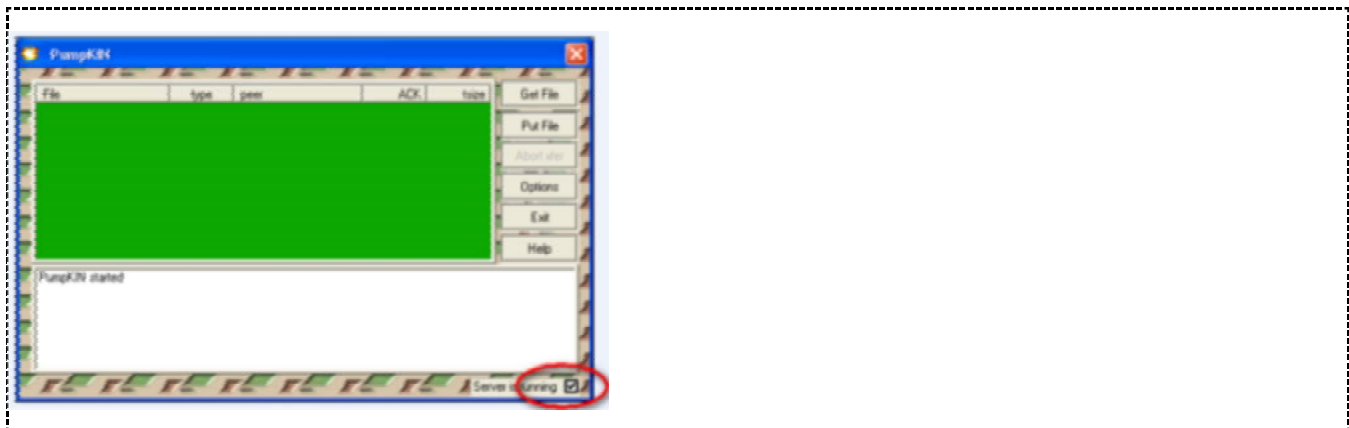
NOW YOUR TFTP UPDATE WAS SUCCESSFULL

Recommended Update for Snom820 using Pumpkin

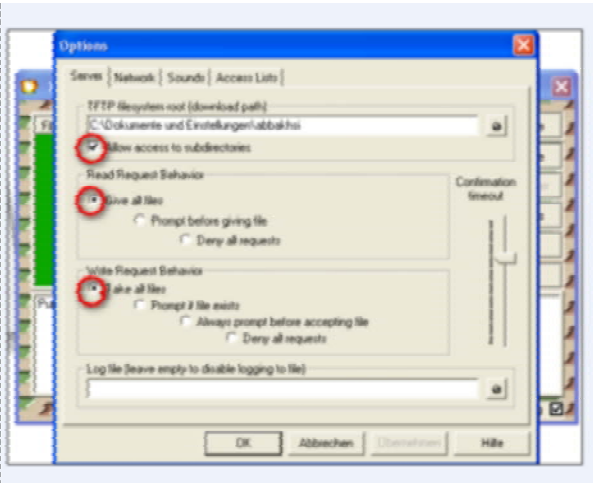
A sample tftp server (Pumpkin) for Windows® is available at <http://kin.klever.net/pumpkin/>!

in this case the following checklist may help you to update the phone easily:

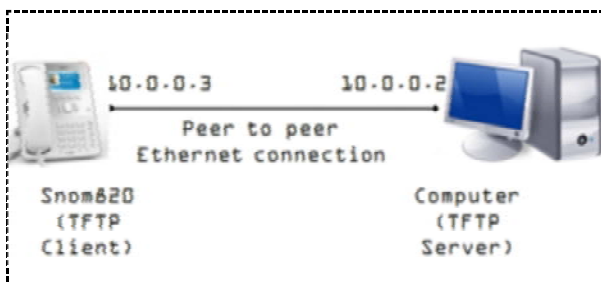
- Run Pumpkin



- Make sure that the directory for outgoing files of Pumpkin is correct
- Check whether Pumpkin is offering files without asking the user



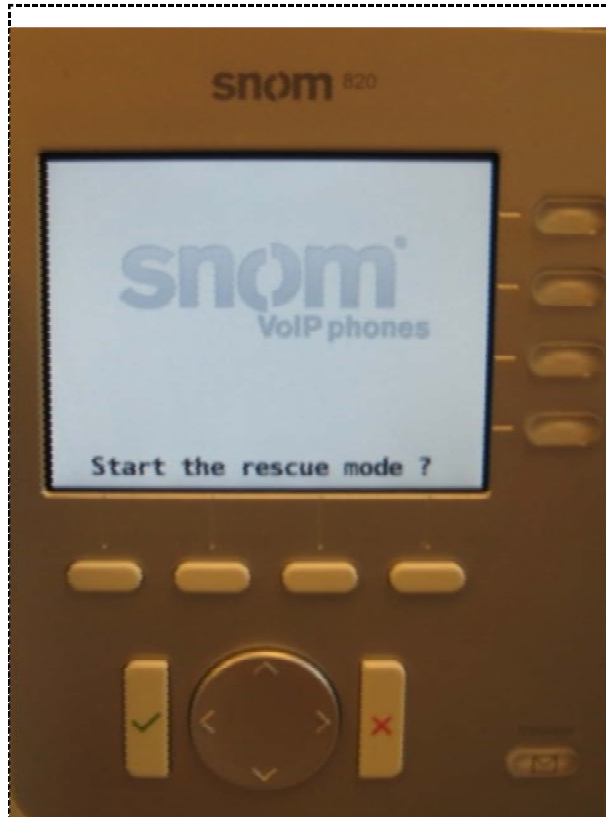
- Download the appropriate recovery firmware image to the TFTP download directory and rename it to **snom820-r.bin**
- Connect phone(over PC port) to Pumpkin PC




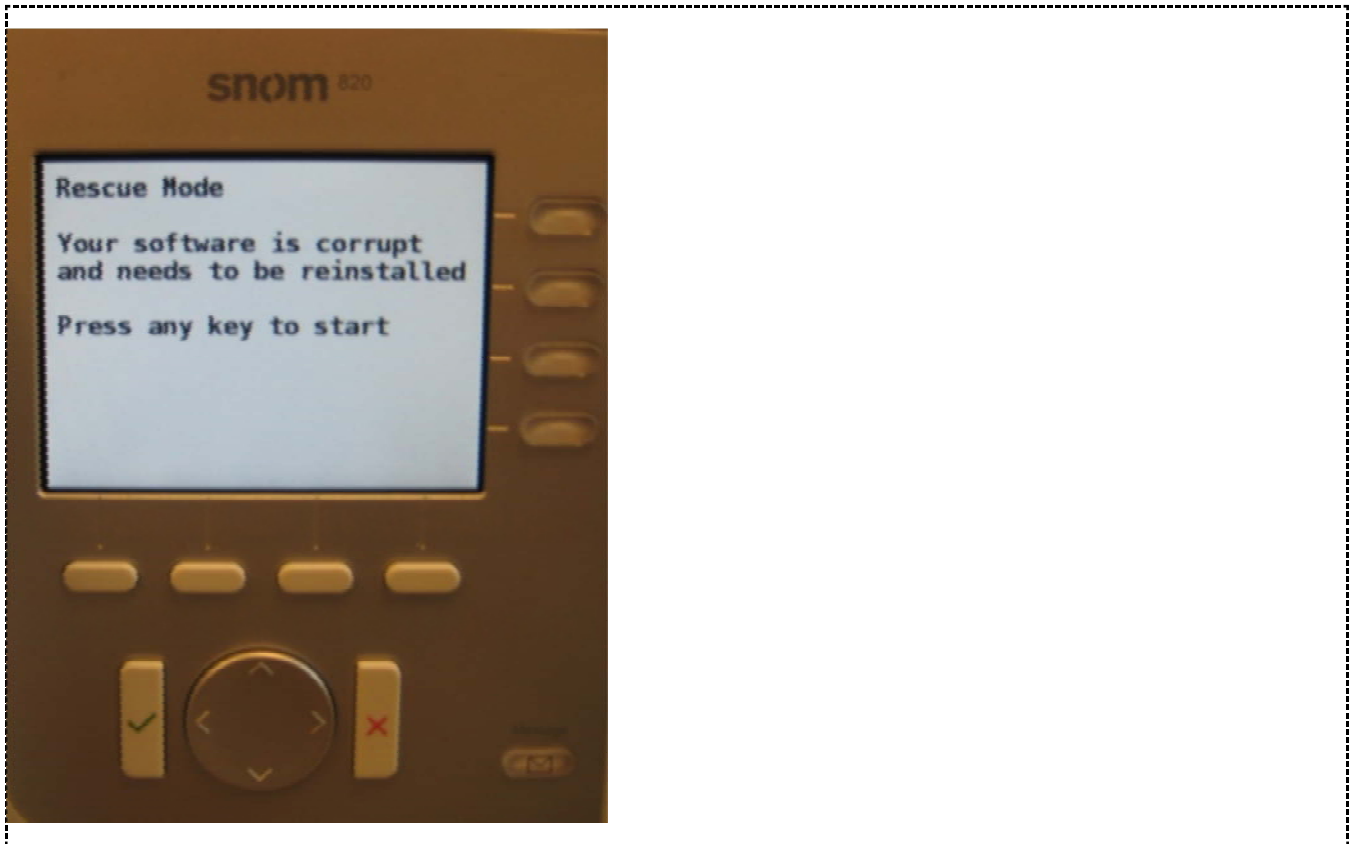
- Power cycle the phone
- Immediately after the display shows **Press any key for rescue mode waiting . 1 . 2 . 3 . 4**(see below), press any key.







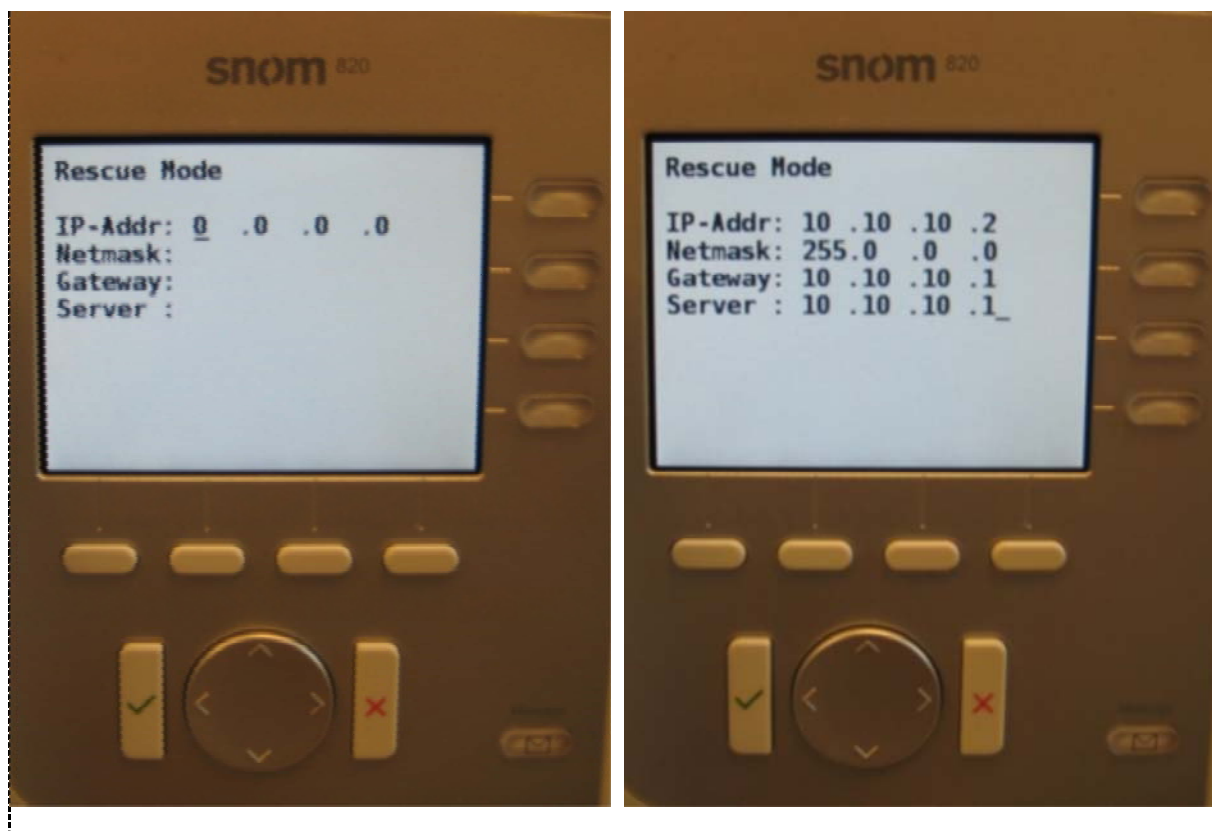
- the phone should display(see below): "Start the rescue mode?"



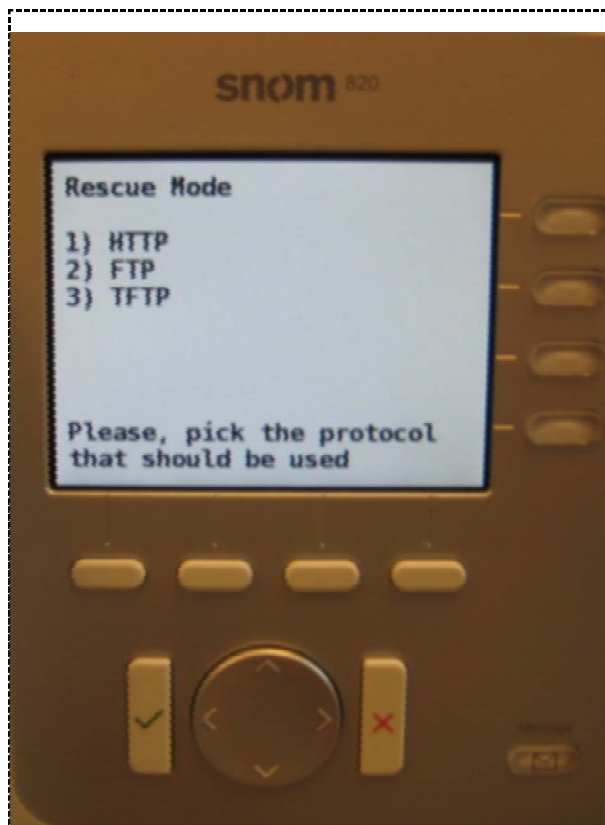
- to continue: press 
- the phone should display(see below): "Rescue Mode...". Press any key to start



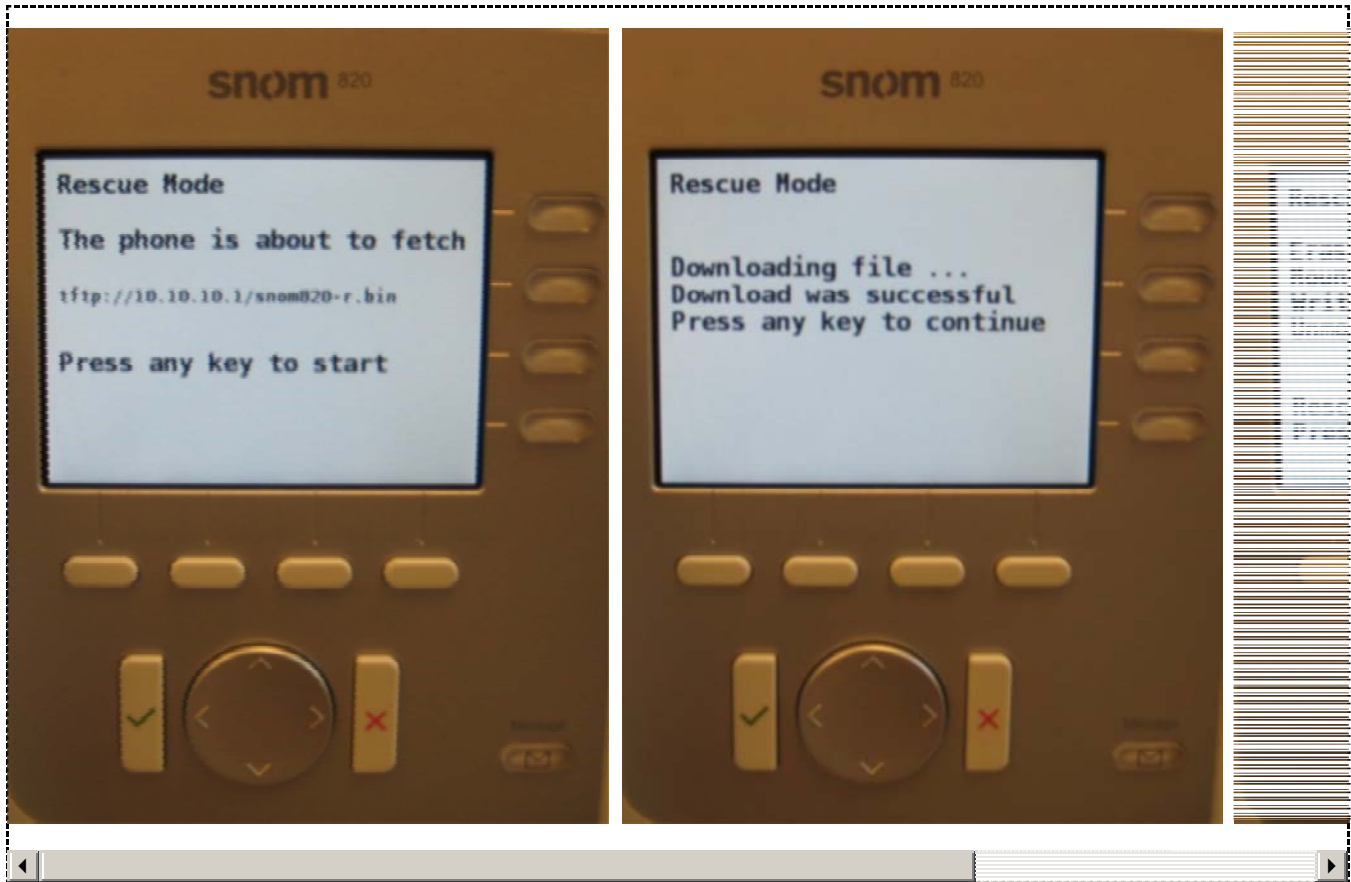
- Type in a valid IP address and press 
- Type in a valid Netmask address and press 
- Type in a valid Gateway address and press 
- Set the tftp server IP address to the IP address of the PC that is running the tftp server and press  (see the example below)



- the phone should display(see below): "Rescue Mode 1)HTTP, 2)FTP, 3)TFTP, Please pick the protocol that should be used" For TFTP update press **3**



- the phone should displays successivly(see below): "Rescue Mode..." Press any key to start to start



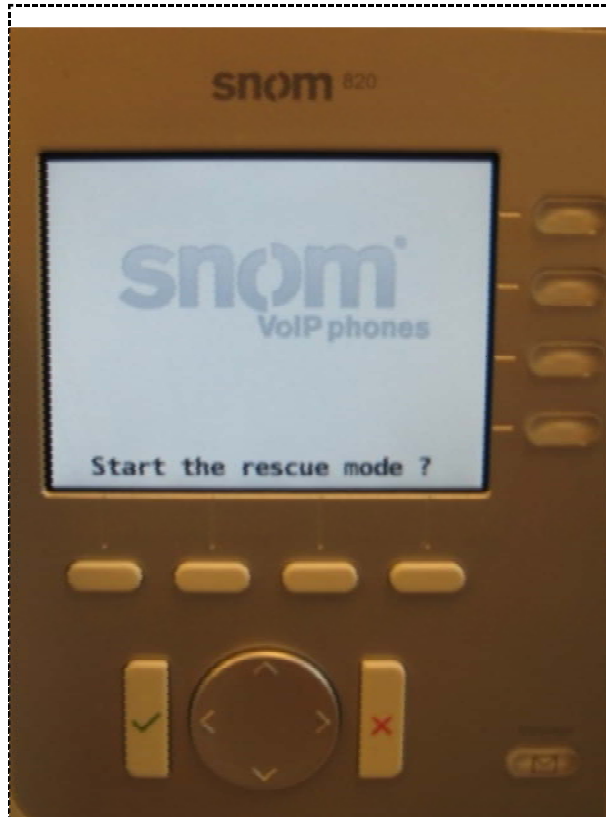
NOW YOUR TFTP UPDATE WAS SUCCESSFULL


Recovery Update for Snom820 using snom provisioning server 80.237.155.31

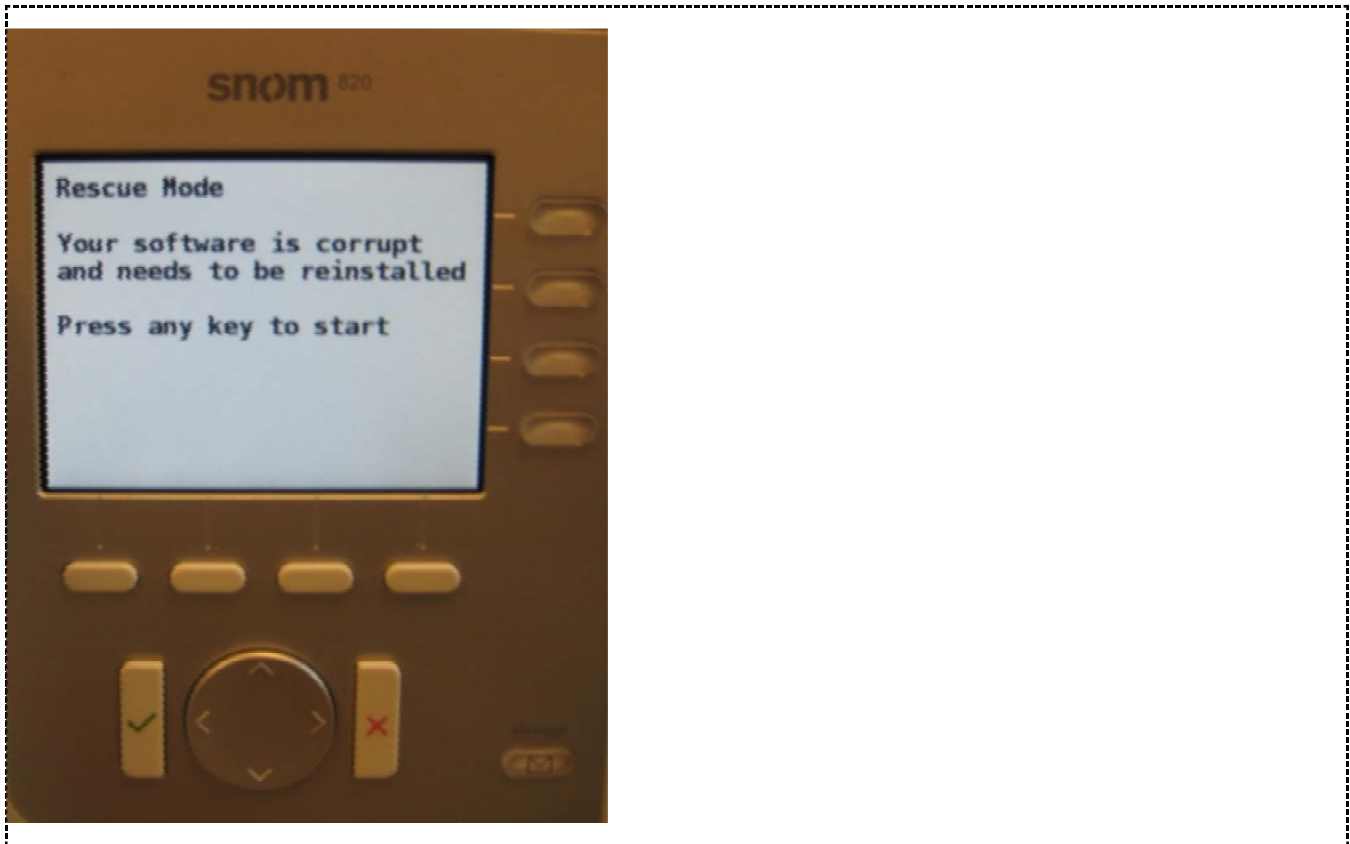
- Power cycle the phone
- Immediately after the display shows **Press any key for rescue mode waiting . 1 . 2 . 3 . 4**(see below), press any key.







- the phone should display(see below): "Start the rescue mode?"



- to continue: press 
- the phone should display(see below): "Rescue Mode...". Press any key to start

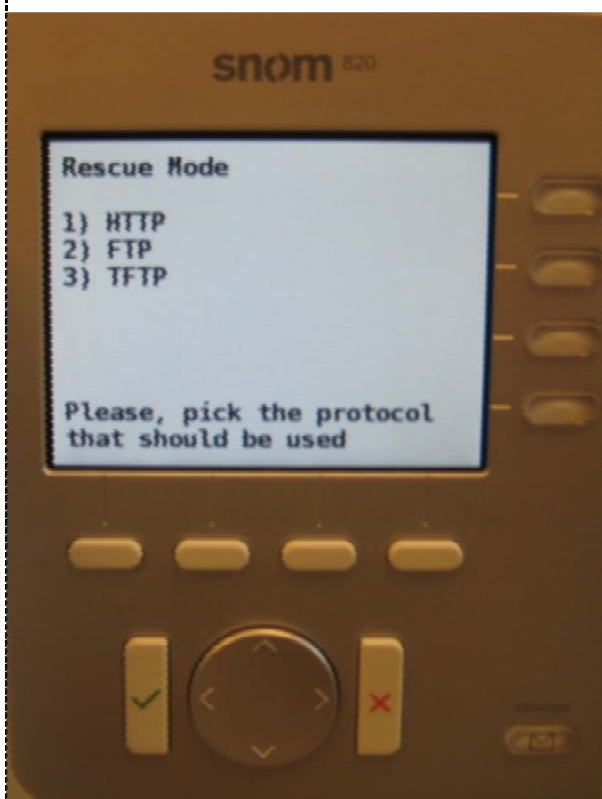


***Please type in all following parameters:**

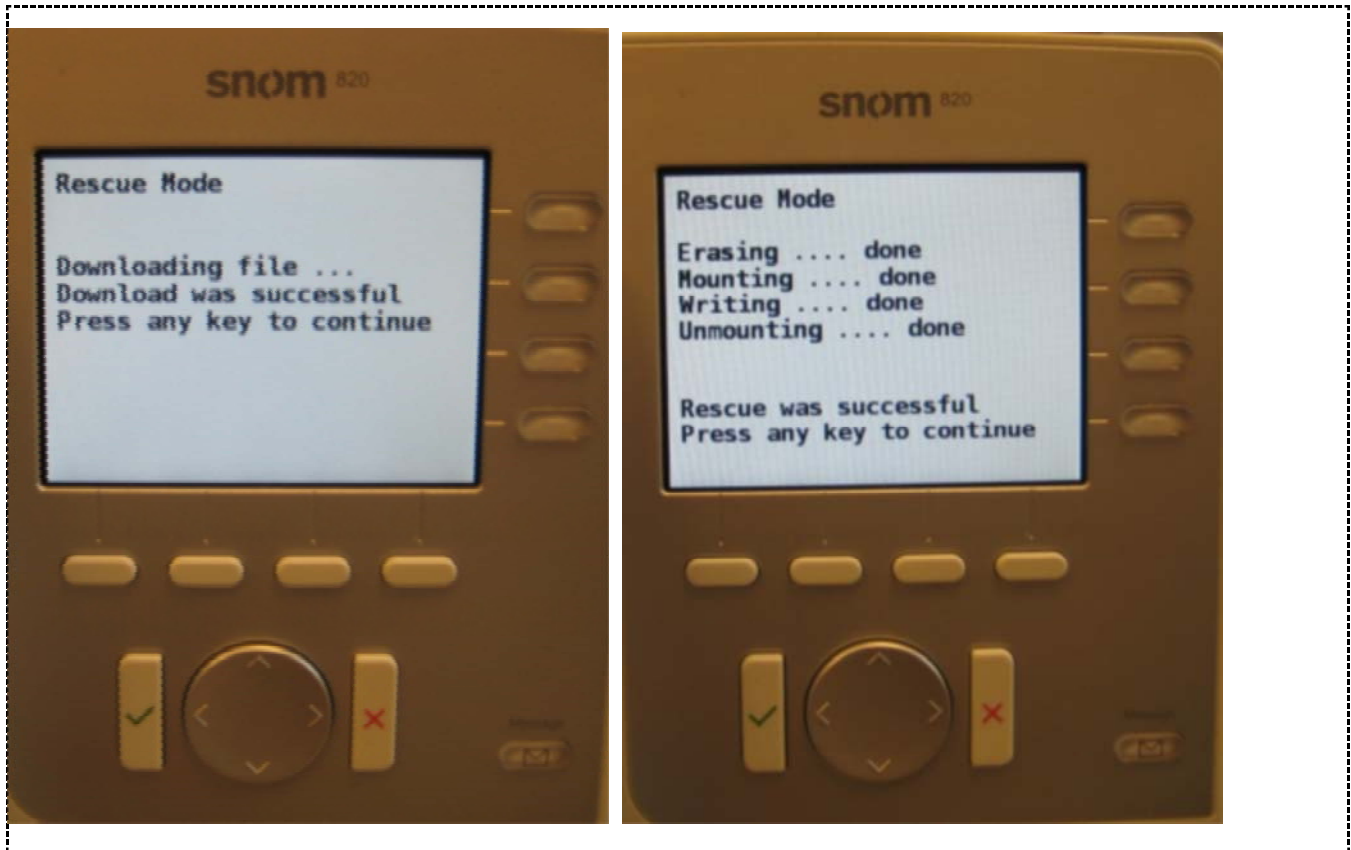
- Type in a valid **phoneIP** address and press 
- Type in a valid **Netmask** address and press 
- Type in a valid **Gateway** address and press 
- Set the **HTTP server IP address: 80.237.155.31** and press 



- the phone should display(see below): "Rescue Mode 1)HTTP, 2)FTP, 3)TFTP, Please pick the protocol that should be used" For **HTTP** update press **1**



- the phone should displays successivly(see below): "Rescue Mode..." Press any key to start



NOW YOUR UPDATE WAS SUCCESSFULL}

Recommended Update for snom MeetingPoint using Pumpkin

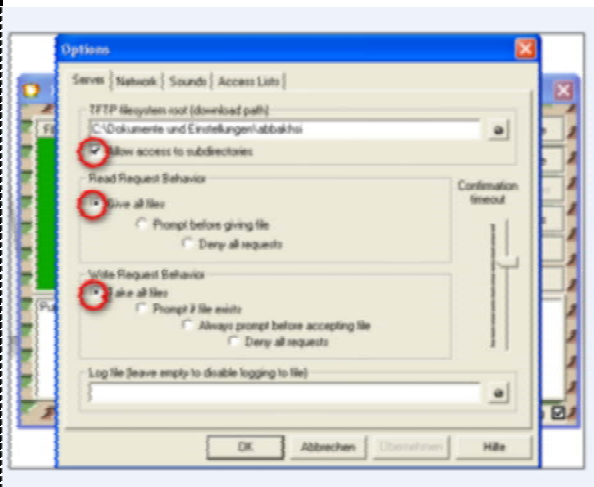
A sample tftp server (Pumpkin) for Windows® is available at <http://kin.klever.net/pumpkin/>!

Follow the checklist:

- Run Pumpkin



- Make sure that the directory for outgoing files of Pumpkin is correct
- Check whether Pumpkin is offering files without asking the user



- Download the appropriate recovery firmware image to the TFTP download directory and rename it to **snommp-r.bin**
- Connect phone to the PC running the TFTP Server(Pumpkin)
- Power cycle the phone and immediately after starting the phone, press the middle soft key (appr. 8 sec).



- The display shows:

Rescue mode?

- to continue: press **2** for **Recovery via Network** and type in all following parameters:
 - Type in a valid **phoneIP** address and press ok.
 - Type in a valid **Netmask** address and press ok.
 - Type in a valid **Gateway** address and press ok.
 - Type the TFTP server IP address and press ok.
- The display shows:

```
Rescue Mode
1) HTTP
2) FTP
3) TFTP
Please pick the protocol that should be used"
```

- For **TFTP** update press **3**
- The displays shows:

```
Rescue Mode
Downloading file: snommp-r.bin
Please wait...
```

- Afterwards the phone displays:

```
Erasing...done
Mounting...done
Writing...done
Unmounting...done
```

- **YOUR UPDATE HAS BEEN FINISHED SUCCESSFULLY**

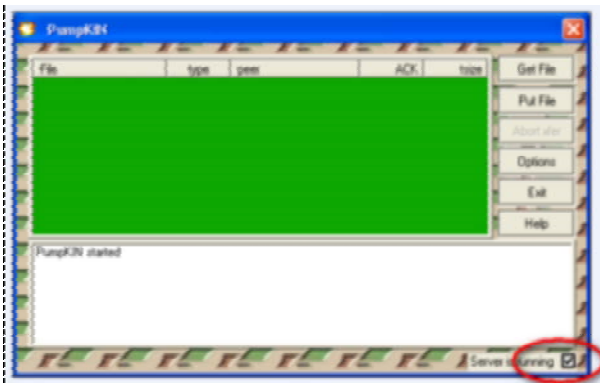
Recommended Update for snom870 using Pumpkin

A sample tftp server (Pumpkin) for Windows® is available at <http://kin.klever.net/pumpkin/>!

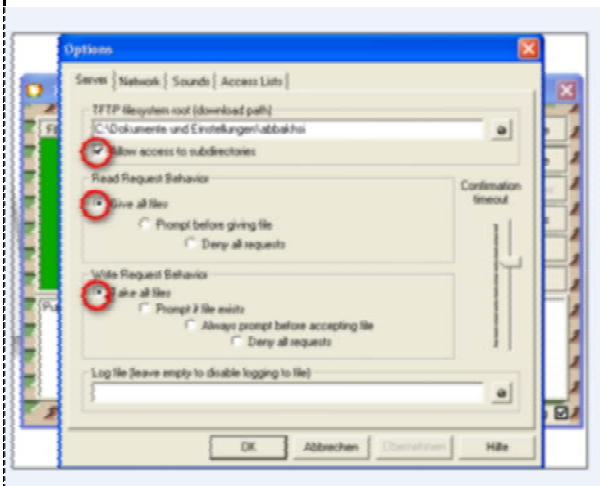
in this case the following checklist may help you to update the phone easily:

- Run Pumpkin





- Make sure that the directory for outgoing files of Pumpkin is correct
- Check whether Pumpkin is offering files without asking the user



- Download the appropriate recovery firmware image to the TFTP download directory and rename it to **snom870-r.bin**
- Connect phone to Pumpkin PC
- Pull the power plug of the phone.
- Hold down the hash key
- Reconnect the phone's power.
- Continue to press the hash key, hold it down approximately 15 seconds
- the phone should display:
 - "Rescue mode?"
- to continue: press 2 for Recovery via Network
- **Please type in all following parameters:**
 - Type in a valid **phoneIP** address and press ok.
 - Type in a valid **Netmask** address and press ok.
 - Type in a valid **Gateway** address and press ok.
 - Type the TFTP server IP address and press ok.

- the phone should display:
 - "Rescue Mode
 - 1)HTTP,
 - 2)FTP,
 - 3)TFTP,

Please pick the protocol that should be used" For **TFTP** update press **3**

- the phone should displays: "Rescue Mode, Downloading file: snom870-r.bin, Please wait...
- After the phone displays:
 - Ereasing...done
 - Mounting...done
 - Writing...done
 - Unmounting...done

NOW YOUR UPDATE WAS SUCCESSFULL

Recovery Update for Snom870 using snom provisioning server 80.237.155.31

- Pull the power plug of the phone.
- Hold down the hash key
- Reconnect the phone's power.
- Continue to press the hash key, hold it down approximately 15 seconds
- the phone should display:

Rescue mode?

- to continue: press 2 for Recovery via Network
- **Please type in all following parameters:**
 - Type in a valid **phoneIP** address and press ☒.
 - Type in a valid **Netmask** address and press ☒.
 - Type in a valid **Gateway** address and press ☒.
 - **Set the HTTP server IP address: 80.237.155.31** and press ☒.

- the display shows:

Rescue Mode
1) HTTP,

2) FTP,
3) TFTP,

Please pick the protocol that should be used" For **HTTP** update press **1**

- the phone should displays:

```
Rescue Mode  
Downloading file: snom870-r.bin  
Please wait...
```

- Afterwards the display shows:

```
Erasing...done  
Mounting...done  
Writing...done  
Unmounting...done
```

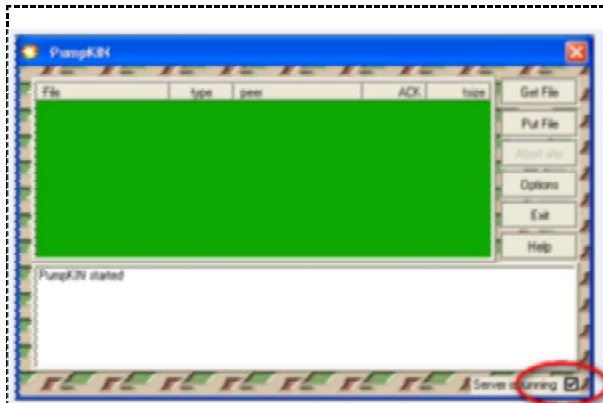
NOW YOUR UPDATE WAS SUCCESSFULL

Recommended Update for snom821 using Pumpkin

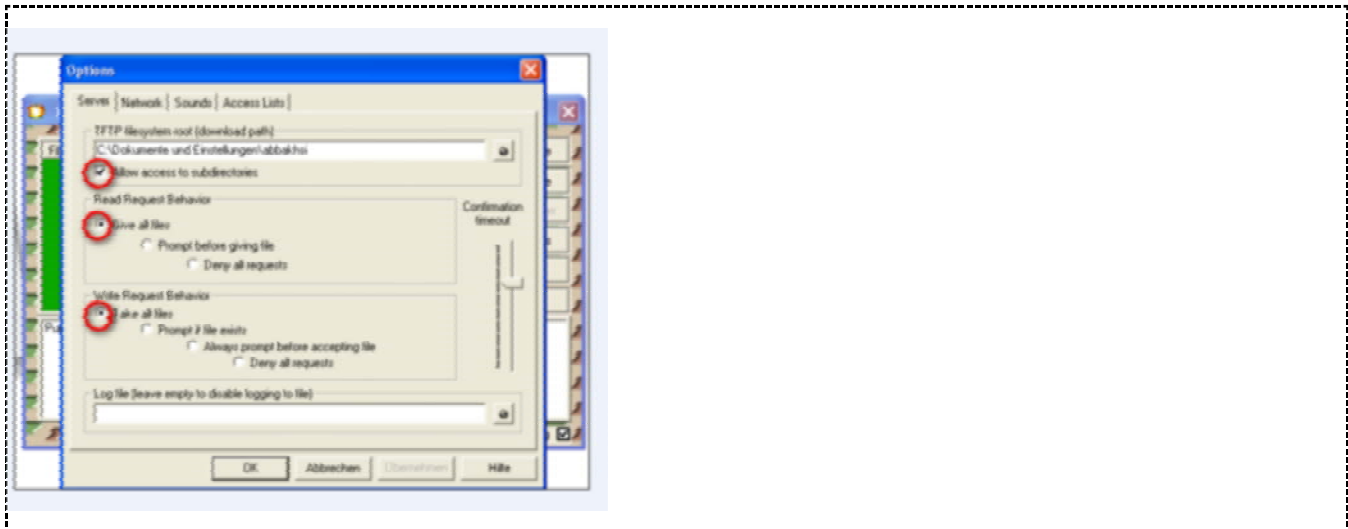
A sample tftp server (Pumpkin) for Windows® is available at
[http://kin.klever.net/pumpkin/!](http://kin.klever.net/pumpkin/)

in this case the following checklist may help you to update the phone easily:

- Run Pumpkin



- Make sure that the directory for outgoing files of Pumpkin is correct
- Check whether Pumpkin is offering files without asking the user



- Download the appropriate recovery firmware image to the TFTP download directory and rename it to **snom821-r.bin**
- Connect phone to Pumpkin PC
- Pull the power plug of the phone.
- Hold down the hash key
- Reconnect the phone's power.
- Continue to press the hash key, hold it down approximately 15 seconds
- the phone should display:
 - "Rescue mode?"
- to continue: press 2 for Recovery via Network
- **Please type in all following parameters:**
 - Type in a valid **phoneIP** address and press ok.
 - Type in a valid **Netmask** address and press ok.
 - Type in a valid **Gateway** address and press ok.
 - Type the TFTP server IP address and press ok.
- the phone should display:
 - "Rescue Mode
 - 1)HTTP,
 - 2)FTP,
 - 3)TFTP,

Please pick the protocol that should be used" For **TFTP** update press **3**

- the phone should displays: "Rescue Mode, Downloading file: snom821-r.bin, Please wait..."
- After the phone displays:
 - Erasing...done
 - Mounting...done

- Writing...done
- Unmounting...done

NOW YOUR UPDATE WAS SUCCESSFULL

Retrieved from "http://wiki.snom.com/Firmware/Update/TFTP_Update"
Category: HowTo:Recovery

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