

How to Fix a Firmware Version Mismatch in ShoreTel Director

Overview

To check for Firmware Version Mismatch on your ShoreTel phones:

- 1 Open ShoreTel Director
- 2 Select and expand or go to the **Maintenance** section
- 3 Click on **Diagnostics & Monitoring**
- 4 A new window will pop up
- 5 Click on **IP Phones**
- 6 Click on the **Firmware Status** column, which will bring all the **Firmware Version Mismatch** devices together for easier viewing.
- 7 Click the check-boxes to select each in service phone you wish to update.
- 8 From the **Command** drop down box located at the top right, you can choose either **Update** or **Update When Idle**.

Note: When the update processes, the phone will download the updated firmware and reboot.

Need Help?

Contact our expert support team by calling **855.9.INFLOW** today!