

“Bad phintl” Error on Wireless Telephones

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Software Versions:	All	Approvers:	Wayne McAllister Gary Bliss
Hardware Revisions:	PTE1xx, PTX1xx	Status:	Approved
Product Type:	NetLink Wireless Telephones	Revision:	A
Access Level:	General		

Description

When upgrading the Wireless Telephones, they may occasionally display a “Bad phintl” error. This is due to the way the downloader in the phone gets updated during an upgrade phase. Some downloaders in the field have a problem upgrading to the newest phintl version.

If a newer phintl version was just loaded as part of an upgrade to the Wireless Telephone, the old downloader is still running for a brief amount of time before the upgrade actually takes over. At that time the older downloader will quit and display the “Bad phintl” message on the Wireless Telephones.

Resolution

To get the phones to update properly, you must have it first load the phone firmware with the older phintl24.bin file. Once it has updated, the phone will display either an assert error or will display “Bad phintl” again. You can then use the new phintl24.bin file to complete the upgrade.