



Phone Firmware Migration

7800 and 8800 series

June 2023

Phone Firmware Migration

User Experience and features are **Not** exactly same between Enterprise and MPP phones.
Make sure you run a proof of concept first before migrating your customers.



CUCM/HCS



MPP



Eligible devices for firmware migration

- 7811, 7821 V03 to V24, 7841 V04+, 7861 V03+, 7832
- 8811, 8841, 8851, 8861, 8832NR & 8832, 8845, 8865
- KEMs do not require migration
- Data loss - Call History, Local Contacts



Migration License

- Per device cost except:
 1. Customers migrating to Webex calling
 2. MPP customers migrating to CUCM/HCS with eligible Flex plans
- License locked to a MAC Address

Enterprise to MPP Conversion – Webex Calling

Setup your organization for Webex Calling

- Review and complete all the [prerequisites](#):
 - Numbers, locations and PSTN setup
 - Users and workspaces setup
 - Webex control hub admin access

1. Setup calling and users

Use Webex control hub migration assistant

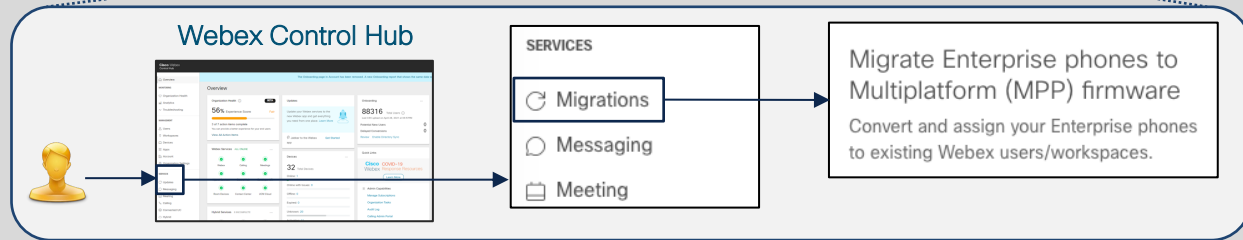
- ★ Migration licenses automated (No need to order!)
- Assign devices to users via migration assistant
- Requires calling service for users
- [Video tutorial](#), [Migration tools updates playlist](#)
- [Documentation](#)

2. Use migration assistant

Trigger firmware upgrade

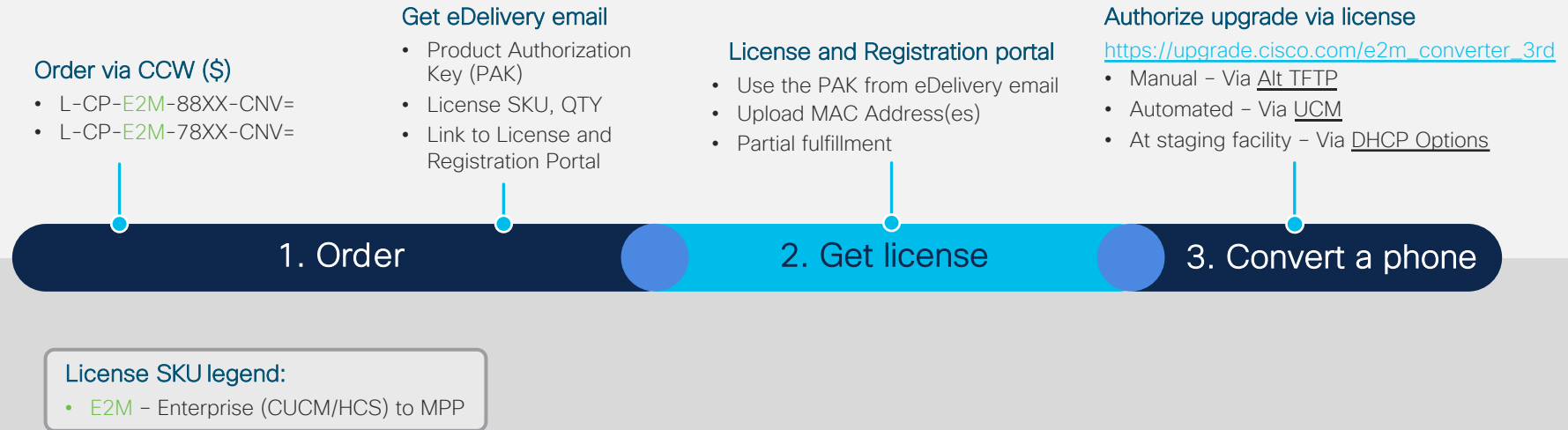
- Option 1: Auto trigger Via [CCUC](#)
- Option 2: Use [Cloud Upgrader](#)
 - Manual – Via [Alt TFTP](#)
 - Automated – Via [UCM](#)
 - At staging facility – Via [DHCP Options](#)

3. Convert phones

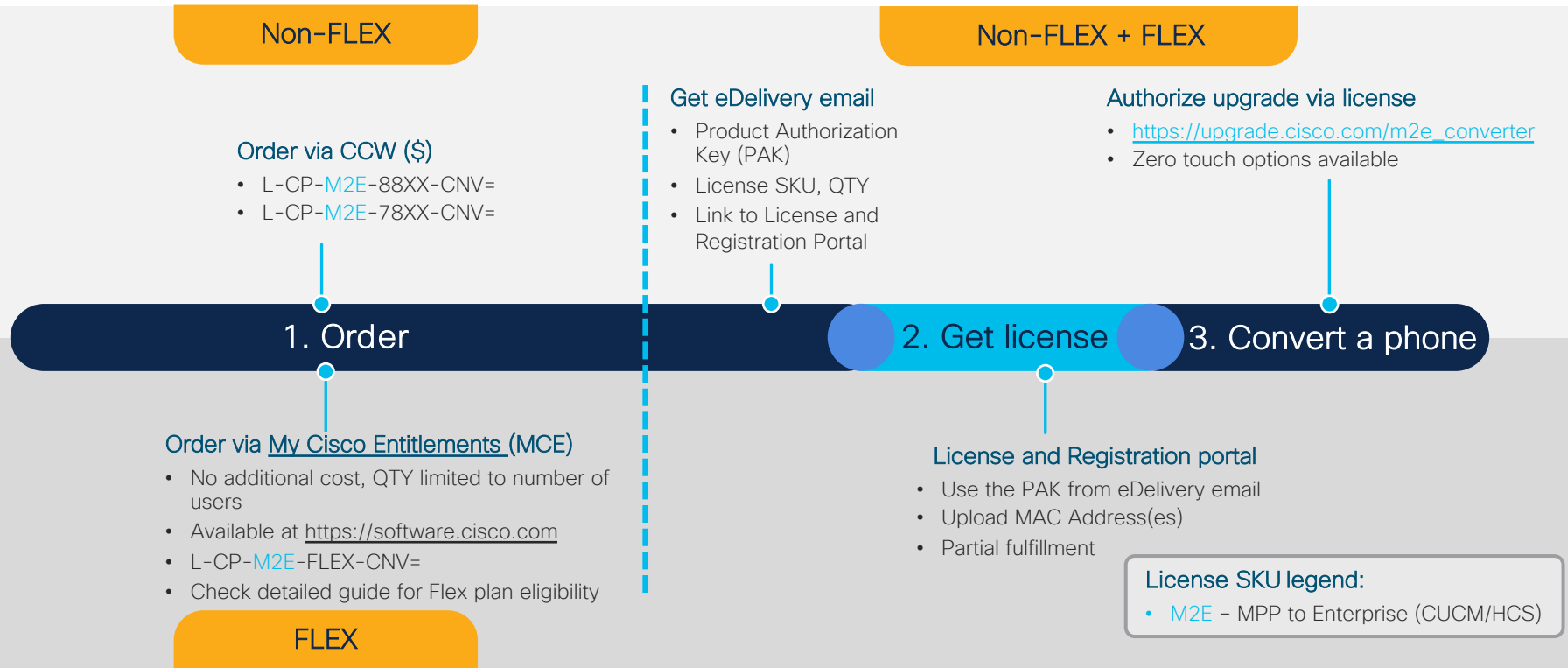


Phones converted via this method are only authorized for use with Webex Calling

Enterprise to MPP Conversion – Other call controls



MPP to Enterprise Conversion



Firmware Migration process

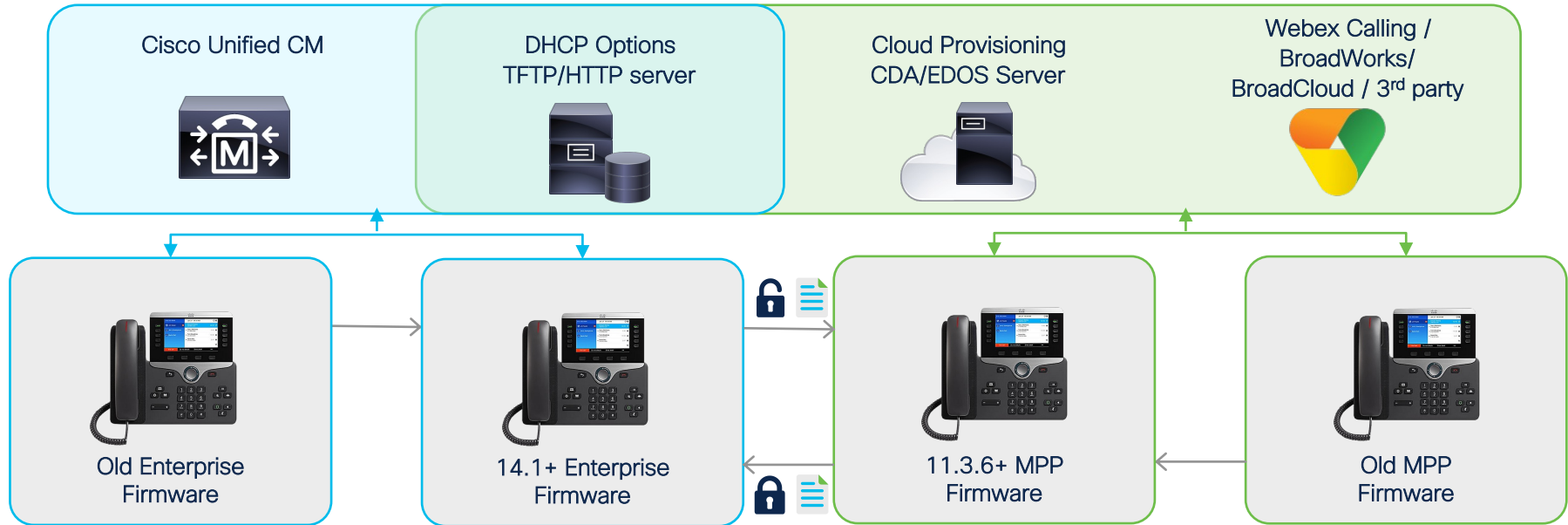
Legend:



Requires an Enterprise to MPP license to enable telephony after the upgrade.



Requires an MPP to Enterprise license to enable the upgrade.



Phones can convert back to original type of firmware without requiring a license if converted via above process.

Resources



- [Phone Firmware Migration Detailed Guide](#) (Must read)
- Cloud converter – <https://upgrade.cisco.com>
- Migration tools updates – [Video Playlist](#)
- Do it yourself
 - [Enterprise to MPP conversion guide](#)
 - [MPP to Enterprise conversion guide](#)
 - [Phone Firmware Migration Bulk Provisioning guide](#)

