Convert between Enterprise Firmware and Multiplatform Firmware for Cisco IP Phone 7800 and 8800 Series

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Firmware Migration (Overview)

Multiplatform phone (MPP) firmware enables the Cisco® IP Phone 6800, 7800, and 8800 Series to work with approved third-party call control systems as well as with Cisco Webex® Calling. The feature set provided by this firmware is not identical to that of the firmware designed and built for use with Cisco Unified Communications Manager, but there are many similarities. For the remainder of this document, we will refer to firmware designed and built for use with Cisco Unified Communications Manager, as "Enterprise firmware." MPP phone firmware does not work and is not supported on Cisco Unified Communications Manager.

MPP firmware can run on certain models of the 6800, 7800, and 8800 series. However, only the 7800 and 8800 series have the capability to run either MPP firmware or Enterprise firmware. If you have the appropriate license, you can migrate between the MPP or Enterprise firmware on the 7800 and 8800. Note: 7800 firmware migration requires that the 7800 model is the correct hardware version.

Important! For all new phone orders, the correct work flow is to buy correct phone SKUs for the type of deployment (MPP versus enterprise) and not to buy one type of phone SKUs and then convert them to the other type. The purpose of converting firmware is to help migrate enterprise customers to the cloud who already have existing phones. Cisco will not allow and not support converting newly purchased phones to other types of firmware.

Figure 1. Phone firmware models and features

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.

Migration Firmware
- 7811, 7821 V03+, 7841 V04+, 7861 V03+, 7832
- All 8800s except 8821, 8831, 8851NR, 8865NR
- KEMs do not require migration
- Data loss – Call history, local contacts

Migration License
- Flex plan includes 1 license per user
- Per device cost for non-Flex SP
- Locked to MAC address
- One-way migration per license

You can check the label on the back of the phone to find your version (VID) (Figure 2).
Figure 2.  How to find your version number on a phone

Table 1 lists phone models that can convert from Enterprise to MPP firmware. Table 2 lists phone models that can convert from MPP firmware to Enterprise firmware.

Table 1.  Enterprise firmware to MPP firmware - eligible devices

<table>
<thead>
<tr>
<th>7800 Series (limitations apply)</th>
<th>8800 audio series</th>
<th>8800 video series</th>
</tr>
</thead>
<tbody>
<tr>
<td>CP-7811-K9=</td>
<td>CP-8811-K9=</td>
<td>CP-8845-K9=</td>
</tr>
<tr>
<td>CP-7821-K9= (V03 or later)</td>
<td>CP-8841-K9=</td>
<td>CP-8865-K9=</td>
</tr>
<tr>
<td>CP-7841-K9= (V04 or later)</td>
<td>CP-8851-K9=</td>
<td></td>
</tr>
<tr>
<td>CP-7861-K9= (V03 or later)</td>
<td>CP-8861-K9=</td>
<td></td>
</tr>
<tr>
<td>CP-7832-K9=</td>
<td>CP-8832-K9=</td>
<td></td>
</tr>
</tbody>
</table>

Table 2.  MPP to Enterprise Firmware eligible devices

<table>
<thead>
<tr>
<th>7800 Series</th>
<th>8800 audio Series</th>
<th>8800 video Series</th>
</tr>
</thead>
<tbody>
<tr>
<td>CP-7811-3PCC-K9=</td>
<td>CP-8811-3PCC-K9=</td>
<td>CP-8845-3PCC-K9=</td>
</tr>
<tr>
<td>CP-7821-3PCC-K9=</td>
<td>CP-8841-3PCC-K9=</td>
<td>CP-8865-3PCC-K9=</td>
</tr>
<tr>
<td>CP-7841-3PCC-K9=</td>
<td>CP-8851-3PCC-K9=</td>
<td></td>
</tr>
<tr>
<td>CP-7861-3PCC-K9=</td>
<td>CP-8861-3PCC-K9=</td>
<td></td>
</tr>
<tr>
<td>CP-7832-3PCC-K9=</td>
<td>CP-8832-3PCC-K9=</td>
<td></td>
</tr>
</tbody>
</table>

Note: The following 8800 devices are not eligible to migrate to MPP: 8821, 8851NR, 8865NR, and 8831.
Figure 3 outlines the flow from customer purchase of phones to migration.

**Figure 3.** Customer flow

![Customer flow diagram]

**Note:** If you are a Cisco Flex plan subscriber, see Appendix A: Flex plan - How to order licenses via the Product Upgrade Tool (PUT).

Gather all the device information listed in Table 3 for all the phones to check the firmware migration eligibility and to generate the migration licenses. See Appendix C: How to Generate a License File for Firmware Conversion.

**Table 3.** Needed device information to verify migration eligibility

<table>
<thead>
<tr>
<th>Device information</th>
<th>Example</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>PID (model)</td>
<td>CP-8841-K9=</td>
<td>MUST</td>
</tr>
<tr>
<td>VID (version number)</td>
<td>V03</td>
<td>MUST for 7800 series phones</td>
</tr>
<tr>
<td>MAC address</td>
<td>321ABC432DEF</td>
<td>MUST</td>
</tr>
<tr>
<td>Serial number</td>
<td>FCH20100312 / WZP20100113</td>
<td>Recommended</td>
</tr>
</tbody>
</table>

Once you have generated firmware migration licenses for your eligible devices, you can follow simple instructions at [https://upgrade.cisco.com](https://upgrade.cisco.com) to migrate your phones to a different type of firmware.

If you wish to set this up yourself by using your own web / TFTP server, the following guides include detailed instructions.

**Enterprise to MPP conversion guide:** [https://cs.co/E2M-guide](https://cs.co/E2M-guide)

**MPP to Enterprise conversion guide:** [https://cs.co/M2E-guide](https://cs.co/M2E-guide)


In this guide, we will cover the Cisco Unified Communications Manager (UCM)-based approach. This method is intended to further your understanding of how the entire process works end to end.
The conversion process involves moving to a transitional firmware load before the final load is installed. The transitional load is where you enter both the license file and a normal MPP target load to upgrade to. There are separate transitional loads for each migration direction. For example, there is one firmware load for moving from Enterprise to MPP, and one firmware load for moving from MPP to Enterprise. Likewise, each migration direction requires a different license file. The conversion direction is reflected inside the license file and in the firmware image name.

Figure 4. Example MPP_2_ENT license file

![Example MPP_2_ENT license file](image)

Figure 5. Example ENT_2_MPP license file

![Example ENT_2_MPP license file](image)

Firmware migration frequently asked questions (FAQ)

**Q:** How do I know I have an enterprise phone or MPP/3PCC phone?

**A.** Read the label on the back of the phone. If the PID has “3PCC” or “3PC” or “3PW” after the model number, then it is an MPP/3PCC phone. Otherwise it is an enterprise phone. Figure 5 shows how to verify the model.

Figure 6. Phone labels

![Phone labels](image)
To find out current status of the device (Enterprise versus MPP firmware):

Press the applications and settings key 🔄 on the device

1. Check the title of the screen
   - “Information and settings” — Your phone has MPP firmware. Navigate down to Status -> Product information -> Product Name to confirm that it shows “3PCC” there. Example: CP-8841-3PCC.
   - “Applications” — Your phone is likely running Enterprise firmware. Navigate down to Phone Information -> Model number to confirm it does NOT show “3PCC” there. Example: CP-8841. If it shows “3PCC” in model number then it is MPP phone running outdated 10.x firmware.

**Q: Does migration cost me anything?**

**A.** This offer is included at no extra charge with the Flex plan (eligible SKUs listed below) up to a specific number of users. You can learn more about the Cisco Collaboration Flex plan online at: https://www.cisco.com/c/en/us/products/unified-communications/collaboration-flex-plan/index.html.

For customers that are not part of the Flex plan, the transition from one call control platform to another will incur a cost.

**Table 4.** Flex plan eligible SKUs for firmware migration

<table>
<thead>
<tr>
<th>FW migration eligible SKUs (Updated on 8/20/2019)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1-FLEX-EAB1-AUM</td>
</tr>
<tr>
<td>A1-FLEX-EAB2-AUM</td>
</tr>
<tr>
<td>A-FLEX-EABL1</td>
</tr>
<tr>
<td>A-FLEX-EABL1-EAM</td>
</tr>
<tr>
<td>A-FLEX-EABL2</td>
</tr>
<tr>
<td>A-FLEX-EABL2-EAM</td>
</tr>
<tr>
<td>A-FLEX-EABL3</td>
</tr>
<tr>
<td>A-FLEX-EABL3-EAM</td>
</tr>
<tr>
<td>A-FLEX-EACL1</td>
</tr>
<tr>
<td>A-FLEX-EACL1-AUM</td>
</tr>
<tr>
<td>A-FLEX-EACL1-EAM</td>
</tr>
<tr>
<td>A-FLEX-EACL2</td>
</tr>
<tr>
<td>A-FLEX-EACL2-AUM</td>
</tr>
<tr>
<td>A-FLEX-EACL2-EAM</td>
</tr>
<tr>
<td>A-FLEX-EACL3</td>
</tr>
<tr>
<td>A-FLEX-EACL3-AUM</td>
</tr>
<tr>
<td>A-FLEX-EACL3-EAM</td>
</tr>
</tbody>
</table>
Q: How do I order firmware migration licenses?
A. For Flex plan customers, follow the instructions in Appendix A: “Flex plan - How to order licenses via the Product Upgrade Tool (PUT).” Customers not on the Flex plan can connect with their Cisco partner or authorized distributor to order the required licenses using the following SKUs. Ensure the customer performs a device eligibility check before ordering the licenses.

<table>
<thead>
<tr>
<th>License SKU</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>L-CP-E2M-88XX-CNV=*/</td>
<td>Convert 8800 series Enterprise phones to MPP Firmware</td>
</tr>
<tr>
<td>L-CP-E2M-78XX-CNV=*/</td>
<td>Convert 7800 series Enterprise phones to MPP Firmware</td>
</tr>
<tr>
<td>L-CP-M2E-88XX-CNV=*/</td>
<td>Convert 8800 series MPP phones to Enterprise Firmware</td>
</tr>
<tr>
<td>L-CP-M2E-78XX-CNV=*/</td>
<td>Convert 7800 series MPP phones to Enterprise Firmware</td>
</tr>
</tbody>
</table>

Q: Will I be able to use my phone’s migration license on a different phone?
A. No, the migration license is node-locked to the phone MAC address and cannot be used on a different phone.

Q: My phone needs Return Materials Authorization (RMA). How does that work?
A. The replacement phone is the same SKU as what was originally purchased. For instance, if CP-8811-K9= was the original purchase, then after it has been migrated to an MPP load, the replacement phone is still identified as CP-8811-K9=.

A new migration license must be requested from Cisco Global Licensing Operations (GLO) and the replacement phone must go through the same migration process as the phone that is being returned. The migration license previously acquired for the returned phone cannot be reused for the replacement phone as it is tied to the MAC address of the returned phone.

Q: I migrated my Enterprise phone to MPP/3PCC. Will I be able to use that phone’s Enterprise -> MPP/3PCC migration license to migrate it back to Enterprise?
A. No, you will need to acquire an MPP/3PCC -> Enterprise migration license for that migration. Migration licenses are only meant for one-way migration.

Q: Is the user interface for the phone the same for both Enterprise and MPP firmware?
A. No. The user experiences are quite different between the two call control platforms. End-user training may be required to understand the differences in call appearance, feature activation, and other features. End-user documentation is also available from cisco.com.

Q: How do I get technical support during firmware migration?
A. Customers ordering firmware migration licenses who do not have an existing service contact with Cisco will need to add the applicable service SKU from the list in Table 5 at the time of ordering firmware migration licenses to get software-only (no RMA) support.

Table 5. Applicable technical support SKUs

<table>
<thead>
<tr>
<th>License SKU</th>
<th>Service SKU</th>
</tr>
</thead>
<tbody>
<tr>
<td>L-CP-E2M-88XX-CNV=*/</td>
<td>CON-SW-LCP-E2M8V</td>
</tr>
<tr>
<td>L-CP-E2M-78XX-CNV=*/</td>
<td>CON-SW-LCP-E2M7N</td>
</tr>
<tr>
<td>L-CP-M2E-88XX-CNV=*/</td>
<td>CON-SW-LCP-M2E8C</td>
</tr>
<tr>
<td>L-CP-M2E-78XX-CNV=*/</td>
<td>CON-SW-LCP-M2E7X</td>
</tr>
</tbody>
</table>
Q: Who should I reach out for support?
A. Support information:

- For Product Upgrade Tool (PUT) issues: Please send an e-mail to: cs-support@cisco.com with "PUT-OTHER" as a keyword in the subject line. Make sure to provide as much detail as possible in the body of an e-mail including your subscription id, contract number, what type of licenses you are trying to get, exact quantity required, your cisco.com user id and any error messages you might be getting. Customer service team will create a case and provide the requester with all pertinent information.

- For license generation issues, contact the Global Licensing Operations (GLO):
  https://globalcontacts.cloudapps.cisco.com/contacts/contactDetails/en_US/c1o2

- For firmware migration issues, contact the Small Business Support (SBS) Center:

Q: What if the customer uses UCM and is migrating to BroadWorks or BroadCloud?
A. If the customer has 7800 or 8800 series desk phones that support the migration capability, the customer can migrate those phones as they migrate users to BroadWorks or BroadCloud. A list of supported phones is provided in Table 1.

Q: Are there any plans to enable enterprise phones to register natively to BroadSoft® systems?
A. The Enterprise and BroadSoft phones have different software images. Given the size of these images, there is no plan to bundle all variants of call control support into a single binary model.

Q: My customer has only a few phones to migrate. Can you tell me how to do this in the field?
A. No. This migration cannot be done without following our process. If we were to migrate phones outside of the process, Cisco will be in violation of our third-party software licensing agreements.

Q: My customer purchased the wrong phone type and needs to migrate the phone to the call control they have. Can we do this?
A. No. Please work with customer service to return the phones and order the proper phones for the customer. The business unit will not replace phones or migrate phones for customers that make a mistake when ordering our phones.

Q: My customer wants to try out this process before placing the order. Can they get licenses for demo / lab use?
A. Yes. Please engage your customer with a Cisco partner. Firmware migration licenses are now available under the Not For Resale (NFR) program at a 100 percent discount in limited quantities for demo/lab purposes only. Visit https://cisco.com/go/nfr for more details.
UCM-based migration method (Enterprise to MPP)

The following steps will walk customers through how to convert a single 7800 or 8800 series phone from Enterprise firmware to MPP.

1. Check the 7800 series phone version. You must flip the 7800 series phone over to determine if it is eligible based upon Table 1. For example, the phone screenshot below contains V01. Therefore, it is ineligible for upgrade.

![Phone Screenshot](image)

2. Before you start the firmware migration process, ensure that you upgrade your phones to the latest Enterprise or on-premises firmware. Use the on-premises firmware release notes to obtain the latest firmware.


   **Important!** Your phone must run 12.5(1) or later or it will not upgrade to the transitional load.

3. Get the transition firmware from the link provided in your license eDelivery email. Place this onto your UCM.
   a) Download the firmware to your computer. See the Table 6 for the file names.
   b) Access [https://CUCM-ip-address/cmplatform/](https://CUCM-ip-address/cmplatform/), where CUCM-ip-address is the IP address of the UCM.
   d) Select the transition file and upload the file.
   e) Restart the TFTP service on the UCM.

<table>
<thead>
<tr>
<th>Conversion Direction</th>
<th>Model</th>
<th>Conversion firmware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise to MPP</td>
<td>7811/21/41/61</td>
<td>sip78xx.TLexE2M-11-2-3C-12.loads</td>
</tr>
<tr>
<td></td>
<td>7832</td>
<td>sip7832.TLexE2M-11-2-3C-12.loads</td>
</tr>
<tr>
<td></td>
<td>8811/41/51/61</td>
<td>sip88xx.TLexE2M-11-2-3C-12.loads</td>
</tr>
<tr>
<td></td>
<td>8832</td>
<td>sip8832.TLexE2M-11-2-3C-12.loads</td>
</tr>
<tr>
<td></td>
<td>8845/65</td>
<td>sip8845_65.TLexE2M-11-2-3C-12.loads</td>
</tr>
</tbody>
</table>
4. Upload the license file you received from Cisco onto the UCM. For details on how to obtain the license file from Cisco, see Appendix A.
   a) Download the license file to your computer.
   b) Access [https://CUCM-ip-address/cmplatform/](https://CUCM-ip-address/cmplatform/), where CUCM-ip-address is the IP address of the UCM.
   d) Select the license file and upload the file.
   e) Restart the TFTP service on the UCM.

5. Log in to the UCM.

6. Go to Device -> Phone.

7. In the “Find Phone where” field, select CONTAINS and enter the MAC address of your 78xx or 88xx phone. Then click Find.

8. Scroll down to Phone Load and enter the phone load. For example, enter `sip78xx.TLexE2M-11-2-3C-12.loads`.

9. Click Save, Apply Config, and OK.

10. Refresh your browser page and ensure that the download status says “Upgrading.” The phone should reboot momentarily.

---

**Important! Your phone must run 12.5(1) or later or it will not upgrade to the transitional load.**

After the reboot, the phone has the transitional load installed. You will see “Configuration check in progress” and you may see a warning: “Failed to downloaded configuration data. Contact your administrator.” Do not click retry.

Ignore this warning as it only pertains to bulk provisioning. Bulk provisioning is covered in the Appendix. Move to the next step.

11. Determine the IP address of your phone:
   - Push the Applications button ➤ Status ➤ Network Status ➤ IPv4

12. Type the following into your web browser: [http://ip_address_of_phone/admin/advanced](http://ip_address_of_phone/admin/advanced)

13. In your web browser, navigate to Voice ➤ Provisioning.

14. Scroll down to “Firmware Upgrade” and paste the following into the “Upgrade Rule”:

   **Upgrade Rule:** [http://CUCM_ip_address:6970/sipxxxx.11-2-3MPP-398.loads](http://CUCM_ip_address:6970/sipxxxx.11-2-3MPP-398.loads) where CUCM_ip_address is the IP address of the UCM and sipxxxx is the appropriate phone load (either sip78xx or sip88xx). The file name is the same as the file you entered in Step 8.

   (This is a normal MPP image that can be registered to approved third-party call control systems).

   **Transition Load Authorization Rule:** [http://CUCM_ip_address:6970/$MAU.lic](http://CUCM_ip_address:6970/$MAU.lic)

   Press Submit All Changes
Example:

```
Firmware Upgrade

Upgrade Enable: Yes
```

**Note:** The $MAU is a macro. The phone expands the macro $MAU to its own MAC address in all uppercase letters and transmits the expanded request across the wire.

15. If successful, you should see the following message on your phone screen.

```
:\
Transition and reversion upgrades are authorized.
Upgrade in progress.
```

16. The phone will reboot and the screen will be blank.

MPP conversion is now complete. You can validate the success on the phone by navigating in your web browser to Info -> Status. Under product information, the “Software Version” will indicate the phone load; this **should not be** the transitional load.
UCM-based migration method (MPP to Enterprise)

Take the following steps to convert your phone from MPP to Enterprise firmware:

1. Factory reset your phone using the following procedure. You might need to perform the key sequence procedure (not from the phone screen) because the phone may be password-protected if it was previously registered to call control. The key sequence will override the password protection.

   **Step 1.** Unplug the ethernet cable from phone.
   
   **Step 2.** Wait five seconds.
   
   **Step 3.** Press and hold # and plug the phone back in.
   
   **Step 4.** When the light on the Mute button and handset light strip turn off, and all other lights (Line button, Headset button, Speakerphone button, and Select button) stay green, press 123456789*0# in sequence.

   The process is successful if MUTE lights up red after the key sequence. If MUTE does not turn red, repeat from step 1.

   After you press these buttons, the phone goes through the factory reset process.

   If you press the buttons out of sequence, the phone will **not** reset.

2. Before you start the firmware migration process, ensure that you upgrade your phones to the latest MPP firmware. Use the multiplatform phone release notes to obtain the latest firmware.


3. Get the transition firmware from the link provided in your license eDelivery email. Place this onto your UCM with these steps:

   a) Download the transition file to your computer.

   b) Access [https://CUCM-ip-address/cmplatform/](https://CUCM-ip-address/cmplatform/), where CUCM-ip-address is the IP address of the UCM.

   c) Navigate to **Software Upgrades -> TFTP File Management -> Upload file.**

   d) Select the transition file and upload the file.

   e) Restart the TFTP service on the UCM.

**Table 7. Firmware and models**

<table>
<thead>
<tr>
<th>Conversion direction</th>
<th>Model</th>
<th>Conversion firmware</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPP to Enterprise</td>
<td>7811/21/41/61</td>
<td>sip78xx.TLexM2E-11-2-3C-12.loads</td>
</tr>
<tr>
<td></td>
<td>7832</td>
<td>sip7832.TLexM2E-11-2-3C-12.loads</td>
</tr>
<tr>
<td></td>
<td>8811/41/51/61</td>
<td>sip88xx.TLexM2E-11-2-3C-12.loads</td>
</tr>
<tr>
<td></td>
<td>8832</td>
<td>sip8832.TLexM2E-11-2-3C-12.loads</td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
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4. Upload the license file you received from Cisco onto the UCM. For details on how to obtain the license file from Cisco, see Appendix A.
   a) Download the license file to your computer.
   b) Access https://CUCM-ip-address/cmplatform/, where CUCM-ip-address is the IP address of the UCM.
   d) Select the license file and upload the file.
   e) Restart the TFTP service on the Unified CM.
      Note: If you previously uploaded a license file for Enterprise to MPP conversion with the MAC.lic (00CCFC123456.lic) name, you may want to use a different name for the MPP to Enterprise conversion license file, for example MAC_M2E.lic (00CCFC123456_M2E.lic).


6. Type the following into your web browser: http://ip_address_of_phone/admin/advanced

7. In your web browser, navigate to Voice -> Provisioning.

8. Scroll down to “Firmware Upgrade” and enter the following line of text into the “Upgrade Rule.”
   Upgrade Rule: http://CUCM-ip-address:6970/sipxxxx.TLexM2E-11-2-3C-12.loads where sipxxx is the file name from step 3
   Note: This is the path to the MPP-2-Enterprise transitional load. The transitional load is restricted from registering to call control. This transitional load is an intermediate step to validate that the device is authorized to move from an MPP load to an Enterprise load through the use of a license file.

   Example:

   ![Firmware Upgrade](image)


   Note: You can monitor the status of the upgrade via Info -> Download Status -> Firmware Upgrade Status to validate if there are any errors with the download. In a few moments the phone should reboot. You can also check Info -> Status -> Phone Status -> Upgrade Status for additional information.

9. After reboot, you will be on the transitional load. You will see “Configuration check in progress” and you may see a warning “Failed to download configuration. Contact your administrator.” Do NOT click “Retry”. If you click “Retry” the phone will reboot and display the warning message again. The warning message pertains to bulk provisioning. Bulk provisioning is covered in the Appendix.


11. Type the following into your web browser: http://ip_address_of_phone/admin/advanced

12. In your web browser, navigate to Voice -> Provisioning.

13. Scroll to “Firmware Upgrade” and paste the following into the “Upgrade Rule”:
   Upgrade Rule: http://CUCM-ip-address:6970/sipxxxx.12-5-1SR1-4.loads where sipxxx is the firmware filename on the UCM.
Note: This upgrade rule points to 12.5(1). This is an Enterprise firmware image than can be registered to the UCM.

14. Scroll to "Firmware Upgrade" and paste the following into the "Transition Load Authorization Rule".

   **Transition Load Authorization Rule:** [http://CUCM-ip-address:6970/$MAU_M2E.lic](http://CUCM-ip-address:6970/$MAU_M2E.lic)

   Example upgrade rule and transition load authorization rule:

<table>
<thead>
<tr>
<th>Firmware Upgrade</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Upgrade Enable</td>
<td>Yes</td>
</tr>
<tr>
<td>Transition Load</td>
<td><a href="http://10.93.245.62:6970/00CCFCA73D9E_M2E.lic">http://10.93.245.62:6970/00CCFCA73D9E_M2E.lic</a></td>
</tr>
</tbody>
</table>

15. After saving, you should soon see the following message, indicating success:

   ![Message](image.png)

   Transition and reversion upgrades are authorized. Upgrade in progress.

16. After successful upgrade, register the phone to UCM using DHCP Option 150 or Alternate TFTP.
   a) Select Settings -> Admin Settings -> Network Setup -> IPv4 Setup
      - Alternate TFTP: Yes
      - TFTP Server 1: CUCM-IP-address
   b) Click Apply.
   c) Validate that the phone has registered to UCM.

MPP to Enterprise firmware conversion is now complete.

**Appendix A: Flex plan - How to order licenses via the Product Upgrade Tool (PUT)**

1. You will need to find the contract number associated with your Flex subscription first. If you already have your contract number available then move to step 8, otherwise follow the steps below to find your contract number.

2. Navigate to Cisco Commerce (CCW) - [https://apps.cisco.com/Commerce/home](https://apps.cisco.com/Commerce/home)

4. Search for your subscription (For example: Search by Subscription ID)

5. Scroll to the right when search results show up to find PO Number. Copy PO Number to search later.

7. Search by PO Number and scroll to the right to find Contract Number when search results show up. Copy Contract Number.

9. Log in with your cisco.com account that has access to your Flex subscription.
10. Click the “Product Upgrade Tool (PUT)” link in the “Download & Upgrade” section.
11. Enter your contract number and choose the Guided or Advanced option for your order.

![Product Upgrade Tool](image)

**Note:** If you have an active Flex subscription with eligible SKUs and still get an error, send an E-mail to: cs-support@cisco.com with "PUT-OTHER" as a keyword in the subject line. Check FAQ section for more details.

- Guided method
  1. Select "Firmware Migration" under the Product Group list
  2. Select your desired product option
    - If you are migrating Enterprise phones to MPP firmware, choose the "To MPP" option
    - If you are migrating MPP phones to Enterprise firmware, choose the "To Enterprise" option
  3. Version fields are not applicable. Just select the ones that are displayed
  4. Click Continue
v. If you desire, add another upgrade or continue to the Upgrade Summary screen

![Upgrade Summary Screen]

- **Advanced method** - You will be presented with the Upgrade Summary screen, where you can select the firmware migration license SKU
  i. **L-CP-E2M-FLEX-CNV**=
     - For converting 8800/7800 series Enterprise phones to MPP Firmware
  ii. **L-CP-M2E-FLEX-CNV**=
     - For converting 8800/7800 series MPP phones to Enterprise Firmware

12. In the Upgrade Summary screen:
   - Choose the desired quantity of migration licenses. The eligible orderable quantity is determined based on:
     i. The number of users in your subscription
     ii. The number of licenses you have already consumed, which will reduce the available quantity
   - “License Key Requested” defaults to the “Single” option; “Multiple” is not applicable
   - “Delivery Option” defaults to “eDelivery”
   - Once the quantity is entered, click **Continue**
13. Enter the shipping details
   - eDelivery email – The product authorization key (PAK) will be delivered via email to your email address. From this email, you can navigate to the License and Registration Portal, where you can generate licenses for your phones.
   - Fill in the other applicable details and click Continue.

14. Review and sign the license agreement.
15. Review and submit your order.
16. You will receive one or more eDelivery email messages with links to “Register Claim Certificates (PAKs)”. Click on the link(s) and log in using your cisco.com account associated with the eDelivery email address.

17. You will receive the following confirmation dialog. Click OK.

Appendix B: How to generate licenses for firmware conversion

The following information covers how to generate the license files.

1. Go to the License and Registration Portal (LRP):
   https://slexui.cloudapps.cisco.com/SWIFT/LicensingUI/Quickstart#

2. Sign in using your email registered for cisco.com

3. Click on PAKs or Tokens. The PAK that was delivered to your cisco.com registered email address will show up here. Select the checkbox next to it and click on Get License
4. Click Next on the screen that reads, “Get New Licenses from a Single PAK/Token”
5. Select the input method (bulk or manual).
   
   - For a bulk upload:
     
     I. Select "Import from Excel File" and click on **Download data file template**.

     ![Download data file template](image1)

     II. Below is a sample spread sheet data file template that has MAC addresses (10 devices).

     ![Spread sheet data file template](image2)

     III. Click on **Browse**, upload the above file, and click **Next**.

     ![Browse and upload](image3)
IV. The review page displays. Verify the selected SKU and quantity.

- Manual: Alternatively, you can also manually upload MAC addresses (up to 10).
  - I. Select the method use as “Add Device Manually”
II. Enter the device detail and click on **Next**.

III. The selected SKUs will be added to the device. Click **Next**.

IV. The review page displays. Enter the recipient information and click **Submit**.
6. The system generates the license files. The license zip file will be sent to the email address used.

7. Check the status of the PAK using the transaction history. It should show "In Process," and may take few minutes to change the status from "In Process" to "Processed."

8. After the transaction is in processed status, you can download the license zip file.
9. The license zip file contains individual license files for each device named as a MAC address in upper case. Below is an example screenshot of what it looks like.

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<th>Processed size</th>
<th>Ratio</th>
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Appendix C: Overview of the Cisco IP Phone Multiplatform Phones user experience


Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at https://www.cisco.com/go/offices.

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