



# Phone Firmware Migration

7800 and 8800 series

Multiplatform Phones PM team

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# 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



## Migration Firmware

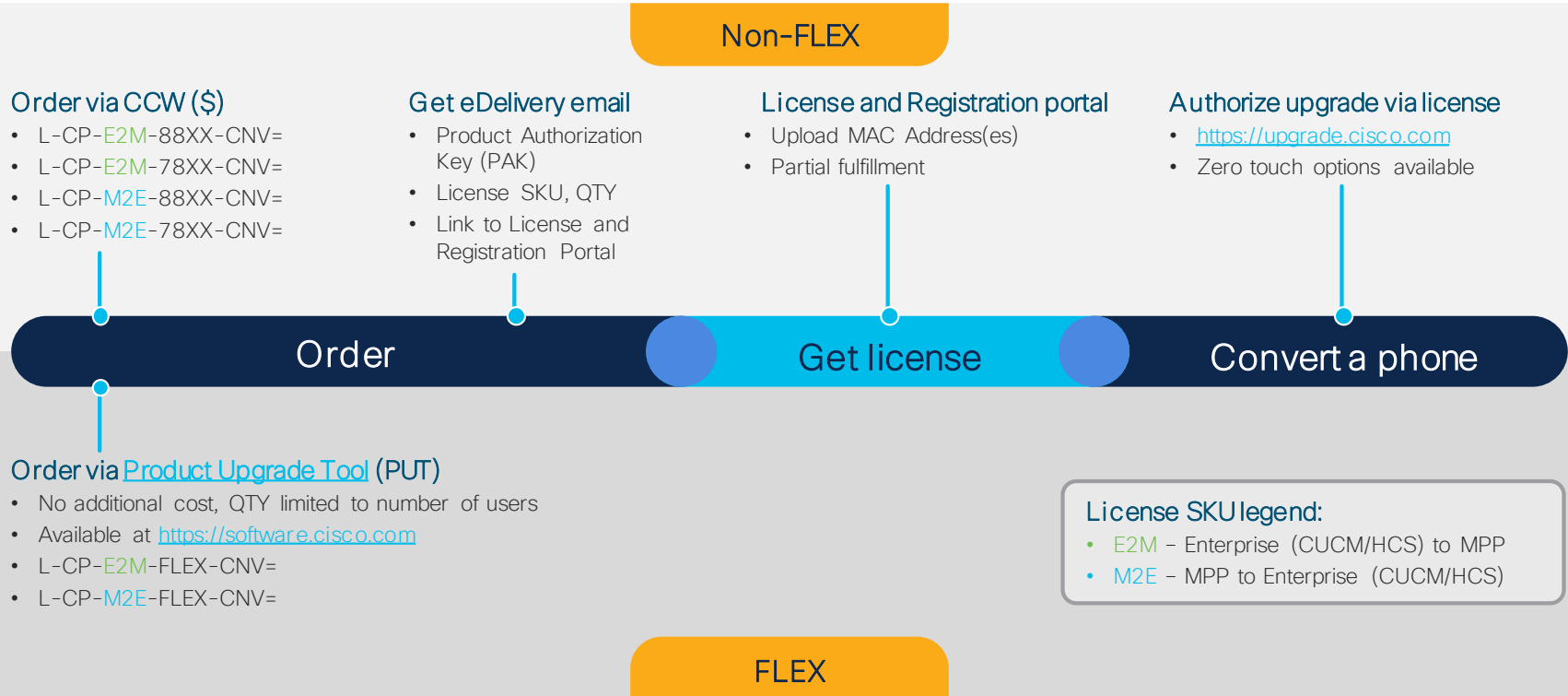
- 7811, 7821 V03+, 7841 V04+, 7861 V03+, 7832
- All 8800s except 8821, 8831, 8851NR, 8865NR
- KEMs do not require migration
- Data loss - Call History, Local Contacts



## 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

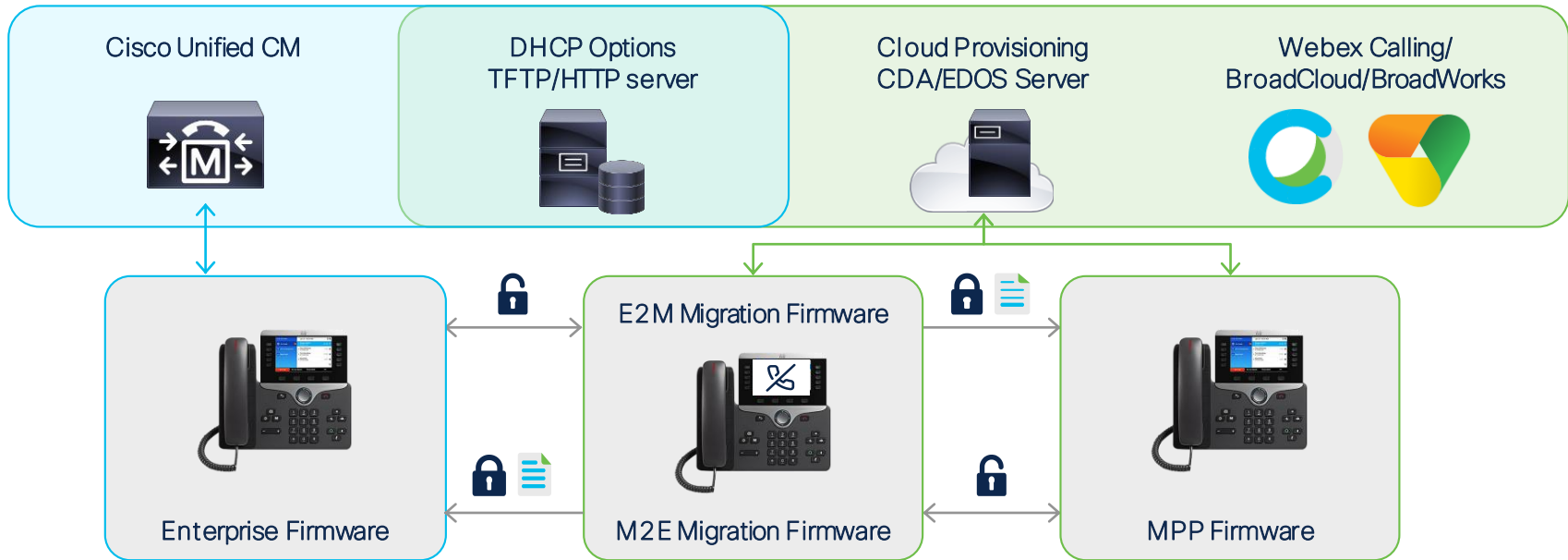
# Customer flow



# Firmware Migration process

## Legend:

- E2M: Enterprise to MPP
- M2E: MPP to Enterprise



Device running migration firmware uses MPP style configurations

# Resources



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

