Phone Firmware Migration
7800 and 8800 series

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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.

**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

Order via CCW ($)• L-CP-E2M-88XX-CNV=• L-CP-E2M-78XX-CNV=• L-CP-M2E-88XX-CNV=• L-CP-M2E-78XX-CNV=

Get eDelivery email• Product Authorization Key (PAK)• License SKU, QTY• Link to License and Registration Portal

License and Registration portal• Upload MAC Address(es)• Partial fulfillment

Authorize upgrade via license• https://upgrade.cisco.com• Zero touch options available

Order via Product Upgrade Tool (PUT)• No additional cost, QTY limited to number of users• Available at https://software.cisco.com• L-CP-E2M-FLEX-CNV=• L-CP-M2E-FLEX-CNV=

License SKU legend:• E2M – Enterprise (CUCM/HCS) to MPP• M2E – MPP to Enterprise (CUCM/HCS)
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