Phone Firmware Migration
7800 and 8800 series

March 2020
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
- 8811/8841/8851/8861–V14 & early, 8832, 8845, 8865
- 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
Enterprise to MPP Conversion – Customer flow

**Non-FLEX**

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

**Non-FLEX + FLEX**

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

Authorize upgrade via license
- [https://upgrade.cisco.com](https://upgrade.cisco.com)
- Zero touch options available

**Order**

Get license

Convert a phone

**Add to your Flex subscription**
- Add migration licenses in your subscription (A-FLEX and A-FLEX-PUBLICSECT)
- No additional cost, QTY limited to # of Webex Calling users + Common Area licenses
- Receive web order email

**Request license key (PAK)**
- Open a Case with Global Licensing Operations (GLO) licensing@cisco.com
- Provide Web order # and license quantity required

**License and Registration portal**
- Use the PAK from eDelivery email
- Upload MAC Address(es)
- Partial fulfillment

**License SKU legend:**
- E2M - Enterprise (CUCM/HCS) to MPP

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MPP to Enterprise Conversion - Customer flow

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- Upload MAC Address(es)
- Partial fulfillment

**Order**

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

**Convert a phone**

**FLEX**

License SKU legend:
- 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