Phone Firmware Migration
7800 and 8800 series

Multiplatform Phones PM team
June 2019
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

**Non-FLEX**

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](https://upgrade.cisco.com)
- Zero touch options available

**FLEX**

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-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](https://upgrade.cisco.com)
- **Do it yourself**
  - Enterprise to MPP conversion guide
  - MPP to Enterprise conversion guide
  - Phone Firmware Migration Bulk Provisioning guide