



Migrate From Spark Call to Cisco Webex Calling

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Overview of Migration From Spark Call to Cisco Webex Calling

Use this document to guide you through the migration process from Spark Call to Cisco Webex Calling. During this process, some parts of your Control Hub organization are maintained, while others need to be recreated. Use this table as an overview:

Table 1: Comparison of Maintained Items and Items to Recreate Post-Migration

Maintained Items	Items to Recreate
User accounts	User license assignments for calling
Room/Desk/Board devices for Workspaces (formerly Places) without PSTN	Devices (phones for users, and phones and Room/Desk/Board devices for Workspaces with PSTN already set up)
—	Numbers
The Control Hub organization	All user and location features must be recreated: calling service, related settings and features, PSTN access, and so on

Spark Call and Webex Calling are both Cisco-managed cloud calling services. While they provide calling service for Webex users and integrate PSTN service for cloud-registered phones and devices, the two services differ in a number of areas, such as supported devices, feature sets, and overall architecture. You can view detailed overviews of the included features and functionality for each service at the following links:

- [Data Sheet for Spark Call](#)
- [Data Sheet for Webex Calling](#)

This section covers the key differences to be aware of as you prepare to migrate your organization from Spark Call to Webex Calling.

Table 2: User Considerations for Spark Call Compared to Webex Calling

Feature	Spark Call	Webex Calling
Video and audio calls on supported Cisco phones	Uses supported phones with enterprise firmware	Uses supported phones with MPP firmware Also includes a cross-launch from Webex to the Webex Calling app for more advanced calling feature set
User self care portal	Webex Settings (https://settings.webex.com)	Webex Settings (https://settings.webex.com), which cross-launches to the Calling User Portal.
Calling in softphone apps	Users can make calls in Webex as a softphone.	You have two choices for user configuration: they can make calls in Webex only or make calls through a cross-launch to the Webex Calling app for a more advanced calling feature set.

Table 3: Admin Considerations for Spark Call Compared to Webex Calling

Feature	Spark Call	Webex Calling
Admin management portal	Webex Control Hub (https://admin.webex.com)	Webex Control Hub (https://admin.webex.com), with cross-launches to the Calling Admin Portal for specific feature configuration.
Supported devices	Spark Call	Webex Calling
Device registration	By the admin in Control Hub or the user in Webex Settings, through a generated activation code that someone uses to activate the device and register it to the cloud.	By the admin in Control Hub through entering the device's MAC address to register it to the cloud. (Activation code is also supported, but MAC address is the recommended option for this migration process.)
Locations	A flat structure—a single organization-wide location	A default location, and admins can create multiple locations in a single organization

Feature	Spark Call	Webex Calling
PSTN service	Provided through a Preferred Media Provider (PMP)	Provided through a Cloud Connected PSTN (CCP) Provider, through integration with an existing premises local gateway environment, or bundled in the offer through a service provider. See the Webex Calling PSTN documentation for more information.
Calling behavior for softphone apps	Calls happen directly in Webex.	Admins can use Control Hub to configure calls directly in Webex or through a cross-launch to the Webex Calling app. See Set Up Calling Behavior for guidance.



CHAPTER 1

Assess Environment for Webex Calling

- [Assess Environment Workflow](#), on page 1
- [Run Bandwidth and Firewall Port Test](#), on page 1
- [Identify Supported Enterprise Devices for Migration](#), on page 3

Assess Environment Workflow



Run Bandwidth and Firewall Port Test

Run a test to see what ports you need to open on your firewall and to make sure you have enough bandwidth to support the cloud telephony requirements for Webex Calling.

Step 1 Go to <https://cscan.webex.com/>, pick your server, choose **Basic Test** from the drop down, and then click **Start Test**.

Leave **Share my information with Cisco** checked if you want to send your IP address and results so that we can help troubleshoot your connection. We'll never send your information to third parties. Uncheck the box if you don't want to send your information.

A report appears showing the results of the test: latency quality, download speed, upload speed, and any port requirements that need your attention.

Step 2 Click **Download this Report** to save a local copy of the report as a PDF.

The CSCAN report PDF looks similar to this example:

Identify Supported Enterprise Devices for Migration

Use the guidance in this procedure to determine what existing devices in your Spark Call organization are supported on the Webex Calling service you're migrating to. Supported phones are required to run on MPP firmware. Spark Call uses a specific version of enterprise firmware; while some devices work on both platforms, other devices are supported on Spark Call but are not supported on Webex Calling.

See the list of 7800-series and 8800-series phone models that support conversion from enterprise to MPP firmware. Note the hardware version (VID) requirement based on device type:

7800 Series (* limitations apply)	8800 Audio series (* limitations apply)	8800 Video series
CP-7811-K9=	CP-8811-K9= *(V14 or earlier)	CP-8845-K9=
CP-7821-K9= *(V03 or later)	CP-8841-K9= *(V14 or earlier)	CP-8865-K9=
CP-7841-K9= *(V04 or later)	CP-8851-K9= *(V14 or earlier)	—
CP-7861-K9= *(V03 or later)	CP-8861-K9= *(V14 or earlier)	—
CP-7832-K9=	CP-8832-K9=	—

For more information, see the [Cisco IP Phone 7800 and 8800 Series Migration Guide \(On-Premises to Multiplatform Phones\)](#).



Note ATA 190 gateways are not supported for migration from Spark Call to Webex Calling. They need to be replaced with supported models. See [Supported Devices for Webex Calling](#) for a list.

Step 1 Note the serial number on deployed phones in your organization.

The phone's serial number (Example: FFFYYWWABCD) can be used to determine if it is supported for enterprise to MPP firmware migration. The first three characters (FFF) are the factory code. YY is the year code (1996 = 1). Phones with a YY value of 20 or greater support migration to MPP firmware.

See these examples for further guidance:

- **Supported Example**—FCH2013ABCD means built at FoxConn China in 2016.
- **Unsupported Example**—SWZP19103ABCD indicates that the device was built in 2015. This is not a hardware version which supports migration to MPP firmware.

Step 2 Visually inspect the phone and note its VID and check to see if it corresponds to the supported device.



What to do next

Work with your partner or Cisco account manager to order replacement hardware, if needed: new Cisco MPP devices for users not migrating phones, phones which cannot be upgraded, or net-new devices. See [Supported Devices for Webex Calling](#) for a list of devices.

Your partner will enter a new Webex Calling order for you.



Note Any Webex Room, Desk, or Board devices you registered to the Webex cloud are still supported after you cut over to Webex Calling. No migration firmware is needed and the documentation guides you through the process to enable these devices for Webex Calling PSTN service.

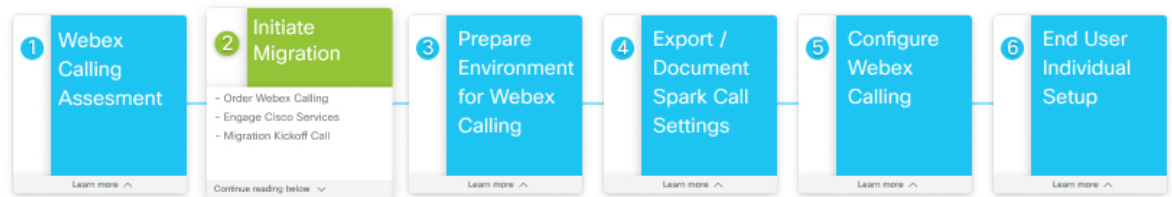


CHAPTER 2

Initiate Migration

- [Initiate Migration Workflow](#), on page 5
- [Migration Assistance](#), on page 5
- [Initiate Migration](#), on page 6

Initiate Migration Workflow



Migration Assistance

Cisco Calling Concierge Services can be engaged to assist with the migration.

Please contact the Calling Partner Helpdesk to discuss the engagement:

Chat: <https://callinghelp.webex.com/phd/>

Email: webexcalling-phd@cisco.com

Phone:

North America: 1-844-613-6108

EMEA: +44 129 366 10 20

APAC: +61 3 7017 7272

Initiate Migration

You can work with the Cisco Services Team to assist you with your migration to Webex Calling. See [Migration Assistance, on page 5](#) for more information.

Step 1 Choose one, depending on your role:

- If you're a customer admin, order Webex Calling service through your partner.
- If you're a partner admin, order Webex Calling service for your customer.

Partners can use the [Cisco Collaboration Flex Plan Ordering Guide](#).

Step 2 Engage with Cisco Services.

A Cisco services representative will reach out to help you with this process.

Step 3 Attend migration kickoff meeting.

The Cisco services team will set up a meeting to go over the migration process and create a Webex space to collaborate with you on the process. They will cover prerequisites, actions, and timelines.

Step 4 Work with the Cisco services team to cut over your Control Hub organization from Spark Call to Webex Calling.

Caution After this step and the first time setup wizard is completed, you can no longer access the Spark Call instance of the Control Hub organization. All Spark Call-related configuration is lost. Make sure you're ready for this step and follow the guidance in this document to preserve existing Spark Call configuration.

Any voicemails and recorded greetings that were saved in the Spark Call environment cannot be migrated to Webex Calling. You can take any greetings stored as a digital file and reupload them to Control Hub when you're enabled for Webex Calling.

Supported format: CCITT u-Law, 8.000 kHz, 8 Bit, Mono, 7 kb/sec.

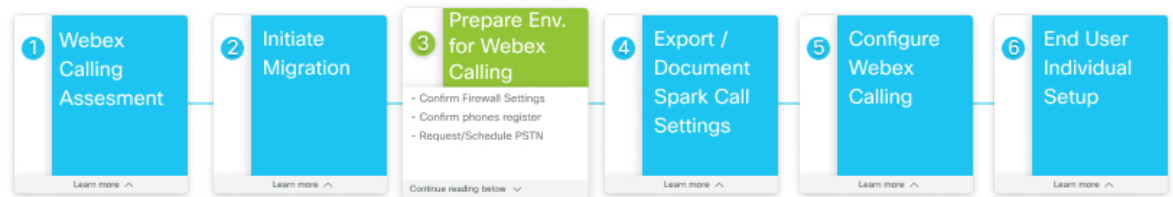


CHAPTER 3

Prepare Environment for Webex Calling

- [Prepare Environment for Webex Calling Workflow](#), on page 7
- [Prepare Firewall and Phones for Webex Calling](#), on page 7
- [Request PSTN Changes](#), on page 8

Prepare Environment for Webex Calling Workflow



Prepare Firewall and Phones for Webex Calling

Use the test results from CSCAN (along with documentation cited below) to reference any ports that need to be opened on your firewall to meet the Webex Calling network requirements.

Before you begin

[Run Bandwidth and Firewall Port Test](#), on page 1

Step 1 Note the information in [this Webex services network requirements document](#) for the old Spark Call environment to remind yourself of the network and firewall requirements for that service.

Step 2 Note the information in [this Webex Calling network requirements document](#) for the new Webex Calling environment that you're migrating to. Open your CSCAN report (PDF file) for specific callouts.

The CSCAN report PDF looks similar to this example:

-
- Step 1** Work with your partner to notify your PSTN provider about your migration from Spark Call to Webex Calling. See [this document](#) for contact information for the Spark Call PSTN providers. Your partner or Cisco receive portal access to confirm the request.
- Step 2** Order additional PSTN/DIDs if necessary. Each location requires 2 DIDs (the main DID and a voicemail DID). Additionally, Webex Calling does not support toll free numbers (TFNs), so any tFN on Spark Call requires an additional DID to be forwarded.
-

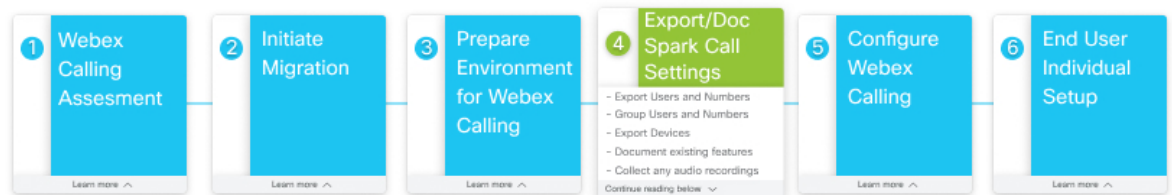


CHAPTER 4

Preserve Spark Call Configuration

- [Preserve Spark Call Configuration Workflow](#), on page 11
- [Export User List From Spark Call Organization](#), on page 11
- [Export Device List From Spark Call Organization](#), on page 12
- [Export Telephone Numbers List From Spark Call Organization](#), on page 13
- [Capture Service and General Settings for Spark Call Organization](#), on page 13
- [Capture Spark Call Organization-Wide Feature Configuration](#), on page 14
- [Prepare Bulk Device Import CSV Files](#), on page 20

Preserve Spark Call Configuration Workflow



Export User List From Spark Call Organization

Use Control Hub to export your user list and their Spark Call-related settings.

Step 1 From the customer view in <https://admin.webex.com>, go to **Users** and then click **Manage Users**.

Step 2 Click **Export user list**, read the prompt, and then click **Export**.

Note Gathering data for export may take a while. During this time, you cannot sign out or refresh your browser; if you do, the export is canceled.

The user list is exported as a comma-separated value (CSV) file and saved locally on your machine. The file contains relevant Spark Call configuration, such as the user's directory number and direct line.

- Step 3** Confirm that all users are configured with either or both an extension and DID number. If you identify any missing assignments, work with the Cisco services team to resolve the issue.

What to do next

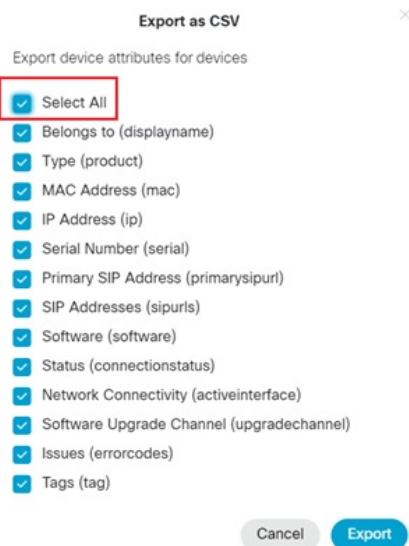
Keep the CSV file in an easy to remember place. You'll use this file when you reimport user settings into your Webex Calling organization.

Export Device List From Spark Call Organization

Use Control Hub to export the devices in your organization that are ready to migrate to Webex Calling. You'll download a CSV file that you can reference after you migrate to Webex Calling. The exported file contains devices associated with users and Workspaces in your organization.

- Step 1** From the customer view in <https://admin.webex.com>, go to **Devices**, check the check box next to **Product** to select all devices in the list, and then click **Export as CSV**.

- Step 2** Click **Select All** to check all of the device-related attributes to be included in the exported list.



The following are relevant to the migration process:

- **Belongs to (displayname)**
- **Type (product)**
- **MAC address (mac)**
- **IP address (ip)**
- **Serial number (serial)**


- Step 3** Click **Export**.
`devices.csv` is saved locally to your system. The file contains a list of devices that are associated with users and with Workspaces, along with the device attributes.



Note For devices associated with users in Spark Call, you can reimport them after Webex Calling is enabled and assign them to users with the MAC addresses that are included in the attributes. For devices in a Workspace, you must reassign the PSTN service (Room/Desk/Board devices in a Workspace) or recreate the devices before you can reassign the PSTN service (IP phones in a Workspace).

Export Telephone Numbers List From Spark Call Organization

Use this procedure to export existing telephone numbers from the Spark Call environment and prepare them for migration to the Webex Calling environment.

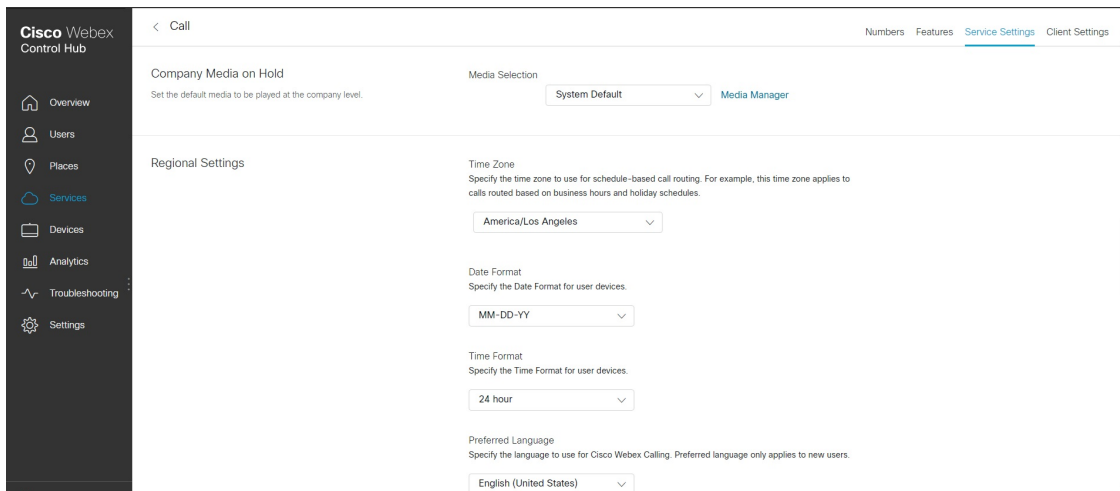
From the customer view in <https://admin.webex.com>, go to **Services**, click **Numbers**, and then click Export to CSV . This step creates a csv called “Exported_Lines”. The telephone numbers can then be used you create new locations for Webex Calling.

Spark Call is configured as a flat organization-wide service, whereas Webex Calling is configured based on locations. For numbers that you're bringing over to the new service, we recommend that you keep a record of where each number is located and map them to locations when you import them after migrating to Webex Calling.

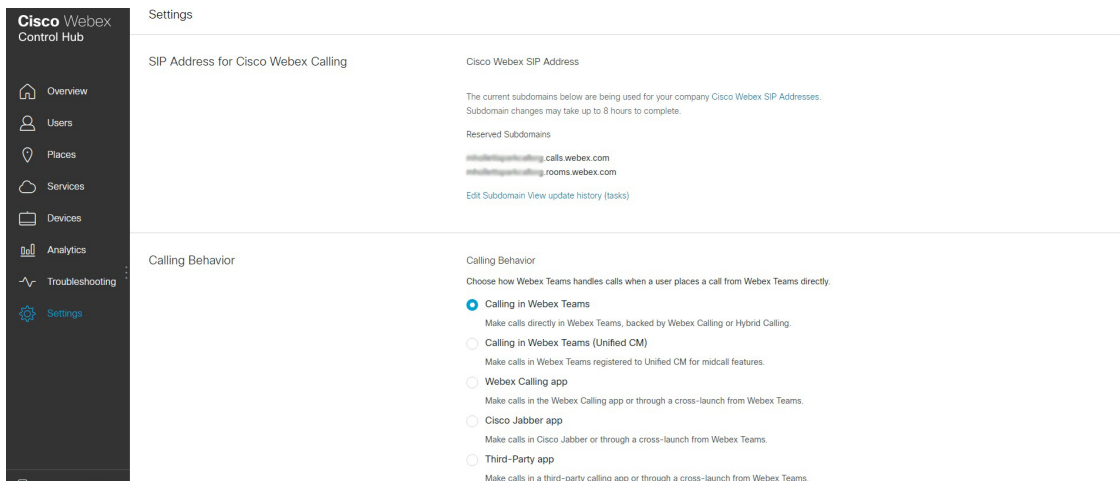
Capture Service and General Settings for Spark Call Organization

Confirm the various service and general settings for your Spark Call organization. You can take note of any existing configurations in Control Hub that you want to recreate in your Webex Calling organization.

- Step 1** From the customer view in <https://admin.webex.com>, go to the following locations, depending on the settings you want to check:
- **Services > Call > Service Settings** for Spark Call service-specific configuration, such as regional settings, dialing settings, company caller ID, and company voicemail.



- **Settings** for organization-wide configuration, such as SIP address settings, calling behavior settings, and other org-wide settings related to messaging, security, directory synchronization, and so on.



These settings should carry over, but we recommend capturing them so you can confirm they accurately appear in Control Hub with Webex Calling.

Step 2 Capture the on-screen configuration in a way that you can easily reference.

We recommend that you capture screenshots of the on-screen configuration so that you have a visual indication of the settings. We also suggest creating a spreadsheet that captures the Spark Call organization and general organization configurations. Screenshots give you a visual aid, and the spreadsheet ensures that you capture the specific configuration details.

Capture Spark Call Organization-Wide Feature Configuration

Confirm the various settings for your Spark Call organization-wide features. You can take note of any feature configurations that you want to recreate in your Webex Calling organization.

Before you begin



Caution You must manually capture your Spark Call feature configuration. The organization-wide features for Spark Call and Webex Calling are designed differently. You cannot directly export Spark Call organization-wide feature configuration and you cannot import existing configuration back into your Webex Calling-enabled organization.

Step 1 From the customer view in <https://admin.webex.com>, go to **Services** and then click **Features** from the Call card. Any features that you configured appear: Auto Attendant, Call Park, Call Pickup, Hunt Group, and Paging Group.

Step 2 Click the cards for features that you want to document.

Step 3 Manually capture the on-screen configuration in a way that you can easily reference. Make sure you go through every single subsection of each feature to capture all of the configuration.

Tip We recommend that you capture screenshots of the on-screen configuration so that you have a visual indication of the settings. We also suggest creating a spreadsheet that captures the Spark Call feature configurations. Screenshots give you a visual aid, and the spreadsheet ensures that you capture the specific configuration details.

See these screenshots for example configuration that you need to capture. Some screenshots show a red arrow, indicating that you must scroll down in Control Hub to capture more settings.

Figure 1: Example Auto Attendant Screenshot

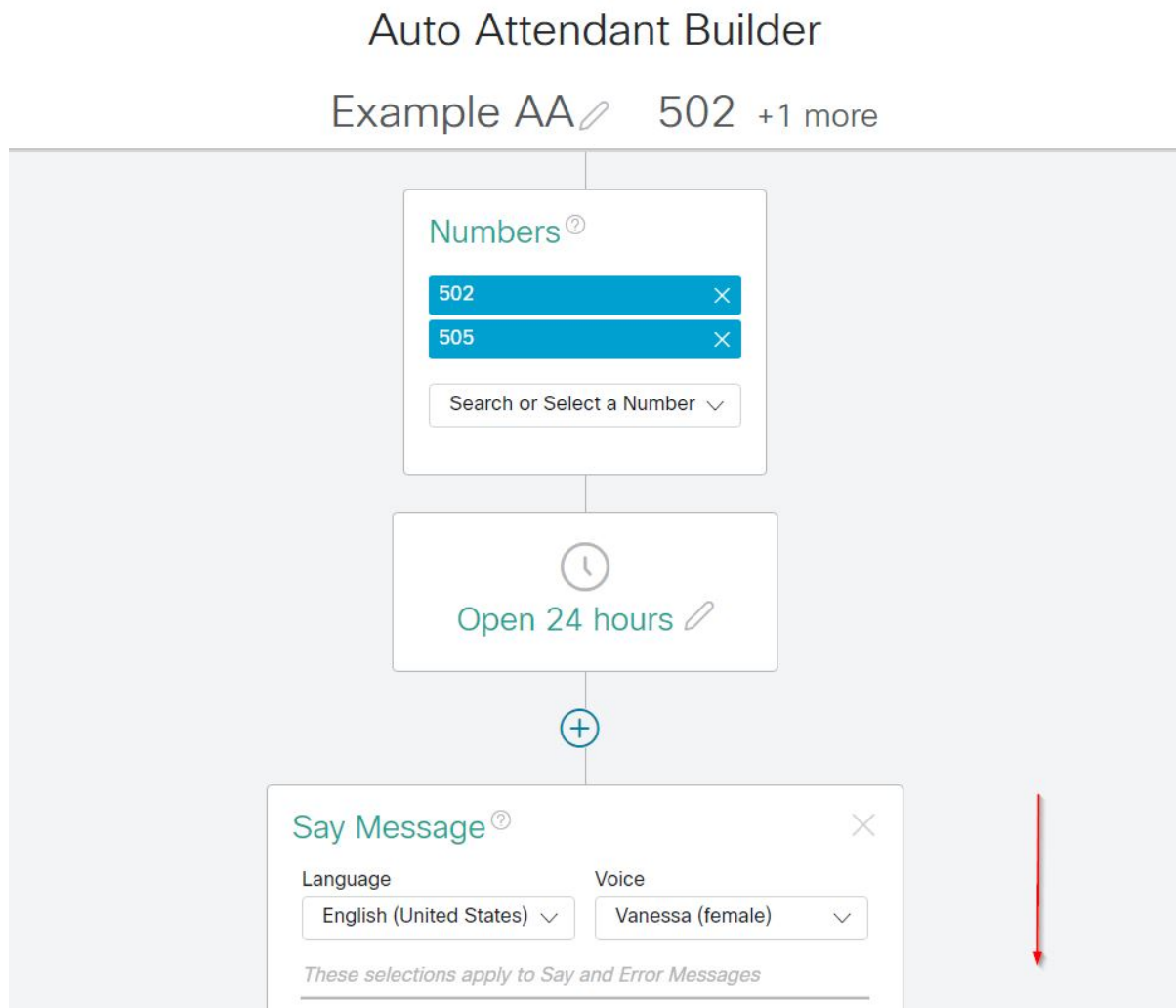


Figure 2: Example Call Park Screenshot

< Test call Park

Call Park Settings

Call Park Name

The call park name appears on the call park members' devices

Test call Park
✖

Call Park Number

Select a single extension number or number range

510

to

519

Single Park Number

Call Park Reversion

Call Reversion Rule

If the call is not answered, send it to this destination

Person who parked the call
 Another destination

Call Reversion Timer

If the call is not answered, send it to the reversion destination after the following wait time

120

Seconds

Members

Call Park Members

These users or places' devices will be part of this call park

Select Members

Search Members

Figure 3: Example Call Pickup Screenshot

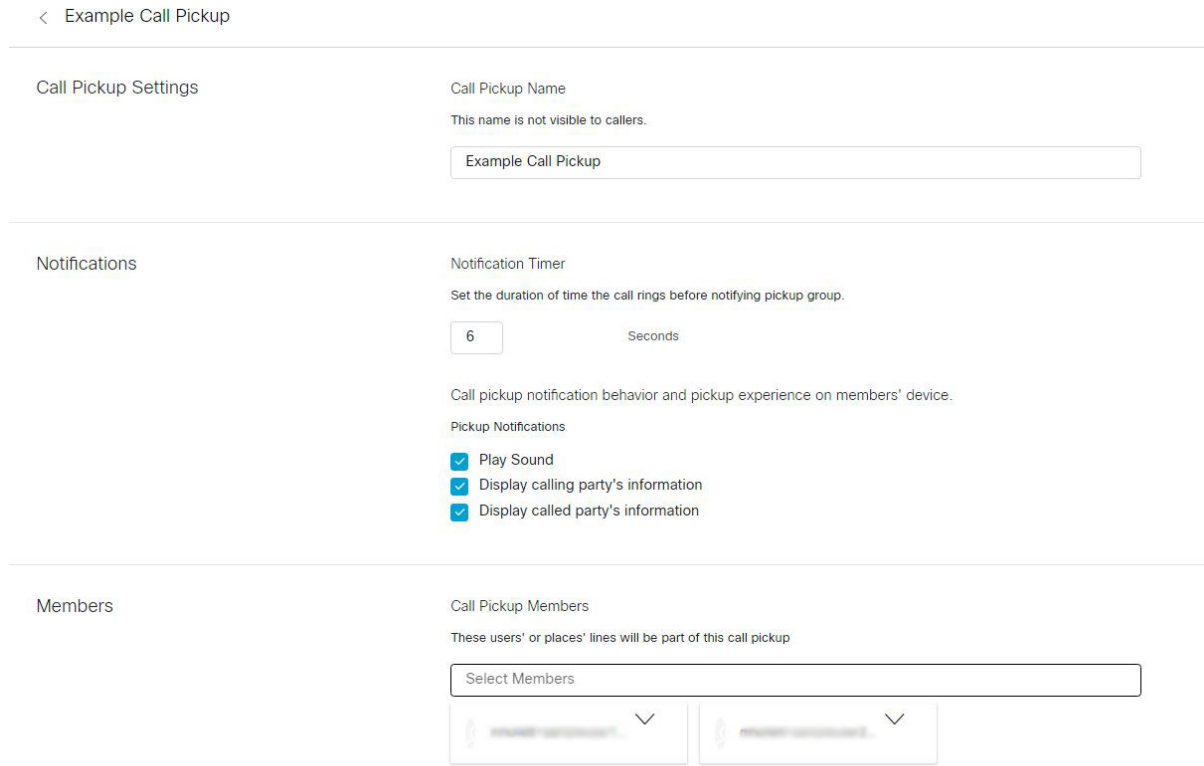


Figure 4: Example Hunt Group Screenshot

< Example Hunt Group

Hunt Group Settings

Hunt Group Name
Name callers will see when alerted.

Hunt Group Numbers

Call Settings

Member's Max Ring Time
Maximum amount of time a member's line will ring before it is sent to the next number.
 Seconds

Caller Max Wait Time
Maximum amount of time caller will wait before being sent to fallback destination.
 Minutes

Fallback Destination

Fallback Destination Rule

- Fallback Destination**
Always use fallback destination number in all scenarios.
- Alternate Fallback Destination**
Always use alternative fallback destination number in all scenarios.
- Automatic**
System automatically will switch between fallback destination during call-no-answer and alternative fallback destination during local network outage.

Fallback Destination Number
Calls are sent to this number if not answered by any of the members




Figure 5: Example Paging Group Screenshot

< Example Paging Group

Paging Group Settings

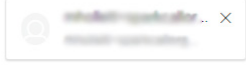
Paging Group Name

Paging Group Number
 When this number is called, the Paging Group will be called.

Members

Select the users or places that will be paged. Members of the paging group must have a desk phone to originate and/or receive group pages.

Paging Group Members



1 Members

Intitiators

These are the devices that will be allowed to page this group. The devices need to be in the same multicast group.

Paging Group Initiators

All Users and Places
 All Paging Group Members
 Custom

Note Any audio files (such as Auto Attendant greetings) that were previously uploaded for Spark Call do not migrate over to Webex Calling. You also cannot download the audio files from Control Hub. You must retain the original files and reupload them to Control Hub after you migrate over to Webex Calling and recreate feature configuration.

Prepare Bulk Device Import CSV Files

Control Hub provides a CSV template that you can use to arrange your device information for bulk upload to the Webex Calling environment. Use this procedure to create CSV files for each location and upload IP phone configuration for users and Workspaces.



Note Room/Desk/Board devices in a Workspace continue to be available when you move over to Webex Calling, but you'll need to reconfigure them with PSTN service in a separate procedure.

Step 1 Create one CSV template for each location that you'll create in Webex Calling. Use this naming convention: <company name>_<location name>.csv

Step 2 For user devices, populate the fields using the following format:

- **Username**—Enter the User ID in email format.
- **Type**—Enter **USER**.
- **Directory Number**—Leave this field empty.
- **Direct Line**—Leave this field empty.
- **Device Type**—Enter **IP**.
- **Model**—Enter the Phone model (for example, Cisco 8865)
- **MAC Address**—Enter the MAC of the phone (format AABBCCDDEEFF).
- **Location**—Enter the Location name (For example, Main HQ).

Users and their configuration carry over from the Spark Call environment, so you don't have to enter a Directory Number or Direct Line.

Step 3

For IP phones in a Workspace, populate the fields using the following format:

- **Username**—Enter the name of the Workspace (for example, Kitchen).
- **Type**—Enter **PLACE**.
- **Directory Number**—Enter the extension number.
- **Direct Line**—Enter the direct inward dialing (DID) number.
- **Device Type**—Enter **IP**.
- **Model**—Enter the Phone model (for example, Cisco 8865)
- **MAC Address**—Enter the MAC of the phone (format AABBCCDDEEFF).
- **Location**—Enter the Location name (For example, Main HQ).

Unlike user phones, configuration for phones in Workspaces does not carry over from the Spark Call environment. Assigning directory number and direct line to Workspaces is a required step to reintroduce that configuration to the Webex Calling environment.

Use this screenshot as an example for what a completed CSV template might look like. This example contains IP phones for both users and Workspaces, corresponding configuration, and the location to assign them to.

Figure 6: Example of Bulk CSV Template With User and Workspace Devices for One Location

	A	B	C	D	E	F	G	H
1	Username	Type	Directory Number	Direct Line	Device Type	Model	MAC Address	Location
2	user1@example.com	USER			IP	Cisco 8865	XXXXXXXXXXXX	Example Location 1
3	place1@example.com	PLACE	3001		2065550101 IP	Cisco DECT 210 Base	XXXXXXXXXXXX	Example Location 1
4	user2@example.com	USER			IP	Cisco 8865	XXXXXXXXXXXX	Example Location 1
5	user3@example.com	USER			WEBEX		XXXXXXXXXXXX	Example Location 1
6	place2@example.com	PLACE	3004		2065550104 IP	Cisco 8841	XXXXXXXXXXXX	Example Location 1
7	place3@example.com	PLACE	3005		2065550105 WEBEX		XXXXXXXXXXXX	Example Location 1
8	place4@example.com	PLACE	3006		2065550106 WEBEX	Cisco 8865	XXXXXXXXXXXX	Example Location 1



CHAPTER 5

Configure Webex Calling

- [Before You Begin](#), on page 23
- [Configure Webex Calling Workflow](#), on page 24
- [Configure First Time Setup, Locations, and PSTN Service](#), on page 24
- [Determine PSTN Functionality for Room Devices in a Workspace](#), on page 25
- [Migrate Enterprise Phones to Webex Calling](#), on page 26
- [Configure Webex Calling Organization Features](#), on page 27
- [Assign Webex Calling, Locations, and Numbers to Users](#), on page 27
- [Prepare for Cutover](#), on page 28

Before You Begin



Important

Before you configure Webex Calling in your organization, you must ensure that you coordinated with the Cisco services team. They need to first apply configuration in the backend that points your Control Hub organization to Webex Calling and away from Spark Call.

If you confirmed with Cisco that this backend configuration is set, then you can safely run the First Time Setup Wizard and configure Webex Calling. (If not yet set, Control Hub shows an error if you try to run the wizard.)

Also, after the team sets the backend configuration, your Spark Call subscription and related settings are no longer available. Make sure you followed all of the steps in the previous section ([Preserve Spark Call Configuration](#), on page 11).

Configure Webex Calling Workflow



Configure First Time Setup, Locations, and PSTN Service

After your Cisco Webex Calling licenses are applied to your organization, you receive a welcome email, from which you can create your administrator credentials, sign into Control Hub, and set up your organization's services. This task walks you through how to set up your basic Calling service settings in the First Time Setup Wizard.

-
- Step 1** Set up initial calling settings—provisioning country, default location, license assignment, PSTN provider, phone number entry, and location number assignment.
Use [Set Up Calling Settings in First Time Setup Wizard](#) for specific steps.
- Step 2** Add more locations to contain specific configuration (licenses, users, numbers, PSTN) for your branches or satellite locations.
Use [Add Location](#) for specific steps.
- Step 3** Configure a dial plan with internal and external dialing.
Use [Configure Your Webex Calling Dial Plan](#) for specific steps.
- Step 4** If you chose local gateway for the PSTN provider, add the local gateway to a location if it's ready.
Use the following documents for specific steps:
- [Configure Local Gateway on IOS-XE for Webex Calling](#)
 - [Configure Unified CM for Webex Calling](#)
 - [Create a Local Gateway in Control Hub](#)
-

Determine PSTN Functionality for Room Devices in a Workspace

Use this procedure to configure Room/Desk/Board devices in Workspaces for your new Webex Calling organization.

Before you begin


- Partners must order the required number of Webex Calling Common Area licenses.



Note If your subscription is under the Named User model, and you're ordering only Video Device registration licenses, manual intervention is required to ensure that Common Area licenses are provisioned properly. Work with your partner or Cisco contact.

- Partners must coordinate with IntelPeer or the applicable Preferred Media Provider to schedule reconfiguring the customer PSTN traffic from Spark Call to Webex Calling trunks.
- Follow all the required first time setup and location configuration.

Procedure

- Workspaces with Room/Desk/Board Devices without PSTN**—Nothing is required since these devices are enabled with Free Calling. If you want to add PSTN, enable the Workspace with Webex Calling, then assign a number and/or extension.
- Workspaces with Room/Desk/Board Devices with PSTN**—You must convert the Spark Call licenses to Webex Calling. Change the call service to Free Calling to remove the phone numbers from the devices, then change the call service to Webex Calling to re-provision the phone number on Webex Calling for the devices. The PSTN must also be ported from the Preferred Media Provider trunk to a Webex Calling trunk or to another PSTN provider.
 - From the customer view in <https://admin.webex.com>, go to **Workspaces**, search for the Workspace enabled for Spark Call, and then open it.
 - Go to Calling and click the cogwheel , choose **Free Calling (default)**, and then click **Save**.

This step does not delete the Workspace in Control Hub. This step removes Spark Call functionality (such as PSTN access through a cloud preferred media provider) from the Cisco Webex devices in the Workspace. Any devices in the remaining Workspace can still support the features that come with free calling, specifically SIP dialing and pairing to the Webex app.

After you migrate to Webex Calling, you can use the procedure in [Configure and Manage Webex Calling Devices](#) to reenable these Workspaces with PSTN service through Webex Calling.

- Workspaces with Phones**—Workspaces with Phones using Spark Call are covered by the previous bulk CSV procedure.
 - Go to **Devices**, choose phone devices, and then **Export as CSV**. (As covered in [Export Device List From Spark Call Organization, on page 12.](#))

Export Workspaces with Phones using the Devices export function. This provides the Workspaces name and associated Device.

- b) Capture Numbers associated to Workspace Phones. You must do this manually. We recommend adding a column to the Devices export file to keep record of phone number associations.
- c) Bulk add Workspaces using bulk devices upload. See [Add and Assign Devices in Bulk](#) for guidance.

Migrate Enterprise Phones to Webex Calling

As a partner, you can use the My Cisco Entitlements (MCE) to request migration licenses that move supported phones with enterprise firmware (the firmware used on Spark Call) over to multiplatform phones (MPPs, the firmware used on Webex Calling).

Multiplatform phone (MPP) firmware enables the Cisco IP Phone 6800, 7800, and 8800 Series to work with Cisco Webex Calling

Before you begin

- Verify if the hardware version and models are eligible for the migration. Please see [Firmware Migration \(Overview\)](#) for more details.
- Get a record of the existing phone MAC addresses by exporting them from Devices in the customer view in Control Hub. See [Export Device List From Spark Call Organization, on page 12](#).
- Ensure that your phones are running the latest enterprise firmware version. The minimum required version is 12.5(1)SR2. You can use the features of Cloud Upgrader (<https://upgrade.cisco.com>) to upgrade your 78xx or 88xx phones to the required version.

Step 1 Go to <https://mce.cisco.com> and follow the steps to obtain migration licenses.

See [How to Use My Cisco Entitlements \(MCE\)](#) for more information.

Note Depending on your account, you may be directed to the Product Upgrade Tool (PUT). If you use PUT (<https://upgrad.cloudapps.cisco.com/gct/Upgrade/>) for product upgrades, see the [PUT Reference Guide](#) and this video on [How to Place an Upgrade Order](#).

Step 2 After you obtain the migration licenses, go to <https://upgrade.cisco.com>, click **Enterprise->Webex Calling/MPP** under **Migration services**, and then click **Step 1. Hardware and Licenses**.

The licenses are required to authorize and validate your eligibility to migrate the firmware. They are included in a Webex Calling subscription (Collaboration Flex Plan) but must be requested and tied to the MAC addresses (one file per phone/MAC). See [Appendix A](#) and [Appendix B](#) for more details.

Once you obtain the license files, upload them on this screen. The following types of files are allowed to be uploaded:

- A single file per phone (.lic extension)
- A bundle of license files (.zip archives with multiple .lic files)
- Only ZIP archives are allowed and the maximum size is 30 MB

Step 3 Click **Step 2. Network and Firewall** and then follow the instructions.

If your firewall supports URL filtering, white list the following URLs:

- cloudupgrader.webex.com, ports: 6970/443
- activate.cisco.com (MAC-based activation), ports: 443

- **activation.webex.com (Code-based activation)**, ports 443

Please see [Webex Calling Port Information](#) for other ports and URLs/IP addresses that are required to successfully register your phones to Webex Calling.

Step 4 Click **Step 3. Migration Method** and then follow the steps on screen for MAC-based activation.

When adding MPP devices in Webex Control Hub, you can provide the MAC address of the device so that it registers to the cloud. We recommend this method because you can bulk assign MAC addresses to users and your users don't need to perform any additional steps. For more details, refer to [Configure and Manage Webex Calling Devices](#).

Configure Webex Calling Organization Features

After your organization is provisioned for Webex Calling licenses and you set up locations, you're ready to set up organization-wide features.

Before you begin

Open any reference materials (documentation or screenshots) that you extracted from your previous Spark Call feature configuration.



Note While Spark Call and Webex Calling share some features, they are designed differently. You may have to make adjustments to your configuration steps as you set up the new Webex Calling features.

Step 1 From the customer view in <https://admin.webex.com>, go to **Services**, and then click **Features** from the **Call** card.

Step 2 Click **New Feature**, choose the feature that you want to create or recreate, and then follow the setup instructions on screen.

Use [Set Up Your Webex Calling Features](#) for specific steps to follow in Control Hub and the Calling Admin Portal.

Assign Webex Calling, Locations, and Numbers to Users

Use this procedure to assign the Webex Calling service, a location, and a number to users in your organization.

Choose a service, location, and number assignment method:

- To enable individual users for Webex Calling, use [Edit Service Licenses in Cisco Webex Control Hub for Individual Users](#). To configure numbers, use [Add Numbers to a User](#).
- To enable users in bulk for Webex Calling (and you can also assign a location and number with this option), use [Modify Users in Cisco Webex Control Hub with the CSV Template](#).

- If you use Cisco Directory Connector, to enable all users in your organization, use [Assign Cisco Webex Services to Directory Synchronized Users in Cisco Webex Control Hub](#). For numbers and locations, use either the individual or bulk assignment options.

End users in your organization can continue to use their Webex accounts after you migrate to Webex Calling. You can use this high level flow to guide them on the process if they need help.

- Users receive email invites to create accounts that give them access to <https://settings.webex.com>—For Webex Calling, this portal cross-launches to the Calling User Portal (CUP) where users can self-serve and configure their own settings.
- Users can then reauthenticate with Webex.
- If enabled for a cross launch to the Webex Calling app for advanced features, they can install the app and sign in with the same credentials. See [Install the Webex Calling App](#) for guidance.

Prepare for Cutover

- Step 1** Schedule forwarding from Toll Free numbers to a Webex Calling DID, if necessary.
 - Step 2** Notify PSTN of numbers migrating and time of migration at least 48 hours in advance of cutover. Additional notice required for after hours/special circumstances.
 - Step 3** All users are required to log out of Webex1.
 - Step 4** Work with the Cisco services team to confirm on-site contact persons and contact method for each location.
 - Step 5** Use Control Hub to deploy any new phones as necessary for unsupported device replacements or new Webex Calling users.
-

What to do next

The Cisco Services team initiates a transition firmware load so that the phones are on the appropriate firmware for Webex Calling.

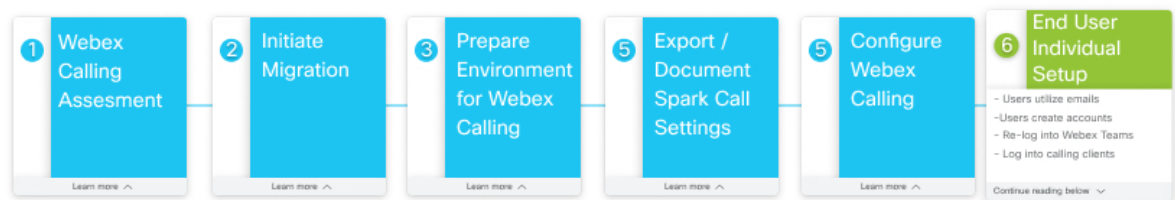


CHAPTER 6

Configure End Users

- [Configure End Users Workflow](#), on page 29
- [Individual End User Setup](#), on page 29

Configure End Users Workflow



Individual End User Setup

You can guide your users through this setup flow now that your organization is set up for Webex Calling.

- Step 1** Users utilize new password/PIN from welcome emails to access the Calling User Portal through <https://settings.webex.com> to reconfigure voicemail and other features.
- If using SSO, you can suppress this email notification. Determine if you require these notices to be delivered.
- Step 2** Users can re-sign into Webex.
- Step 3** Users can download and sign into the Webex Calling app soft client (mobile, desktop, or tablets), if they're set up for the cross launch functionality.

