# Migrate phones to Webex Calling

## Hands-free options powered by Cloud Upgrader

February 2020

# Agenda list

- Migration process overview

- Example workflows

- Resources

# Migration process overview

## Check eligibility

- Check device eligibility (see Table 1 in the overview section)
- Check your subscription for eligible Webex Calling SKU (see Table 4 in the FAQ section)

## Order licenses

- Appendix A: How to place an order
- Appendix B: Generate licenses for your devices

## Set up and prepare

- Upload licenses to the Cloud Upgrader tool
- Add devices to the Webex® Calling portal
- [Only for UCM registered phones] Upgrade phones to the latest firmware
- [Optional] Set up DHCP options if staging the phones

## Migrate phones

- Upgrade phones to migration firmware by following instructions on Cloud Upgrader tool
- Upgrade via UCM or use a setup with DHCP options
- After upgrading to migration firmware, the rest is automatic

# Migrate to Webex Calling – UCM registered phones

1. Upload the license zip file to Cloud Upgrader

2. Add devices to the Webex® Calling portal via an activation code or MAC address

3. Upgrade phones to latest firmware as per Cloud Upgrader instructions

4. Upgrade phones to migration firmware* as per Cloud Upgrader instructions and the rest of the migration should be automated

*After the phones are upgraded to migration firmware, you can no longer manage them from the UCM

# Migrate to Webex Calling – Phones' staging facility

1. Upload the license zip file to Cloud Upgrader

2. Add devices to the Webex® Calling portal via an activation code or MAC address

3. Set DHCP options as per Cloud Upgrader instructions

4. Plug in the phone, reset security settings* and the rest of the migration should be automated

*If phones were previously registered to UCM, it may require security settings reset

# Migrate to Webex Calling manually

1. Upload the license zip file to Cloud Upgrader

2. Add devices to the Webex® Calling portal via an activation code or MAC address

3. Change Alt TFTP on the phones as per Cloud Upgrader instructions

4. Erase trust list if prompted, and the rest of the migration should be automated

# Resources

- [Phone Firmware Migration detailed guide](#)

- Cloud converter – [https://upgrade.cisco.com](https://upgrade.cisco.com)

- Do it yourself

  - [Enterprise to MPP conversion guide](#)

  - [Phone Firmware Migration Bulk Provisioning guide](#)