

Convert an Enterprise Phone to Use Webex Calling

Objective

In this article, steps will be shown to convert an Enterprise Phone to use Webex, as well as getting registered to use Cisco's Cloud Based Voice over IP (VoIP) system, Webex Calling, once that side has been set up. This article highlights the manual migration method recommended for a PoC/lab or a small number of phones that need to be migrated.

Applicable Devices | Firmware Version

- Cisco Enterprise Phone 7811, 7821, 7841, and 7861 | 10.3.1.12
- Cisco Enterprise Phone 7832 | 12.5.1.16
- Cisco Enterprise Phone 8811, 8841, 8851, and 8861 | 10.3.1.20
- Cisco Enterprise Phone 8832 | 10.0.1.12
- Cisco Enterprise Phone 8845 and 8865 | 10.3.2.16

Introduction

Webex Calling, sometimes abbreviated as WxC, integrates the normal Cloud PBX functionality that you would expect, such as phone functionality, on hold music, call transfers, conference calling, etc.

The Webex infrastructure provides meetings, conference room systems, instant messaging, duo authentication, and more. Webex calling functionality is vast and varied, but this article focus is specific to the process of getting phones provisioned to Webex calling so you can register to a configured Webex Calling Infrastructure.

If you need assistance with the configuration of Webex Calling, like setting up phone numbers, users, hunt groups, or anything other than provisioning the phone, contact the [WebEx Calling support team](#) for assistance.

There are two websites utilized for this process:

1. Webex Control Hub: admin.webex.com
 - Create account
 - Enter information
 - Register phone
 - Management location moving forward
2. Cloud Upgrader: upgrade.cisco.com

- Prerequisites for network administrator/person responsible for the migration
- Migration Assistant that explains what to enter into the phone itself

Prerequisites


Before you can migrate and register a phone, your network administrator needs to set up the organization for Webex calling, including creating users and workspaces.

The management interface is located at <https://admin.webex.com>, and can be accessed once the account has been created. The prerequisite list can be found under **Updates & Migrations > Migrate Enterprise phones to MPP (MPP) firmware**.

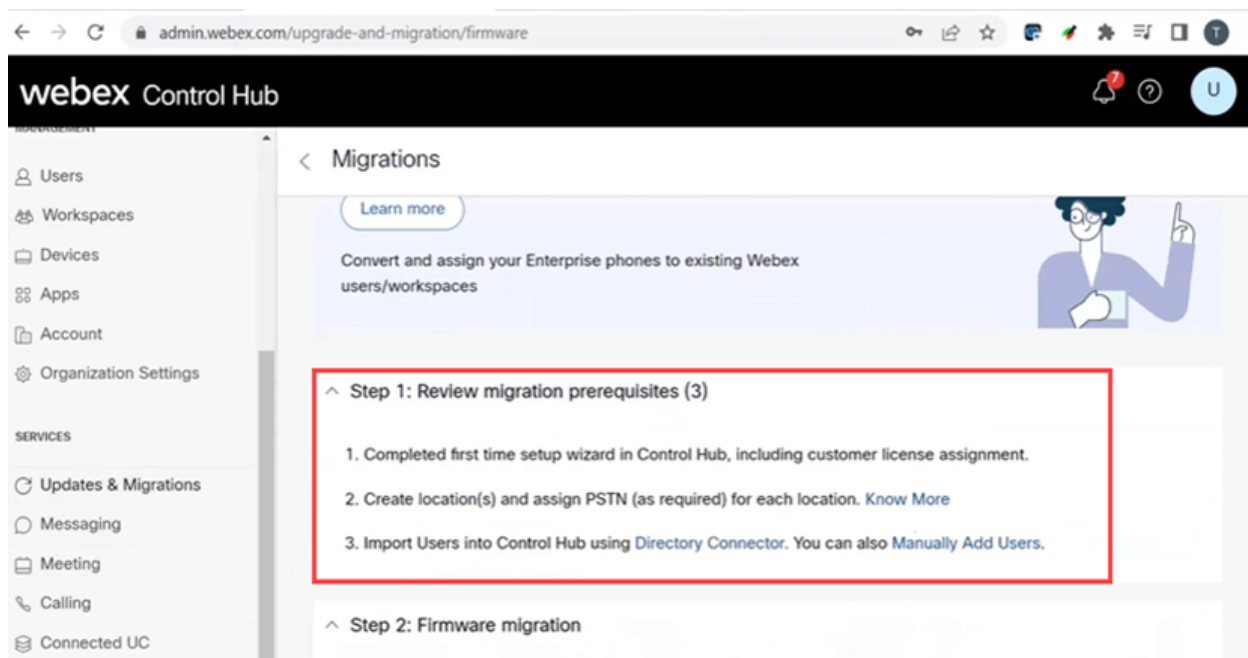
Please check the following link for minimum enterprise phone firmware before starting the firmware migration procedure: https://upgrade.cisco.com/e2m_converter_wxc.

Make sure your phone is running the minimum enterprise firmware version as per the table below:

| Device Type | Firmware Version |
|---------------------|------------------|
| 7811/7821/7841/7861 | 10-3-1-12 |
| 7832 | 12-5-1-16 |
| 8811/8841/8851/8861 | 10-3-1-20 |
| 8832 | 12-0-1-12 |
| 8845/65 | 10-3-2-16 |

To check which phone model and firmware you have, press  and select **Product Information**.

The **Step 1** tab shows these prerequisites.



The screenshot shows the Webex Control Hub interface. The main content area is titled 'Migrations' and includes a 'Learn more' button. Below this, there is a description: 'Convert and assign your Enterprise phones to existing Webex users/workspaces'. A red box highlights 'Step 1: Review migration prerequisites (3)' which contains three numbered items:

1. Completed first time setup wizard in Control Hub, including customer license assignment.
2. Create location(s) and assign PSTN (as required) for each location. [Know More](#)
3. Import Users into Control Hub using [Directory Connector](#). You can also [Manually Add Users](#).

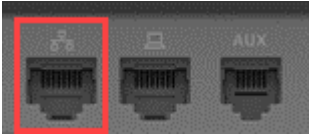
Below this, 'Step 2: Firmware migration' is partially visible.

Configuration Steps

Connect the phone to your Network

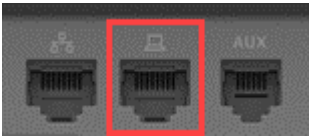
Step 1

Connect the LAN port of the phone to your network, typically a LAN port on a router or switch. If your phone uses Power over Ethernet, use a PoE port on your switch.



Step 2

Optionally, connect the access port of the phone to your computer with Ethernet cables.



Step 3

If your phone needs power besides with PoE, connect the phone to an outlet.

Create Your Webex Control Hub Account

You will be emailed an invitation to set up your Webex Control Hub account. You will be given a username for login. Enter a password. Take note of the complete username and password.



Collaboration just got easier

Welcome to Webex!

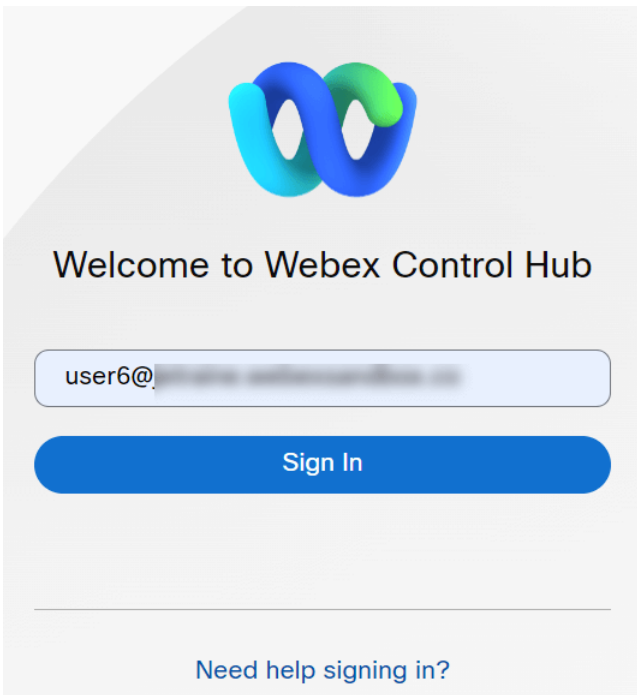
[Redacted] is using Webex to collaborate in one place, from anywhere - with a seamless calling experience. Click on the link below to activate your account.

Activate

Migrate Your Phone and Get Connected

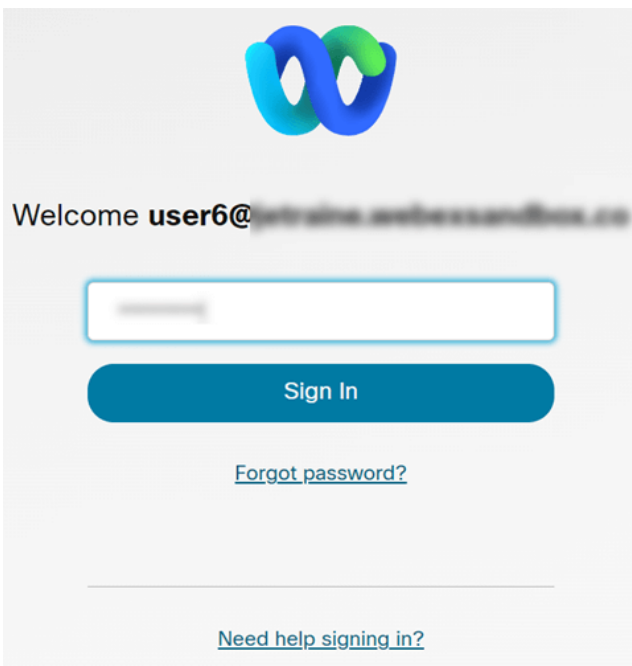
Step 1

Navigate to <https://admin.Webex.com/login>. Enter the administrator's username and click **Sign In**.



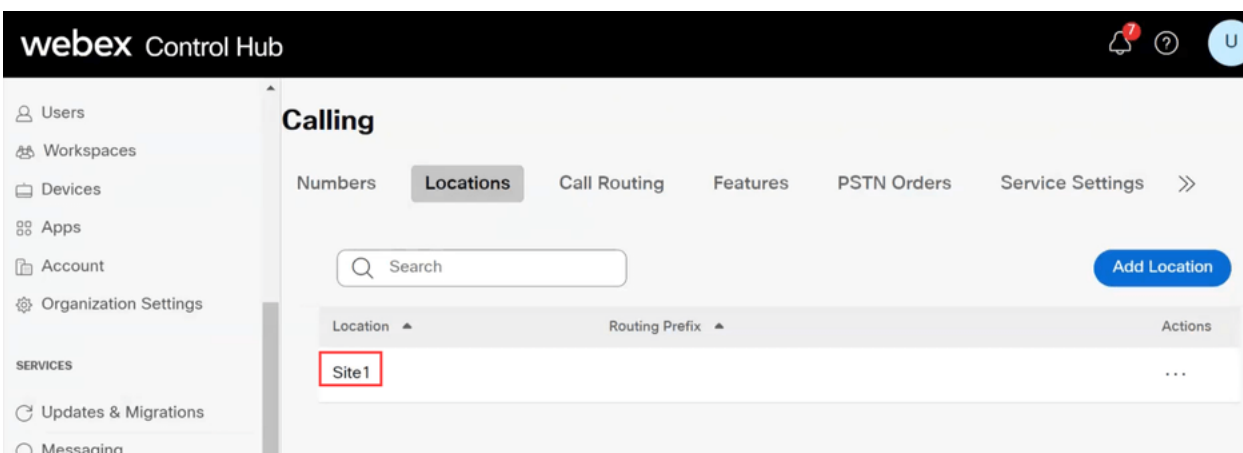
Step 2

Enter the password and click **Sign In**.



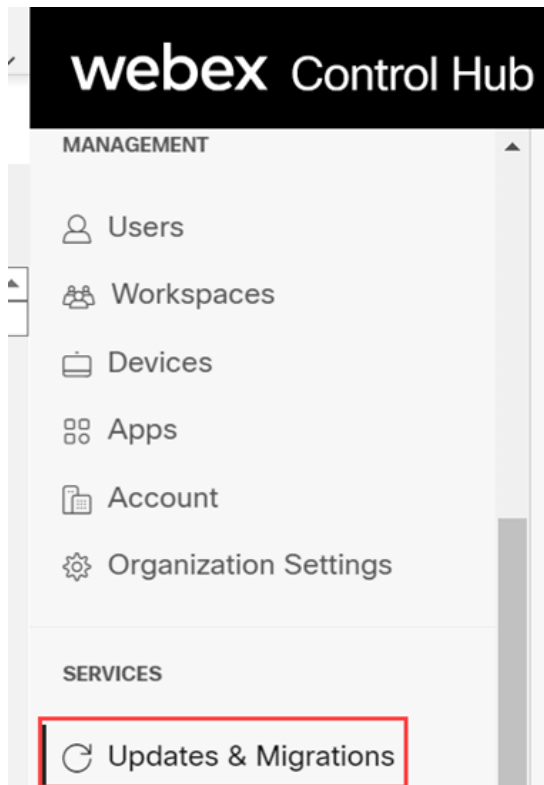
Step 3

Navigate to **Calling**. Take note of the Location. You will need to enter this name exactly in a later step.



Step 4

Scroll down and click on **Updates & Migrations**.



Step 5

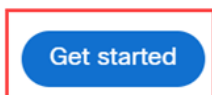
Select **Migrate Enterprise phones to Multiplatform (MPP) firmware**.

Migrate Enterprise phones to Multiplatform (MPP) firmware

Convert and assign your Enterprise phones to existing Webex users/workspaces.

How this works

- ✓ Automate phone migration license creation and delivery.
- ✓ Auto-register your devices to Webex calling.



Step 6

Select **Start New Task**.

Step 1: Review migration prerequisites (3)

Step 2: Firmware migration

Search Filter by status 10 tasks

| Task ... | Last modified | Modified by | Status | Devi... | Errors |
|----------|------------------|-----------------|---------------------|---------|--------|
| Con... | 2023-09-20 10:00 | admin@webex.com | Ready for migration | 1 | None |

Step 7

Enter a **Task Name** and **Migration option**. Click **Next**.

admin.webex.com/upgrade-and-migration/firmware

New Migration Task

Task Name Add Devices Verify Devices

Task Name
Give a name to your task. You may use a combination of cluster name, date of creation, user type etc to easily recognize your task.

Migration option
Select between generating a license and adding device or just generating a license.

Step 8

Select **Download CSV template**.

admin.webex.com/upgrade-and-migration/firmware

8865 Phone

Task Name Add Devices Verify Devices

Add Enterprise Devices

Download and edit the CSV template file, and then upload the edited version to add devices.
Ensure your enterprise phone firmware version is 14.1(1) or higher.

Upload

Drag and drop your CSV file here or click to browse
Maximum 1000 devices allowed

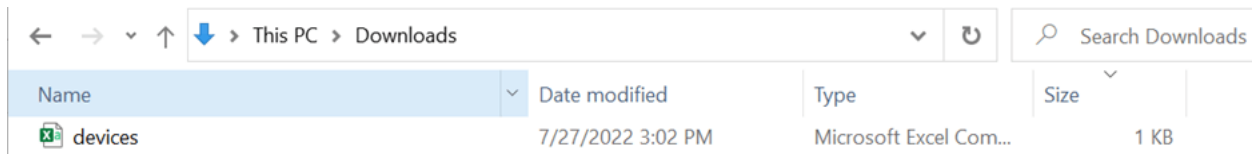
Download Template Files

If your CSV file contains Unicode characters (e.g. æ, ø, ð, i, ü, ß), import your file in the UTF-8 format. [Learn more](#).

Need help? [Step-by-step instructions](#)

Step 9

Open this template from your Downloads folder.



Step 10

The template shows some examples.

| | A | B | C | D | E | F | G | H | I |
|---|-----------|---------|-----------|-----------|---------------|------------|--------------|------------|---|
| 1 | Username | Type | Extension | Phone Num | Device Typ | Model | MAC Addr | Location | |
| 2 | archer1@ | USER | | | IP | Cisco 8865 | AB0971FA2967 | | |
| 3 | Barn | WORKSPA | 1000 | | IP | Cisco DEC | 571432DD | Richardson | |
| 4 | archer2@ | USER | | | IP | Cisco 8865 | | | |
| 5 | archer3@ | USER | | | WEBEX | | | | |
| 6 | Shed | WORKSPA | 1001 | | IP | Cisco 8841 | | Richardson | |
| 7 | Ranch Hou | WORKSPA | 1002 | | WEBEX | | | Dallas | |
| 8 | Game Roc | WORKSPA | 3000 | 2.14E+09 | WEBEX_CALLING | | | Dallas | |
| 9 | | | | | | | | | |

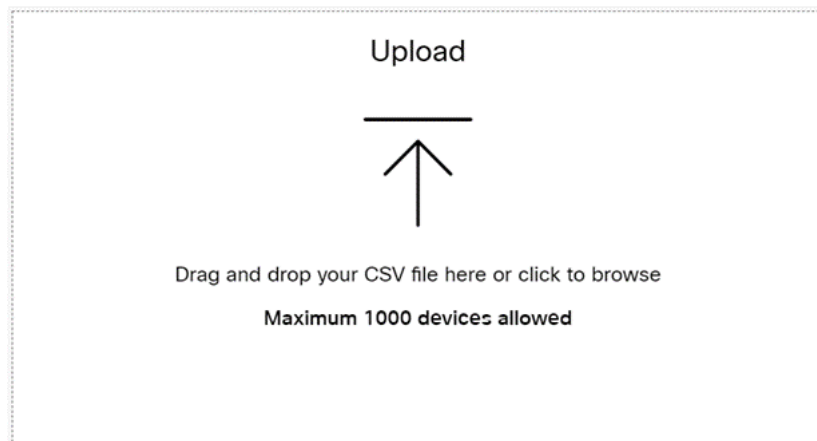
Enter your user information.

- You will need to enter the entire username/email that you use to log into Webex Call Hub.
- If the phone will be assigned to a specific user, as in this example, you do not need to enter the extension or phone number. If the phone will be located in a workspace, you will need to enter the extension.
- The MAC address should not have colons.
- The Location needs to match the official name exactly and is case sensitive.
- Delete the other entries.
- Save with a file name you will remember as a CSV file

| | A | B | C | D | E | F | G | H |
|---|----------|------|-----------|-----------|------------|------------|-------------|----------|
| 1 | Username | Type | Directory | Directory | Device Typ | Model | MAC Address | Location |
| 2 | user6@, | USER | | | IP | Cisco 8865 | 2C3: | Site1 |

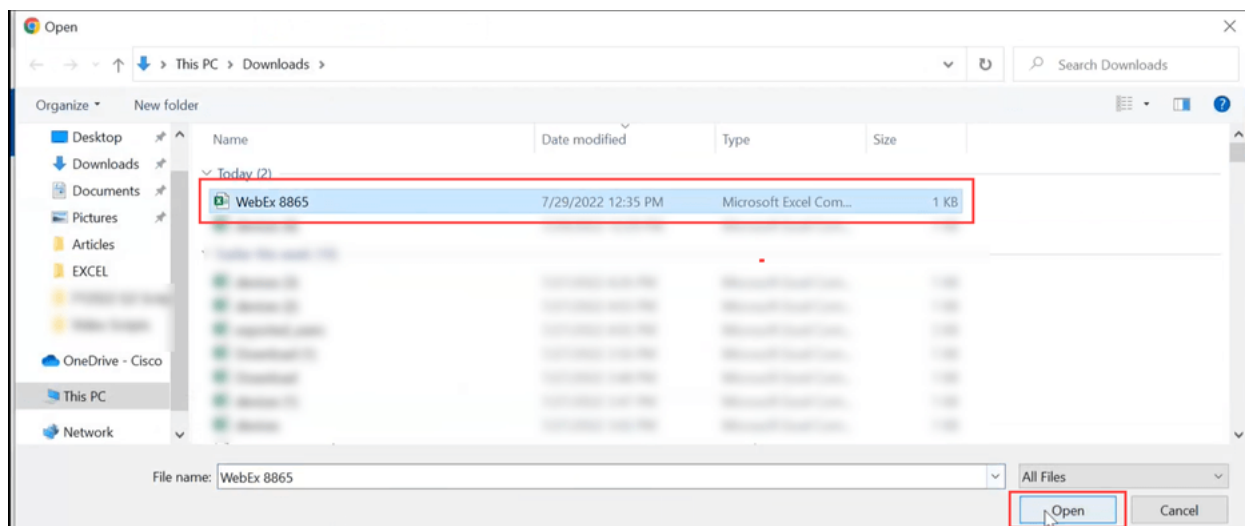
Step 11

On the Upgrade and Migration page, click **Upload**.



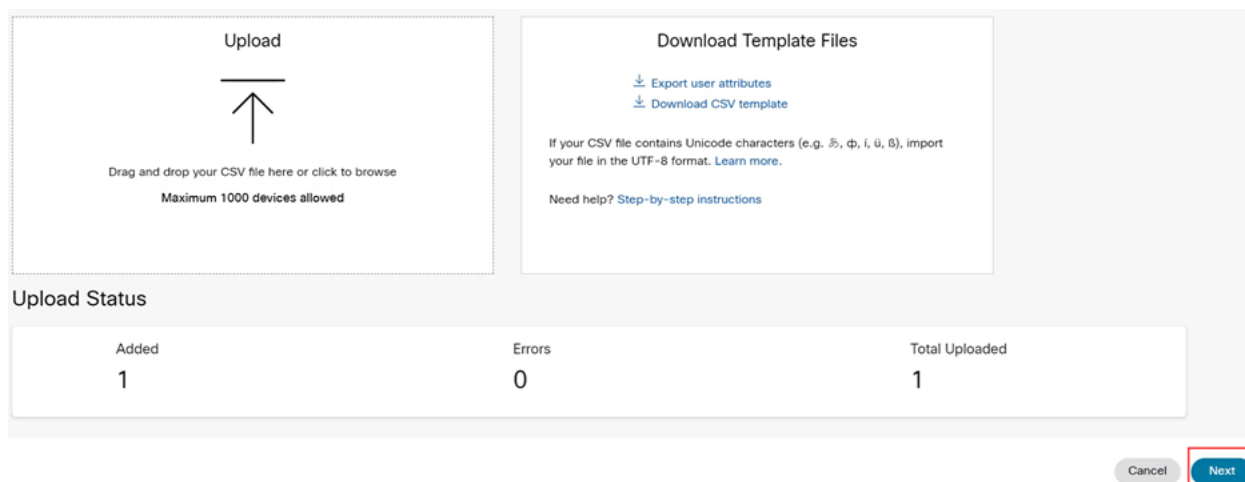
Step 12

In your *Downloads* folder, select the file you just saved that only includes the headings and your details. Click **Open**.

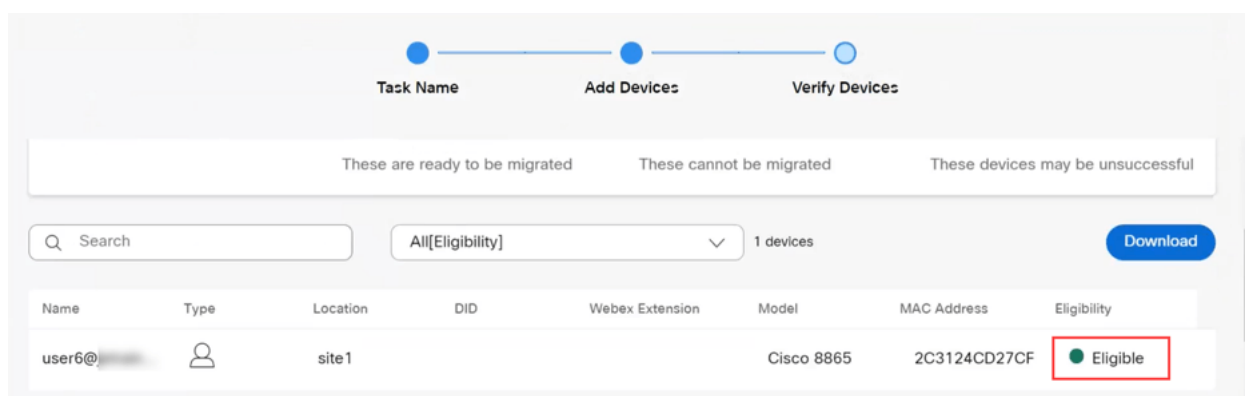


Step 13

Scroll down and see that one device has been added. Select **Next**.

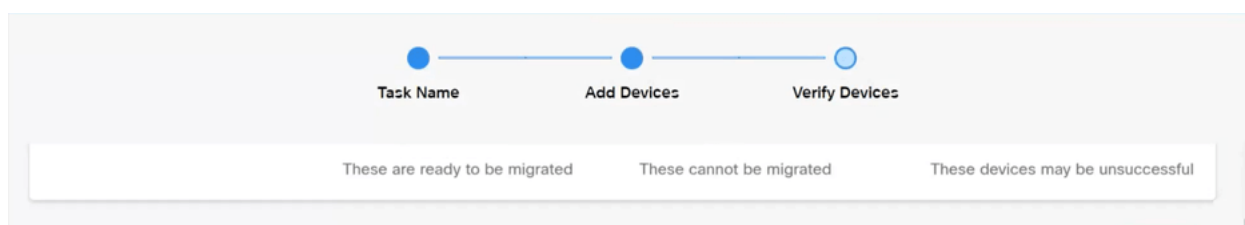


After a few moments, you will see that the device is eligible for migration. This is important because it gives you the green light to continue.



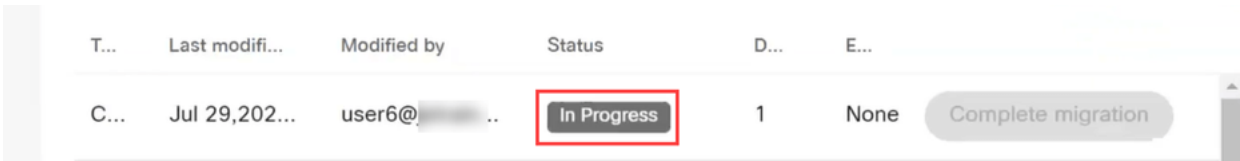
Step 14

Scroll down and click **Prepare for Migration**.



Step 15

You will see the status **In Progress**.

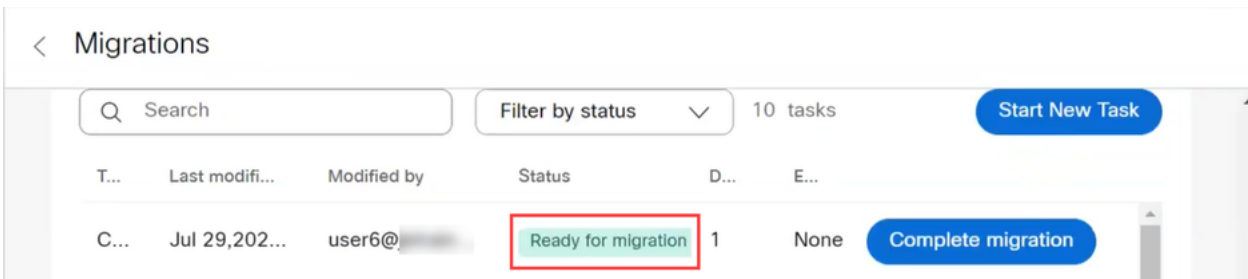


| T... | Last modifi... | Modified by | Status | D... | E... |
|------|----------------|-------------|-------------|------|------|
| C... | Jul 29,202... | user6@... | In Progress | 1 | None |

Step 16

When the migration is ready, a notification states that the phone is Ready for migration.

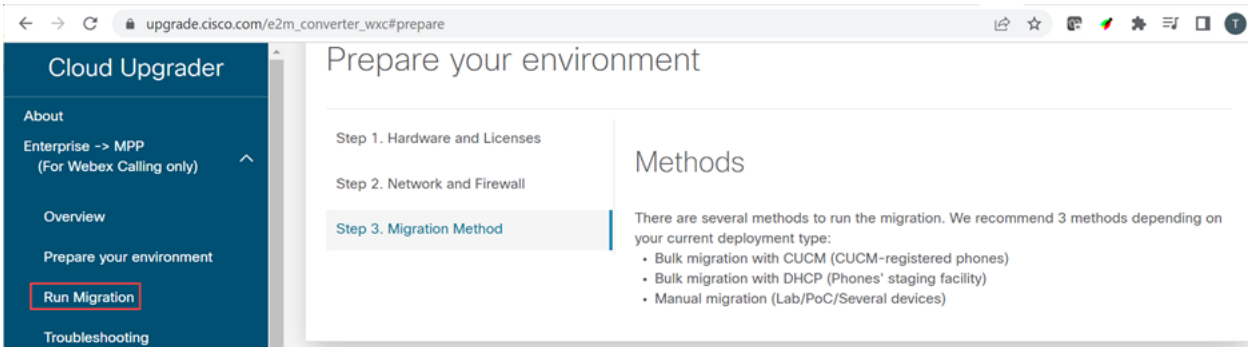
It is important to wait until you see this notification before proceeding.



| T... | Last modifi... | Modified by | Status | D... | E... |
|------|----------------|-------------|---------------------|------|------|
| C... | Jul 29,202... | user6@... | Ready for migration | 1 | None |

Step 17

Navigate to upgrade.cisco.com. Log in. Under **Enterprise > MPP (For Webex Calling only)**, select **Run Migration**.

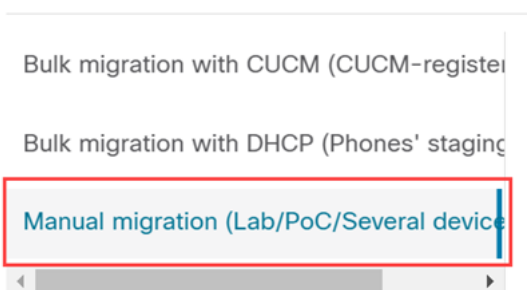


The screenshot shows the 'Prepare your environment' page in the Cisco Cloud Upgrader. The left sidebar has a menu with 'Run Migration' highlighted. The main content area shows 'Step 3. Migration Method' selected, with a list of methods: 'Bulk migration with CUCM (CUCM-registered phones)', 'Bulk migration with DHCP (Phones' staging facility)', and 'Manual migration (Lab/PoC/Several devices)'.

Step 18

Select **Manual migration (Lab/PoC/Several devices)**.

Run Migration



The screenshot shows the 'Run Migration' page with three migration methods listed: 'Bulk migration with CUCM (CUCM-registered phones)', 'Bulk migration with DHCP (Phones' staging facility)', and 'Manual migration (Lab/PoC/Several devices)'. The 'Manual migration' option is highlighted with a red box.

Step 19

Scroll down and follow these steps on your phone, starting with pressing the Settings button.



Step 20

Select **Admin Settings > Network/Ethernet Setup > IPv4 Setup**.

Step 21

Scroll down to the Alternate TFTP tab. By default, this is set to *No*. Edit to set **Alternate TFTP** to **On/Yes** and configure **TFTP Server 1** to **3.14.211.49**. It is important to note that this static IP address could change, so reference the address specified on upgrade.cisco.com as it will have the latest information.

To enter these numbers, you will either have a dot button connected to the star key, or you will need to click the large circular button on the phone for the octets to show for the address. This depends on your model of phone. Select **Validate**.

Step 22

Select **Apply**.

Step 23

Select **Erase** if prompted that a Trust List is installed on the phone.

Step 24

Wait for the phone to download the configuration and upgrade/restart several times.

Once the migration process is completed, the phone should be registered to the extension/phone number that was assigned/uploaded to the user/MAC address in the CSV file.

Conclusion

Now that you have these steps complete, you are registered and migrated. You should now be able to make calls on your phone, both inside and outside of the office.