Conversion of Enterprise Phones to MPP or Vice-Versa

Objective

This article will provide an overview of Cisco phones as well as explain the basic first steps for a one-time conversion from a Cisco Unified IP Phone to a Multi-platform phone (MPP) or vice-versa. Consider this a little introduction to get you headed in the right direction. An alternate explanation that walks you through the entire process can be found at **Cloud Upgrader**.

Click on this link if you want to **Convert an Enterprise Phone to Use Webex Calling**.

Introduction

If you cannot get your new IP phone to register correctly, you may have purchased the wrong model for your business. If that is the case, you should contact your provider to exchange it for the correct one. If returning is not an option, you can do a one-time conversion from Enterprise to MPP or vice-versa on some models.

Read on if you would like to learn the similarities and differences between these two platforms. **Otherwise, click here to go directly to the eligibility requirements**.

Both Cisco Multiplatform Phones (MPP) and Cisco Unified IP Phones provide Voice over Internet Protocol (VoIP) communication.

MPP phones require either service from an Internet Telephony Service Provider (ITSP) or an IP Private Branch Exchange (PBX) call control server. WebEx Calling, Ring Central, and Verizon are examples of an ITSP. Some examples of IP PBX services that work with Cisco MPP phones include, Asterisk, Centile, and Metaswitch platforms.

A Cisco Unified IP Phone is intended for use exclusively with a Cisco Unified Communications Manager (CUCM), which is an internal call manager. Only an Enterprise business, a large company, would purchase a CUCM, as it would be cost prohibitive for a small or medium size business.

A phone intended for use with a CUCM cannot register with an outside ITSP or IP PBX. They are built to interact with the internal CUCM only. In that same regard, an MPP phone cannot be used with a CUCM.

To learn more about Cisco phones, check out **Compare & Contrast: Cisco IP MPP Phones & Cisco Unified IP Phones**

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Eligible Models for Conversion

These models are accurate as of the published date for this article, but this may change over time. Cloud Upgrader would be the place to reference for the most current list.

Cisco Unified IP Phone Models available for a One-Time conversion to MPP Phone:

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

Note: The 7821, 7841, and 7861 must be version 3 or later and the 7841 must be version 4 or later or they are not eligible to migrate to a Cisco Unified IP Phone.

MPP Phone Models Available for a One-Time Conversion to a Cisco Unified IP Phone:

7800 Series	8800 audio Series	8800 video Series
CP-7811-3PCC-K9=	CP-8811-3PCC-K9=	CP-8845-3PCC-K9=
CP-7821-3PCC-K9=	CP-8841-3PCC-K9=	CP-8865-3PCC-K9=
CP-7841-3PCC-K9=	CP-8851-3PCC-K9=	
CP-7861-3PCC-K9=	CP-8861-3PCC-K9=	
CP-7832-3PCC-K9=	CP-8832-3PCC-K9=	

Note: The 8821 and 8831 are not eligible to migrate to MPP.

Upgrade to the Latest Firmware

Before a conversion can take place, the phones need the latest firmware version installed.

Upgrade Cisco Unified IP Phones:

- **Upgrade IP Phone Firmware Individually** (on a phone that was originally made for use with a CUCM)

Upgrade MPP Phones:

- **Upgrade the Firmware of the 7800 and 8800 Series Multiplatform Phone through Upgrade Rule**
- **Upgrade the Firmware on the Cisco IP Phone 7800 and 8800 Multiplatform Series through the Web Browser Command**

Traditional Licensing

If your phone is eligible for conversion and you have upgraded to the latest firmware, you then need to purchase a license for each phone. It is important to note that this is not applicable to newly purchased phones.

For migrating enterprise phones to MPP firmware for use with any call control other than Webex Calling, you need to acquire regular licenses with following SKUs based on what type of phone models you have.

- L-CP-E2M-78XX-CNV
- L-CP-E2M-88XX-CNV

To migrate a phone from MPP firmware to Enterprise firmware for use with CUCM, you need to acquire regular licenses with the following SKUs.

You will order one of the following:

- L-CP-M2E-78XX-CNV
- L-CP-M2E-88XX-CNV

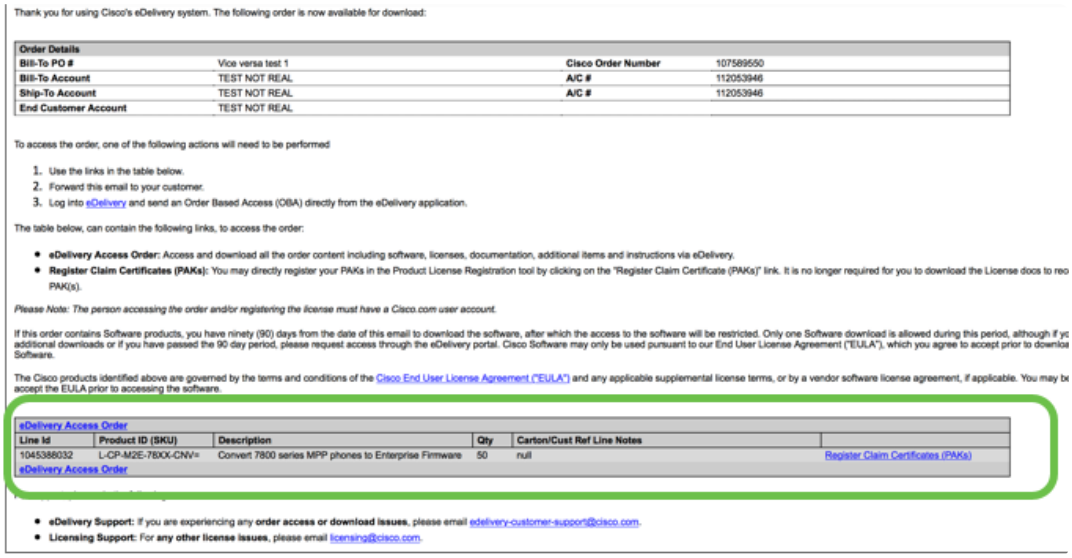
E2M signifies that the license is intended for Enterprise to MPP. *M2E* signifies a conversion from MPP to Enterprise. Pay attention to the coding to make sure you purchase the correct one.

License SKU legend:

- E2M - Enterprise (CUCM/HCS) to MPP
- M2E – MPP to Enterprise (CUCM/HCS)

Once you order a license, you will receive an email with a claim certificate sent to the email address that was entered at the time the order was placed. The claim certificate will include a Product Authorization Key (PAK) with a quantity. The email will also include a link to download the transition firmware.

License Example 1. Towards the bottom of the email you will see the SKU, description, and quantity of licenses that was ordered. Additionally, you can click on the link **Register Claim Certificates** to have the licenses loaded into your license and registration portal.



Thank you for using Cisco's eDelivery system. The following order is now available for download:

Order Details			
Bill-To PO #	Vice versa test 1	Cisco Order Number	107589550
Bill-To Account	TEST NOT REAL	A/C #	112053946
Ship-To Account	TEST NOT REAL	A/C #	112053946
End Customer Account	TEST NOT REAL		

To access the order, one of the following actions will need to be performed

1. Use the links in the table below.
2. Forward this email to your customer.
3. Log into eDelivery and send an Order Based Access (OBA) directly from the eDelivery application.

The table below, can contain the following links, to access the order:

- **eDelivery Access Order:** Access and download all the order content including software, licenses, documentation, additional items and instructions via eDelivery.
- **Register Claim Certificates (PAKs):** You may directly register your PAKs in the Product License Registration tool by clicking on the "Register Claim Certificate (PAKs)" link. It is no longer required for you to download the License docs to reo PAK(s).

Please Note: The person accessing the order and/or registering the license must have a Cisco.com user account.

If this order contains Software products, you have ninety (90) days from the date of this email to download the software, after which the access to the software will be restricted. Only one Software download is allowed during this period, although if yc additional downloads or if you have passed the 90 day period, please request access through the eDelivery portal. Cisco Software may only be used pursuant to our End User License Agreement ("EULA"), which you agree to accept prior to downloa Software.

The Cisco products identified above are governed by the terms and conditions of the Cisco End User License Agreement ("EULA") and any applicable supplemental license terms, or by a vendor software license agreement, if applicable. You may be accept the EULA prior to accessing the software.

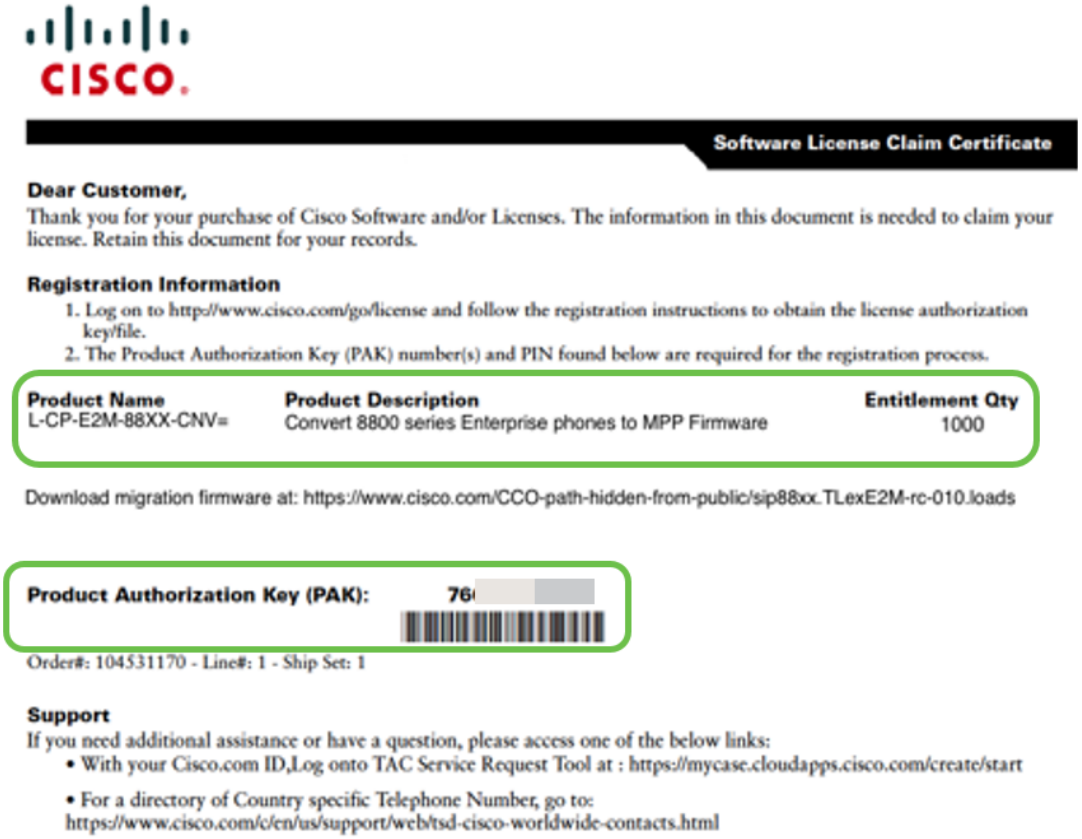
eDelivery Access Order

Line Id	Product ID (SKU)	Description	Qty	Carton/Cust Ref Line Notes	
1045388032	L-CP-M2E-78XX-CNV=	Convert 7800 series MPP phones to Enterprise Firmware	50	null	Register Claim Certificates (PAKs)

eDelivery Access Order

- **eDelivery Support:** If you are experiencing any **order access or download issues**, please email edelivery-customer-support@cisco.com.
- **Licensing Support:** For **any other license issues**, please email licensing@cisco.com.

License Example 2. For this certificate example, the part number, product description, and the quantity ordered are listed. Additionally, there is a link to download the required transition firmware. The PAK is also shown.



CISCO.

Software License Claim Certificate

Dear Customer,

Thank you for your purchase of Cisco Software and/or Licenses. The information in this document is needed to claim your license. Retain this document for your records.

Registration Information

1. Log on to http://www.cisco.com/go/license and follow the registration instructions to obtain the license authorization key/file.
2. The Product Authorization Key (PAK) number(s) and PIN found below are required for the registration process.

Product Name	Product Description	Entitlement Qty
L-CP-E2M-88XX-CNV=	Convert 8800 series Enterprise phones to MPP Firmware	1000

Download migration firmware at: https://www.cisco.com/CCO-path-hidden-from-public/sip88xx.TLexE2M-rc-010.loads

Product Authorization Key (PAK): 76

Order#: 104531170 - Line#: 1 - Ship Set: 1

Support

If you need additional assistance or have a question, please access one of the below links:

- With your Cisco.com ID,Log onto TAC Service Request Tool at : https://mycase.cloudapps.cisco.com/create/start
- For a directory of Country specific Telephone Number, go to: https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html

Traditional Account

If you have a traditional account, you would navigate to **Cisco Software**. Under *License*, select **Traditional Licensing**.



If you are feeling confident that you would like to do this conversion, head over to **Cloud Upgrader** to complete the process.

Cloud Upgrader

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Conclusion

Nice work figuring out your conversion options, you are now on your way to a solution that is right for your business.

If you would like more guidance with this process, check out the following guides:

- **Convert between Enterprise Firmware and Multiplatform Firmware for Cisco IP Phone 7800 and 8800 Series Guide**
- **Cisco IP Phone 7800 and 8800 Series Migration Guide (On-Premises to Multiplatform Phones)**