

Mitel MiCloud Connect 6900 Phone Migration to RingCentral MVP

Admin Guide

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Overview

Mitel MiCloud Connect customers migrating to RingCentral can use their RingCentral-supported Mitel phones with their new RingCentral service.

Note: This article is applicable only for Mitel MiCloud Connect and does not apply to ShoreTel Sky, MiCloud Flex, MiCloud Business, or MiCloud Office customers and is applicable only to migrating 6900 models.

Phone migration should be tested and completed prior to the customer's phone numbers being transferred to RingCentral. RingCentral, by default, provides temporary (RCF) numbers for new customer accounts. Customers may also use softphones during the phone migration process.

Prerequisites

- Your RingCentral MVP account and users must already be created.
- Supported Mitel 6900 phones must be running firmware version 6.1.0.187.
- Verify open access on port 443 (https) to the Mitel RCS (ZTP) server by whitelisting the following URL or IP address:
 - rcs.aastra.com
 - 216.191.234.139
- Verify open access on port 443 to RingCentral Provisioning servers by whitelisting the following URLs:
 - mtl.ringcentral.com (Provisioning)
 - mtl.s3.ringcentral.com (Firmware update)
- Verify the removal of any DHCP/DNS entries in the environment that might redirect the Mitel 6900 phones to the old platform.
 - Common legacy Mitel DHCP/DNS entries:
 - If DHCP Option 156 is configured, it must be removed prior to migrating the phone(s).
 - Ensure the following configuration does not appear anywhere for DHCP or LLDP: configservers=update.sky.shoretel.com, CloudDomain=sky.shoretel.com.
 - Any Mitel-specific DNS values in DHCP will cause the migration to fail; commonly these are 208.103.94.230 and 199.101.107.70.
- For additional information about RingCentral network requirements, see [Network requirements | RingCentral MVP](#).

Process

A RingCentral MVP admin account is required to complete these steps.

1. Gather necessary information from your existing MiCloud Connect solution to assist with your migration to RingCentral (refer to [Gathering Mitel MiCloud Connect Information for Migration to RingCentral](#) section for detailed steps).
2. Ensure your RingCentral MVP account is created, and all [users have been added](#) to your account.
3. If not already completed, [assign an Existing Phone](#) to all RingCentral users that will be migrating an existing Mitel 6900 phone over to RingCentral.
4. Add specific Mitel 6900 phones to RingCentral users (refer to [Adding Mitel 6900 Phones to RingCentral Users](#) section for detailed steps).
 - a. **WARNING:** To avoid any service interruption, MAC addresses should be added to RingCentral only immediately before you are ready to migrate.

5. Migrate 6900 phones to RingCentral service. There are two paths you can follow to migrate 6900 phones:
 - a. Utilizing DHCP option
 - OR
 - b. Factory resetting the phones

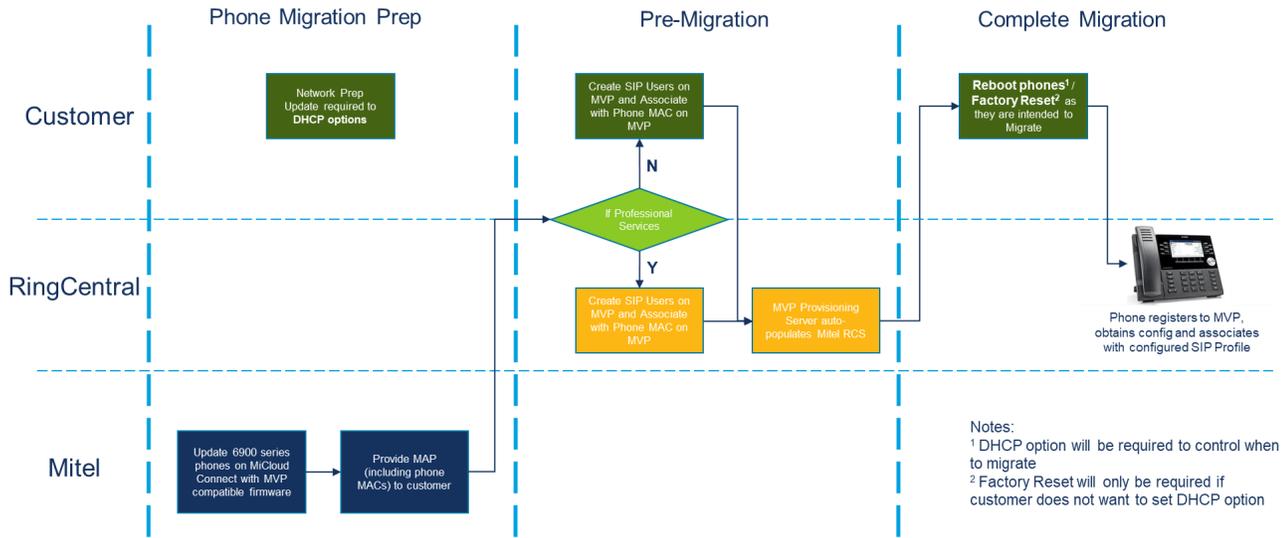
Utilizing DHCP option

1. Configure DHCP Option 43 (Vendor Specific Info) with *rcs=always* (refer to [Configuring DHCP Option 43 on Windows Server](#) section for an example; if not using Windows DHCP Server, please follow DHCP vendor documentation for configuring Option 43).
2. Reboot the migrating 6900 phones (refer to [Rebooting the Migrating Mitel 6900 Phones](#) section for detailed steps)
 - a. **WARNING:** Once all the phones are successfully migrated, it is recommended to remove DHCP Option 43 configured in step 5 to avoid future service interruption.

Factory resetting the phones

1. If configuring DHCP Option 43 is not practical (e.g., remote workers, no IT support staff, etc.), manually factory reset the migrating 6900 phones (refer to [Resetting the Mitel 6900 Phone to Factory Defaults](#) section for detailed steps).

Phone Migration Flow



Appendix

Gathering Mitel MiCloud Connect Information for Migration to RingCentral

When preparing to migrate your Mitel services to RingCentral, you will need to gather some information about your account.

Migration tools are available to assist MiCloud Connect customers with obtaining much of the information needed to migrate accounts to RingCentral. Review the following sections for information about gathering the required information:

- Downloading Migration Documents
- Downloading Call Recordings
- Obtaining MAC Addresses for Migrating Phones
- Transferring Phone Numbers

REMINDER: Notice is required to terminate your Mitel services. To schedule a disconnection of your Mitel service, reach out to [Mitel Support](#).

REMINDER: Once you have fully migrated to RingCentral and no longer require access to your Mitel services you must notify Mitel and Mitel will shut down your account (and cease billing you). Once your account is closed Mitel will purge your data. Please ensure you've retrieved any reports, recordings, or other data you need to retain prior to shutting down your account.

Downloading Migration Documents

The following documents are available for download from the Mitel Account Portal or Account Console:

- **Business Requirements Document:** A multi-tab Excel file populated with important account details; you will need to complete this document if onboarding through RingCentral Professional Service.
- **User List Document:** A list of users on the account.
- **Customer Service Record Document:** A multi-tab Excel file that serves as proof of telephone number ownership. This document is required for transferring phone numbers.
- **Workbook Documents:** A PDF of the RingCentral Workbook Document with some fields populated. You will use this document if onboarding yourself through RingCentral Implementation Services.
- **Call Flow Visualization HTML:** An HTML file containing a list of all auto attendants and hunt groups on the account and a visual representation of each one.
- **Call Flow Prompts:** A ZIP file containing all the prompts on the account with unique names.

For information about accessing these tools and detailed information about the data contained in each document, refer to the [MiCloud Connect/Sky Migration Tools](#) knowledge base article.

Downloading Call Recordings

Mitel Interaction Recording (MIR) (North America)

For information about downloading call recordings, see the [Accessing the Mitel Interaction Recording Portal](#) knowledgebase article.

MiCloud Connect Call Recording (UK/Australia)

For information about downloading call recordings, see the [Accessing Call Recordings](#) knowledgebase article.

Obtaining MAC Addresses for Migrating Phones

You can view information about the phones on your account, including phone model, MAC address, status, assigned user, logged-in user, and location. The MAC address for each migrating phone will need to be entered into RingCentral Service Web (refer to [Adding Mitel Phones to RingCentral Users](#) section for details).

Note: You can also obtain the MAC address of individual phones from the User List document and from the label on the back of the phone.

MiCloud Connect (Portal)

You can view and export a filtered list of phones and their MAC addresses from the MiCloud Connect Portal.

1. On the Portal **Phone System** menu, click **Phones**.
2. (Accounts with multiple locations only) In the locations drop-down list, select **All locations**.
3. In the **Model** column search field, enter **69** to filter on the 6900-series phone models.
4. To export the filtered list, do the following:
 - a. Click **Export** on the toolbar.
 - b. Follow the prompts to open or save the file.

MiCloud Connect (Account Console)

You can view a filtered list of phones and their MAC addresses from the MiCloud Connect Account Console.

Note: There is currently no option for exporting a list of phones from the MiCloud Connect Account Console.

1. On the Account Console menu, click **Hardware**.
2. In the search field, enter **69** to filter on the 6900-series phone models.
Note: This list cannot be exported but can be copied and pasted into an Excel file.

Transferring Phone Numbers

The following documents are required when making a request to transfer your Mitel MiCloud Connect phone numbers to RingCentral.

- Customer Service Record (CSR)
- A copy of the most recent invoice for the numbers you want to transfer

For additional information about or assistance with transferring phone numbers to RingCentral, see the RingCentral [Porting](#) article.

Customer Service Record (CSR)

The CSR serves as proof of ownership and provides the following information:

- Carrier of record for telephone numbers
- Rate Center
- Billing Company Name

- Listed/Service (physical) Address
- BTN (Billing Telephone Number)
- Requested Telephone Numbers
- PIN; as applicable

For information about obtaining the CSR, refer to the [MiCloud Connect/Sky Migration Tools](#) knowledge base article.

Account Invoice

A copy of your most recent invoice is required to transfer your phone numbers from Mitel to RingCentral. As a Decision Maker, Billing Contact, Full Admin, or Billing Admin, you can download a copy of your monthly invoice.

MiCloud Connect (Portal)

1. On the Portal **Organization** menu, under **Billing**, click **Invoices & Payments**.
2. Click the **View Invoices** tab.
3. In the **Choose Invoice Group** list, select the invoice group to view.
Note: If you do not have multiple invoice groups set up for your account, only one main invoice group is used.
4. In the **Invoice** column, next to the most recent invoice number, click **PDF** to download a PDF version of the invoice.

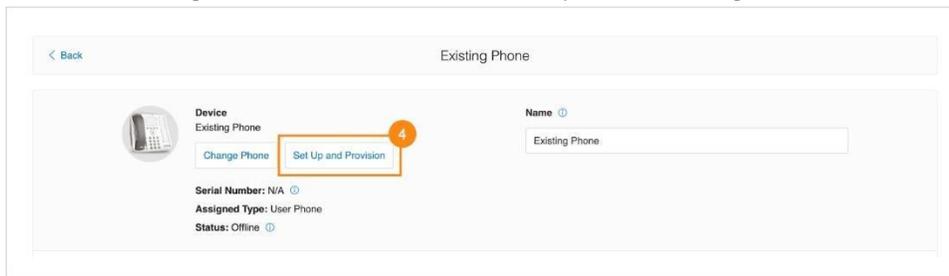
MiCloud Connect (Account Console)

1. On the Account Console menu, click **Billing** and then click **Invoices**.
2. In the **Choose Invoice Group** list, select the invoice group to view.
Note: If you do not have multiple invoice groups set up for your account, only one main invoice group is used.
3. In the **Invoice** column, next to the most recent invoice number, click **PDF** to download a PDF version of the invoice.

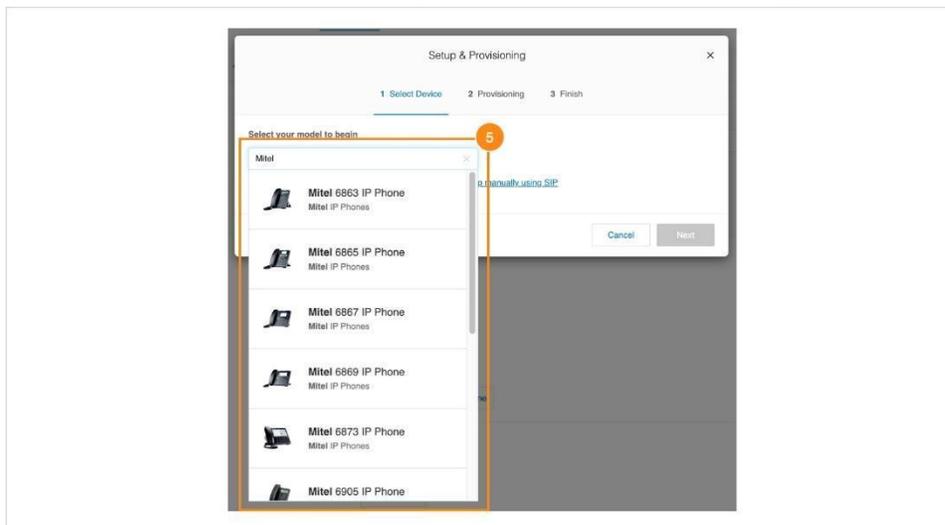
Adding Mitel 6900 Phones to RingCentral Users

WARNING: To avoid any service interruption, phones should be added to RingCentral MVP only immediately before you are ready to migrate.

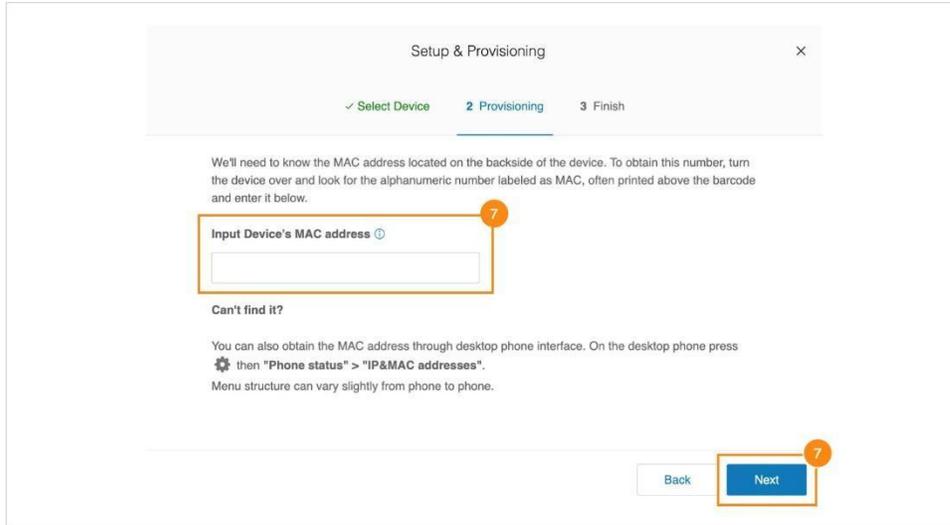
1. Go to the Admin Portal and sign in.
2. There are two paths you can follow to add a phone to a user:
 - a. Select **Phone System** in the top menu.
 - b. Go to **Phones & Devices > User Phones**.OR
 - a. Select **Users** in the top menu.
 - b. Go to **User List > Users with Extensions**.
 - c. Select the user you want to add the phone to.
 - d. Expand the **Phones & Numbers** section for that user.
3. Select an Existing Phone from the list of the user you want to migrate, then click **Setup & Provision**.



4. Enter Mitel in the search bar. Select your device when its full name appears.



5. Click **Next**.
6. Enter the phone's MAC address and click **Next**.



7. On the Finish page, click **Done**

Rebooting the Migrating Mitel 6900 Phones

When you are ready to migrate your phones, you must reboot the migrating phones.

Once the phone is rebooted, the phone will point to the RingCentral server. At this point, the phone will no longer work on the Mitel MiCloud Connect platform and will only work on the RingCentral platform.

Customers can reboot their 6900 series phones from the MiCloud Connect Portal or directly from the physical phones.

Note that the phone will typically experience 3 reboots when migrating to RingCentral MVP.

To reboot phones from MiCloud Connect Portal:

1. Log in to the [Connect Portal](#).
2. On the **Phone System** menu, click **Phones**.
 - a. The **Phones** page opens displaying a list of phones in your organization.
3. Select the check box next to the phone(s) to reboot.
4. Click **Reboot Phone** on the toolbar.
5. Click **Yes** to confirm that you want to reboot the phone(s).

To reboot phones from MiCloud Connect Account Console:

1. On the [Account Console](#) menu, click **Hardware**.
The Hardware page opens displaying a list of phones in your account.
2. Select the check box(es) next to the phone(s) to reboot.
3. Click **Quick Actions > Reboot Phone**.
4. Click **Yes** to confirm that you want to reboot the phone(s).

To reboot the phone from the physical phone:

1. Press the **Settings** button on the phone .
2. Enter the voicemail password, and then touch the **Enter** softkey.
 - a. The **User Settings** menu opens.

3. Touch the **Restart** icon. You can also swipe right to switch pages in the **User Settings** menu.
4. When the **Restart Phone** prompt appears, touch **Yes**.

Resetting the Mitel 6900 Phone to Factory Defaults

You can factory reset the phone via the Telephone User Interface (TUI).

To Factory reset via TUI:

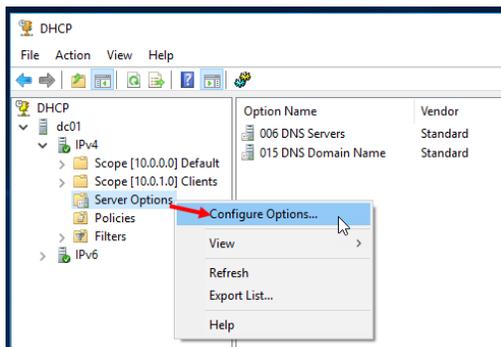
1. Press the **Options** or **Settings** key on the phone.
2. Press the **Advanced** soft key.
3. Enter the phone admin's password. The password is 1234 (if that fails, try 22222).
4. Press **Enter**.
5. Navigate to **Reset > Factory default**, then select **Yes** to the prompt.

The phone will perform a factory reset and reboot.

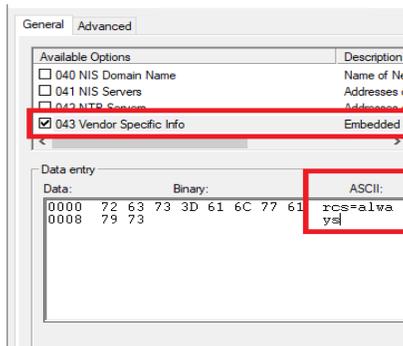
Configuring DHCP Option 43 on Windows Server

There are different methods to configure DHCP Option 43 on a Windows Server. The method below is one way to configure Option 43.

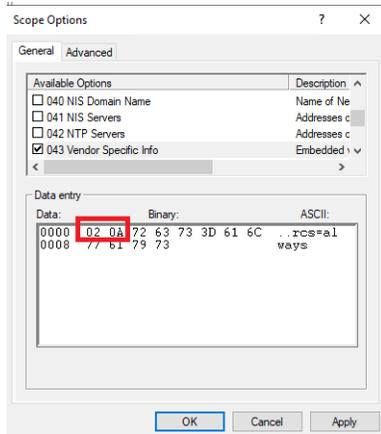
1. Right-click **Scope Options** and select **Configure Options**.



2. In the pop-up window, select **043 Vendor Specific Info**.



3. Under **ASCII**, enter *rcs=always*.
4. Under **Binary**, prepend *02 0a*.
5. Click **Apply** and **OK**.



Frequently Asked Questions (FAQ)

What is the minimum phone firmware required for migration?

Version 6.1.0.187 is required when migrating from MiCloud Connect.

What regions are targeted for RingCentral migration?

US, Canada, UK, and Australia.

Once we reboot the phone(s), how long does it take to complete?

On average, it takes 7-10 minutes to reboot the phone. However, this can vary depending on the customer's network.

Note that the phone will typically experience 3 reboots when migrating from MiCloud Connect to MVP.