

Mitel MiCloud Flex / Business Phone Migration to RingCentral MVP

Admin Guide



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Overview

Mitel MiCloud Flex / Business customers migrating to RingCentral can use their RingCentral-supported [Mitel phones](#) with their new RingCentral service.

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

Converting a device from MiCloud Flex or MiCloud Business requires factory resetting the phone and making sure that it cannot be given configuration information from the network and instead needs to get configuration from the Mitel Redirection & Configuration Server (RCS).

If the customer deployment is on-net with their cloud service (i.e., using a private network connection to the Mitel data center), it will require the removal of DHCP for specific devices. The target phone must also be factory reset to force it to connect to the RCS for purposes of redirecting to RingCentral's Assisted Provisioning service.

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

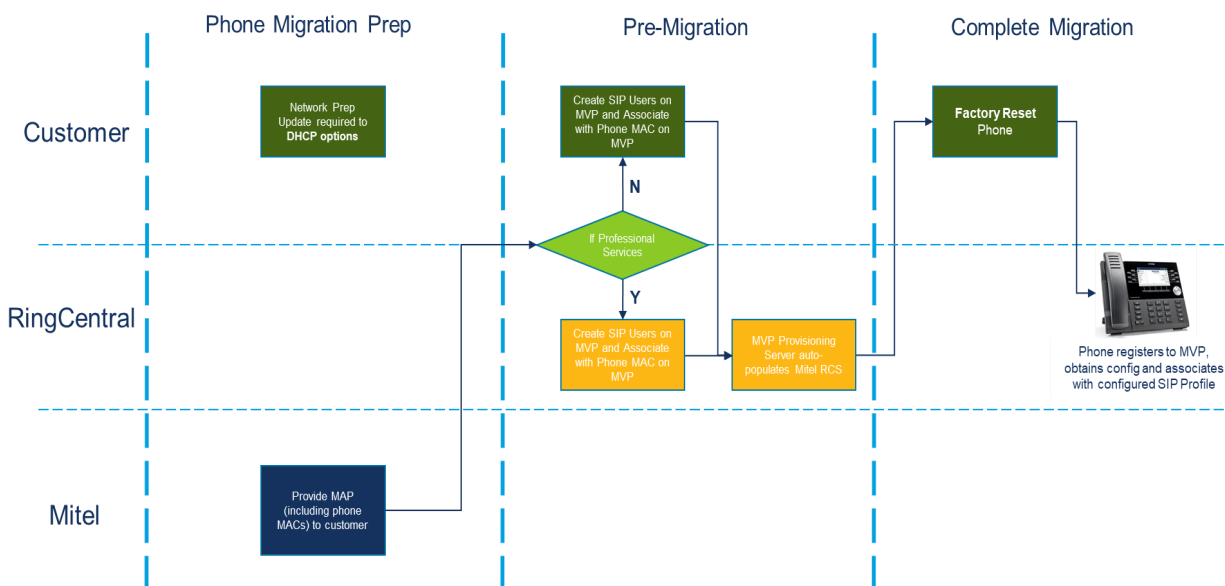
- Your RingCentral MVP account and users must already be created.
- [Supported Mitel phones](#) must meet a [minimum hardware revision](#) that includes the device certificate needed by RingCentral.
 - Phones that have a hardware revision that are not supported by RingCentral should be replaced prior to migration, or can be [manually provisioned instead](#) (not recommended).
- 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)
- Depending on the deployment, verify removal of any DHCP/DNS entries in the environment that might redirect the Mitel phones to the old platform (refer to [Remove DHCP Configuration for Existing Mitel Device\(s\)](#) section for detailed steps).
- 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 Flex or MiCloud Business solution to assist with your migration to RingCentral (refer to [Gathering Mitel MiCloud Flex / Business 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 phone over to RingCentral.
4. Add specific Mitel phones to RingCentral users (refer to [Adding Mitel 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. Factory reset the migrating phones (refer to [Factory Resetting the Migrating Mitel Phones](#) section for detailed steps).
6. Check the Status of your Mitel device on RingCentral after successful Factory Reset (refer to [Checking the Status of Your Mitel Device on RingCentral after Successful Factory Reset](#) section for detailed steps).

Phone Migration Flow



Appendix

Gathering Mitel MiCloud Flex / Business Information for Migration to RingCentral

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

Review the following sections for information about gathering the required information:

- Phone Numbers, User Information and Call Flow Settings
- Downloading Sound Files for Auto Attendant Prompts
- Downloading Voicemail Messages
- 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 Ring Central 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 shut down of your account.

Phone Numbers, User Information and Call Flow Settings

MiCloud Flex

Mitel will collect and provide you this information in an organized format.

A list of phone numbers will also be provided as part of your Customer Service Record (CSR).

MiCloud Business

Accessing a List of Phone Numbers for Your Account

You can view information about the phone numbers associated with your account in three locations.

- In the MiCloud Management Portal, click **Users** from the menu.
- In the MiCloud Management Portal, click **Groups** from the menu.
- In the MiCloud Management Portal, click **Auto Attendants** from the menu.

The phone numbers are found under **Direct Numbers** in each section. No options to export the data are available.

A list of phone numbers will also be provided as part of your Customer Service Record (CSR).

Viewing User Details

You can view detailed information about all users and profiles on your account.

1. In the MiCloud Management Portal, click **Users** from the menu.
2. Click on individual users for the following additional information:
 - o User Name
 - o Email Address
 - o Extension
 - o Phone Numbers
 - o Phone Type (if available)
 - o MAC Address (if available)

Viewing Call Flow Settings

1. In the Mitel Management Portal, click **Call Flows**.
2. Click on the call flow name you would like to review.
3. Review the visual call flow diagram for details.

The call flow may lead to an auto attendant. If this is the case, you will want to review these settings as well.

1. In the Mitel Management Portal, click **Auto Attendants**.
2. Click the auto attendant you would like to view.
3. Click individual components for additional details.
4. The interactive diagram and details panel for the selected component are displayed.

No options to export the data are available. If you require assistance in determining your call flow or auto attendant setting, please contact mcscustomerservice@mitel.com.

Downloading Sound Files for Auto Attendant Prompts

For consistency, you may want to obtain the sound files used for all auto attendants on your Mitel service. Downloads of existing Voice Prompts can be requested by sending an email to mcscustomerservice@mitel.com. It may take up to seven business days to receive these. These can later be uploaded to the corresponding auto attendants on your RingCentral service.

Downloading Voicemail Messages

Users may want to save voicemail messages, including Record-a-Call messages, prior to terminating your Mitel service. If your account uses SMTP and you have disabled *Always Forward to E-mail*, you can send individual voicemail messages to your email address using a telephone.

1. Access your voicemail box.
2. Listen to a voice message.
3. Press **4** for **Give**.
4. Press **3** for **Email**.

The message is sent to the programmed email address.

MiCloud Flex

For additional information, see the [Mitel MiVoice Business - Voice Mail User Guide](#).

MiCloud Business

For additional information, see the [Mitel MiVoice Business - Voice Mail User Guide](#).

Note: The instructions are similar for Flex and Business but the link to Voice Mail User Guide document is different.

Downloading Call Recordings

You may want to retain calls recorded and stored as part of your existing solution.

See the [MiVoice Call Recording - After Call Action: Export Recording](#) guide for instructions on exporting individual call recordings.

Obtaining MAC Addresses for Migrating Phones

MiCloud Flex

Should the MAC addresses for all phones not be available in the information provided to you by Mitel, you can find the MAC address for each phone on the label on the back of the phone.

Or on the phone menu.

1. Press the **Settings** key.
2. Select **Status**.
3. Scroll to **Network General Info**.

MiCloud Business

You can view information for standard users and phones on your account, including phone model, MAC address, and emergency response location. Hot desk users will not have a list of physical phones but rather a black spot where 'desk phone' is set.

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

Where available, you can view phones and their MAC addresses from the MiCloud Management Portal.

1. In the MiCloud Management Portal, click **Users** from the menu.
2. Click on individual users for additional information, and then click on **Phones**.

Transferring Phone Numbers

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

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

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

The CSR will be proactively sent to you. You can request status of your CSR by sending an email to mcscustomerservice@mitel.com. Please include your Mitel account number in the email.

Account Invoice

A copy of your most recent invoice is required to transfer your phone numbers from Mitel to RingCentral.

A copy of your current invoice is available using the steps below.

1. In the Online Billing Portal click **Invoice & Payment**.
2. Click the **Invoice #**, which is underscored, for the current month.
3. Save a copy of the PDF.

Remove DHCP Configuration for Existing Mitel Device(s)

On-net customer deployments use DHCP to direct the phones to the call manager. To migrate, the customer needs to make sure the phone no longer gets that configuration. This can be addressed in a few ways.

- **New network subnet** - The customer can define a new VLAN without the Mitel-specific DHCP options. When the customer wants to move their phone to RingCentral, they will move the phone to the new subnet (physical or on the switch) and factory reset.
- **Exclude phone from current DHCP scope** - Depending on the DHCP server type, it might be possible to exclude the current phone from the DHCP options that return the option 125/43 call_srv record.
- **Remove all DHCP options** - If the customer is not going to be testing migrations, they can migrate all phones in bulk by removing option 125 / 43 altogether. Any phone that reboots will switch over to RingCentral, so this is not recommended to test migrations.

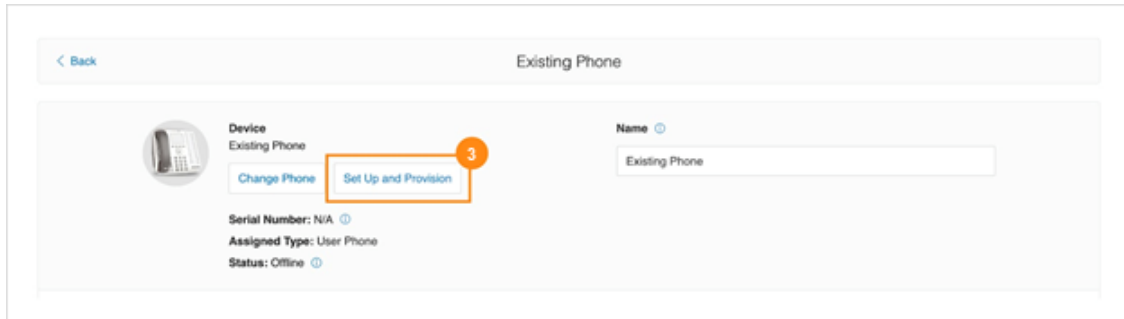
Adding Mitel Phones to RingCentral Users

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

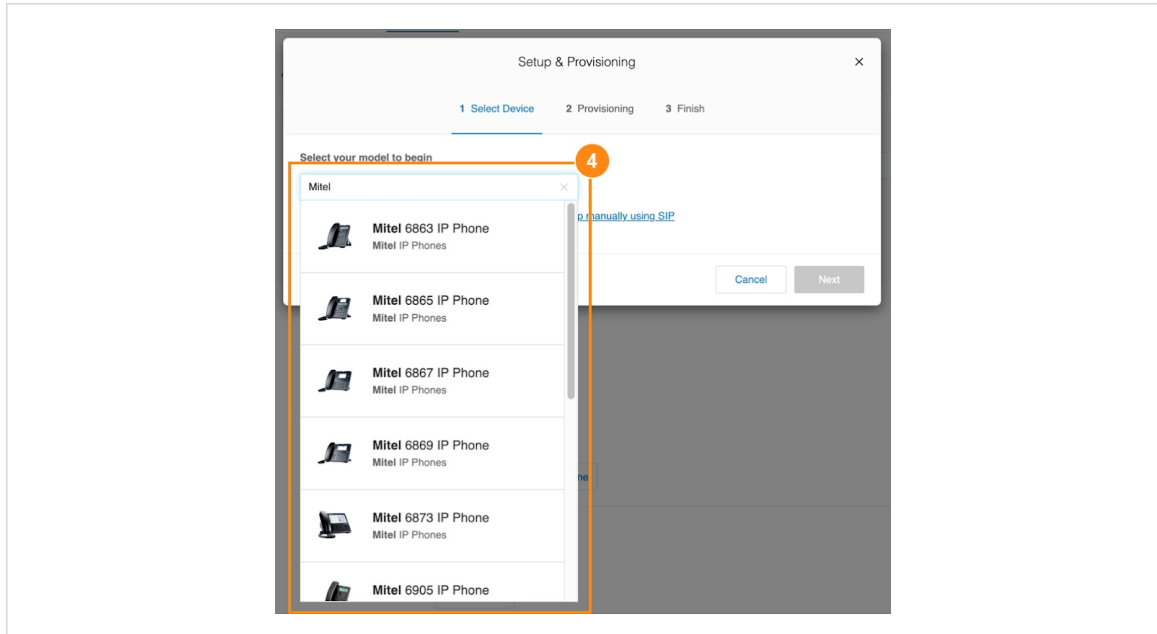
1. Go to the [Admin Portal](#) and sign in.
2. There are two paths you can follow to add a phone to a user:
 - a. Select **Phone System** in the top menu.
 - b. Go to **Phones & Devices > User Phones**.

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**.

Setup & Provisioning

✓ Select Device 2 Provisioning 3 Finish

We'll need to know the MAC address located on the backside of the device. To obtain this number, turn the device over and look for the alphanumeric number labeled as MAC, often printed above the barcode and enter it below.

Input Device's MAC address ⓘ

Can't find it?

You can also obtain the MAC address through desktop phone interface. On the desktop phone press ⚙ then "Phone status" > "IP&MAC addresses".
Menu structure can vary slightly from phone to phone.

Back Next

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

Factory Resetting the Migrating Mitel Phones

The phone will contact RCS if it cannot find network configuration information from DHCP, if in MiNet mode, or if the phone does not have a configuration when in SIP mode.

Factory resetting the device, once the DHCP changes have been completed, will cause the phone to talk to RCS. If the phone has been added to RingCentral's MVP, the entry for the phone's MAC address will now be included in RCS and pointed to the correct RingCentral configuration server.

The phone (with MiNet firmware) will upgrade to SIP firmware and then reboot. After the reboot it will get its configuration from RingCentral.

The firmware version does not matter as long as the phone talks to RCS. The phone will be updated to the correct SIP firmware if the entry has been made by RingCentral Assisted Provisioning.

To factory reset a 6900 series phone:

1. Press **Settings**.
2. Press the **Advanced** softkey.
3. Enter the *Advanced security password* – (please contact your phone administrator for the password), and then press **Enter**.
4. Navigate to and select **Restore Default**.
5. Select **Yes**.

The phone will perform a factory reset and reboot.

Checking the Status of Your Mitel Device on RingCentral after Successful Factory Reset

1. Sign in to the [RingCentral Admin portal](#).
2. Go to **Admin Portal > Phone System > Phones & Devices > User Phone** to check if your phone is online after provisioning.
3. Your phone is online when you see a green checkmark next to it.

Frequently Asked Questions (FAQ)

What is the minimum phone SIP firmware required for migration?

There is no minimum firmware version requirement for MiCloud Flex or Business. The correct version of the firmware will be downloaded to the phone when the phone connects to RCS.

Once we enable and reboot a 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 Flex/Business to MVP.

1. *Will send the phone to RCS.*
2. *Once the new FW is downloaded and the phone is sent to RingCentral MVP.*
3. *After the phone has connected to RingCentral MVP and received the new configuration.*