

Mitel MiVoice Connect IP400 Phone Migration to RingCentral

Admin Guide

CONTENTS

Overview	3
Prerequisites	3
Process	3
Phone Migration Flow	4
Appendix	4
Adding Mitel IP400 Phones to RingCentral Users	4
Upgrading the Migrating Mitel IP400 Phones	5
Frequently Asked Questions (FAQ)	7

Overview

Mitel MiVoice 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 MiVoice Connect and does not apply to MiVoice Business, or MiVoice Office customers, and is applicable only to migrating IP400 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

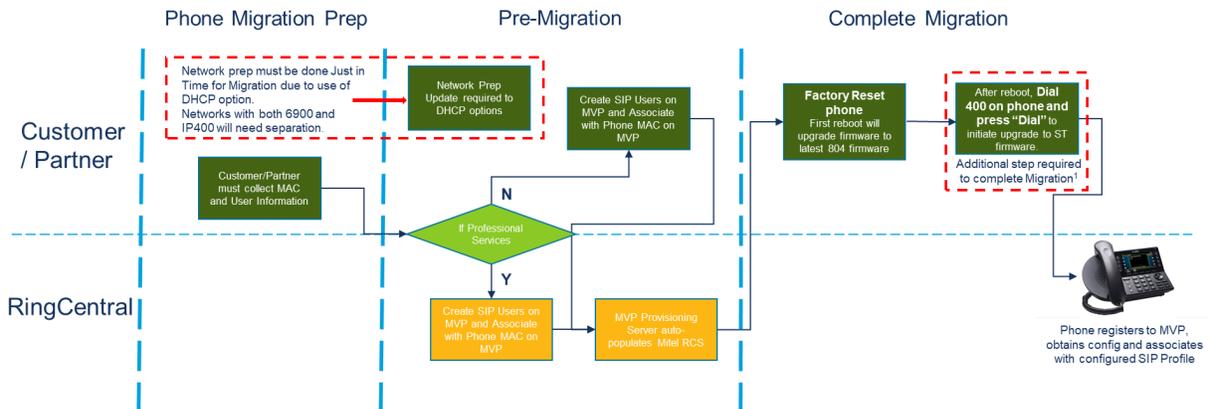
- Your RingCentral MVP account and users must already be created.
- Verify open access on port 443 (https) to the Mitel RCS (ZTP) server by whitelisting the following URL or IP address:
 - o rcs.aastra.com
 - o 216.191.234.139
- Verify open access on port 80 (http) to the Mitel Cloud Migration Service by whitelisting the following URL or IP address:
 - o ip400.mitelcloud.com
 - o 34.111.177.55
- Verify open access on port 443 to RingCentral Provisioning servers by whitelisting the following URLs:
 - o mtl.ringcentral.com (Provisioning)
 - o mtl.s3.ringcentral.com (Firmware update)
- Depending on the deployment, verify the removal of any DHCP/DNS entries in the environment that might redirect the Mitel IP400 phones to the old platform.
- 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 account information (Phone numbers, MAC addresses, User information, etc.) from your existing MiVoice Connect solution to assist with your migration to RingCentral.
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 IP400 phone over to RingCentral.
4. Add specific Mitel IP400 phones to RingCentral users (refer to [Adding Mitel IP400 Phones to RingCentral Users](#) section for detailed steps).
5. Upgrade the migrating IP400 phones (refer to [Upgrading the Migrating Mitel IP400 Phones](#) section for detailed steps).
 - a. **WARNING:** For seamless migration, it is important to complete step 4 above before proceeding with upgrading IP400 phones.

Phone Migration Flow



Notes:
¹ Dial 400 step included to explicitly initiate upgrade to ST firmware. Once upgraded, no going back to Mitel platform.

5

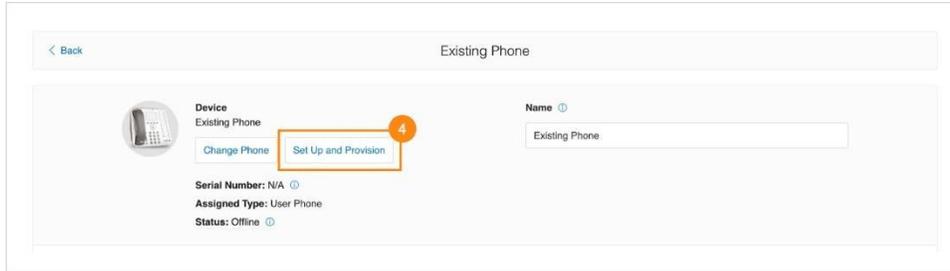
Appendix

Adding Mitel IP400 Phones to RingCentral Users

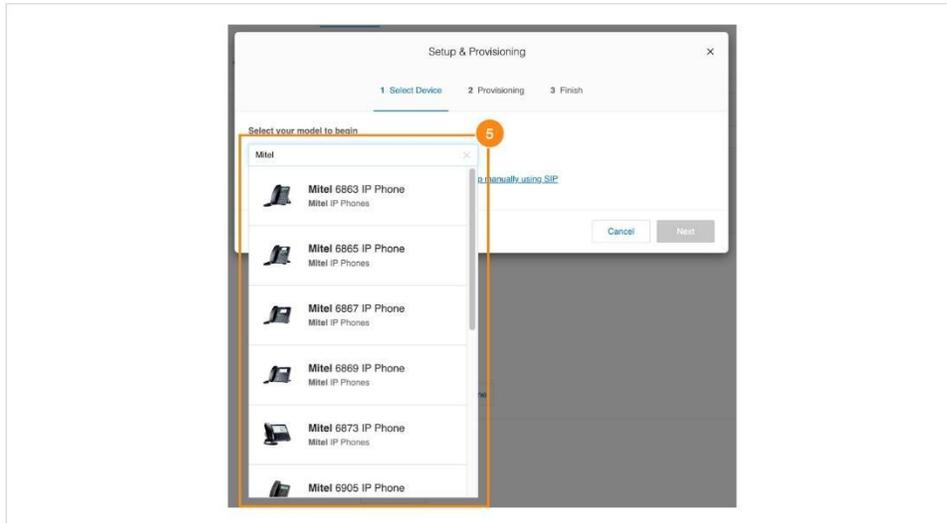
1. Go to the RingCentral [Admin Portal](#) and sign in.
2. There are two paths you can follow to add a phone to a user:
 - a. Select **Phone System** in the top menu.
 - b. Go to **Phones & Devices > User Phones**.

OR

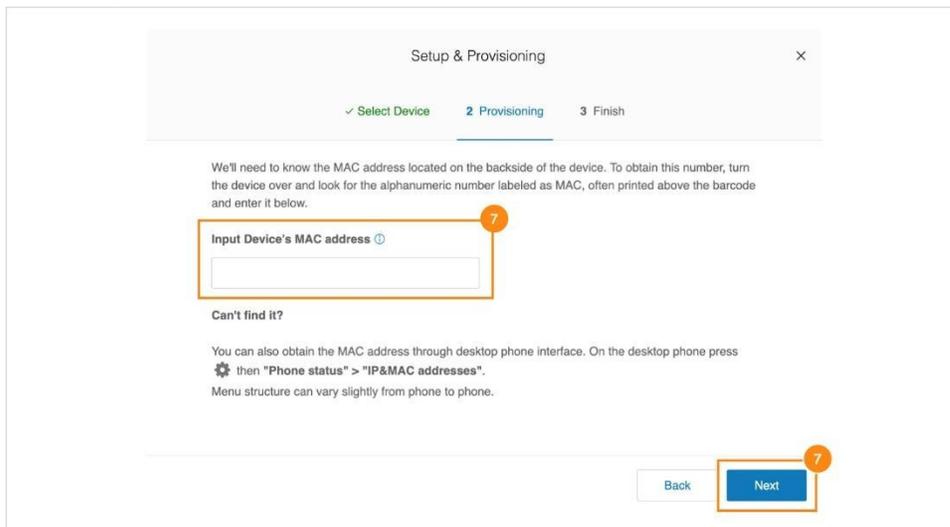
 - a. Select **Users** in the top menu.
 - b. Go to **User List > Users with Extensions**.
 - c. Select the user you want to add the phone to.
 - d. Expand the **Phones & Numbers** section for that user.
3. Select an Existing Phone from the list of the user you want to migrate, then click **Setup & Provision**.



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**.

Upgrading the Migrating Mitel IP400 Phones

When you are ready to migrate your IP400 phones, you must upgrade the migrating phones.

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

The phone firmware upgrade is a 2-step process: first to intermediate 804 firmware and then to ST firmware that is compatible with RingCentral MVP service. Both upgrades are coordinated via the Mitel Cloud Migration Service. Review the following sections for information about upgrading the IP400 phones:

- Pre-Upgrade Setup
- First Upgrade Step
- Second Upgrade Step

WARNING: Once the IP400 phone has completed the upgrade to the ST firmware, there is no process to revert the phone back to MiVoice Connect compatible firmware (one-way process only).

Pre-Upgrade Setup

The migrating phones need to register with Mitel Cloud Migration Service to upgrade phone firmware, for both intermediate 804 firmware and find SIP ST firmware that is compatible with RingCentral MVP service.

There are two paths to register the phone(s) with Migration Service:

1. Configuring DHCP Option 156
 - a. Set the parameter `configServers=ip400.mitelcloud.com`.
 - b. Factory reset the phone by pressing **muteCLEAR#** button sequence on the phone (press the **mute** button followed by **25327#** buttons on the dial pad).
 - c. Press the **Clear** soft key to proceed. This will clear all the previous settings and the phone will reboot.
 - d. Upon reboot, the phone will register automatically with Migration Service with default extension 1000.

OR

2. Manual Phone Configuration
 - a. Factory reset the phone by pressing **muteCLEAR#** button sequence on the phone (press the **mute** button followed by **25327#** buttons on the dial pad).
 - b. Press the **Clear** soft key to proceed. This will clear all the previous settings and the phone will reboot.
 - c. After reboot, press **muteSETUP#** button sequence on the phone (press the **mute** button followed by **73887#** buttons on the dial pad) to go to **Admin Options**.
 - d. Enter the phone's admin password. The password is 1234.
 - e. Press the **OK** soft key.
 - f. Select **Services->Config servers** and enter <http://ip400.mitelcloud.com> in the Config server 1 field. Alternatively, you can enter the IP address 34.111.177.55 instead of the URL.
 - g. Press the **Back** soft key, press the **Back** soft key one more time, then press **Apply** soft key to apply the changes and wait for a few seconds.
 - h. The phone will register automatically with Migration Service with default extension 1000.

First Upgrade Step (Intermediate 804 Firmware)

1. After the pre-upgrade setup is completed, the phone will automatically start the firmware upgrade process.
2. The phone will start downloading the latest 804 firmware. The phone screen display will show the firmware download status.
3. Once the firmware download status is 100%, the phone will auto-reboot and boot up with the latest 804 firmware.
4. The phone will display 'Dial 400 to switch to RC' on top of the screen.

Second Upgrade Step (Final ST Firmware)

1. Dial **400** using the phone dial pad and press **Dial** button.
 - a. **WARNING:** Once the ST firmware is installed, there is no return process to revert to MiVoice Connect compatible firmware.
2. The phone will display 'Unknow call failure' message, press the **OK** soft key, wait for 2-3mins, and do not power off the phone.
 - a. **Note:** If you see any additional messages after pressing the **OK** soft key, don't take any action and wait for the ST firmware to download.
3. The ST firmware download process runs in the background and the phone does not show any download status on the screen.
4. Once the ST firmware download completes, the phone will auto-reboot and boot up with ST firmware and should show as connected to MVP.

Frequently Asked Questions (FAQ)

What is the minimum IP400 phone firmware required for migration?

The upgrade process outlined above will update the phone to the required firmware levels.

What regions are targeted for RingCentral migration?

US, Canada, UK, and Australia.

Can any existing IP400 phone models be upgraded to RingCentral MVP?

Initially, only IP485g, IP480g, and IP480 models of any age can migrate.