

# Mitel/ShoreTel Sky IP400 Phone Migration to RingCentral MVP

Admin Guide

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## Overview

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

NOTE: This article is applicable only for Mitel/ShoreTel Sky and does not apply to MiCloud Connect, MiCloud Flex, MiCloud Business, or MiCloud 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:
  - rcs.aastra.com
  - 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:
  - ip400.mitelcloud.com
  - 34.111.177.55
- 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 removal of any DHCP / DNS entries in the environment that might redirect the Mitel phones to the old platform.
  - Common legacy Mitel DHCP / DNS entries:
    - 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](#).

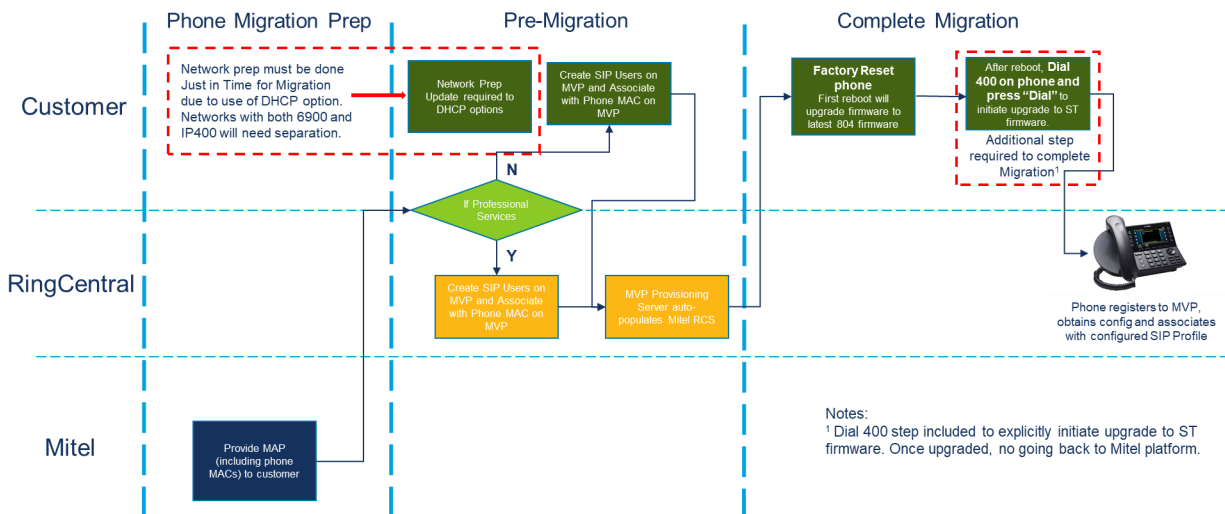
## Process

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

1. Gather necessary information from your existing Sky solution to assist with your migration to RingCentral (refer to [Gathering Mitel/ShoreTel Sky 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 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



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## Appendix

### Gathering Mitel/ShoreTel Sky 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 Sky 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
- Viewing Call Flow Settings
- 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 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 Sound Files:** A ZIP file containing all the sound files on the account.

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.

### Viewing Call Flow Settings

When preparing to migrate your Sky services to RingCentral, you may also need to gather additional information about the call flow settings for your account.

1. On the Portal **Phone System** menu, click **Call Flow Settings**.
2. To view the details for a call flow component, click the call flow component in the list. The details are displayed below the component list and the diagram is displayed to the right of the component list.
3. Click the tab in the component details that contains the information you want to view.  
**TIP:** You can save a view of the configuration details by taking a screenshot for later use.

### Downloading Voicemail Messages

Users may want to download and save their voicemail messages. Voicemail messages can be downloaded individually from the Portal.

1. On the Portal **Home** menu, click **Voicemail Box**.
2. Select the checkbox next to the voicemail you want to download.
3. Click **Download** on the toolbar and follow the prompts to save the file.

For additional information, see the [Voicemail Box](#) knowledgebase article.

### Downloading Call Recordings

Depending on your role, you can access and download your own call recordings and/or the call recordings of other users on your account.

1. On the Portal **Home**, **Team**, or **Organization** menu, click **Call Recording**.
2. If accessing from the **Organization** menu, click **All Recordings**.
3. Select the checkbox next to the call recording you want to download.
4. Click **Download** on the toolbar and follow the prompts to save the file.

For additional information, see the [ShoreTel Sky Replay \(Call Recording\)](#) knowledgebase article.

### Obtaining MAC Addresses for Migrating Phones

You can download information about the phones on your account, including phone model, MAC address, and extension. The MAC address for each migrating phone will need to be entered into RingCentral Service Web (refer to [Adding Mitel IP400 Phones to RingCentral Users](#) section for details).

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

### Mitel/ShoreTel Sky Portal

You can download the list of users and their MAC addresses from the Sky Portal.

1. On the Portal **Operations** menu, click **Primary Partition**.
2. In the **Settings** tab, click **Download** next to **User List Document** under the **Migration** section.
3. Follow the prompts to open or save the file.

### Transferring Phone Numbers

The following documents are required when making a request to transfer your Mitel/ShoreTel Sky 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

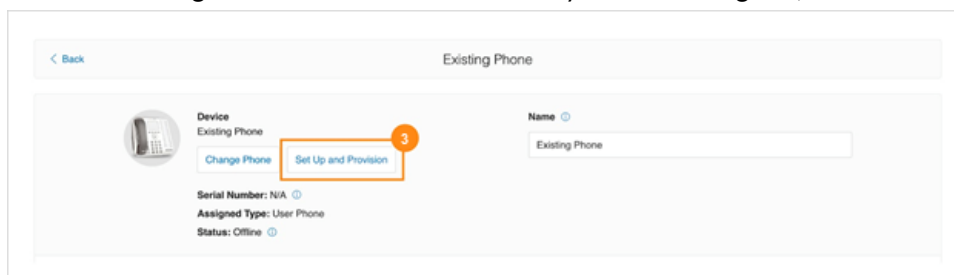
A copy of your most recent invoice is required to transfer your phone numbers from Mitel to RingCentral. As a Decision Maker, Billing Contact, Full Admin, or Billing Admin, you can download a copy of your monthly invoice.

#### Sky (Portal)

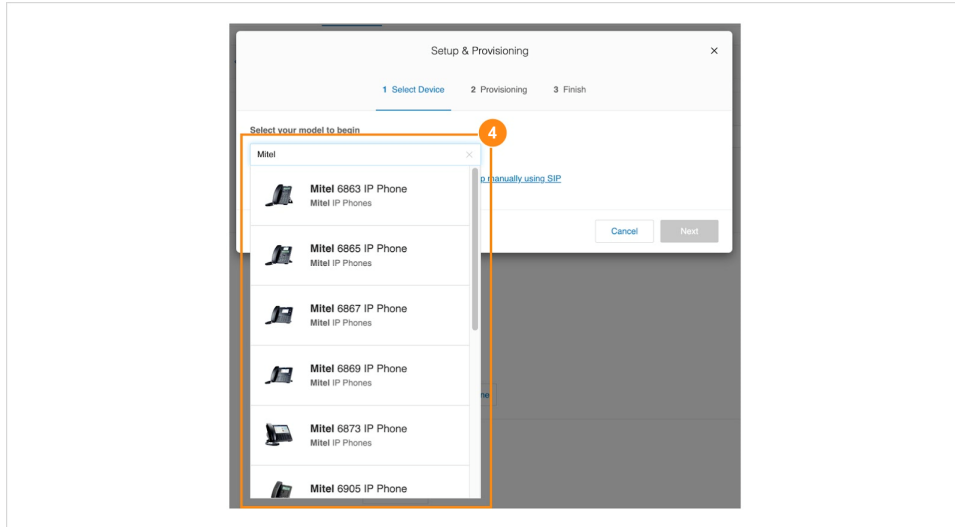
1. On the Portal **Organization** menu, under **Billing**, click **Invoices & Payments**.
2. Click the **View Invoices** tab.
3. In the **Choose Invoice Group** list, select the invoice group to view.  
Note: If you do not have multiple invoice groups set up for your account, only one main invoice group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

### Adding Mitel IP400 Phones to RingCentral Users

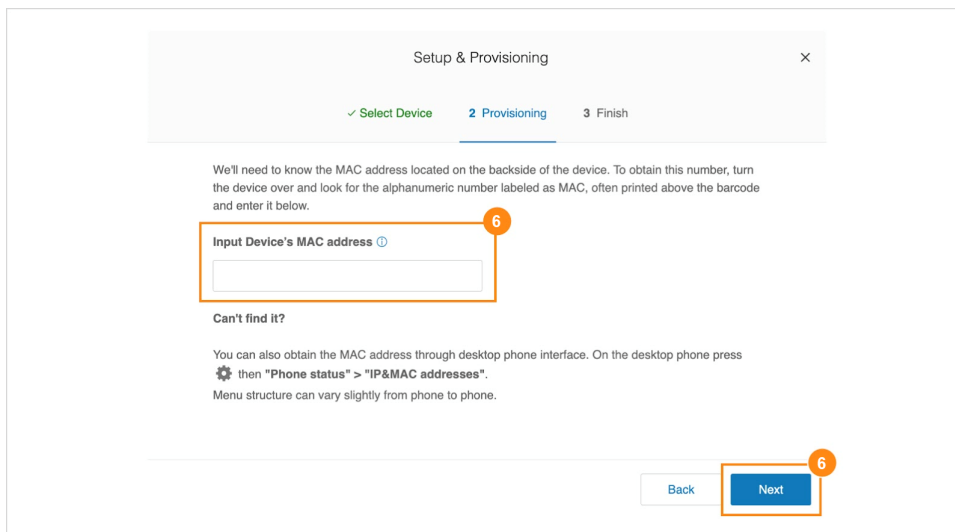
1. Go to the [Admin Portal](#) and sign in.
2. There are two paths you can follow to add a phone to a user:
  - a. Select **Phone System** in the top menu.
  - b. Go to **Phones & Devices > User Phones**.OR
  - a. Select **Users** in the top menu.
  - b. Go to **User List > Users with Extensions**.
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

## 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/ShoreTel Sky 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 Mitel/ShoreTel Sky 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 **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). Press the **Clear** soft key to proceed. This will clear all the previous settings and the phone will reboot.
  - b. 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**.
  - c. Enter the phone's admin password. The password is 1234.
  - d. Press the **OK** soft key.
  - e. 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.
  - f. 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.
  - g. 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 the **Dial** button.
  - a. **WARNING:** Once the ST firmware is installed, there is no return process to revert to Mitel/ShoreTel Sky compatible firmware.
2. The phone will display an 'Unknown call failure' message, press the **OK** soft key, wait for 2-3mins, and do not power off the phone.

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 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.