

## ShoreTel Sky

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 the **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.

## Migrating Phones

Mitel MiCloud Connect customers can migrate their 6900-series and 400-series phones to RingCentral. ShoreTel Sky customers can migrate their 400-series phones to RingCentral.

**NOTE:** If you have Mitel rental phones that you are not planning to migrate to RingCentral, you will receive instructions for returning the phones during the disconnect process.

*Phone migration should be tested and completed prior to transferring your phone numbers to RingCentral. RingCentral, by default, provides temporary (RCF) numbers for new customer accounts. You may also use softphones during the phone migration process. Once your phone numbers have been transferred to RingCentral, there is no option to roll back the phones to MiCloud Connect.*

**NOTE:** A trial migration including 1-3 phones on each unique network is highly recommended prior to migrating all phones on your account. This is to ensure that the phones migrate properly before migrating all phones for a given network or location.

## Process

1. Create your account and users in the RingCentral Admin Portal.  
This may be completed by an administrator on your account or by RingCentral Professional Services.
2. Enter the MAC addresses for any migrating phones in the RingCentral Admin Portal.  
**NOTE:** If you are migrating any 6930L phones, select 6930 as the phone model when adding the phone in the RingCentral Admin Portal.
3. Finalize phone migration (method depends on the phone model).

## Prerequisites

- 6900-series phones must be running firmware version 6.1.0.187 or later
- Account and users must be created in RingCentral Service Web

- Firewall settings must be configured following [RingCentral network requirements](#). In addition, firewall settings must be configured to allow traffic to the following URLs.

Purpose	Application protocol	Domain name/IP addresses	Destination ports
Mitel Redirection and Configuration Service	HTTPS	rcs.aastra.com 216.191.234.139	TCP\443
RingCentral Provisioning Servers	HTTPS	mtl.ringcentral.com mtl.s3.ringcentral.com	TCP\443
Mitel Cloud Migration Service (for 400-series phones only)	HTTP	ip400.mitelcloud.com 34.111.177.55	TCP\80

**NOTE:** 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; these are *208.103.94.230* and *199.101.107.70*.

## Obtaining MAC Addresses for Migrating Phones

The MAC address for each migrating phone will need to be entered into RingCentral Service Web (refer to the RingCentral documentation for details).

### MiCloud Connect

You can view information about the phones on your account, including phone model, MAC address, status, assigned user, logged in user, and location.

**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 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. Click **Export** on the toolbar.
4. Follow the prompts to open or save the file.

#### MiCloud Connect (Account Console)

You can view a 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.

- On the Account Console menu, click **Hardware**.

**NOTE:** This list cannot be exported but can be copied and pasted into an Excel file.

## ShoreTel Sky

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

## Finalizing Phone Migration

When you are ready to migrate your phones, you must finalize phone migration. The method for finalizing phone migration differs, depending on the phone model.

- **6900-series phones** (choose one)
  - *Configure DHCP Option 43 and reboot phones*
  - *Factory reset phones*
- **400-series phones** must be *upgraded*

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

At this point, you can also close or delete users that have been migrated from your Mitel account. For information on closing/deleting users, see one of the following articles:

- MiCloud Connect (Portal): [Closing a User](#)
- ShoreTel Sky: [Delete Profile](#)

## Mitel 6900-Series Phones: Configuring DHCP Option 43 and Rebooting Phones

To use this option, you will need to configure DHCP Option 43 on your DHCP Server and then reboot the migrating phones.

- Configure DHCP Option 43 (Vendor Specific Info) as follows:
  - Under **ASCII**, enter **r<sub>cs</sub>=always**.
  - Under **Binary**, prepend with **02 0a**.

**NOTE:** Refer to the Microsoft Windows or other vendor documentation for information about configuring DHCP Option 43.

**NOTE:** Any other DHCP Options that have been configured must be removed prior to rebooting the phones (for example, DHCP Options 156, 66, 159, 160).

MiCloud Connect customers can reboot 6900-series phones from the Portal, Account Console, or directly from the physical phones.

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

### Reboot from Portal (MiCloud Connect only)

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

### ***Reboot from Account Console (MiCloud Connect only)***

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).

### ***Reboot from the Physical Phone***

1. Press the Settings button on the phone.  

2. Enter the voicemail password, and then touch the **Enter** softkey.  
The **User Settings** menu opens.
3. Touch the **Restart** icon.  
**NOTE:** Swipe right to switch pages in the **User Settings** menu.
4. When the **Restart Phone** prompt appears, touch **Yes**.

### ***Mitel 6900-Series Phones: Factory Resetting Phones***

If configuring DHCP Option 43 is not practical (e.g., remote workers, no IT support staff, etc.), you can finalize phone migration by factory resetting the 6900-series phones directly from the physical phone.

1. Press the Settings button on the phone.  

2. Press the **Advanced** softkey.
3. Enter the phone admin password (**1234** or **22222**).
4. Press **Enter**.
5. Navigate to **Reset > Factory default**, and then select **Yes** when prompted.  
The phone will perform a factory reset and reboot.

### ***Mitel 400-Series Phones: Upgrading Phones***

When you are ready to migrate your 400-series phones, you must upgrade the firmware on the migrating phones.

Upgrading the firmware is a 2-step process – First the firmware must be upgraded to an intermediate 804 firmware and then to ST firmware that is compatible with the RingCentral MVP service. Both upgrades are coordinated via the Mitel Cloud Migration Service. Review the following sections for information about upgrading the 400-series phones.

- Pre-Upgrade Setup
- First Upgrade Step (to 804 firmware)
- Second Upgrade Step (to ST firmware)

## **Pre-Upgrade Setup**

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

There are two paths to register the phone(s) with the Mitel Cloud Migration Service: DHCP Option 156 Configuration or Manual Phone Configuration.

### **DHCP Option 156 Configuration**

1. Set the parameter **configServers=ip400.mitelcloud.com**
2. Factory reset the phone using the **muteCLEAR#** sequence on the phone; press **Mute** and then press **25327#** on the dial pad.
3. Press the **Clear** softkey to proceed.  
This will clear all previous settings and the phone will reboot.
4. Upon reboot, the phone will register automatically with Mitel Cloud Migration Service with a default extension of **1000**.

### **Manual Phone Configuration**

1. Factory reset the phone using the **muteCLEAR#** sequence on the phone; press **Mute** and then press **25327#** on the dial pad.
2. Press the **Clear** soft key to proceed.  
This will clear all previous settings and the phone will reboot.
3. After reboot, press the **muteSETUP#** sequence on the phone to view **Admin Options**; press **Mute** and then press **73887#** on the dial pad.
4. Enter the phone admin password (**1234**).
5. Press the **OK** softkey.
6. Select **Services->Config servers** and then 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.
7. Press the **Back** softkey two times, and then press the **Apply** softkey to apply the changes.
8. After a few seconds, the phone will register automatically with the Mitel Cloud Migration Service with a default extension of **1000**.

### **First Upgrade Step (Upgrade to Intermediate 804 Firmware)**

1. After the pre-upgrade setup is completed, the phone will automatically start the firmware upgrade process.
2. The phone starts downloading the latest 804 firmware.  
The phone screen displays the firmware download status
3. Once the firmware download status is 100%, the phone auto-reboots and boots up with the latest 804 firmware.
4. The phone displays **Dial 400 to switch to RC** at the top of the screen.

### **Second Upgrade Step (Upgrade to ST Firmware)**

1. Dial **400** using the phone dial pad and then press **Dial**.  
**WARNING: Once the ST firmware is installed, there is no return process to revert to MiCloud Connect compatible firmware.**
2. The phone displays **Unknown call failure**.

3. Press the **OK** softkey and then wait for 2-3 minutes; **DO NOT POWER OFF THE PHONE**.  
**NOTE:** If you see any additional messages after pressing the **OK** softkey, do not take any action; wait for the ST firmware to download.
4. The ST firmware download process runs in the background, and the phone does not display any download status.
5. Once the ST firmware download completes, the phone auto-reboots and boots up with ST firmware.  
At this point the phone should show as connected to MVP.

## Transferring Phone Numbers

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

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

Mitel suggests that you allow the lead time below for transferring your phone numbers. For additional information, see the applicable RingCentral Porting article or call RingCentral Support.

Country/Region	Lead Time	Article	RingCentral Support Phone Number
United States	45 days	<a href="#">RingCentral Porting</a>	(888) 898-4591; option 4
Canada	45 days	<a href="#">RingCentral Porting</a>	(888) 898-4591; option 4
Australia	16 weeks	<a href="#">RingCentral Porting</a>	0800 014 8091

### 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

*North America* – For information about obtaining the CSR, refer to the [MiCloud Connect/Sky Migration Tools](#) knowledge base article. *All other regions* – If you have not already received the CSR, you can you can [open a case](#) from the [OneView Help Center](#).

### Account Invoice

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