

Upgrading MiCC Enterprise Edition with Multimedia

URGENT UPGRADE INFORMATION

Any MiContact Center Enterprise Edition Multimedia sites planning to upgrade from v5.8-7.x to v8.x are asked to wait until after January 10th to perform the upgrade. Any EE multimedia upgrades to v8.x from v5.8-7.x will lose their multimedia licenses if they upgrade before January 11th.

The part numbers affected are:

51300543	MiCC EE Premium Starter Pack
51300559	MiContact Center EE Premium Agent x1
51300560	MiContact Center EE Premium Agent x10
51300562	MiContact Center EE Premium Agent x50
51300563	MiContact Center EE Premium Agent x100
51300964	Upgd MiCC EE Basic to Prem Starter Pk
51300602	Upgd - MiCC EE Stnd to Prem Starter Pk
51300603	Upgd - MiCC EE Adv to Prem Starter Pk
51300973	Contact Center Basic to Premium Agent upgrade – 1 pack
51300974	Upgrade MiCC EE Basic to Prem x10
51300975	Upgd MiCC EE Basic to Prem x50
51300611	Contact Center Standard to Premium Agent upgrade – 1 pack
51300980	Upgd MiCC EE Stnd to Prem Agent x10
51300981	Upgd MiCC EE Stnd to Prem Agent x50
51300612	Contact Center Advanced to Premium Agent upgrade – 1 pack
51300983	Upgd MiCC EE Adv to Prem Agent x10
51300984	Upgd MiCC EE Adv to Prem Agent x50
51302927	MiCC EE Premium Starter Pack Bundle
51302928	MiCC EE Premium Agent Bundle x1
51302929	MiCC EE Premium Agent Bundle x10
51302930	MiCC EE Premium Agent Bundle x50
51302931	MiCC EE Premium Agent Bundle x100
51303085	Upgd MiCC Basic to Prem Bundle Strtr Pk
51303087	Upgd MiCC Std to Prem Bundle Starter Pk
51303089	Upgd MiCC Adv to Prem Bundle Starter Pk
51302938	Upgd MiCC EE Basic to Prem Agt Bndle x 1
51302939	Upgd MiCC EE Basic to Prem Agt Bndle x10
51302940	Upgd MiCC EE Basic to Prem Agt Bndle x50
51302960	Upgd MiCC EE Std to Prem Agt Bndle x 1
51303079	Upgd MiCC EE Std to Prem Agt Bundle x 10
51303080	Upgd MiCC EE Std to Prem Agt Bundle x 50

51302961	Upgd MiCC EE Adv to Prem Agt Bndle x 1
51303081	Upgd MiCC EE Adv to Prem Agt Bundle x 10
51303082	Upgd MiCC EE Adv to Prem Agt Bundle x 50

For urgent upgrade requirements, please contact AMC_Accounts@Mitel.com during business hours.

MiCC Business Edition Multimedia upgrades will work as designed.

APPLIES TO

Versions 5.8-7.2 of MiCC Enterprise Edition

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