UNIFIED COMMUNICATIONS
MIGRATION GUIDE

**GREAT PLAINS COMMUNICATIONS**

Thank you for your continued partnership with Great Plains Communications for your Unified Communications (UC) phone service. Below is everything you need to get started and ensure a smooth transition:

Migration Basics

- » Your old KBS voicemail, Auto Attendant and softphone apps will be deactivated.
- » Existing desk phones will be reset and activated on the new UC platform; saved voicemails will be lost.
- » Phones will experience 3-5 minutes of downtime during the migration.
- » You will receive welcome emails as we transition you to the new platform. Although these are legitimate system notifications, you can ignore these emails.
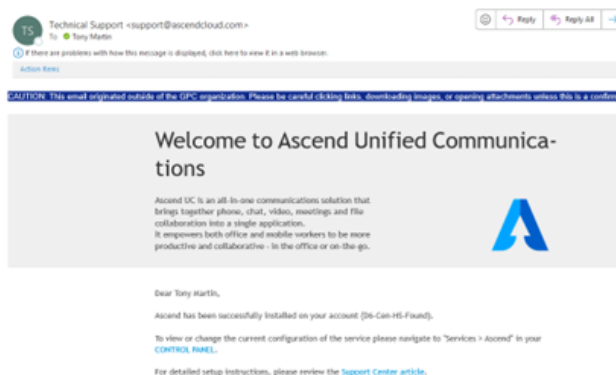
Network Requirements

If you have an IT provider, please forward the network requirements to them.

- » Phones will move to the data network, not a separate phone network as before.
- » Ensure SIP ALG is disabled on firewalls.
- » DHCP pool must have enough IPs for all phones.
- » IT support may be needed to allow application downloads.

Application Setup

- » Download the Ascend UC apps before migration.

  Desktop (Windows Mac): [Click here](#)
  Mobile: Search "Ascend UC" in your app store.
- » Login:
  Work email + default password Test@1234
- » Change your password after first login.

Voicemail PIN

- » Default PIN: 1379#; can be changed on the phone or in the app.
- » [Click here for voicemail instructions](#)

Call Park Changes

- » Old system: One button for park and retrieve.
- » New system: One button for park, spearate busy lamp field (BLF) buttons to retrieve; lights indicate availability.
- » [Click here for detailed instructions](#)

Training & Resources

- » [Phone Training Guides](#)
- » [General UC User Guide](#)

Support

- » Email: cloudsupport@gpcom.com
- » Phone: (888) 343-8015 Option 3