



A MITEL
PRODUCT
GUIDE

Unify Office

Flip Tool

Service Documentation

04/2026

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History of Changes

Issue	Date	Summary
1	06/2022	First issue of the guide.

1 About this Manual

This guide provides an overview of the Unify Flip User Migration Tool (referred to as Unify Flip in this document) and procedural guidelines for supported use cases.

This guide is intended for service personnel who aids a customer to migrate existing on-premise or UCaaS resources to Unify Office by RingCentral or Unify Video by RingCentral (referred to as Unify Office in this document).

2 Using Unify Flip

Unify Flip is a cloud-based tool available for modern web browsers (Chrome, Edge, Firefox), Therefore globally accessible. You can log in to Unify flip using your web browser, navigate to the address <https://flip.unifyoffice.com>

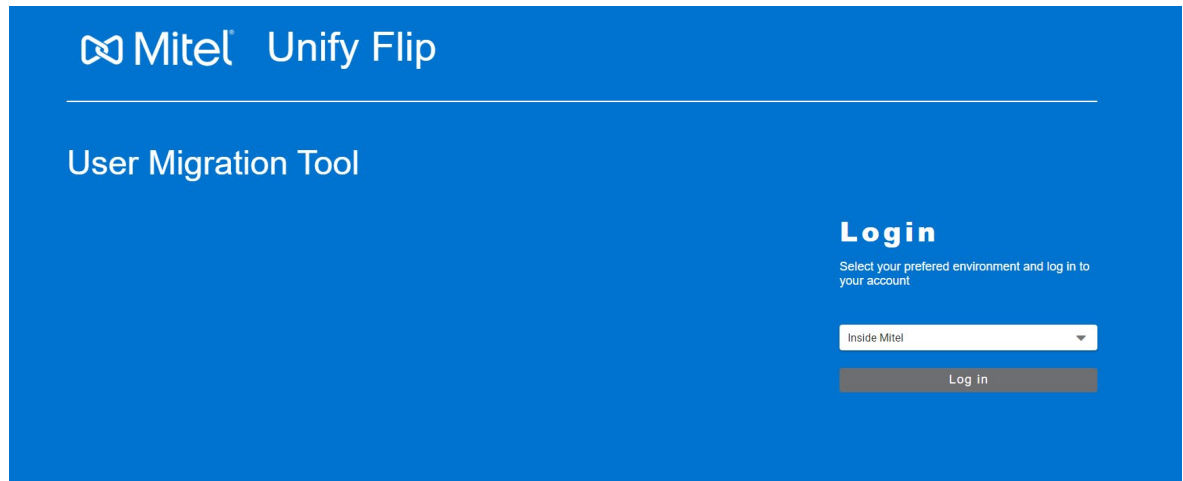


Figure 2-0-1: Unify Flip logon page

2.1 Log in

On the first page of the tool, the login procedure starts by allowing you to choose the environment you want, from the drop-down list. You can Login to Unify flip using your Unify Office credentials. and click the Login button.

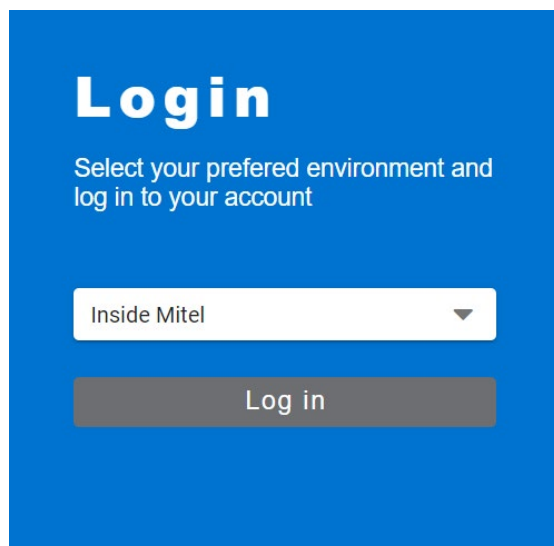


Figure 2-1-1: Environment selection

You will be redirected to the Unify Office login page and will be asked to log into your Unify Office user account. This can either be a super-admin user or a dedicated user for the Flip tool. In any case, the following permissions need to be assigned to the user account, to complete the login.

Unify Office account	Company Settings, Multi-Sites, Phone System, User Management
Unify Video account	Company Settings, User Management

After a successful login, you will be redirected to the landing page of the Flip tool.

2.2 Landing Page

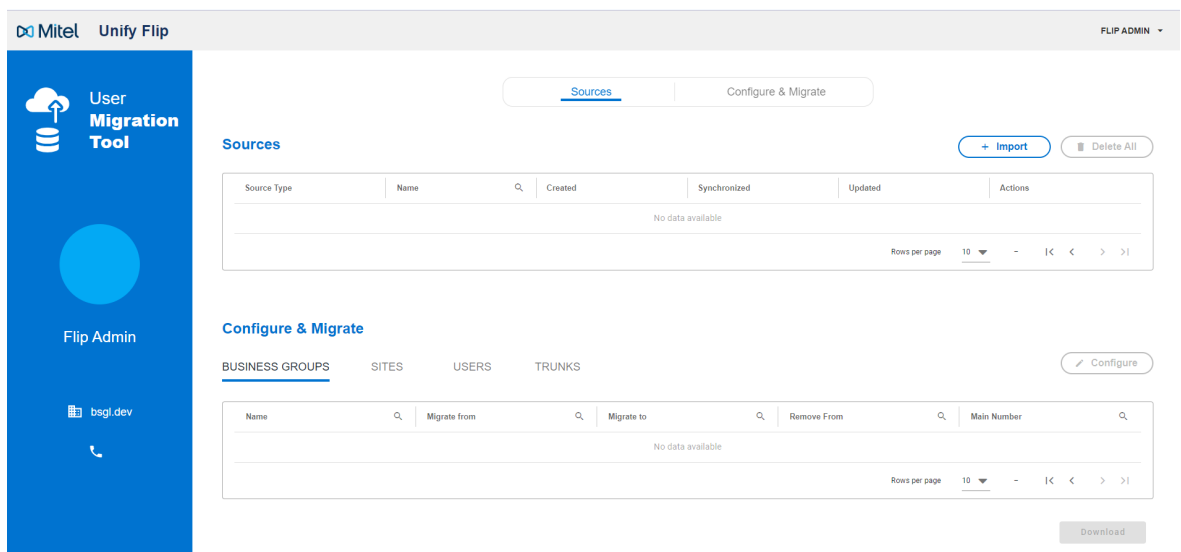


Figure 2-2-1: Flip tool landing page

The landing page of the Flip tool has a brief overview of the imported data in the center of the page. It shows the source data that has been imported in the upper table and some details of the imported data in the lower table.

On the left side, you can see the information about the logged-in user and the account.

From the landing page, the user can:

- Perform migration-related tasks such as importing source data, configuring the migration related data and starting the actual migration task.
- Delete all information stored in the Flip tool for this customer by clicking on the trash can in the top corner of the sources list.

You can navigate to various pages from the drop-down menu, At the top right corner.

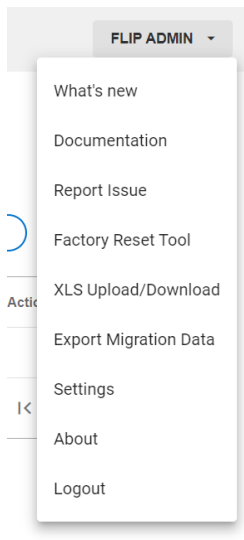


Figure 2-2-2: Flip tool drop down menu

2.3 What's new

The “What's new” page contains information about changes and improvements for all releases of the Flip tool.

The most recent version is highlighted automatically but a complete list of all changes from older releases can be shown by clicking on “Show older entries”.

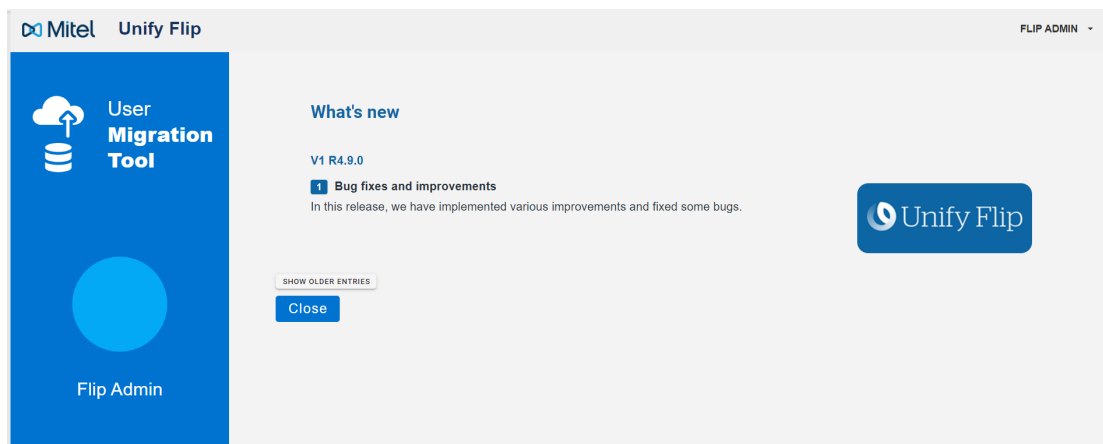


Figure 2-3-1: What's new page

2.4 Report issue

When clicking the “Report issue” a modal pop-up will displayed with these options:

- you can download the files with log.
- The “Delete File” option delete this file from Cloud.
- Close the pop-up.

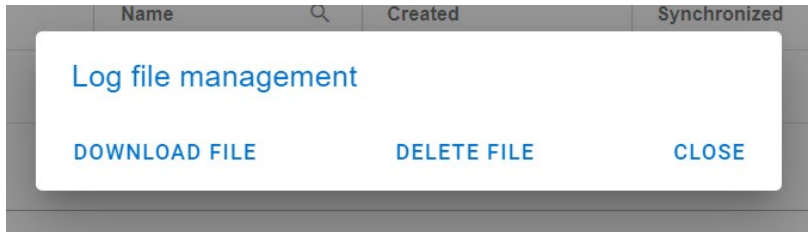


Figure 2-4-1: Report issue menu

2.5 Factory reset tool

The "Factory reset tool" will support you with by resetting a list of phones automatically. In order for the Factory Reset Tool to be reset the devices, the machine running the tool needs to be able to connect to the phones.

- Follow the instructions provides in the GUI to install the Factory Reset Tool, You can find the instructions in the top right corner.
- The instructions include all the links required.
- Together with the list of IP addresses, you need to execute the tool in order to factory reset the phones.

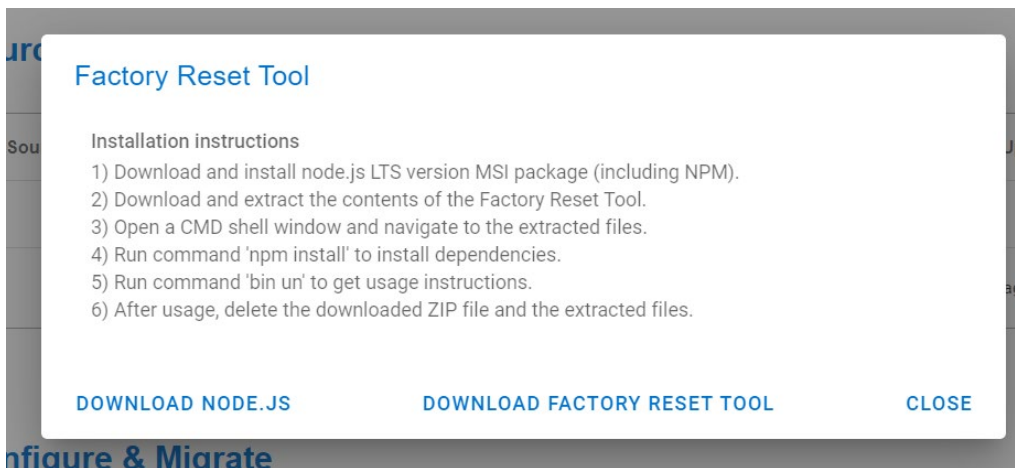


Figure 2-5-1: Factory reset tool

2.6 Upload XLS file

The "Upload XLS file" is a way to complete an advanced migration, using a excel file.

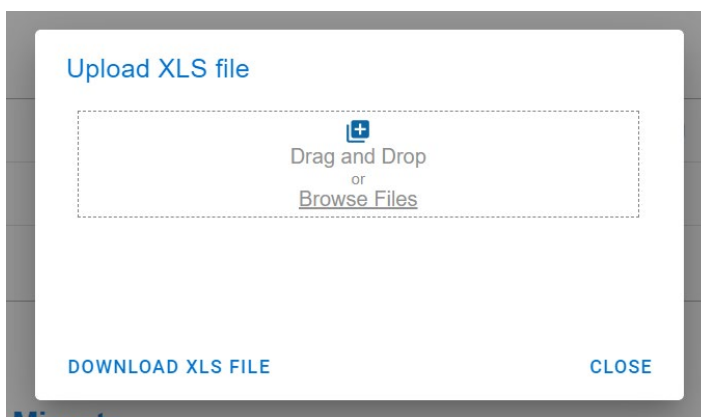


Figure 2-6-1: Upload XLS file upload menu

2.7 Export migration data

You can download the export migration data.

- Click the "Export Migration Data" from the menu.
- Choose the category of data you want to download.

The files will be filled out after the correct Migration procedure.

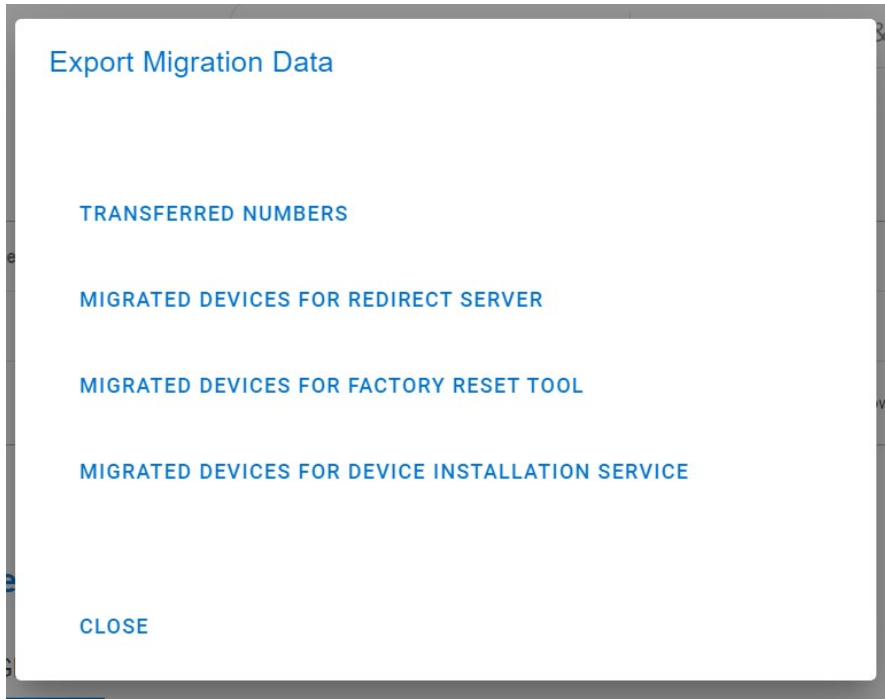


Figure 2-7-1: Export migration data menu

2.8 Settings

Use the settings button from the drop-down menu, to enable the automatic delete of customer data after 90 days of inactivity.

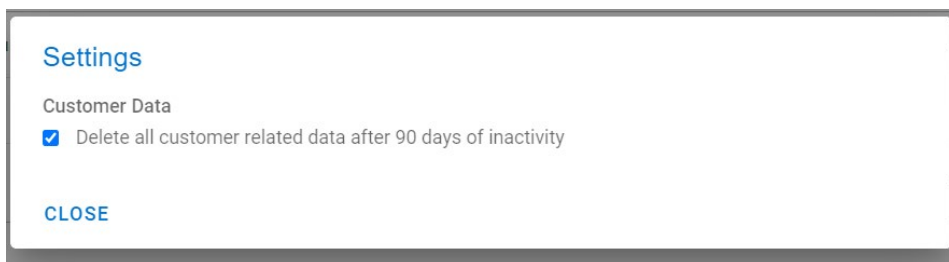


Figure 2-8-1: Settings menu

2.9 About

You can view terms and conditions any time you want from within by clicking the "About" item in the drop-down menu, a pop-dialog appears with useful information on the User Migration Tool. On the About page, you can learn about version of the Migration Tool along with copyright info.

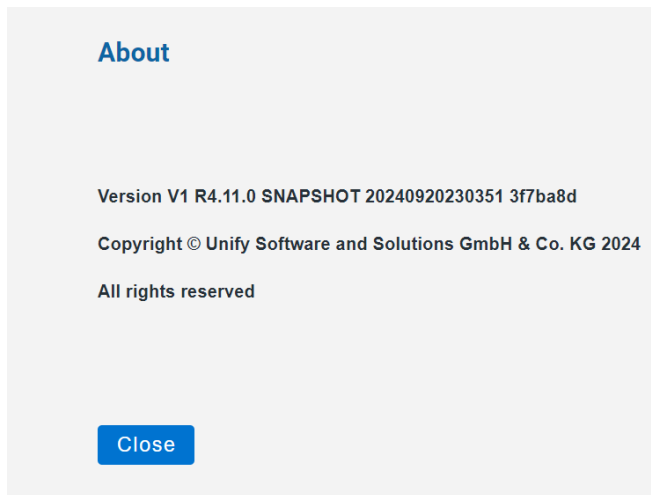


Figure 2-9-1: About page

2.10 Logout

To Logout at any time:

- Click the Logout button from the menu.
- You logged out from the session and the browser returns to the [Logon Page](#).

3 Import data

To migrate data, you need to import data first. You can do this following this process step by step:

- Click the "Import" button on the landing page

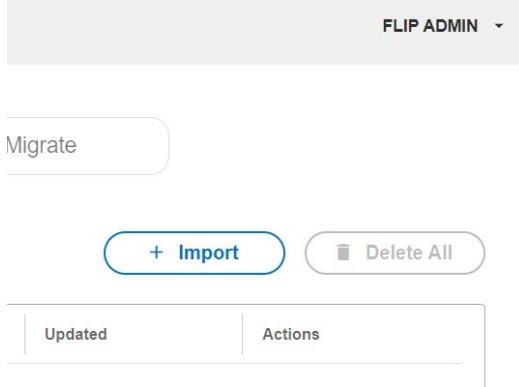


Figure 3-1 import data

- The Import source menu will be shown that includes a list of supported source types the user can choose from.

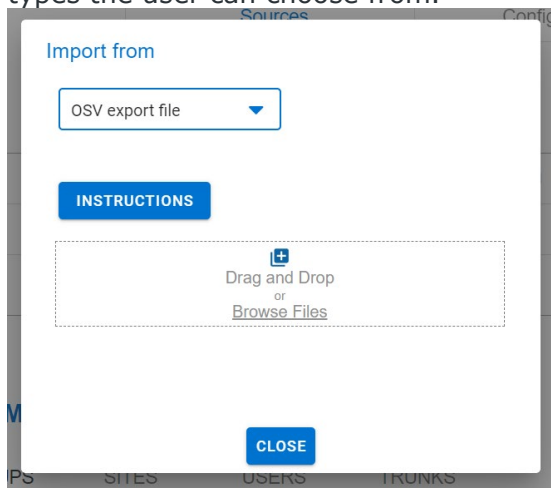


Figure3-2 source types

Data needs to be imported from the Unify Office account itself and at least from one on-premise source. The Unify Office account data will be imported "online" (meaning the Flip tool will use existing Unify Office APIs to import the required account data), for all other sources data will be imported "offline" (meaning the data has to be exported from the source first and afterwards imported via file upload into the Flip tool).

Below is an overview of the supported sources.

Source Type	Online	Offline	Version
Unify Office / Unify Video	X		All
OpenScope Voice		X	V7+
OpenScope 4000		X	V8+
OpenScope Business		X	V2 R7+
Deployment Server (DLS)		X	V7 R3+
Circuit		X	All
OpenScope UC		X	V7 R3+

CSV		X	All
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Depending on the type of source, the following type data will be imported.

- Business Groups
- Sites
- Locations
- Office Codes
- Numbers
- Extensions
- Users
- Devices
- Contacts
- Hunt Groups
- Call Forwarding information

- Click the Import button.
- For every offline source, there is an instructions menu that explains in detail, which steps to take to import data into the Flip tool. A File can either be opened via the operating systems "browse files" mechanism, or via pulling it into the browser window using the "drag and drop" mechanism.

3.1 Primary and Complementary sources

Offline source types are either primary or complementary sources.

- A primary source is treated as the main source of user data. All the primary sources are classic PBX systems which have their focus on the phone number, thus may not contain all the required user data (like first name, last name, Email address, etc.).

Primary sources:

1. OpenScape Voice
2. OpenScape 4000
3. OpenScape Business

- A complementary source is meant to complete the primary source data with missing information.

After importing data from a primary source, there are 3 different ways to complement the user data:

- Import existing data from a complementary source
- Edit user data when preparing the migration in the stepper of the Flip tool
- Export the current users in CSV format and import as complementary source after editing the CSV file

3.2 Instructions

This chapter contains all instructions for exporting data from offline sources.

You can find these instructions with images if you click the "Instructions" button.

3.2.1 OpenScape Voice

To export from OSV:

- Login to the OpenScape Voice Common Management Portal (CMP).
- Navigate to Maintenance -> Recovery and click on 'Export'.

- In the new window, select 'All configuration Data' and select the switch you want to export data from.
- Click 'Next' and wait for the operation to finish. You will be advised how to download the exported data.

3.2.2 OpenScape 4000

To export from OS4000 :

- Open ComWin.
- Run AMO command 'DISPLAY-VEGAS:;' to get your system number.
- Make sure the status of all entries is 'FREE'. Run AMO command 'DELETE-VEGAS:UNIT=ADS&SWU,SYSNO="??SYS-NO??",AMO=REGEN,USERCODE="??USER-CODE??";' to free them.
- Run AMO command 'START-REGEN:USERCODE="??USER-CODE??",SYSNO="??SYS-NO??",CONT=N,UNIT1=ALLKEY;' to start the regen file creation.
- Start local file transfer via ComWin and download the regen file (ALK) from the path based on your system number.

3.2.3 OpenScape Business

To export from OSBiz:

- Login to the OpenScape Business Assistant.
- Navigate to the page 'Data Backup' -> 'Backup Immediate'. Select 'Diagnosis data only' and the 'HTTPS' option and click on the 'OK & Next' button.
- Open the dtar file with e.g. 7zip and extract the 'hipathdb' file from occ.tar -> config.tar -> hipathdb.gz. The file hipathdb is the OSBiz PostgreSQL database dump and needs to be imported into the Flip Tool.

3.2.4 Deployment Service

To export from DLS:

- On Windows, login as Administrator to the system or open a CMD prompt with admin privileges (run as Administrator)
- Navigate to: 'C:\Program Files\DeploymentService\Tomcat\webapps\DeploymentService\database'
- On Linux, login as user 'sym'
- Navigate to: '/enterprise/share/tomcat/webapps/DeploymentService/database'
- Start the backup procedure
- On Windows, run the dbexport.bat file to start the backup procedure: 'dbexport.bat export.zip'
- On Linux, run the dbexport.sh file to start the backup procedure: './dbexport.sh export.zip'
- Import the created zip file into Unify Flip Tool.

3.2.5 Circuit

To export from Circuit:

- Login as tenant administrator to your Circuit tenant
- Click on your username and navigate to 'Administration' -> 'Statistics'
- Select 'Users report' as Statistics type and 'Comma separated CSV' as Download type. Click on the green 'Download' button.
- Import the file into the Unify Flip Tool.

3.2.6 OpenScape UC

To export from UC:

- Download and transfer the following file to the UC server and verify it is executable: fetchUCContacts.sh

- Connect via SSH to the UC server.
- Navigate to the path where the file is located and execute the downloaded script, e.g. `./fetchUCContacts.sh`
- A file will be created under the same path, named `uc_contacts.csv`.
- Download the new file and import it in the Unify Flip Tool.

3.2.7 CSV

To export from CSV:

The CSV file import is the most flexible way of importing users into the Flip tool.

- Click on the Users button
- When you click the Users button a file will be exported.
- You can edit the data provided to you. The following data can be edited:
 - Public phone number
 - Extension phone number
 - First name
 - Last name
 - Email address
 - Language
 - Role
 - Device type
 - IP address
 - MAC address
 - Site (assign a user to a site)
 - Queue name (assign a user to a call queue)

The following data can be provided for a call queue

- Public phone number (as unique identifier for the call queue)
- Queue Type
- Queue Name
- Email of the call queue administrator

A different way is:

- Click on the Template button.
- An empty file will be provided to you
- You can edit the data.

In any way you can import the data to the tool by Drag and Drop or Browse Files.

3.3 Imported data

After a successful import of data from a source, the contents are visible on the landing page tables. The upper table lists the type of source that has been imported (multiple sources are possible).

Every single source can be deleted by clicking the trash icon next to it. All data from all sources can also be deleted by clicking the "Delete All" all button.

The same source can be imported multiple times (may details of the data have changed within a source), you would be able to see when a source has been imported for the first time by looking at the Created timestamp and when a source has been imported lately by looking at the Synchronized timestamp.

The Updated timestamp would reflect when a source has been updated by the Flip tool (after a successful migration).

The lower table lists details of the imported data, separated for all sources into 3 different sections:

- Business Groups
- Sites
- Users

A search is possible in every table to look for specific data.

3.3.1 Business groups

The Business groups table mainly reflects the sources table content. However, an OpenScope Voice or OpenScope 4000 source can have multiple Business groups within the same source.

The table shows the name of the Business group, it's main number and information about the migration source and migration target. After a successful migration of a whole Business group, it can be removed from the original source.

Figure 3-3-1 Business groups table

3.3.2 Sites

The sites table contains information about the users and call queues. It lists the total users of each site and splits the information into the following types of users:

- Digital lines (users with public number and device)
- Direct number (users with public number)
- Extension only (users without public number)

For Unify Office sites, the number of free users is displayed in the same way.

It also lists the number of call queues and site codes for each site individually.

Configure & Migrate

BUSINESS GROUPS SITES USERS Reset Configure

Name	Migrate from	Migrate to	Status	Remove From	Code	Total Users	Used Users	Free Users	Call Queues
Main Site	Unify Office Unify Office Co.					9	(4/1/0/3)	(5/0/1/4)	1
Main Site	Openscape Voice autophsoltn1				1	3	(3/0/3/0)	(0/0/0/0)	2
Patra	Openscape Voice autophsoltn1				2	2	(2/0/2/0)	(0/0/0/0)	0
Salonica	Openscape Voice autophsoltn1				3	1	(1/0/1/0)	(0/0/0/0)	0
OpenScope 4000	Openscape 4000 L31988Q0242X00000					3	(3/0/3/0)	(0/0/0/0)	0
49221567	Openscape Business My Customer					3	(3/0/0/3)	(0/0/0/0)	1

Rows per page: 10 1-6 of 6 |< < > >|

Figure 3-3-2 sites table

3.3.3 Users

The users table lists all users from all sources, including their phone number, Email address and site they belong to.

Configure & Migrate

BUSINESS GROUPS

SITES

USERS

Reset

Configure

Name	Migrate from	Migrate to	Status	Remove From	Site	Primary Number	Email
Sven Beisiegel	Unify Office Unify Office Co.				None	301	devices@bsgl.de
Flip Admin	Unify Office Unify Office Co.				None	49221221003	flip@bsgl.de
Extension with no Phone assigned	Unify Office Unify Office Co.				None	49221221009	
Extension with Existing Phone	Unify Office Unify Office Co.				None	49221221007	
Minnie Mouse	Unify Office Unify Office Co.				None	49221221010	minnie@bsgl.de
Extension with Unify Office for Desktop	Unify Office Unify Office Co.				None	49221221005	
Mickey Mouse	Unify Office Unify Office Co.				None	49221221008	mickey@bsgl.de
Extension with Unify Office for Desktop	Unify Office Unify Office Co.				None	49221221002	
Extension with Unify Office for Desktop	Unify Office Unify Office Co.				None	49221221004	
+30(210)3335000	Openscape Voice autophsoltn1				Main Site	302103335000	user15000@osv.net

Rows per page: 10 | 1-10 of 21 | < > >>

Figure 3-3-3 Users table

4 Prepare migration

To prepare the migration click "Configure" button. This button triggers the launch of the Stepper, in order to avoid the complexity of the manual manipulation of the spreadsheets. The Stepper provides a more user friendly interface, that guides you towards a migration through three major steps. The steps are the following:

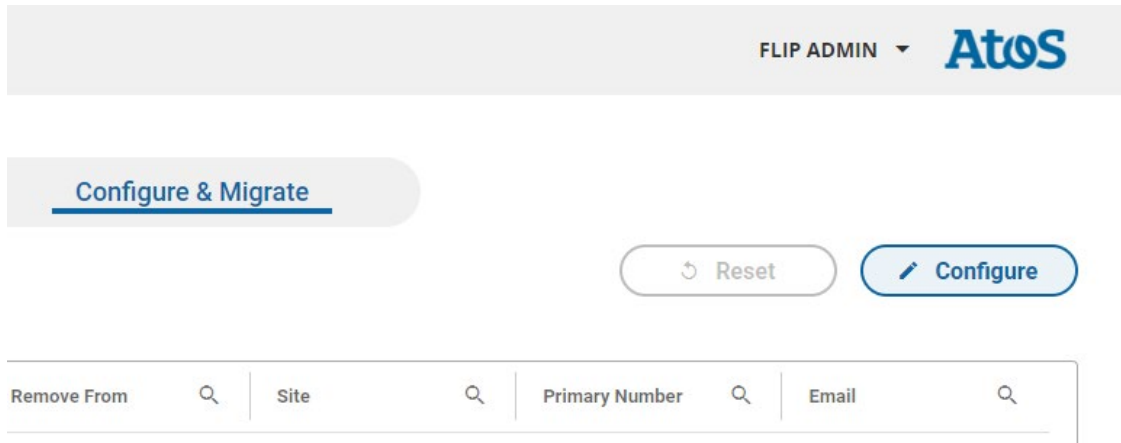


Figure 4-0-1: Configure button

4.1 Step 1 - Select & Configure a Business Group

Select a business group. Only one business group can be selected at a time.

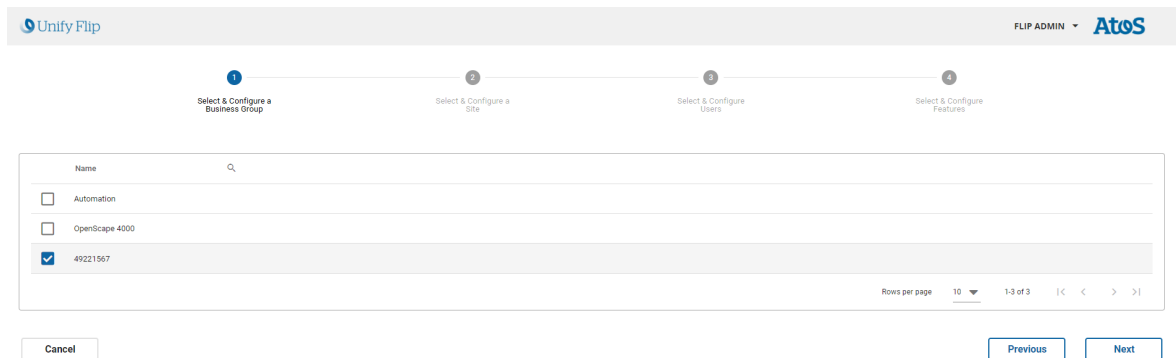


Figure 4-1-1: Select a business group

4.2 Step 2 - Select & Configure a Site

In the second step, a list of sites belonging to the business group previously selected is presented.

- Initially select a Site. some information may be pre-filled from the imported source files, some other's can be edited.
- To configure missing fields click on the pencil icon.

- All information will be provided. If you de-select the feature, all changes will be discarded
- You can choose an existing Unify Office site, or create a new site by providing a new name.
- The location information will be used as a default for all the users that will be migrated (headers of the table can be used as a filter to search for specific values).

Figure 4-2-1: Select site

This user interface provides various ways to clarify which fields are mandatory to be filled. First, using a red asterisk (*) symbol on the headers of the table, declares the fields as mandatory. Additionally, the fields can be identified from the thicker red border around the cell. The next button will be disabled until every mandatory field is filled in correctly.

Figure 3 site validation rules

You must follow the validation rules below:

- Code must contain only digits
- City accepts only letters, spaces and dots (for example Ft. or Pt. or directions No. So. E. W.)
- Postal Code accepts "a-z" or "A-Z" and/or 0-9 and space. The shortest postal code format is XX and the longest is XXXXX-XXXXXX. Lastly it should not begin or end with space or dash
- State becomes editable only if the country selected is US, UK or Puerto Rico.

The following rules are applied to this step:

1. **Code** must contain only digits
2. **City** accepts only letters, spaces and dots (for example Ft. or Pt. or directions No. So. E. W.)
1. **Postal Code** accepts "a-z" or "A-Z" and/or 0-9 and space. The shortest postal code format is XX and the longest is XXXXX-XXXXXX. Lastly it should not begin or end with space or dash

- 2. **State** becomes editable only if the country selected is US, UK or Puerto Rico.

4.3 Step 3 - Select & Configure Users

In this step, a list of all the users that belong to site previously selected is presented. To move on to the next step you choose the user to migrate to Unify Office (multiple users can be selected).

- Select the users to migrate to Unify Office(multiple users can be selected) some information may be pre-filled from the imported source files, some other’s can be edited if a user has a device associated with it.
- All information will be provided. If you de-select the feature, all changes will be discarded

You must follow the validation rules below:

- First name, Last name and Email must be provided.
- Email must be provided in the correct format.
- MAC Address consists of six groups of two hexadecimal digits, separated by hyphens (-) or colons (:)

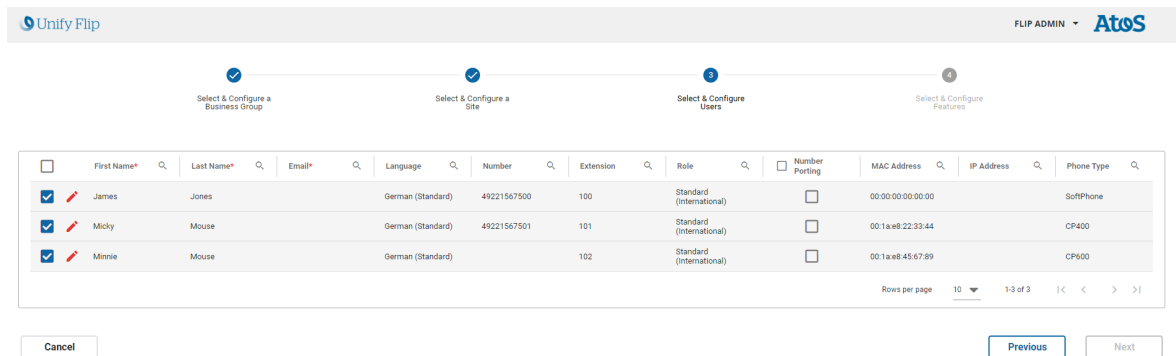


Figure 4-3-1: Configure users

4.4 Step 4 – Select & Configure Features

The last step is optional. It depends on feature’s availability for migration.

- Select the feature, (some information may be pre-filled from the imported source files, some other’s can be edited).
- All information will be provided. If you de-select the feature, all changes will be discarded.

You must follow the validation rules below:

- Call queue name must be provided.
- Email must be provided in the correct format.

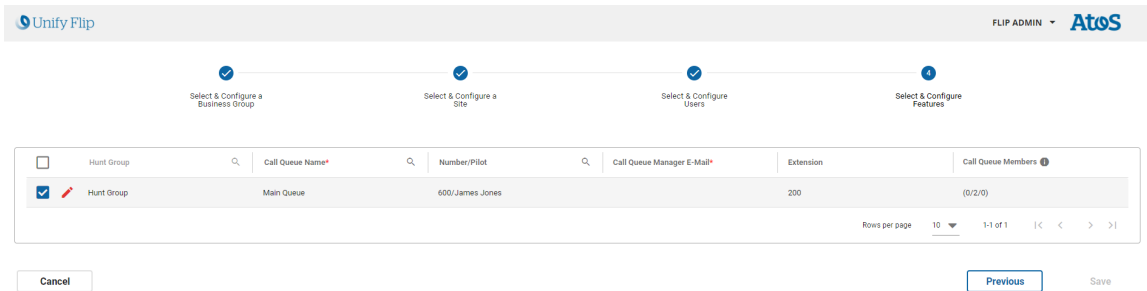


Figure 4-4-1: Configure Features

4.5 Consistency Check

When you click the Save button on step 4, triggers the Consistency check (an complicated procedure that occur errors in steps 2-4 of the stepper and need to be fixed before another attempt to save the data can be made).

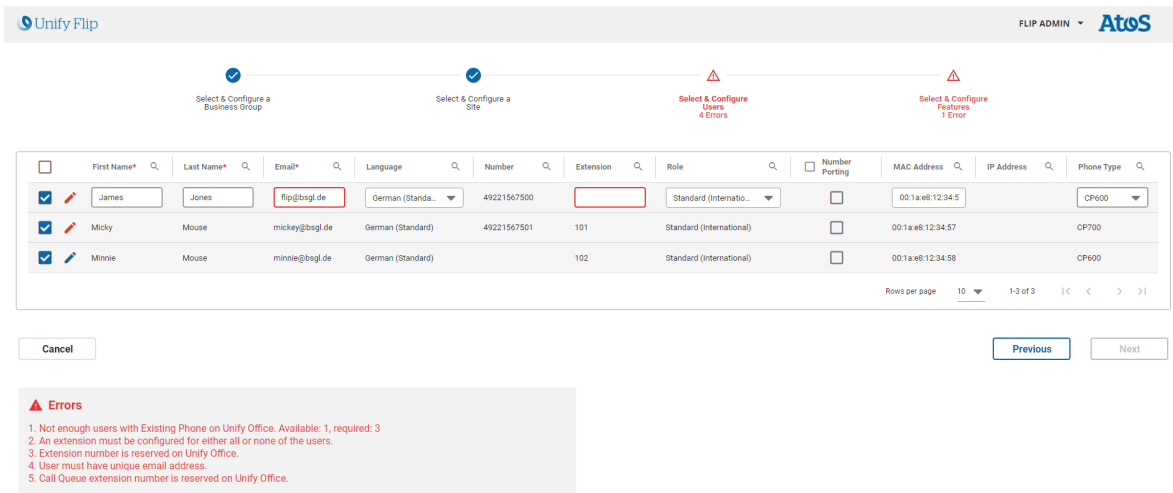


Figure 4-5-1: Consistency check report

When the edited Excel spreadsheet gets uploaded to the Unify Office Migration Tool, several checks are performed if the targeted migration of Business Groups, Sites, Users, Devices, etc. can be executed. The check will be performed based on the data synched from the connected Unify Office account and the uploaded data from existing OpenScape systems.

Every finding will be returned to the UI, including the UUID information of the problematic object and the Tab within the spreadsheet.

1. Check user availability on the Unify Office account.
 - a. Verify that there are enough unassigned users on the Unify Office account for the OpenScape users targeted for migration.
 - b. Verify that there are enough unassigned users with public number and Existing phone on the Unify Office account for the OpenScape users targeted for migration.
 - c. Verify that there are enough unassigned users with public number on the Unify Office account for the OpenScape users targeted for migration.
2. Verify that the Extensions of the OpenScape users targeted for migration
 - a. fit to the configured maximum extension number length of the Unify Office account.
 - b. are unique (no duplicate extension must exist) per site (if we are using a multisite Unify Office account).

3. On a Multisite Unify Office account, verify that
 - a. all sites have a site code configured.
 - b. all sites have a site code length according to the Unify Office account configuration.
 - c. all site codes configured are unique on the account.
 - d. all private office codes have a site code length according to the Unify Office account configuration.
4. Verify that all OpenScape users targeted for migration
 - a. have a unique email address configured.
 - b. have a firstname and lastname or displayname configured.
 - c. have a valid location address configured, including country code, street name, postal code and city name.
5. Verify that all OpenScape devices targeted for migration
 - a. have a valid and unique MAC address out of the Unify range (001ae8) configured if they are of type OpenScape DeskPhone CP.

4.6 Migration

Once, the data has been saved successfully and the users and sites are marked as Pending, the Migrate button will be enabled and the actual migration process can start.

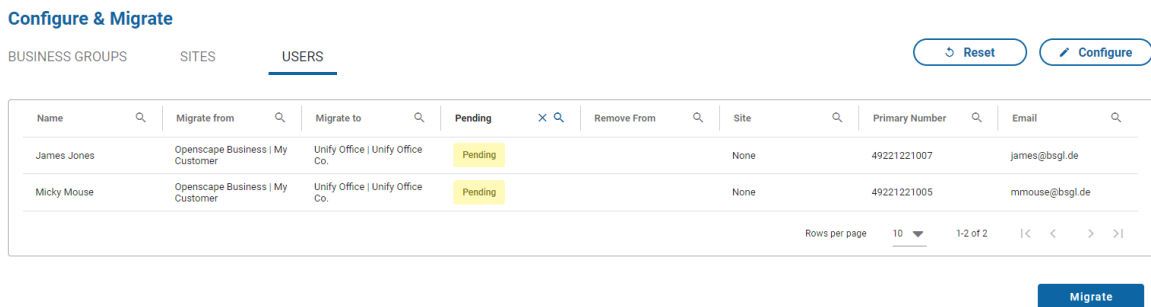


Figure 4-6-1: Migration button

- Press the Migrate button.
- A pop-dialog will be displayed once again and you have to decide if the newly migrated users will receive their welcome Email to enable the account (if not, the welcome Email can be sent any time later via Unify Office).

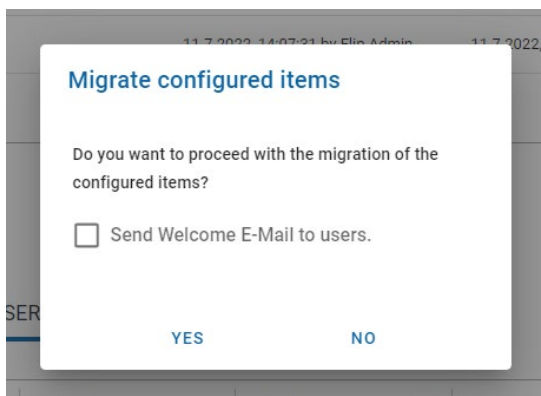


Figure 4-6-2: Confirm migration and send welcome Email

- When you choose Yes a progress bar displayed at the right bottom of Landing page.

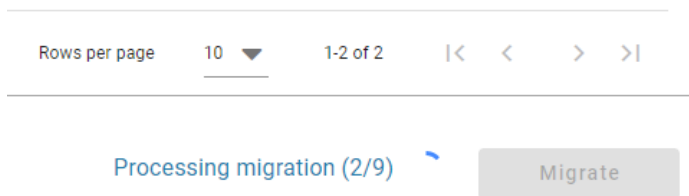


Figure 4-6-3 progress bar

The migration action will execute one-by-one each of the single migration tasks.

- A new site will be created first (if applicable)
- Afterwards, every selected user for this site will be migrated
- After the user, the related device will be migrated (if applicable)
- After all users of the site have been migrated, call queues will be created and the users will be added to that call queue (if applicable)
- After all migration tasks have been finished, the objects will be handled in the source accordingly (e.g., if all users from an OpenScape Voice site have been migrated, the site is targeted for removal on the OpenScape Voice system)

- At the end of the migration process, the results table will show the migration result for all objects that have been migrated.

Results [Download](#)

Action	Target	Result	Error
Migrate User James Jones	Unify Office	Successful	
Migrate Device SoftPhone(00:1a:e8:12:34:56)	Unify Office	Successful	
Migrate User Micky Mouse	Unify Office	Successful	
Migrate Device SoftPhone(00:1a:e8:12:34:57)	Unify Office	Successful	

Rows per page 10 1-4 of 4 Migrate

Figure 4-6-4: Migration results

4.7 After migration activities

After the migration has been completed successfully, the following activities can take place.

4.7.1 Export migrated devices for factory reset tool

From the [export migration data](#) menu:

- Download the list of migrated devices for the factory reset tool.
- Follow the steps to install the [factory reset tool](#).

The downloaded list contains the IP addresses of all migrated devices (if they have been available to the Flip tool). If the download is not available or contains no data, a list can also be created manually.

Alternatively:

- Add every single device by its IPv4 or IPv6 address, or provide one or more IPv4 or IPv6 subnets (in the format 192.168.0.0/24, 2001::/64)
- Run the command "bin\run --help" to get usage instructions.
- Run the command "bin\run -f <file> -p <phone-admin-password>" to start the process.

```
192.168.0.47/32 is a valid CIDR record
found 1 IP addresses
trying 192.168.0.47
device type is Desk Phone CP 600
reset device at IP 192.168.0.47
finished
```

Figure 4-7-1-1: Factory reset devices

4.7.2 Export migrated devices for UDIS

From the [export migration data](#) menu:

- Download the list of migrated devices for the device installation service (UDIS).
- You can import the exported file directly into the device installation service to onboard OpenStage and Desk Phone IP devices to the Unify Office account.

The detailed usage of the device installation service is out of scope for this document.

4.7.3 Clean Up

After the migration activities have been completed:

- Click the trash icon next to the record in the sources table in order to delete all imported data from the Flip tool.
- Click the "Delete all" button on the top of sources table so as to delete all sources from Flip tool database.

Sources + Import Delete All

Source Type	Name	Created	Synchronized	Updated	Actions
Openscape Voice	autophsoltn1	11.7.2022, 14:08:05 by Flip Admin	11.7.2022, 14:08:06 by Flip Admin	12.7.2022, 12:28:29 by Flip Admin	
Openscape 4000	L31988Q0242X00000	11.7.2022, 14:08:14 by Flip Admin	11.7.2022, 14:08:14 by Flip Admin	12.7.2022, 12:28:29 by Flip Admin	
Openscape Business	My Customer	11.7.2022, 14:08:26 by Flip Admin	11.7.2022, 14:08:26 by Flip Admin	12.7.2022, 12:28:29 by Flip Admin	
Unify Office	Unify Office Co.	11.7.2022, 14:07:31 by Flip Admin	11.7.2022, 14:07:35 by Flip Admin	12.7.2022, 12:28:29 by Flip Admin	

Rows per page 10 1-4 of 4 |< < > >|

Figure 4-7-3-1: Clean up after migration

By default, the Flip tool will keep resources for no longer than 60 days. The count always starts from the last login of the administrator of the tool.

