OVERVIEW & REQUIREMENTS

This guide walks through configuring the **Cisco 8865** IP phone to register with **the PBX platform** — from physical installation through manual configuration, auto provisioning (DHCP, TFTP, HTTP/HTTPS), and DNS SRV registration.

Cisco 8865 IP phone

BEFORE YOU BEGIN

- **Phone model** — Confirm the exact model printed on the back of the phone. Similar models can have significantly different setup procedures.
- **Firmware** — Version **11.2.3**
- **DHCP** — A fully configured, operational DHCP server
- **PBX version** — Confirm your release under **Settings › About**

CHECK PHONE FIRMWARE

1. On the phone, press the **Settings** button
2. Navigate to **Status**, press **Select**
3. Go to **Product Information**, press **Select**
4. Scroll to **Software Version** — confirm it shows **11.2.3**

CHECK PBX VERSION

1. Log in to the PBX platform
2. Navigate to **Settings › About**

The top of the About page shows a code similar to:

```
Edition: Business, Release: 5.3.5 (041373f),
Running: 1.4.24-gc-75ee203
```

Release denotes the current version of your PBX.

INSTALLATION

OPTION A — POWER ADAPTER

1. Connect the DC plug on the power adapter to the DC port on the phone, and the other end into an electrical outlet
2. Connect an Ethernet cable between the **Internet** port on the phone and a network port on your router or switch

> **NOTE:** If you are using PoE, you do not need the AC adapter. Make sure the Ethernet cable and router/switch are PoE compliant.

OPTION B — POWER OVER ETHERNET (POE)

1. Connect an Ethernet cable between the **Internet** port on the phone and an available port on a PoE-compliant router or switch

FIND THE PHONE'S IP ADDRESS

1. Press the **Settings** button
2. Navigate to **Status** , press **Select**
3. Scroll to **Network Status** , press **Select**
4. Go to **IPv4 Status** — the IP address is shown in the **IP Address** field

RESET TO FACTORY SETTINGS

Not required for brand-new, out-of-the-box phones — but a **must** for any phone that has been used before.

1. Browse to the phone's IP, e.g. `http://192.168.1.22`
2. Log in with your username and password (factory default: `admin` / `admin`)
3. Navigate to **Device Administration** , press **Select**
4. Scroll to **Factory Reset** and press **OK** — the phone resets to defaults
5. Allow time for the phone to reboot

> **WARNING:** Do not unplug or remove power while the phone is updating firmware or configuration.

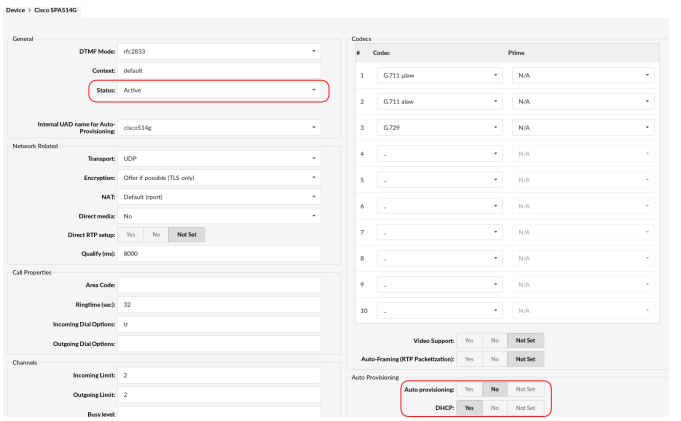
REGISTRATION METHODS

- **Manual configuration** — set line credentials directly in the phone's web interface (page 3)
- **Auto provisioning** — the phone pulls its configuration via DHCP, TFTP, or HTTP/HTTPS (pages 4–5)
- **DNS SRV** — the phone uses a DNS SRV record to locate the PBX (page 3)

MANUAL CONFIGURATION & DNS SRV

1 UAD SETTINGS

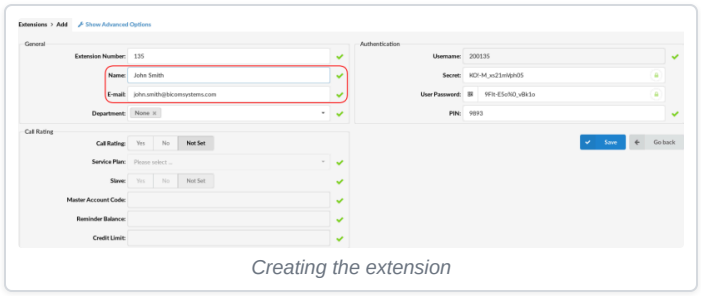
1. Log in to the PBX platform, navigate to **Settings › UAD**, click the **Edit** icon for the Cisco phone
2. Set **Status** = `Active`, **Auto provisioning** = `No`, **DHCP** = `Yes`, click **Save**



UAD settings — manual configuration

2 CREATE THE EXTENSION

1. **Extensions** › **Add Extension** › UAD = **Cisco**, Location = Local or Remote › **Next step**
2. Enter **Name** (e.g. `John Smith`) and **E-mail** (e.g. `john.smith@yourdomain.com`), click **Save**



Creating the extension

3A REGISTER VIA HOSTNAME / IP

1. Browse to the phone's IP, log in (`admin` / `admin`)
2. Click **Admin Login**, then **Advanced**
3. Click **Ext 1** (or Ext 2/3/4)
4. **Line Enable** = `Yes`
5. **Proxy** — PBX hostname or IP, e.g. `voip.yourdomain.com`
6. **User ID** — Extension number, e.g. `1003`
7. **Password** — the extension Secret
8. Click **Submit All Changes** — the phone reboots. Dial ***123** to verify.

3B DNS SRV REGISTRATION

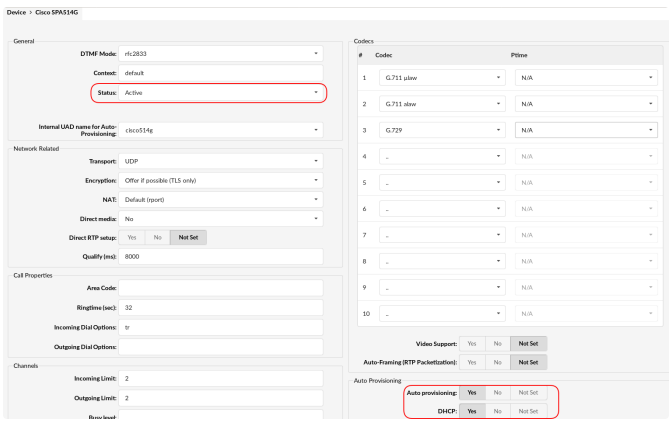
Your DNS server must be configured for this to work. Contact your PBX administrator.

Same steps as 3a, but set **Proxy** = your domain (e.g. `yourdomain.com`), **Use DNS SRV** = `Yes`, **DNS SRV Auto Prefix** = `Yes`. Click **Submit All Changes** . Dial ***123** to verify.

AUTO PROVISIONING — DHCP & TFTP

1 UAD SETTINGS

1. Log in to the PBX platform and navigate to **Settings › UAD**
2. Click the **Edit** icon for the Cisco phone
3. Set **Status** = `Active`, **Auto provisioning** = `Yes`, **DHCP** = `Yes`, then **Save**



UAD settings — auto provisioning

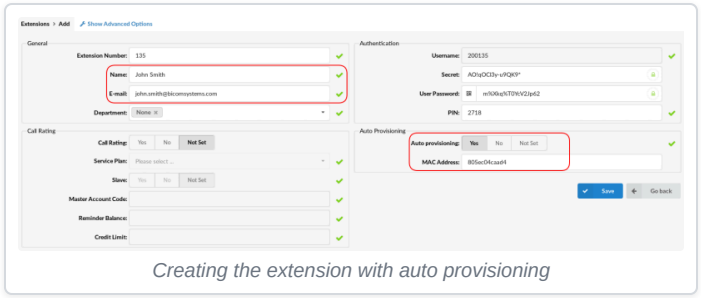
2 CREATE THE EXTENSION

1. **Extensions** › **Add Extension** › UAD = **Cisco**, Location = Local or Remote › **Next step**

REQUIRED EXTENSION FIELDS

- **Name** — e.g. `John Smith`
- **E-mail** — e.g. `john.smith@yourdomain.com`
- **Auto Provisioning** — set to `Yes`
- **MAC Address** — from the back of the phone, e.g. `0002FDFF1536`

Click **Save**.



Creating the extension with auto provisioning

3A REGISTER VIA DHCP (OPTION 66)

1. Configure your DHCP router to use **option 66** to automatically hand phones the auto-provisioning URL (refer to your router documentation or network administrator)
2. On the phone's first boot — or after a reboot — the DHCP server tells the phone where to pick up its configuration file
3. Dial ***123** to verify registration

3B REGISTER VIA TFTP

If there is no DHCP in your network, you can still auto provision — set a static IP on the phone first, then:

1. Browse to the phone's IP and log in (`admin` / `admin`)
2. Click **Admin Login** › **Advanced** › **Provisioning** tab
3. In the **Profile Rule** field enter `tftp://` + hostname or IP + `/$MA.cfg`
4. Click **Submit All Changes** and wait ~35 seconds — the phone may reboot, then reboots again
5. Dial ***123** to verify registration

TFTP PROFILE RULE EXAMPLES

- `tftp://voip.yourdomain.com/$MA.cfg`
- `tftp://192.168.1.10/$MA.cfg`

HTTP & HTTPS PROVISIONING

REGISTER VIA HTTP & HTTPS

NOTE: The PBX must be configured for HTTP provisioning — the HTTP username and password must be set in the auto-provisioning section under **Settings › Servers/Tenants › Server/Tenant Name › Edit**. Contact your PBX administrator if these values have not been configured.

1. Browse to the phone's IP and log in (`admin` / `admin`)
2. Click **Admin Login** › **Advanced** › **Provisioning** tab
3. In the **Profile Rule** field, enter one of the formats at right — replacing hostname/IP and credentials with your PBX's values
4. Click **Submit All Changes** and wait — the phone may reboot, then reboots again
5. Dial ***123** to verify registration

HTTP / HTTPS PROFILE RULE FORMATS

- **HTTP (hostname)**
  `[--uid username --pwd password]http://voip.yourdomain.com/prov/$MA.cfg`
- **HTTPS (hostname)**
  `[--uid username --pwd password]https://voip.yourdomain.com/prov/$MA.cfg`
- **HTTP (IP)**
  `[--uid username --pwd password]http://192.168.1.10/prov/$MA.cfg`
- **HTTPS (IP)**
  `[--uid username --pwd password]https://192.168.1.10/prov/$MA.cfg`

PROVISIONING SUMMARY

After a successful reboot with any method (DHCP, TFTP, HTTP/HTTPS, or DNS SRV), the phone picks up its configuration file and registers automatically. Dial ***123** to verify.

If registration fails, verify:

- The UAD is set to **Active** with the correct Auto provisioning setting
- The extension's **MAC address** matches the phone exactly (for auto provisioning)
- The phone can reach the PBX on the network
- For HTTP/HTTPS: the server username and password are configured
- For DNS SRV: the DNS server is configured to route to the PBX