



Configuration Guide for Ubiquiti G3 Phones

Revision History

Version	Date	Author	Reason for Change
1.0	August 12, 2025	Kirils Jesipovs	Configuration Guide created

Table of Contents

1. Overview	4
2. Configuration Steps - Zoom Web Portal	4
2.1 Create Zoom Users	4
2.2 Add SIP Devices	10
3. Configuration Steps - Ubiquiti G3 Phones	12
3.1 Deployment Topology Diagram	12
3.2 Network	12
3.3 Firmware Upgrade	13
3.4 Provisioning	14
3.4.1 Provisioning Through UniFi Talk Relay	14
3.4.2 Provisioning Through the Phone Interface	16
4. Troubleshooting	18
5. FAQ	18
6. Resources	18

1. Overview

This document outlines configuration best practices for Ubiquiti G3 Phones used as Zoom generic SIP phones.

2. Configuration Steps - Zoom Web Portal

This section provides instructions on how to configure Ubiquiti G3 Phones in the Zoom Web Portal.

This section is for adding phone devices and assigning Zoom users to the devices.

Prerequisites:

- Zoom Phone account: a valid Zoom Phone subscription is required in order to assign a G3 Phone endpoint.
- Zoom approval for provisioning of G3 Phones as Generic SIP devices. Administrators should contact Zoom Account Executive to start an approval process.

Login to Zoom Web portal at <https://zoom.us/>

The following Zoom SIP Device configurations are included in this section:

1. Create Zoom Users
2. Add Device

2.1 Create Zoom Users

Zoom Users are created in order to login to Zoom clients on desktop or mobile. It can also be assigned to a SIP Device. The steps for creating a user are as follows:

1. Navigate to **ADMIN -> User Management -> Users**. Click **+ Add Users** to create new Zoom users. Provide the desired email address(es), select a 'User Type' and fill out the user details as desired.

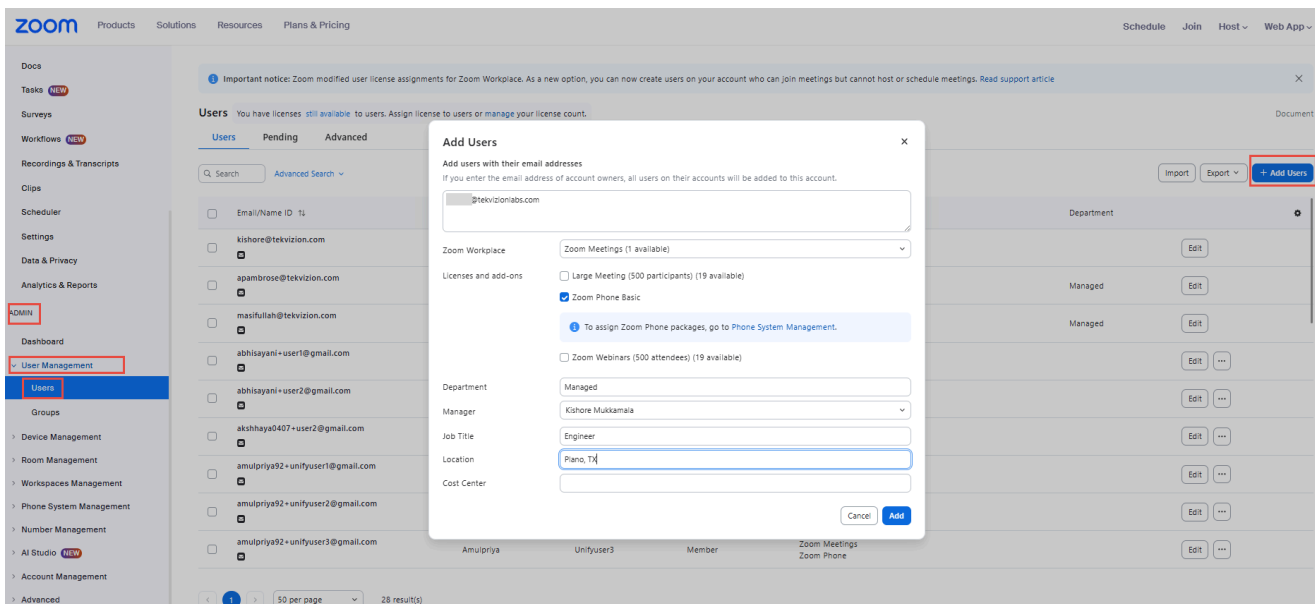
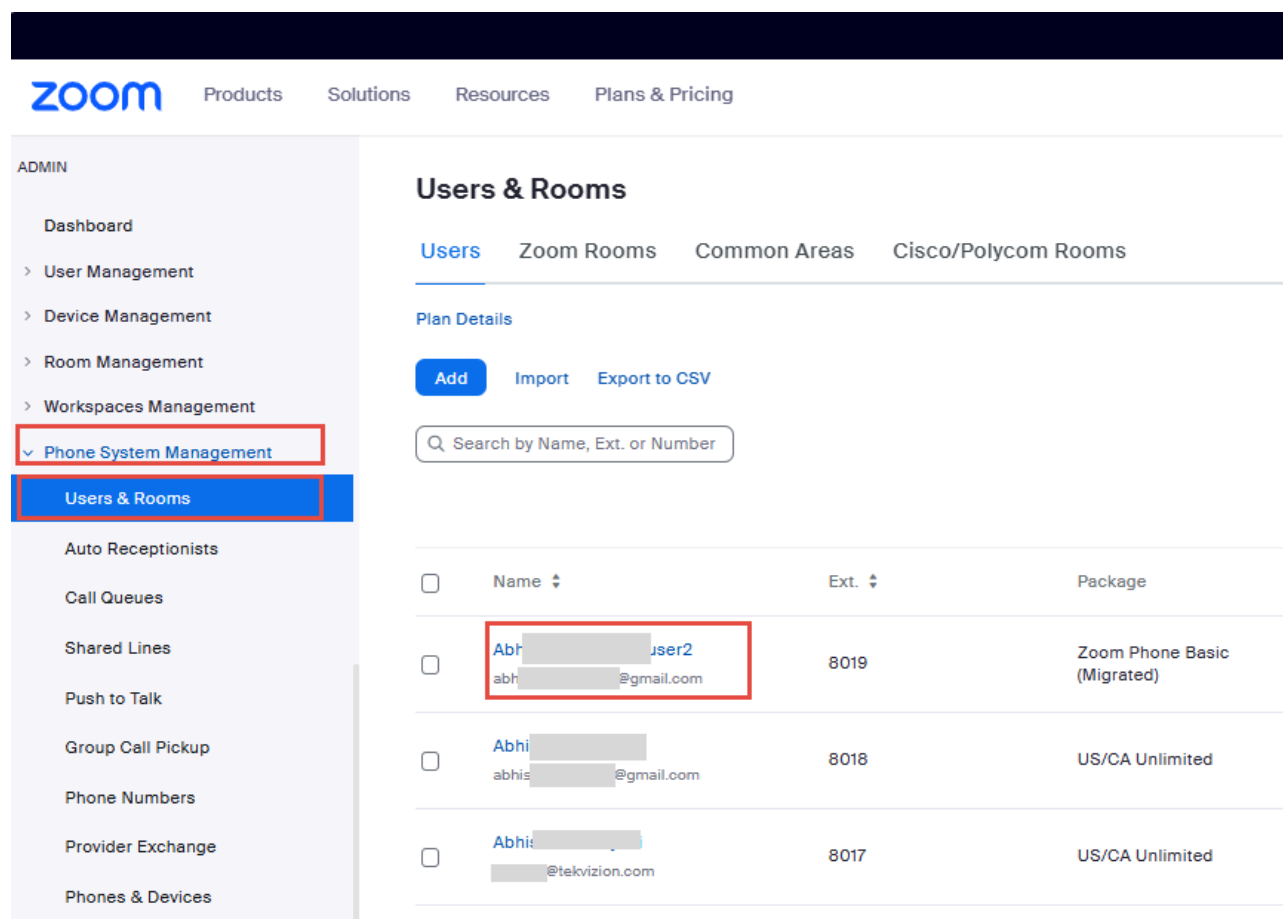


Figure 1 : Add Users

2. A Zoom activation email is sent to the email address used in creating the user, follow the instruction to active the Zoom account.

3. Navigate to **Phone System Management -> Users & Rooms**. Find the aforementioned user and select it.



The screenshot displays the Zoom Admin console interface. The top navigation bar includes the Zoom logo and links for Products, Solutions, Resources, and Plans & Pricing. The left sidebar, under the 'ADMIN' section, lists various management options: Dashboard, User Management, Device Management, Room Management, Workspaces Management, Phone System Management (highlighted with a red box), and Users & Rooms (highlighted with a blue box). The main content area is titled 'Users & Rooms' and features tabs for Users, Zoom Rooms, Common Areas, and Cisco/Polycom Rooms. Below the tabs, there are buttons for 'Add', 'Import', and 'Export to CSV', along with a search bar labeled 'Search by Name, Ext. or Number'. A table of users is displayed with columns for Name, Ext., and Package. The first user, 'Abhi [redacted] user2', is highlighted with a red box. The table also includes a checkbox for each user.

	Name	Ext.	Package
<input type="checkbox"/>	Abhi [redacted] user2 abhi[redacted]@gmail.com	8019	Zoom Phone Basic (Migrated)
<input type="checkbox"/>	Abhi [redacted] abhi[redacted]@gmail.com	8018	US/CA Unlimited
<input type="checkbox"/>	Abhi [redacted] [redacted]@tekvizion.com	8017	US/CA Unlimited

Figure 2 : Users and Rooms

- Next to the **Package** field under **Profile**, select the **Assign** option.

The screenshot displays the Zoom Admin console interface. On the left, the sidebar menu is visible, with 'Users & Rooms' highlighted in blue. The main content area shows the 'Profile' tab for a user named 'Abhishek@gmail.com'. The 'Package' field is highlighted with a red box, and the 'Assign' button next to it is also highlighted with a red box. The 'Package' field currently shows 'Zoom Phone Basic (Migrated)'. Other fields visible include 'Site' (Main Site), 'Extension Number' (8019), 'Emergency Address' (Default: [redacted] (Company Address)), 'User Status' (Active), 'Country/Region' (United States (+1)), and 'Area Code' (Set).

Figure 3 : Assigning Package pt. 1

5. Select the desired package – for example, **US/CA Unlimited Calling Plan** was used. Click **Save** to complete.

The screenshot displays the Zoom Admin console interface. On the left is a navigation sidebar with categories like 'Tasks', 'Surveys', 'Workflows', 'Recordings & Transcripts', 'Clips', 'Scheduler', 'Settings', 'Data & Privacy', 'Analytics & Reports', and 'ADMIN'. The 'Users & Rooms' section is highlighted. The main content area shows the 'Users & Rooms > Users > [redacted]@gmail.com' breadcrumb. The user's name 'Abhis [redacted]@gmail.com' is at the top. Below it are tabs for 'Profile', 'Policy', 'History', and 'User Settings'. The 'Profile' tab is active, showing fields for 'Site' (Main Site), 'Package' (US/CA Unlimited Calling Plan (13 Available)), 'Extension Number' (8019), 'Emergency Address' (Default: 3701 W PLANO PKWY, STE 300 STE 300, PLANO, Texas 75075, United States), 'User Status' (Active), 'Country/Region' (United States (+1)), and 'Area Code' (Set). The 'Package' dropdown and the 'Save' button are highlighted with red boxes.

Figure 4: Assigning Package pt. 2

6. In the same field, next to **Number(s)**, select **Assign**. A pop-up page is brought up with a list of your tenant's available phone numbers.

The screenshot shows the Zoom Admin console interface. On the left is a sidebar with navigation options: Tasks (NEW), Surveys, Workflows (NEW), Recordings & Transcripts, Clips, Scheduler, Settings, Data & Privacy, Analytics & Reports, ADMIN, Dashboard, > User Management, > Device Management, > Room Management, > Workspaces Management, > Phone System Management, **Users & Rooms**, Auto Receptionists, Call Queues, Shared Lines, Push to Talk, and Group Call Pickup. The main content area shows the user profile for 'Abhi [redacted]@gmail.com'. The 'Profile' tab is selected, showing fields for Site (Main Site), Package (US/CA Unlimited Calling Plan), Extension Number (8018), Number(s) (with a red box around the text and a red box around the 'Assign' button), Emergency Address (Default: 3701 W PLANO PKWY, STE 300 STE 300, PLANO, Texas 75075, United States), User Status (Active), Outbound Caller ID (Auto rec mitel - (972) 598-0139 - BYOC (United Stat...)), and Country/Region (United States (+1)).

Figure 5: Assigning Numbers pt. 1

7. Check the radio box next to the desired number and choose **Confirm** to complete. **NOTE:** A Calling Plan license or equivalent is required in order to assign PSTN DIDs.

The screenshot displays the Zoom Admin console interface. On the left, the navigation menu shows 'Users & Rooms' selected. The main content area shows the user profile for 'Abhishanth Sayani (abhisayani+u)'. The 'Profile' tab is active, showing details like Site (Main Site), Package (US/CA Unlimited Calling Pro Features - Unlimited), Extension Number (8018), Number(s), Emergency Address (Default: 3701 W PLANO PK), User Status (Active), Outbound Caller ID (Auto rec mitel - (972) 596), Country/Region (United States (+1)), Area Code (Set), and Time Zone (GMT+5:30) India.

On the right, the 'Assign Numbers' interface is shown. It includes a search bar, filters for 'Site (All)' and 'Number Type (All)', and a 'Get Numbers' button. Below these is a table of available numbers:

	Number	Area	Number Type	Voice Capability	Site
<input type="checkbox"/>	[redacted] 0073	United States	Toll Number	Incoming & Outgoing	Main Site
<input checked="" type="checkbox"/>	[redacted] 673	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/>	[redacted] 0072	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/>	[redacted] 0076	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/>	[redacted] 0075	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/>	[redacted] 0061	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/>	[redacted] 0124	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/>	[redacted] 0071	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/>	[redacted] 0070	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/>	[redacted] 0069	United States	Toll Number	Incoming & Outgoing	Main Site

At the bottom right, there is a 'Confirm' button (highlighted with a red box) and a 'Cancel' button. The page footer shows 'Page 1 of 5', 'Page Size 10', and 'Total 42'.

Figure 6: Assigning Numbers pt. 2

2.2 Add SIP Devices

1. Navigate to **ADMIN -> Phone System Management -> Phones & Devices**. Click **Add**

- Set **Display Name**: **G3 Touch Pro** is set as an example.
- Set **MAC Address**: add the G3 Phone MAC Address here.
- Set **Device Type**: select **Other** as the phone type is not certified yet.
- Set **Assigned to**: Select **Assign** (not shown in the image below) and select the newly created user in previous steps. Select **Add**.
- Click **Save**

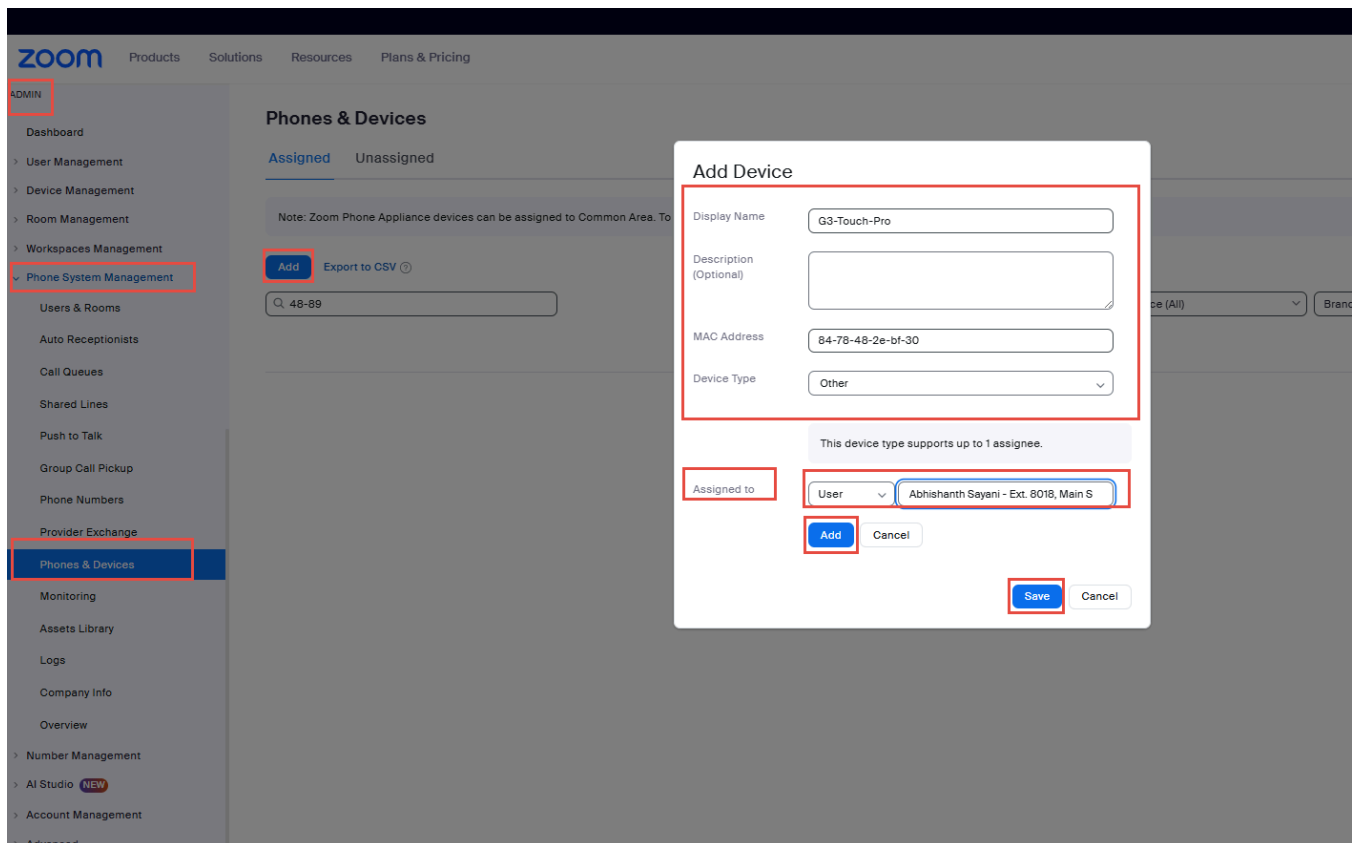


Figure 7: Add Desk Phone

2. Select the **Actions** drop-down box and then select **Provision** (not shown in image below). A pop-up page will appear with the provisioning details. Upon selection, the SIP Account details is displayed which will be used in the G3 Phone provisioning. ([section Provisioning](#))

The screenshot shows the Zoom Admin interface. On the left, the 'Phone System Management' menu is expanded, and the 'Actions' dropdown is highlighted. The main panel shows the details for a device named 'G3-Touch_Pro'. The 'Profile' tab is selected, and the 'Actions' dropdown is open. The 'Provisioning' modal is displayed, showing the following information:

Provisioning

MAC Address: 84-78-48-2e-bf-30
Device Type: Other

Warning: This device is not supported by Zoom. You must manually enable TLS 1.2 for SIP registration and SRTP for secure calling on your IP phone. Please refer to your manufacturer's instructions for enabling these configurations. Failure to properly configure this device may expose your calls to security threats.

☒ By using this device without manually enabling these features, you accept all risks associated with it.

You'll need following information for manual provisioning.

SIP Account 1:

1. SIP Domain: 7000766863.zoom.us
2. Outbound Proxy: us01sip50h.sjc.zoom.us:5091
3. User Name: [Redacted]
4. Authorization ID: [Redacted]
5. Password: [Redacted]

Please download DigiCert Global Root CA, DigiCert Global Root G2, DigiCert TLS RSA4096 Root G5 and import to your IP phone if they are not in the trust list of the device.

Note: Zoom support team will not be able to troubleshoot or configure IP phone that are provisioned in this manner. Some Zoom Phone feature may not work on manually provisioned phones. It may vary depending on your desk phone model.

Figure 8: Provisioning

3. Configuration Steps - Ubiquiti G3 Phones

This section provides step-by-step instructions for configuring a G3 Phone to register with Zoom Phone services.

3.1 Deployment Topology Diagram

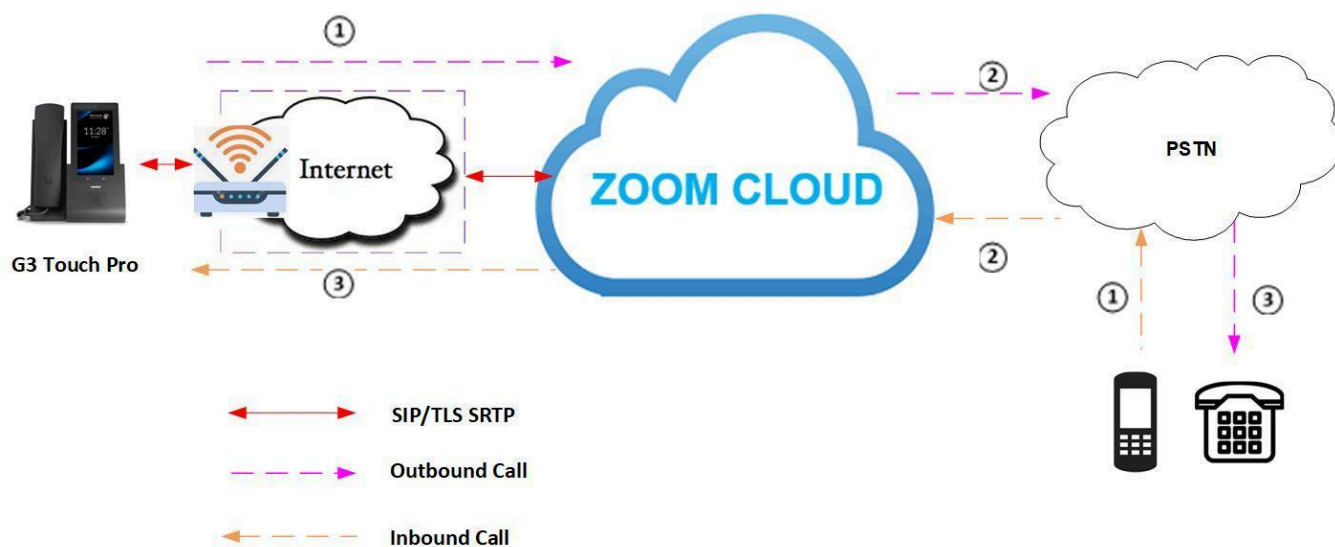


Figure 9: Network Diagram

3.2 Network

By default, G3 Phones use DHCP to obtain their network settings automatically. If the connected router does not support DHCP, you can manually configure a static IP address. To access these settings on the phone, navigate to: Settings → Advanced → Network → Ethernet Configuration

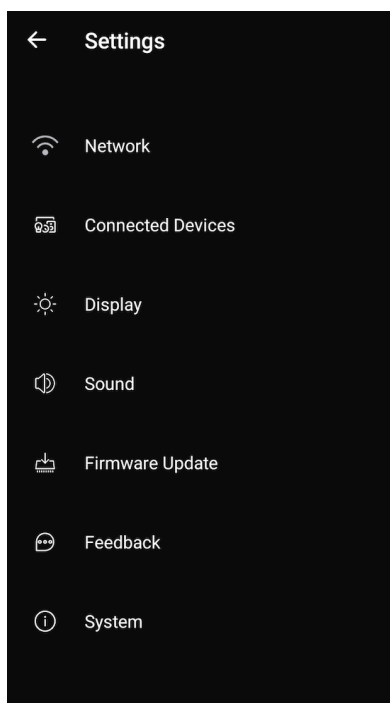


Figure 10: Device settings

3.3 Firmware Upgrade

This section ensures that the phone is running the required firmware version. For this guide, the tested version is 3.19.0-rc03.

To check for and apply updates using the phone's interface:

1. Navigate to: Settings → System → Firmware Update

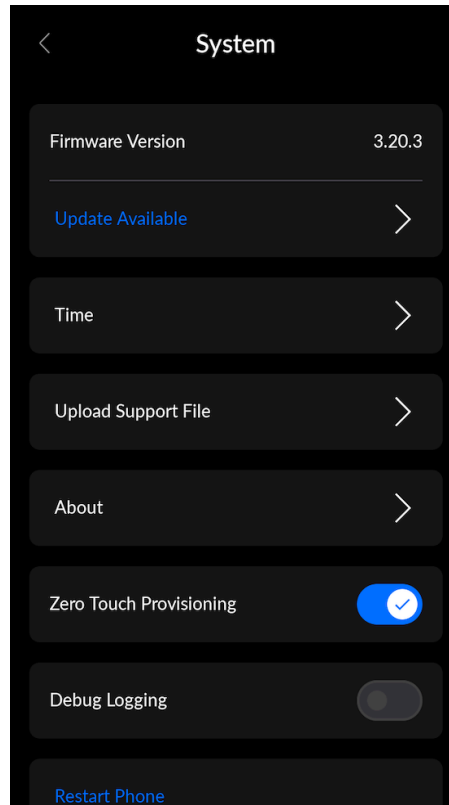


Figure 11 : Device settings

2. If a new version is available, tap Update Available
3. Confirm the update by tapping Update

The phone will download the firmware, apply the update, and automatically restart once the process is complete.

3.4 Provisioning

This section explains how the device can be registered in Zoom portal using SIP Account details that are populated in Zoom portal (explained earlier in [2.2 Add SIP Devices](#)).

G3 Phones can be provisioned in the following ways:

1. Remotely through UniFi Talk Relay
2. Locally through the Phone Interface

3.4.1 Provisioning Through UniFi Talk Relay

UniFi Talk Relay allows seamless remote management of UniFi Talk G3 Phones adopted to third-party PBX systems. To learn more about UniFi Talk Relay, see the following article on the Ubiquiti Help Center:

[Getting Started with UniFi Talk Relay](#)

Once UniFi Talk Relay is running and your G3 Phones appear as available for configuration, follow these steps:

- In UniFi Talk Relay, navigate to: Settings → PBX → Create New

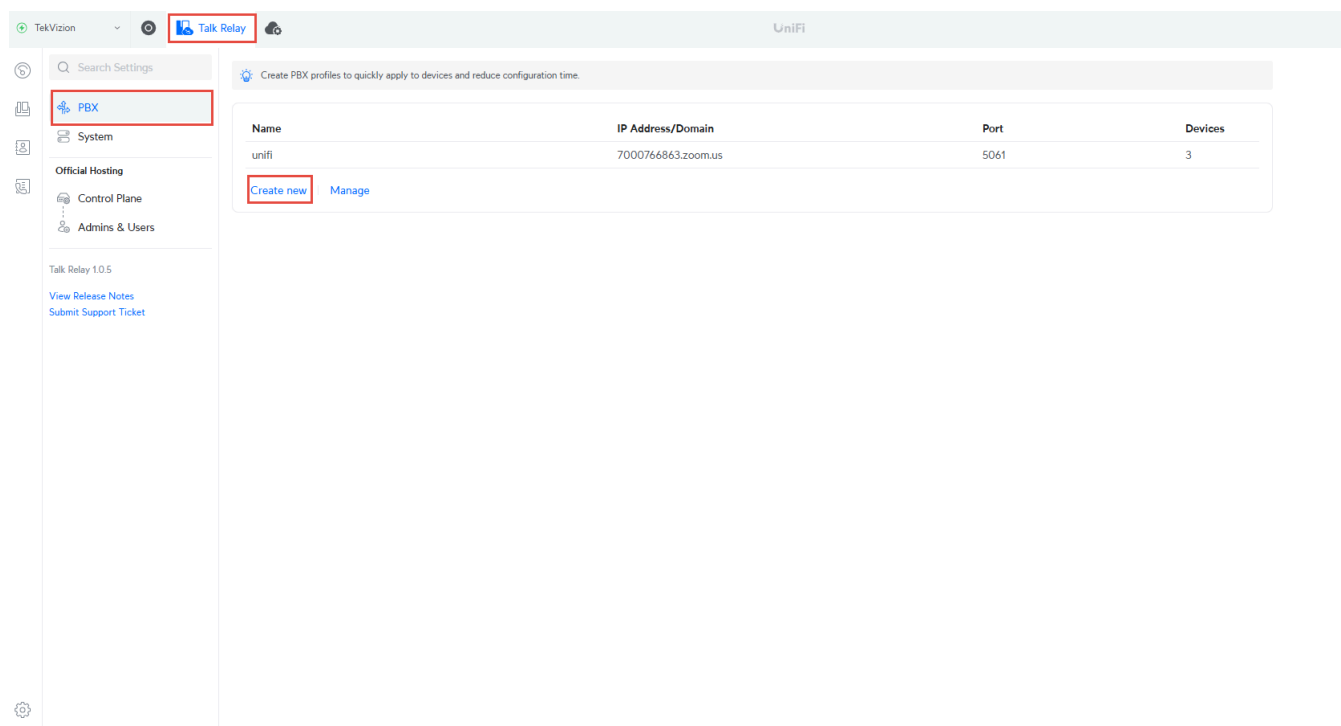


Figure 12: PBX Server Details

The screenshot shows the UniFi Talk Relay configuration page. On the left is a sidebar with navigation icons and a search bar. The main content area is titled 'Create PBX profiles to quickly apply to devices and reduce configuration time.' It contains a form for configuring a PBX profile. The form fields are:

- Name:** Zoom
- PBX Presets:** A grid of buttons for RingCentral, 3CX, zoom (selected), nextiva, VOIPMS, CallCentric, easybell, and Other.
- IP Address/Domain:** 453965.zoom.us
- Transport:** TLS (selected from a dropdown)
- Port:** 5091

At the bottom of the form are two buttons: 'Add Configuration' (in blue) and 'Cancel'.

Figure 13: PBX Server Details

- Select Zoom from the list of PBX templates.
- Enter the SIP Domain from your Zoom account.
- Ensure the SIP Transport Protocol is set to TLS.

Navigate to the Devices section and select the phone you want to configure.

In the property panel, open the Configuration tab and ensure the following parameters are set:

In the Configuration tab for the selected device, ensure the following parameters are set:

- **PBX:** Select the Zoom PBX configuration created earlier.
- **Username:** Enter the User Name provided by Zoom.
- **Register Name:** Enter the Authorization ID provided by Zoom.
- **Password:** Enter the Password provided by Zoom.
- **Outbound Proxy:** Ensure this is checked, and the value matches the Outbound Proxy provided by Zoom.
- **SIP Outbound Proxy Port:** Set this to 5091.
- **Mandatory Media Encryption:** Ensure this option is enabled.
- **Media Encryption Protocol:** Select SRTP.

After completing the above fields, click Save & Sync to apply the configuration to the phone.

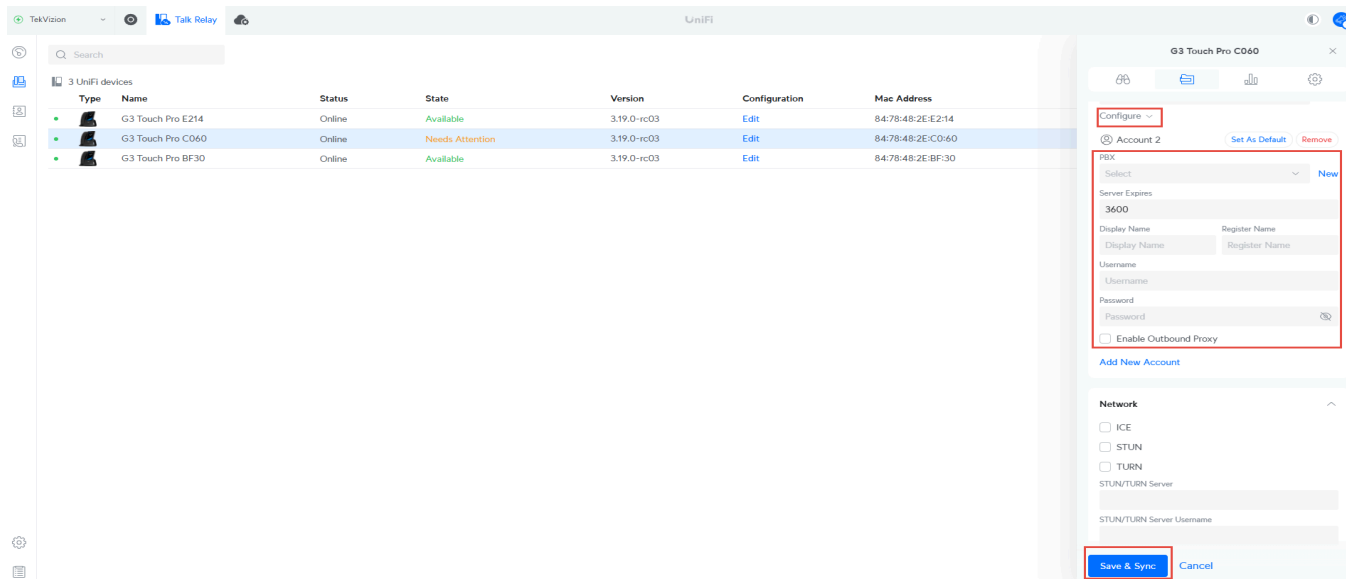


Figure 16: Phone configuration

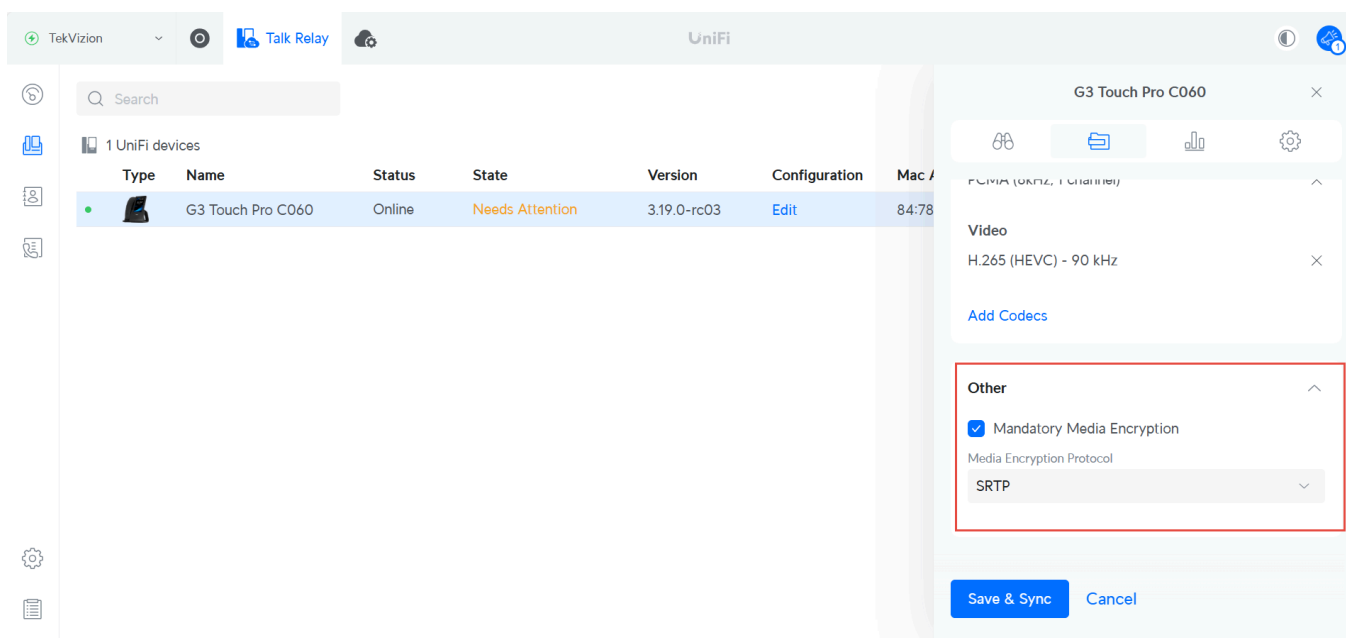


Figure 17: Phone configuration

3.4.2 Provisioning Through the Phone Interface

After a G3 Phone boots, follow these steps to manually provision the device through its local interface:

1. On the Choose Your Setup Type screen, select Third-Party PBX.
2. On the next screen, tap Manual Configuration.

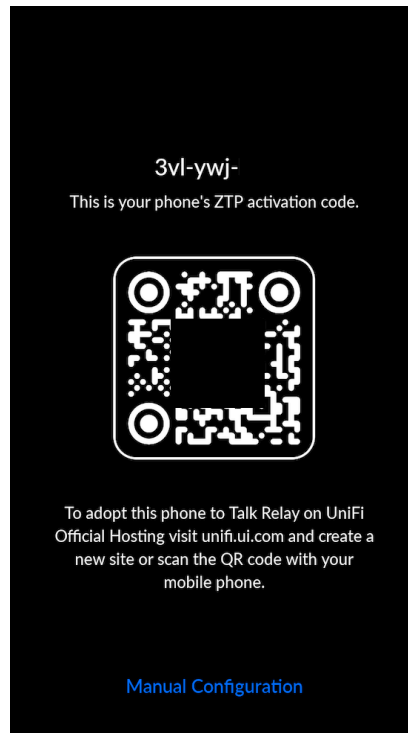
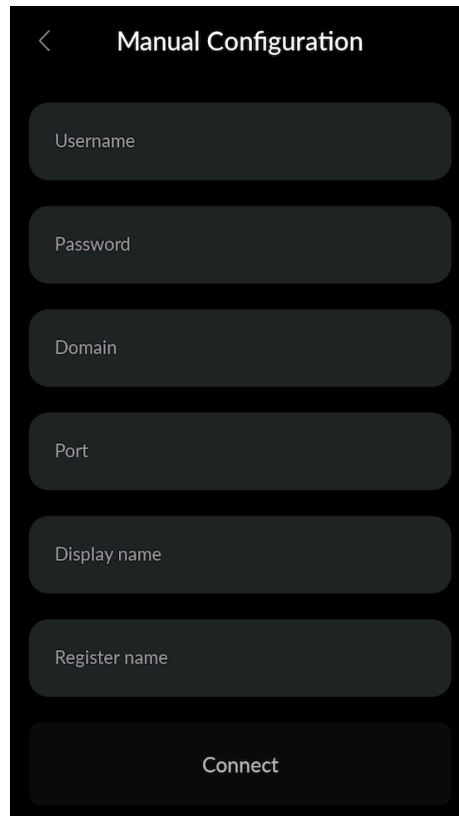


Figure 18: Provisioning from the Phone Interface

3. Enter the Zoom SIP account information into the available fields:
 - a. Username: Enter the User Name provided by Zoom.
 - b. Password: Enter the Password provided by Zoom.
 - c. Domain: Enter the SIP Domain provided by Zoom.
 - d. Port: enter the 5091 port.
 - e. Display name: enter the name that you would like to appear on the receiving phone's screen when making an outgoing call
 - f. Register Name: Enter the Authorization ID provided by Zoom.
 - g. Proxy: Enter the Outbound Proxy provided by Zoom.
 - h. Proxy Port: Set this to 5091.
 - i. Transport: Set this to TLS

A screenshot of a mobile application interface titled "Manual Configuration". The screen features a dark background with light gray text and input fields. At the top left is a back arrow icon. Below the title are six stacked, rounded rectangular input fields labeled "Username", "Password", "Domain", "Port", "Display name", and "Register name". At the bottom is a large, rounded rectangular button labeled "Connect".

< Manual Configuration

Username

Password

Domain

Port

Display name

Register name

Connect

Figure 18: Provisioning from the Phone Interface

4. Troubleshooting

UniFi Talk Relay guide

<https://help.ui.com/hc/en-us/articles/29219614566679-Getting-Started-with-UniFi-Talk-Relay>

Support:

<https://help.ui.com/hc/en-us>

5. FAQ

Online FAQ:

<https://help.ui.com/hc/en-us/articles/29247192941335-UniFi-Talk-Relay-FAQs>

6. Resources

General Information:

<https://ui.com/in/en/integrations/managed-voip>