Enterprise VoIP Phone

Model: UVP
Introduction

Thank you for purchasing the Ubiquiti Networks® UniFi® VoIP Phone, model UVP. The phone interface is based on the popular Android™ platform for ease of use. This Quick Start Guide is designed to guide you through installation and also includes warranty terms.

Package Contents

- UniFi VoIP Phone
- Micro Cloth
- Quick Start Guide

Installation Requirements

- UniFi Switch or PoE (802.3af-compliant) switch
- UniFi Controller
- Third-Party SIP/PBX Provider

TERMS OF USE: All Ethernet cabling runs must use CAT5 (or above). It is the customer’s responsibility to follow local country regulations and indoor cabling requirements.

Before You Begin

Remove the protective covering from the handset. Remove the protective film from the touchscreen.
Hardware Overview

Front

**Touchscreen** The 5" (diagonal) touchscreen display is used for all interface navigation and dialing.

**Volume** Use the volume arrows to adjust audio levels.

**LED** The LED will illuminate when the device is first connected to a 48V power source. Once the phone has started up, the LED will turn off.

**IMPORTANT:** The LED will flash when a firmware update is occurring. Do not disconnect power/Ethernet from the device during this time.
PoE/LAN The PoE/LAN Ethernet port is 802.3at-compliant and is used to connect data and power to the phone. Connect this port to the same network as the UniFi Security Gateway VOIP port.

PC The Ethernet port labeled PC is used for bridging.

WARNING: Do not connect a powered Ethernet connection to the port labeled PC.
Side Ports

**Micro-USB Port**  The *Micro-USB* port is only intended for advanced users connecting the phone to a computer.

**Headset Jack**  3.5 mm jack for optional wired stereo and microphone headsets.
**Mute**  Press the *Mute* button to mute the microphone on the handset.
Hardware Installation

The UniFi VoIP Phone is designed for desktop placement. To connect the phone, perform the following steps:

1. Connect one end of an Ethernet cable to the wall jack that is connected to your 48V, 802.3af-compliant switch.

2. Connect the other end of the Ethernet cable to the port labeled PoE/LAN on the UniFi VoIP Phone.
Software Configuration
The UniFi VoIP Phone is automatically detected by the UniFi Controller (4.6.x or above).

Installing the UniFi Controller
If you haven’t already installed the UniFi Controller software, you can download it at downloads.ubnt.com/unifi

Adopting the Phone in the UniFi Controller

1. Launch the UniFi Controller and go to the Devices tab.
2. Click Adopt.
Navigating the Interface

The Home screen contains a Google™ search widget, five default icons at the bottom of the screen, and the three action bar icons.

Google™ Search Widget

Use the Google™ search widget to type or speak voice commands. Touch the bar to bring up a virtual keyboard, or touch the microphone icon to say a voice command.

Default Home Screen Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Displays the keypad to make a call. Recent calls, contacts, and voicemail are also accessible from here.</td>
</tr>
<tr>
<td>People</td>
<td>Press to view a list of contacts.</td>
</tr>
<tr>
<td>Apps</td>
<td>Press to access the Apps screen. This default icon is the only one that cannot be removed from the Home screen.</td>
</tr>
<tr>
<td>Google Play™ Store</td>
<td>Press to open the Google Play™ store. Download apps, music, movies, books, games, and other media. A new or existing account is required for access.</td>
</tr>
<tr>
<td>Google™ Apps Folder</td>
<td>Contains the Google™ suite of apps including Gmail™, YouTube™, Chrome™, Hangouts™, Google Drive™, Google Maps™, and more.</td>
</tr>
</tbody>
</table>
## Action Bar Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄 Back</td>
<td>Opens the previous screen you were working in, even if it was in a different app. Once you return to the <em>Home</em> screen, you can’t go back any further.</td>
</tr>
<tr>
<td>🏡 Home</td>
<td>Returns to the <em>Home</em> screen.</td>
</tr>
<tr>
<td>💻 Recent Apps</td>
<td>Displays a list of recently used apps. Press an app to open it. To close an app and remove it from the list, swipe it left or right.</td>
</tr>
</tbody>
</table>

## Customizing the Home Screen

Widgets and shortcuts to favorite apps can be placed on the *Home* screen. Multiple app shortcuts can also be grouped into one folder.

### Adding App Shortcuts to the Home Screen

To place an app on the *Home* screen, press the *Apps* icon on the *Home* screen. The *Apps* screen will be displayed. Press and hold the icon until it appears on the *Home* screen. Drag the icon to the desired location and release it.

### Creating Folders on the Home Screen

To create a folder containing multiple app shortcuts, drag an app shortcut over another app shortcut on the *Home* screen.

### Removing Items from the Home Screen

To remove a widget or app shortcut from the *Home* screen, press and hold the item until the *Remove* text appears at the top of the screen. Drag the item to the *Remove* text.
Making a Call

Lift the handset to make a call and the dialer screen will appear. Use the touchscreen to enter the phone number. Use the *Delete* button to correct any mistakes. Press the *Call* button to make a call.
**Connected Number**  Displays the extension or phone number that is being dialed or that is currently connected.

**Volume Slider**  Use the slider to increase or decrease the volume level.

**Connection Status**  Displays “Dialing” or the total elapsed time of the currently connected call.
Apps Screen

Pressing the Apps icon brings up the Apps screen. Touch an app icon to launch an app.

For additional details on using the UniFi VoIP Phone, refer to the user guide at documentation.ubnt.com
## Specifications

<table>
<thead>
<tr>
<th>UVP</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions</td>
<td>166 x 140 x 182.5 mm (6.50 x 5.50 x 7.19”)</td>
</tr>
<tr>
<td>Weight</td>
<td>1.10 kg (2.43 lbs)</td>
</tr>
<tr>
<td>Display</td>
<td>5” (Diagonal), 640 x 960, 231ppi</td>
</tr>
<tr>
<td></td>
<td>Multi-Touch, Full Color</td>
</tr>
<tr>
<td>LED</td>
<td>Power: White, Glowing</td>
</tr>
<tr>
<td>Handset</td>
<td>Dynamic Receiver 32 ohm/101 db/30 mW</td>
</tr>
<tr>
<td></td>
<td>Microphone Omnidirectional/-36 db/2.2K ohm</td>
</tr>
<tr>
<td>Echo Cancellation</td>
<td>DSP removing Ambient Noise</td>
</tr>
<tr>
<td></td>
<td>and Acoustic Echo</td>
</tr>
<tr>
<td>Power Input</td>
<td>PoE 802.3.af (13W)</td>
</tr>
<tr>
<td>Hands-Free Speaker</td>
<td>Mono 2.6W</td>
</tr>
<tr>
<td>Hands-Free Microphone</td>
<td>Omnidirectional/SNR 61±5 dB/</td>
</tr>
<tr>
<td></td>
<td>Sensitivity -38±3 dB Analog Silicon Microphone</td>
</tr>
<tr>
<td>Connectivity</td>
<td>(2) 10/100/1000 Ethernet Ports</td>
</tr>
<tr>
<td></td>
<td>(1) USB 2.0 Micro-USB Port</td>
</tr>
<tr>
<td>Headset Support</td>
<td>3.5mm Audio Jack</td>
</tr>
<tr>
<td></td>
<td>270mW CTIA (LRGM)</td>
</tr>
<tr>
<td>Accessory Detection</td>
<td>Volume Up/Down and Media Detection</td>
</tr>
<tr>
<td>Processor</td>
<td>Dual-Core Cortex A9, 1.2 GHz</td>
</tr>
<tr>
<td>Storage</td>
<td>4 GB (Shared with Other Applications)</td>
</tr>
<tr>
<td>RAM</td>
<td>1 GB</td>
</tr>
</tbody>
</table>

### Software

<table>
<thead>
<tr>
<th>OS</th>
<th>Android 4.4, KitKat®</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice Codec</td>
<td>G.722/Speex/ilBC/PCMU/PCMA/GSM</td>
</tr>
<tr>
<td>Communication software</td>
<td>UniFi Phone App</td>
</tr>
<tr>
<td>Protocol</td>
<td>SIP/SDP/RTP/RTCP/RTCP/VLAN/DHCP</td>
</tr>
</tbody>
</table>
Important Warning Regarding Emergency Calls

NOTE THAT THE LIMITATIONS SET FORTH BELOW ARE APPLICABLE TO ALL EMERGENCY CALLS, FUNCTIONS AND SERVICES, INCLUDING 911, ENHANCED 911 AND 112 CALLS (COLLECTIVELY, “EMERGENCY SERVICES”).

1. You should be aware that:
   a. Emergency Services may not connect to the Public Service Answering Point (“PSAP”), or may ring to the administrative line of the PSAP, which may not be staffed after hours, or by trained emergency operators.
   b. VoIP customers may need to provide location or other information to their VoIP providers, and update this information if they change locations, for their Emergency Services to function properly.
   c. VoIP service may not work during a power outage, or when the Internet connection fails or becomes overloaded. Consider installing a backup power supply, maintaining a traditional phone line or having a wireless phone as a backup.
   d. VoIP service will not function if the telephone equipment or other equipment necessary to place calls is not correctly configured.
   e. Emergency Services may correctly connect to the PSAP, but may not transmit the user’s phone number and/or location information.
   f. VoIP calls may not be capable of being received and/or processed by an emergency call center due to the center’s technical limitations.
   g. VoIP calls may be affected by other factors or force majeure events, such as the quality of the broadband connection and network congestion.

2. You should:
   a. Provide your accurate physical address to your interconnected VoIP service provider to ensure that emergency services can quickly be dispatched to your location.
   b. Be familiar with your VoIP service provider’s procedures for updating your address, and promptly update address information in the event of a change.
   c. Have a clear understanding of any limitations of your Emergency Services.
   d. Inform children, babysitters and visitors about your VoIP service and its Emergency Services limitations.

3. By installing the phone, you are affirmatively acknowledging that (i) you have read and understood this Warning, (ii) you understand that you may not be able to contact emergency services by dialing or using any Emergency Service, and (iii) you understand that you must inform users of the phone that they may not be able to contact emergency services by dialing or using any Emergency Service.

4. IN NO EVENT SHALL UBIQUITI NETWORKS, ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, REPRESENTATIVES, AGENTS OR ANY OTHER THIRD-PARTY PROVIDER OR VENDOR WHO MAY FURNISH SERVICES OR PRODUCTS TO YOU IN CONNECTION WITH THE VOIP SERVICES OR THE EQUIPMENT BE HELD LIABLE FOR ANY CLAIM, DAMAGE, OR LOSS WHATSOEVER ARISING FROM OR RELATING TO EMERGENCY SERVICES, AND YOU HEREBY WAIVE ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION ARISING THEREFROM OR RELATING THERETO.
Safety Notices
1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Only use attachments/accessories specified by the manufacturer.

⚠️ **WARNING:** Do not use this product in location that can be submerged by water.

Electrical Safety Information
1. Compliance is required with respect to voltage, frequency, and current requirements indicated on the manufacturer’s label. Connection to a different power source than those specified may result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.
2. There are no operator serviceable parts inside this equipment. Service should be provided only by a qualified service technician.
3. This equipment is provided with a detachable power cord which has an integral safety ground wire intended for connection to a grounded safety outlet.
   a. The equipment requires the use of the ground wire as a part of the safety certification, modification or misuse can provide a shock hazard that can result in serious injury or death.
   b. Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment.
   c. Protective earthing is provided by Listed AC adapter. Building installation shall provide appropriate short-circuit backup protection.
   d. Protective bonding must be installed in accordance with local national wiring rules and regulations.
Limited Warranty

UBIQUITI NETWORKS, Inc (“UBIQUITI NETWORKS”) warrants that the product(s) furnished hereunder (the “Product(s)”) shall be free from defects in material and workmanship for a period of one (1) year from the date of shipment by UBIQUITI NETWORKS under normal use and operation. UBIQUITI NETWORKS’ sole and exclusive obligation and liability under the foregoing warranty shall be for UBIQUITI NETWORKS, at its discretion, to repair or replace any Product that fails to conform to the above warranty during the above warranty period. The expense of removal and reinstallation of any Product is not included in this warranty. The warranty period of any repaired or replaced Product shall not extend beyond its original term.

Warranty Conditions

The above warranty does not apply if the Product:

(I) has been modified and/or altered, or an addition made thereto, except by Ubiquiti Networks, or Ubiquiti Networks’ authorized representatives, or as approved by Ubiquiti Networks in writing;

(II) has been painted, rebranded or physically modified in any way;

(III) has been damaged due to errors or defects in cabling;

(IV) has been subjected to misuse, abuse, negligence, abnormal physical, electromagnetic or electrical stress, including lightning strikes, or accident;

(V) has been damaged or impaired as a result of using third party firmware;

(VI) has no original Ubiquiti MAC label, or is missing any other original Ubiquiti label(s); or

(VII) has not been received by Ubiquiti within 30 days of issuance of the RMA.

In addition, the above warranty shall apply only if: the product has been properly installed and used at all times in accordance, and in all material respects, with the applicable Product documentation; all Ethernet cabling runs use CAT5 (or above), and for outdoor installations, shielded Ethernet cabling is used, and for indoor installations, indoor cabling requirements are followed.
Returns

No Products will be accepted for replacement or repair without obtaining a Return Materials Authorization (RMA) number from UBIQUITI NETWORKS during the warranty period, and the Products being received at UBIQUITI NETWORKS’ facility freight prepaid in accordance with the RMA process of UBIQUITI NETWORKS. Products returned without an RMA number will not be processed and will be returned freight collect or subject to disposal. Information on the RMA process and obtaining an RMA number can be found at: www.ubnt.com/support/warranty.

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EXCEPT TO THE EXTENT PROHIBITED BY LOCAL LAW, IN NO EVENT WILL UBIQUITI OR ITS SUBSIDIARIES, AFFILIATES OR SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES (INCLUDING LOST PROFIT, LOST DATA, OR DOWNTIME COSTS), ARISING OUT OF THE USE, INABILITY TO USE, OR THE RESULTS OF USE OF THE PRODUCT, WHETHER BASED IN WARRANTY, CONTRACT, TORT OR OTHER LEGAL THEORY, AND WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
Note

Some countries, states and provinces do not allow exclusions of implied warranties or conditions, so the above exclusion may not apply to you. You may have other rights that vary from country to country, state to state, or province to province. Some countries, states and provinces do not allow the exclusion or limitation of liability for incidental or consequential damages, so the above limitation may not apply to you. EXCEPT TO THE EXTENT ALLOWED BY LOCAL LAW, THESE WARRANTY TERMS DO NOT EXCLUDE, RESTRICT OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE LICENSE OF ANY SOFTWARE (EMBEDDED IN THE PRODUCT) TO YOU. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to any transactions regarding the sale of the Products.

Compliance

FCC

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

Operations of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
Industry Canada

CAN ICES-3(B)/NMB-3(B)

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that permitted for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:
1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

CAN ICES-3(B)/NMB-3(B)

Pour réduire le risque d’interférence aux autres utilisateurs, le type d’antenne et son gain doivent être choisies de façon que la puissance isotrope rayonnée équivalente (PIRE) ne dépasse pas ce qui est nécessaire pour une communication réussie.

Cet appareil est conforme à la norme RSS Industrie Canada exempts de licence norme(s). Son fonctionnement est soumis aux deux conditions suivantes:
1. Cet appareil ne peut pas provoquer d’interférences et
2. Cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

CE Marking

CE marking on this product represents the product is in compliance with all directives that are applicable to it.
European Directive 2002/96/EC requires that the equipment bearing this symbol on the product and/or its packaging must not be disposed of with unsorted municipal waste. The symbol indicates that this product should be disposed of separately from regular household waste streams. It is your responsibility to dispose of this and other electric and electronic equipment via designated collection facilities appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. For more detailed information about the disposal of your old equipment, please contact your local authorities, waste disposal service, or the shop where you purchased the product.
Français
La directive européenne 2002/96/CE exige que l’équipement sur lequel est apposé ce symbole sur le produit et/ou son emballage ne soit pas jeté avec les autres ordures ménagères. Ce symbole indique que le produit doit être éliminé dans un circuit distinct de celui pour les déchets des ménages. Il est de votre responsabilité de jeter ce matériau ainsi que tout autre matériel électrique ou électronique par les moyens de collecte indiqués par le gouvernement et les pouvoirs publics des collectivités territoriales. L’élimination et le recyclage en bonne et due forme ont pour but de lutter contre l’impact néfaste potentiel de ce type de produits sur l’environnement et la santé publique. Pour plus d’informations sur le mode d’élimination de votre ancien équipement, veuillez prendre contact avec les pouvoirs publics locaux, le service de traitement des déchets, ou l’endroit où vous avez acheté le produit.

Italiano
La direttiva europea 2002/96/EC richiede che le apparecchiature contrassegnate con questo simbolo sul prodotto e/o sull’imballaggio non siano smaltite insieme ai rifiuti urbani non differenziati. Il simbolo indica che questo prodotto non deve essere smaltito insieme ai normali rifiuti domestici. È responsabilità del proprietario smaltire sia questi prodotti sia le altre apparecchiature elettriche ed elettroniche mediante le specifiche strutture di raccolta indicate dal governo o dagli enti pubblici locali. Il corretto smaltimento ed il riciclaggio aiuteranno a prevenire conseguenze potenzialmente negative per l’ambiente e per la salute dell’essere umano. Per ricevere informazioni più dettagliate circa lo smaltimento delle vecchie apparecchiature in Vostro possesso, Vi invitiamo a contattare gli enti pubblici di competenza, il servizio di smaltimento rifiuti o il negozio nel quale avete acquistato il prodotto.
Declaration of Conformity

Hereby, UBIQUITI NETWORKS, declares that this UBIQUITI NETWORKS device, is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
UBIQUITI NETWORKS, tiddikjara li dan il-mezz mal-tekharruk, huwa konformi mar-rekwiżiti essenzjali u dispożizzjonijiet rilevanzi ta’ Direttiva 1999/5/EC.

UBIQUITI NETWORKS erklærer at denne enheten, er i samsvar med de grunnleggende kravene og andre relevante bestemmelser i direktiv 1999/5/EF.

UBIQUITI NETWORKS, prehlasuje, že toto zariadenie, je v súlade so základnými požiadavkami a ďalšími relevantnými ustanoveniami smernice 1999/5/ES.

UBIQUITI NETWORKS, intygar att denna enhet är i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

UBIQUITI NETWORKS declara que este dispositivo, cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

UBIQUITI NETWORKS, oświadcza, że urządzenie jest zgodny z zasadniczymi wymaganiami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/EC.

UBIQUITI NETWORKS declara que este dispositivo está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Prin prezenta, UBIQUITI NETWORKS declară că acest dispozitiv este în conformitate cu cerințele esențiale și alte prevederi relevante ale Directivei 1999/5/CE.

Online Resources

Support  support.ubnt.com
Community  community.ubnt.com
Downloads  downloads.ubnt.com

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