



UniFi[®] | VoIP Phone

Enterprise VoIP Phone
with 5" Touchscreen

Model: UVP

QUICK START GUIDE

Introduction

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

Package Contents



UniFi VoIP Phone



Quick Start Guide

Installation Requirements

- UniFi Switch or PoE (802.3af-compliant) switch
- UniFi Controller
- UniFi Security Gateway

Note: The PBX functionality in the UniFi Security Gateway only supports the English language. If you need to support other languages (e.g. for your voicemail), a third-party PBX or SIP/PBX provider is required.

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.

Back Ports



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.



640-00115-15

Handset



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.



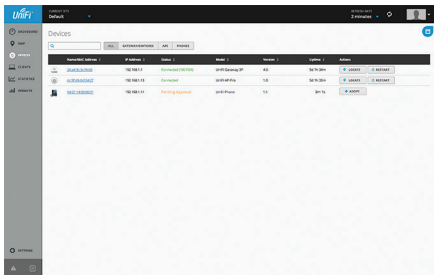
Software Configuration

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



Name/MAC Address	IP Address	Status	Model	Version	System	Actions
26a63c3c5068	192.168.1.3	Connected (100%)	UniFi Gateway SP	4.0	5079.30h	UNMATE RESTART
6c3f6b625427	192.168.1.12	Connected	UniFi AP-Pho	1.0	5079.30h	UNMATE RESTART
5822-14805022	192.168.1.11	Pending Approval	UniFi Phone	1.0	5079.30h	ADOPT

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

Icon Description



Phone Displays the keypad to make a call. Recent calls, contacts, and voicemail are also accessible from here.



People Press to view a list of contacts.



Apps Press to access the *Apps* screen. This default icon is the only one that cannot be removed from the *Home* screen.






Google Play™ Store 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.



Google™ Apps Folder Contains the Google™ suite of apps including Gmail™, YouTube™, Chrome™, Hangouts™, Google Drive™, Google Maps™, and more.


Action Bar Icons

Icon	Description
	Back Opens the previous screen you were working in, even if it was in a different app. Once you return to the <i>Home</i> screen, you can't go back any further.
	Home Returns to the <i>Home</i> screen.
	Recent Apps 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.

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

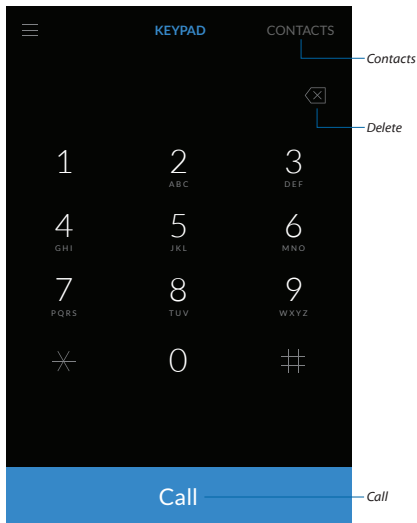
To create a folder containing multiple app shortcuts, drag an app shortcut over another app shortcut on the *Home* screen.

Removing Items from the Home Screen

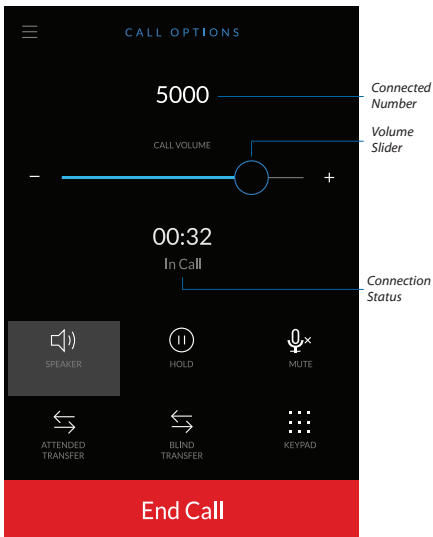
To remove a widget or app shortcut from the *Home* screen, press and hold the item until the *Remove* text appears at the top of the screen. Drag the item to the *Remove* text.

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.



Call Manager




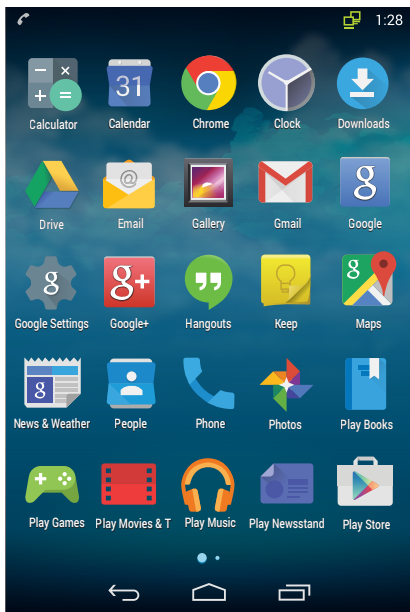
Connected Number Displays the extension or phone number that is being dialed or that is currently connected.

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

UVP	
Dimensions	166 x 140 x 182.5 mm (6.50 x 5.50 x 7.19")
Weight	1.10 kg (2.43 lbs)
Display	5" (Diagonal), 640 x 960, 231 ppi Multi-Touch, Full Color
LED	Power: White, glowing
Handset	Dynamic Receiver 32 ohm/101 dB/30 mW Microphone Omnidirectional/-36 dB/2.2K ohm
Echo Cancellation	DSP removing Ambient Noise and Acoustic Echo
Power Input	PoE 802.3.af (13W)
Hands-Free Speaker	Mono 2.6W
Hands-Free Microphone	Omnidirectional/SNR 61±5 dB/ Sensitivity -38±3 dB Analog Silicon Microphone
Connectivity	(2) 10/100/1000 Ethernet Ports (1) USB 2.0 Micro-USB Port
Headset Support	3.5mm Audio Jack 270mW CTIA (LRGM)
Accessory Detection	Volume Up/Down and Media Detection
Processor	Dual-Core Cortex A9, 1.2 GHz
Storage	4 GB (Shared with Other Applications)
RAM	1 GB
Software	
OS	Android 4.4, KitKat®
Voice Codec	G.722/Speex/iLBC/PCMU/PCMA/GSM
Communication software	UniFi Phone App
Management Features	Auto-Provisioning
Protocol	SIP/SDP/RTP/RTCP/VLAN/DHCP

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.

Disclaimer

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Limitation of Liability

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 when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. 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 choisis 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.



RoHS/WEEE Compliance Statement



English

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.

Deutsch

Die Europäische Richtlinie 2002/96/EC verlangt, dass technische Ausrüstung, die direkt am Gerät und/oder an der Verpackung mit diesem Symbol versehen ist, nicht zusammen mit unsortiertem Gemeindeabfall entsorgt werden darf. Das Symbol weist darauf hin, dass das Produkt von regulärem Haushaltsmüll getrennt entsorgt werden sollte. Es liegt in Ihrer Verantwortung, dieses Gerät und andere elektrische und elektronische Geräte über die dafür zuständigen und von der Regierung oder örtlichen Behörden dazu bestimmten Sammelstellen zu entsorgen. Ordnungsgemäßes Entsorgen und Recyceln trägt dazu bei, potentielle negative Folgen für Umwelt und die menschliche Gesundheit zu vermeiden. Wenn Sie weitere Informationen zur Entsorgung Ihrer Altgeräte benötigen, wenden Sie sich bitte an die örtlichen Behörden oder städtischen Entsorgungsdienste oder an den Händler, bei dem Sie das Produkt erworben haben.

Español

La Directiva 2002/96/CE de la UE exige que los equipos que lleven este símbolo en el propio aparato y/o en su embalaje no deben eliminarse junto con otros residuos urbanos no seleccionados. El símbolo indica que el producto en cuestión debe separarse de los residuos domésticos convencionales con vistas a su eliminación. Es responsabilidad suya desechar este y cualesquiera otros aparatos eléctricos y electrónicos a través de los puntos de recogida que ponen a su disposición el gobierno y las autoridades locales. Al desechar y reciclar correctamente estos aparatos estará contribuyendo a evitar posibles consecuencias negativas para el medio ambiente y la salud de las personas. Si desea obtener información más detallada sobre la eliminación segura de su aparato usado, consulte a las autoridades locales, al servicio de recogida y eliminación de residuos de su zona o pregunte en la tienda donde adquirió el producto.

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 matériel 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

Česky [Czech]	UBIQUITI NETWORKS tímto prohlašuje, e tento UBIQUITI NETWORKS device, je ve shodě se základními požadavky a dále splňuje podmínky stanovenými směrnicí 1999/5/ES.
Dansk [Danish]	Undertegnede UBIQUITI NETWORKS erklærer herved, at følgende udstyr UBIQUITI NETWORKS device, overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.
Nederlands [Dutch]	Hierbij verklaart UBIQUITI NETWORKS dat het toestel UBIQUITI NETWORKS device, in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG. Bij deze verklaart UBIQUITI NETWORKS dat deze UBIQUITI NETWORKS device, voldoet aan de essentiële eisen en aan de overige relevante bepalingen van Richtlijn 1999/5/EC.
English	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.
Eesti [Estonian]	Käesolevaga kinnitab UBIQUITI NETWORKS seadme UBIQUITI NETWORKS device, vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
Suomi [Finnish]	UBIQUITI NETWORKS vakuuttaa täten että UBIQUITI NETWORKS device, tyypinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
Français [French]	Par la présente UBIQUITI NETWORKS déclare que l'appareil UBIQUITI NETWORKS, device est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.
Deutsch [German]	Hiermit erklärt UBIQUITI NETWORKS, dass sich diese UBIQUITI NETWORKS device, in Übereinstimmung mit den grundlegenden Anforderungen und den anderen relevanten Vorschriften der Richtlinie 1999/5/EG befindet". (BMW)
Ελληνική [Greek]	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ UBIQUITI NETWORKS ΔΗΛΩΝΕΙ ΟΤΙ UBIQUITI NETWORKS device, ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1995/5/ΕΚ.
Magyar [Hungarian]	Alulírott, UBIQUITI NETWORKS nyilatkozom, hogy a UBIQUITI NETWORKS device, megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.
Íslenska [Icelandic]	Hér með lýsir UBIQUITI NETWORKS yfir við UBIQUITI NETWORKS device, er í samræmi við grunnkröfur og arar kröfur, sem gerar eru í tilskipun 1999/5/EC.
Italiano [Italian]	Con la presente UBIQUITI NETWORKS dichiara che questo UBIQUITI NETWORKS device, è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.
Latviski [Latvian]	Ar o UBIQUITI NETWORKS deklarē, ka UBIQUITI NETWORKS ierice, atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuviškai [Lithuanian]	UBIQUITI NETWORKS deklaruoja, kad šis UBIQUITI NETWORKS įrenginys atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.
Malti [Maltese]	Hawnhekk, UBIQUITI NETWORKS, jiddikjara li dan UBIQUITI NETWORKS device, jikkonforma mal- ti ijjiet essenzjali u ma provvedimenti o rajn relevanti li hemm fid-Dirrettiva 1999/5/EC.
Norsk [Norwegian]	UBIQUITI NETWORKS erklærer herved at utstyret UBIQUITI NETWORKS device, er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.
Slovensky [Slovak]	UBIQUITI NETWORKS t mto vyhlasuje, e UBIQUITI NETWORKS device, sp a základné po iadavky a v etky príslu né ustanovenia Smernice 1999/5/ES.
Svenska [Swedish]	Härmed intygar UBIQUITI NETWORKS att denna UBIQUITI NETWORKS device, står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.
Español [Spanish]	Por medio de la presente UBIQUITI NETWORKS declara que el dispositivo de UBIQUITI NETWORKS, cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.
Polski [Polish]	Niniejszym, firma UBIQUITI NETWORKS o wiadcza, e produkt serii UBIQUITI NETWORKS device, spelnia zasadnicze wymagania i inne istotne postanowienia Dyrektywy 1999/5/EC.
Português [Portuguese]	UBIQUITI NETWORKS declara que este UBIQUITI NETWORKS device, está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.
Română [Romanian]	Prin prezenta, UBIQUITI NETWORKS declară că acest dispozitiv UBIQUITI NETWORKS 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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