

zoomphone

# Configuration Guide for Verkada Intercoms

Document version v1.1

## Document Revision History

Version	Date	Author	Change
1.1	April 22, 2026	Deebiga Natarajan	Created document for Verkada Intercoms Configurations

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## 1. DUT Version

Vendor	Equipment	Software Version
Verkada	Verkada Intercoms	10.1.2

## 2. Features Supported by Verkada Intercoms

- TLS and SRTP
- Register Expiry Timer Refresh
- Make and Receive Calls
- Inbound and Outbound Call via G711, G722 codec negotiation
- Long Duration call
- SIP Session Timer
- AES 128
- AES-256

## 3. Overview

This document outlines the best configuration practices for the Verkada Intercoms as Zoom generic SIP phone.

## 4. Topology

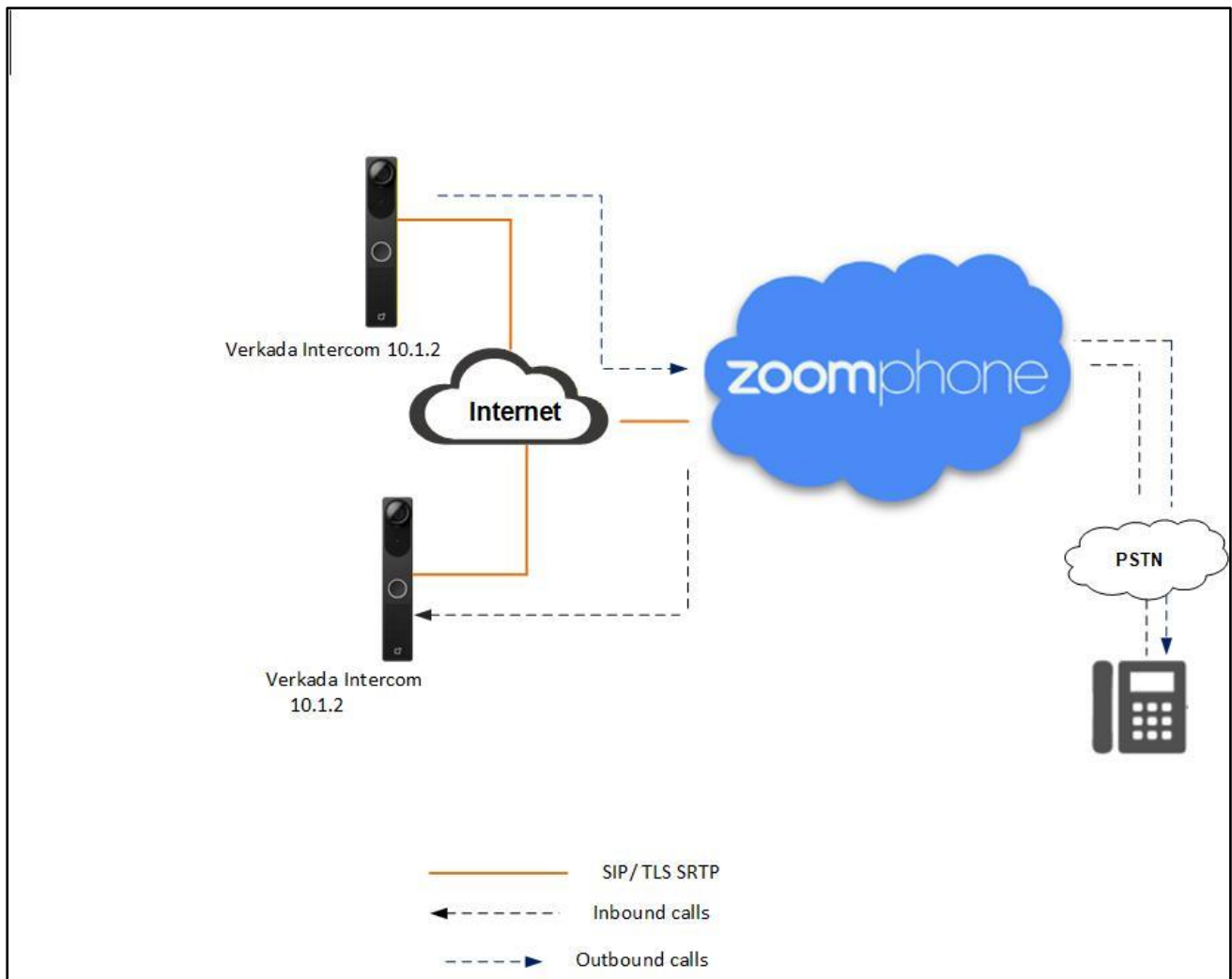


Figure 1: Network Diagram

## 5. Configuration Steps - Zoom Web Portal

This section provides instructions on how to configure **IP Phones** in Zoom Web Portal.

This section is mainly for adding phones (Verakda Intercoms) and assigning Zoom users to the devices.

### Prerequisites:

Zoom Phone account: A valid Zoom Phone subscription is required to add an endpoint.

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

The following Zoom SIP Device configurations are included in this section

- **Create Zoom Users**
- **Add Device**

## 5.1 Create Zoom Users

Zoom Users are created 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). Enter the following details as below and Click **Add**.
  - **Zoom Workplace:** Unassigned
  - **Licenses and add-ons:** Enable **Zoom Phone Basic**
  - **Department:** Management
  - **Manager:** XXXXX
  - **Job Title:** Engineer
  - **Location:** Plano.tx

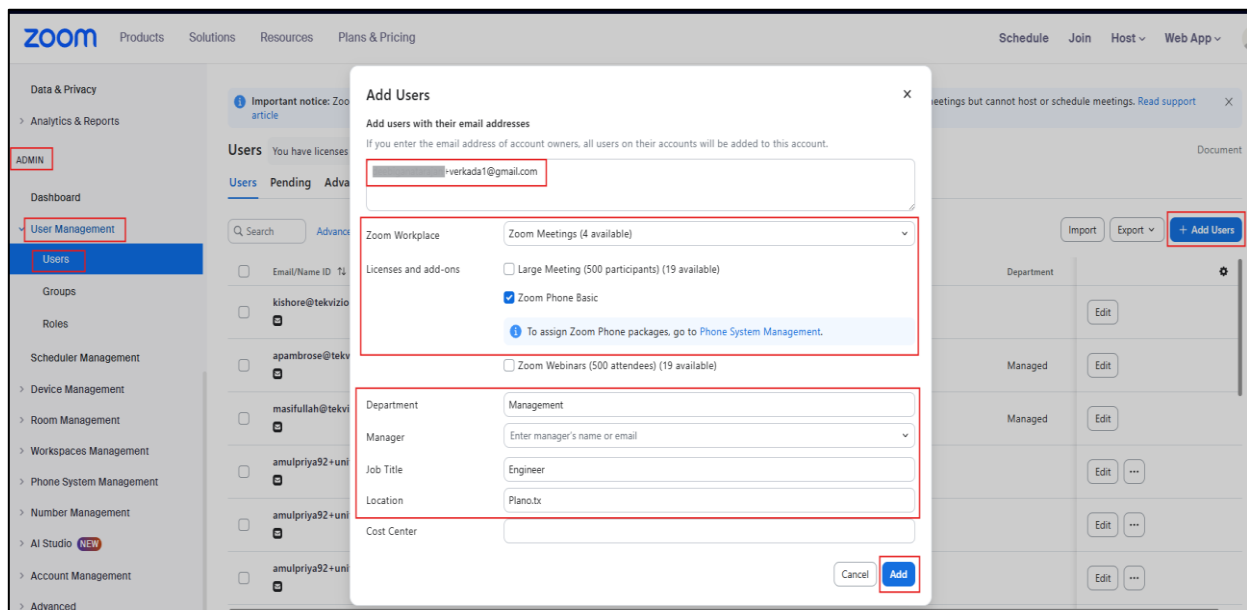
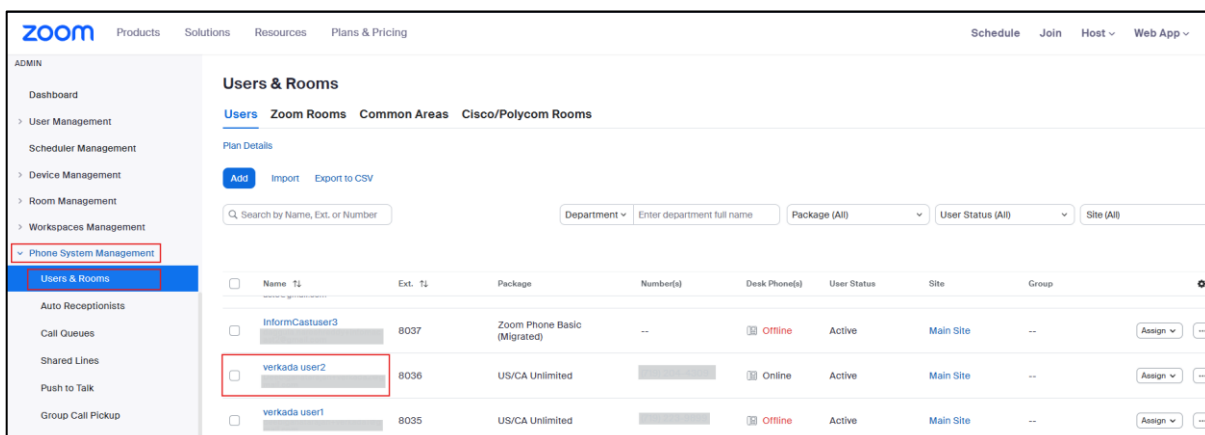


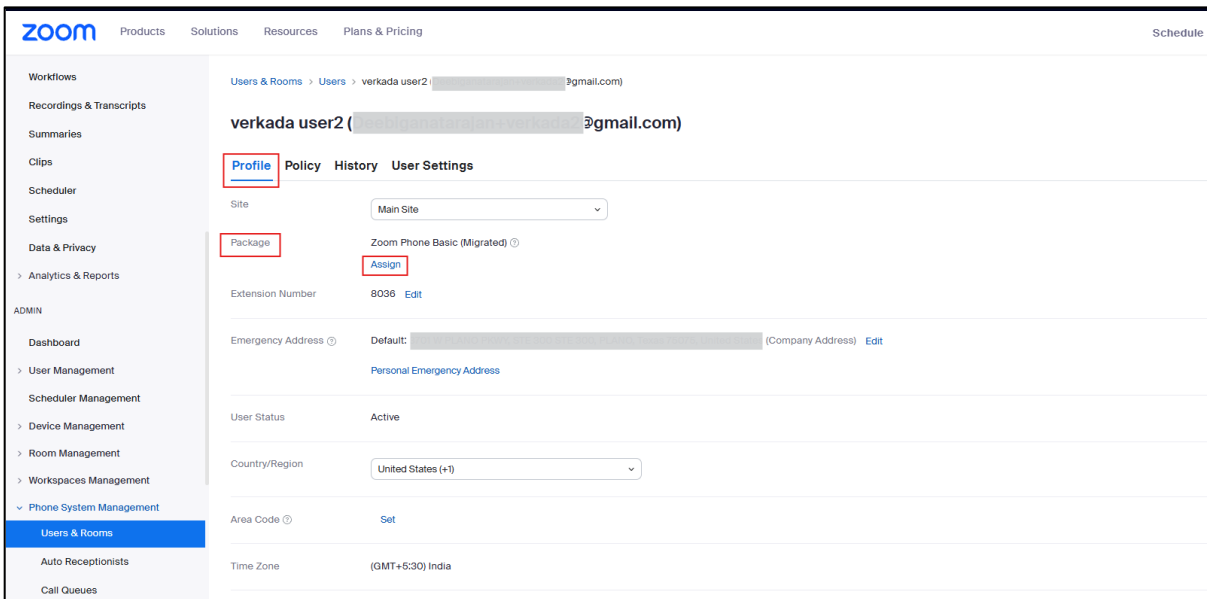
Figure 2: Add Users

2. A Zoom activation email is sent to the email address used in creating the user, follow the instructions to active the zoom account
3. Navigate to **Phone System Management → Users & Rooms**. Find the user and select it.



3: Users & Rooms

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

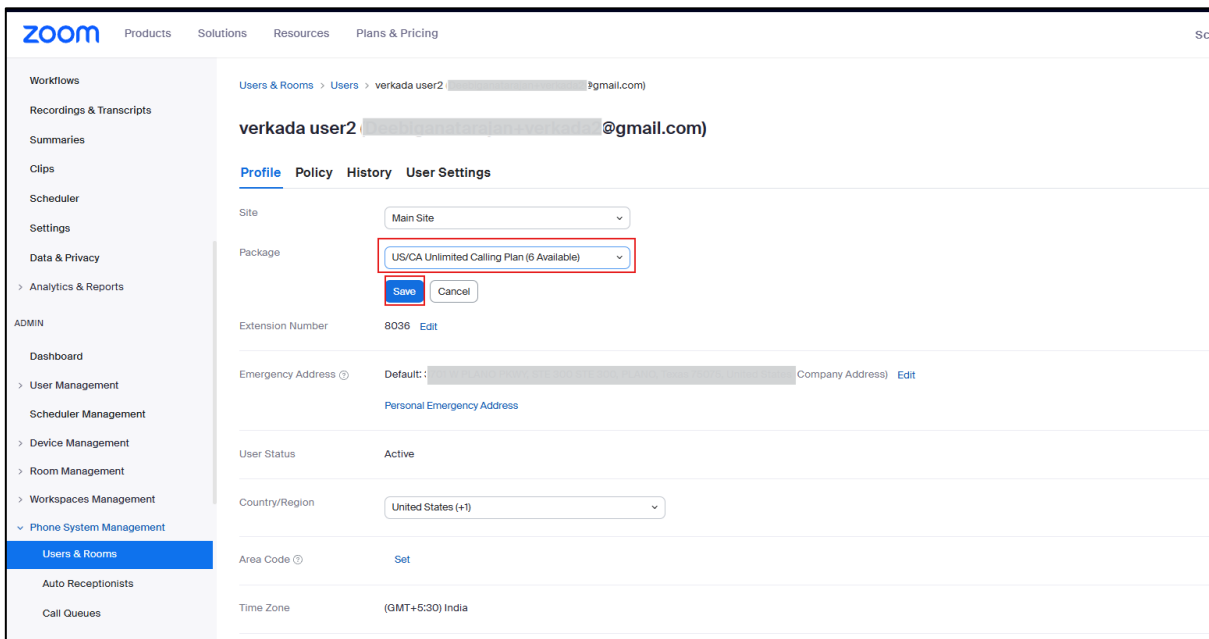


The screenshot shows the Zoom Admin console interface. The left sidebar contains navigation menus for Workflows, Recordings & Transcripts, Summaries, Clips, Scheduler, Settings, Data & Privacy, Analytics & Reports, and ADMIN. The ADMIN section is expanded to show Users & Rooms. The main content area displays the profile for 'verkada user2 (@gmail.com)'. The 'Profile' tab is selected, and the 'Package' field is highlighted with a red box. Below the 'Package' field, the 'Assign' button is also highlighted with a red box. Other fields visible include Site (Main Site), Extension Number (8036), Emergency Address, User Status (Active), Country/Region (United States (+1)), Area Code (Set), and Time Zone (GMT+5:30 India).

Figure

4: Assigning Package

- Select the desired package – for example, **US/CA Unlimited Calling Plan (6 available)** was used. Click **Save** to complete.



The screenshot shows the Zoom Admin console interface, similar to the previous one. The 'Package' dropdown menu is open, and 'US/CA Unlimited Calling Plan (6 Available)' is selected. The 'Save' button is highlighted with a red box. The 'Cancel' button is also visible. The other fields remain the same as in the previous screenshot.

Figure 5: Assigning Package (Cont.)

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

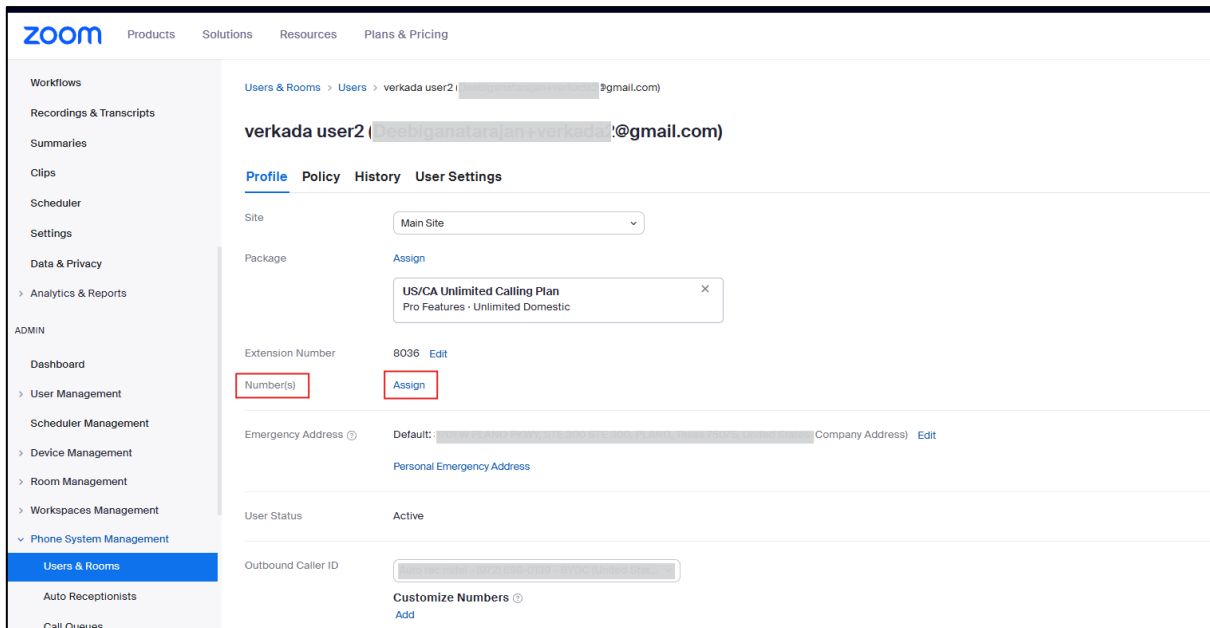


Figure 6: Assigning Numbers

- Choose Number Source as **Zoom**. Check the radio box next to the desired number and choose **Confirm** to complete.

**NOTE:** A Calling Plan license or equivalent is required to assign PSTN DIDs.

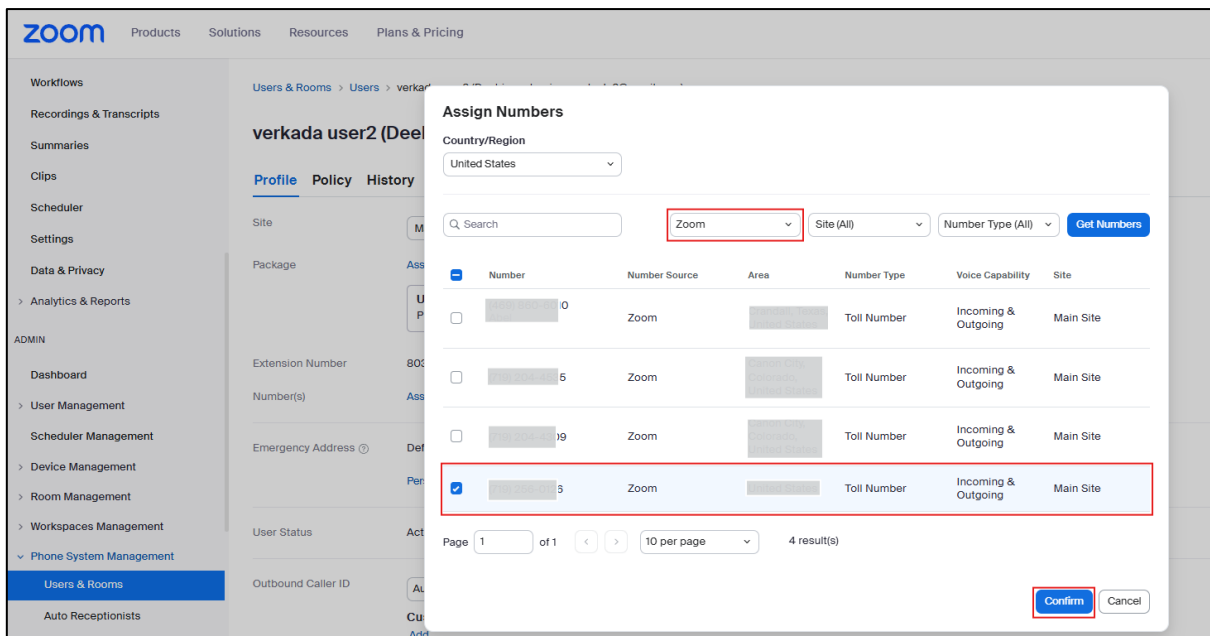


Figure 7: Assigning Numbers (Cont.)

## 5.2 Add SIP Devices

- Navigate to **ADMIN** → **Phone System Management** → **Phones & Devices**. Click **Add**
  - Set **Display Name**: Verkada
  - Set **MAC Address**: add the Verkada Intercom MAC Address here
  - Set **Device Type**: select **other**
  - Set **Assigned to**; select **Assign** (not shown in the image below) and select the newly created user in previous steps. Select **Add**
  - Click **Save**

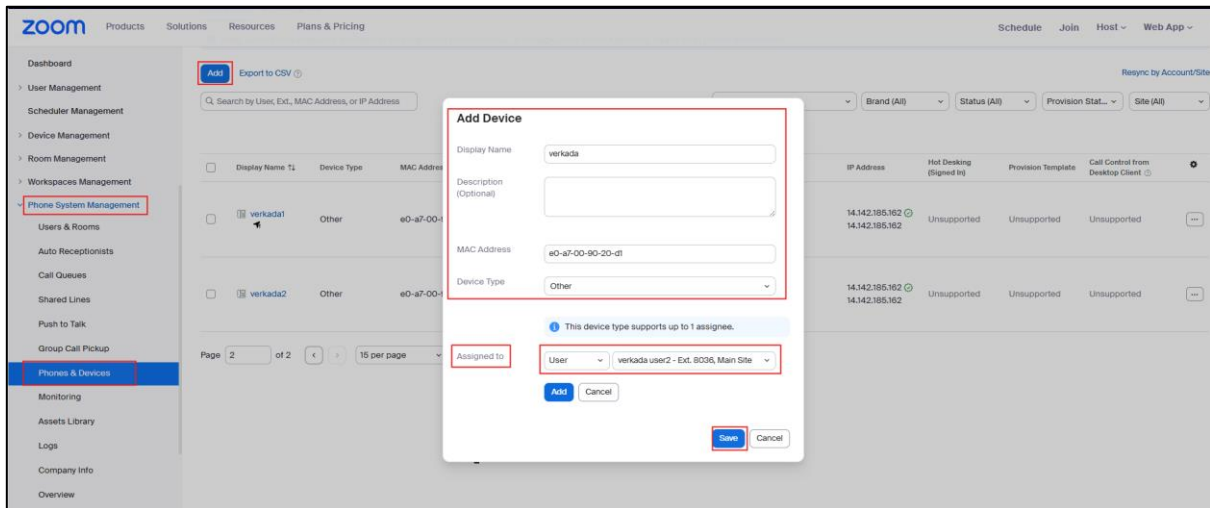


Figure 8: Add Desk Phone

- 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. Check the radio box to accept risks. Upon selection, the SIP Account details are displayed which will be used in the Verkada Intercom SIP account provisioning.

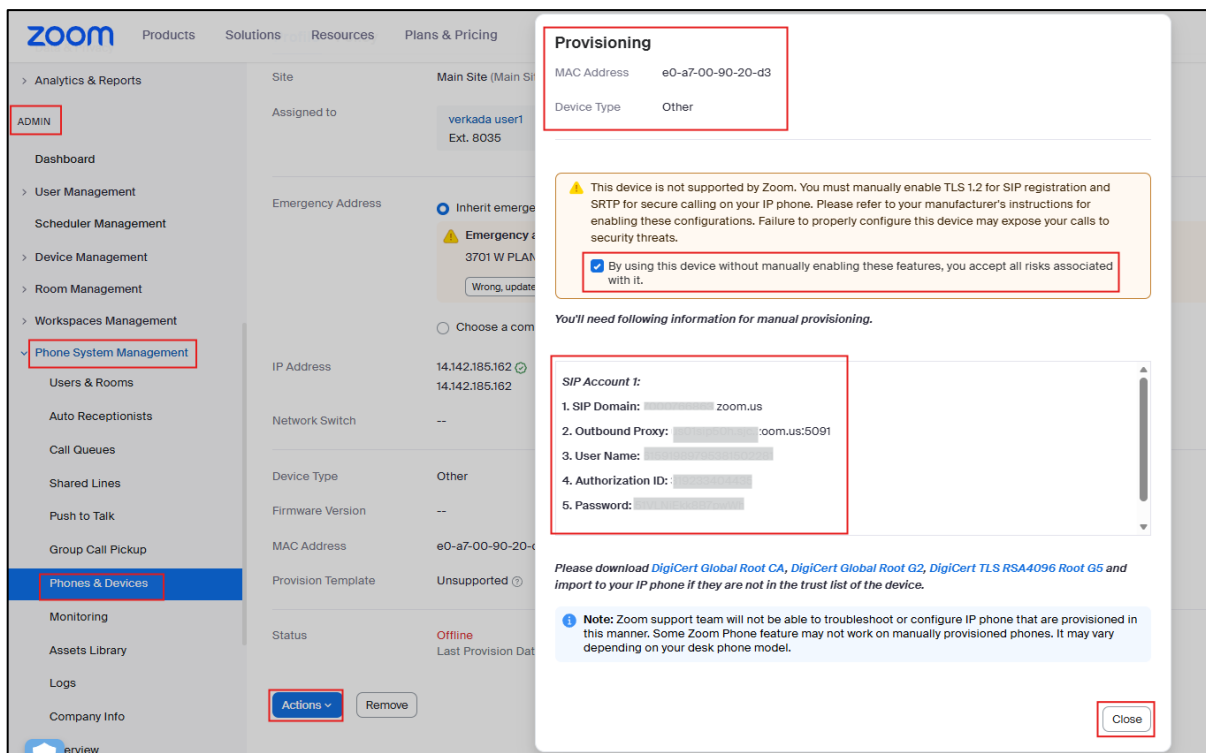


Figure 9: Provisioning

## 6. Configuration Steps – Verkada Intercoms

This section explains how to register the devices in the Verkada Command using SIP account details generated in the Zoom portal.

### 6.1 Add Devices

1. If the intercom device is already commissioned and visible in Verkada Command, this section can be skipped.
2. For detailed onboarding steps, refer to Verkada official setup documentation.  
[Get Started with Verkada Intercom](#) | [Intercom](#) | [Verkada Help](#)
3. Navigate to Verkada command portal, create the command organization to provision the devices.
  - In Command, go to All Products > Devices.
  - At the top right, click Add Devices.

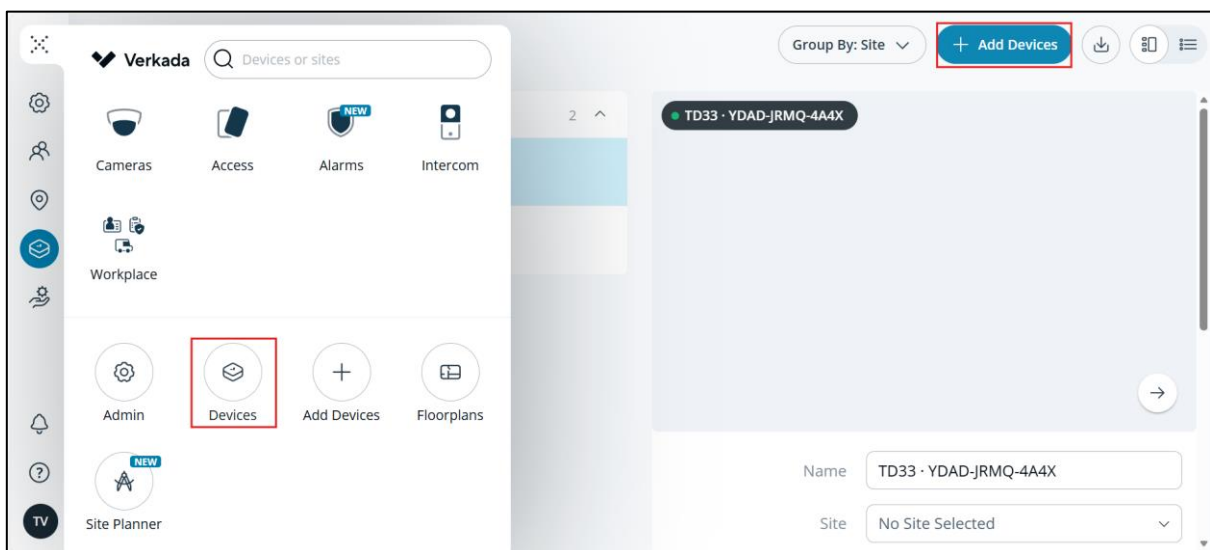


Figure 10: Add Devices

- Enter the serial numbers or order numbers of the devices.
- Click Add Devices. The newly added devices will display on Devices > All Unassigned Devices.

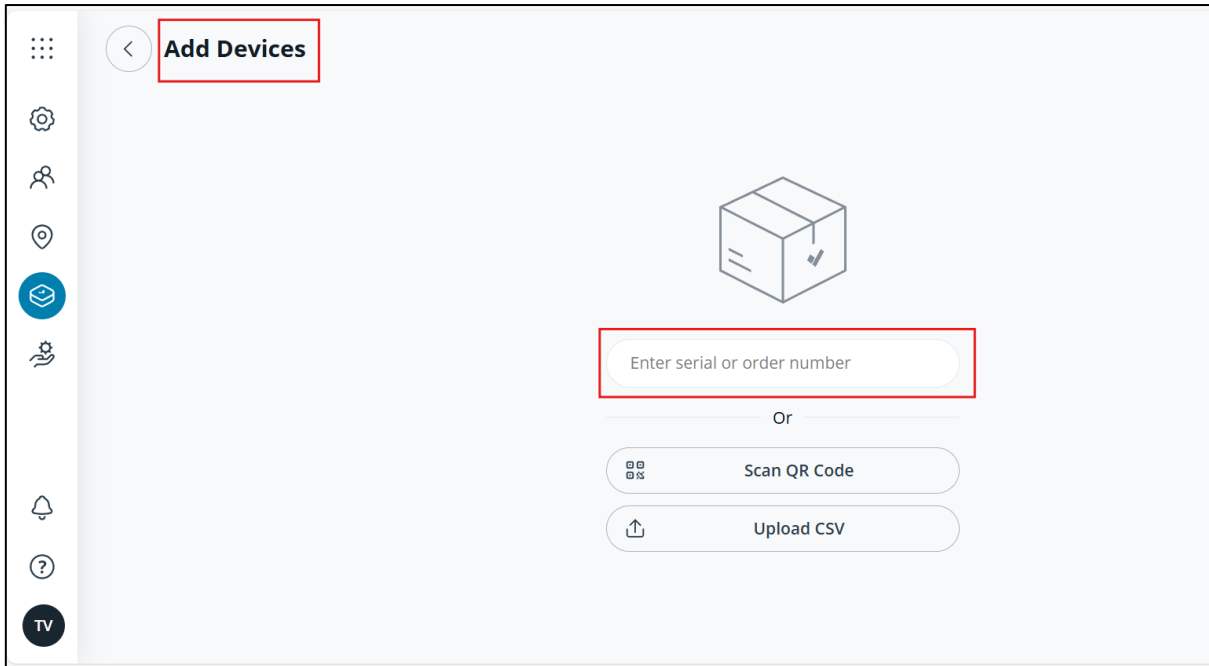


Figure 11: Add Devices (Cont.)

## 6.2 Configure Intercom in Command

- In Verkada Command, go to All Products > Intercom.
- Click Settings > Call > Add Account.
- Add the SIP account details

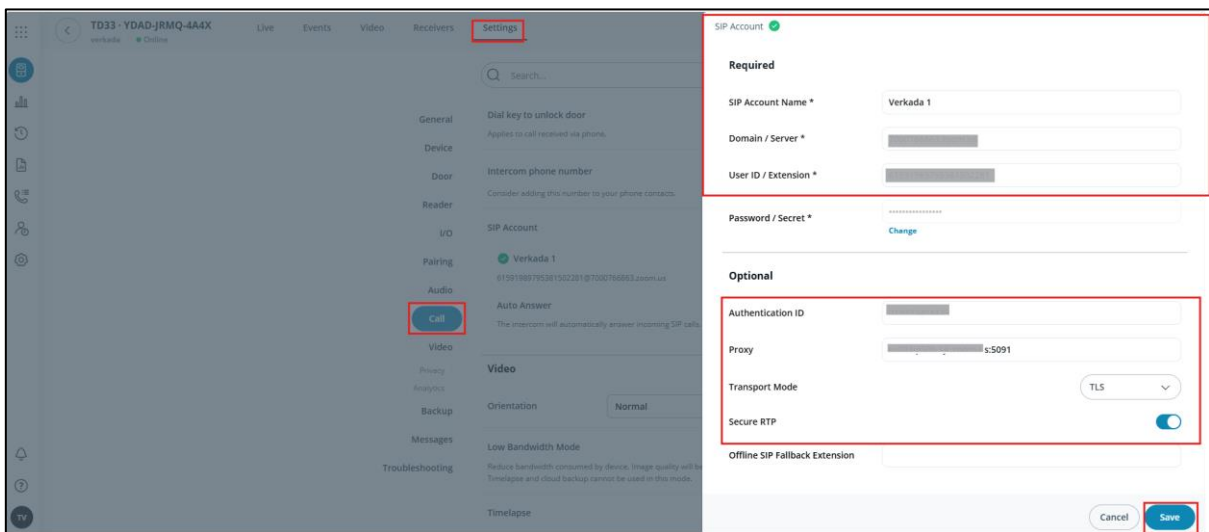


Figure 12: Add SIP Account

- Once you have successfully provisioned your Intercom, you should see a green checkmark under Device Settings > Call > SIP Account.

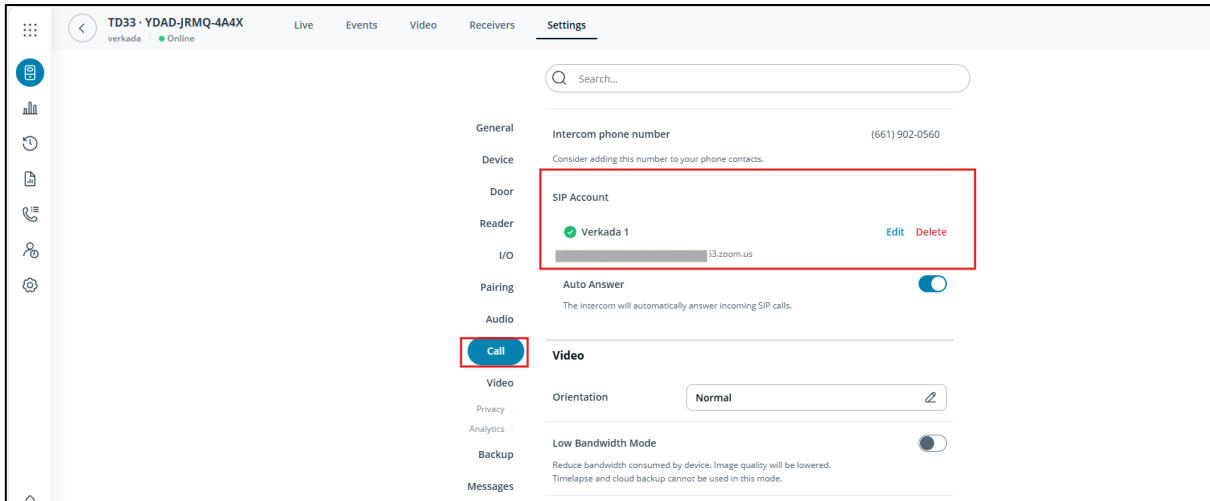


Figure 13: Add SIP Account (Cont.)

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