

# Zoom Phone Certificate Update

To maintain Zoom's high security standards regarding Zoom applications, connectivity, and media across the Zoom Phone platform, we are moving to the industry standard of using a trusted Public Certificate Authority.

With this change, the following four actions are needed by customers to ensure there is no service disruption:

## Desktop & Mobile Application Version

All Zoom Phone users must be on Zoom application version 5.0.5 or later for full functionality.

## Zoom Rooms using Zoom Phone Version

All Zoom Rooms using Zoom Phone must be on Zoom Rooms version 5.0.5 or later for full functionality.

## Generic/Algo/Cyberdata Devices Certificates

If your connected generic, Algo, or Cyberdata devices support certificates from public certificate authority, that includes DigiCert, then there will be no impact to your devices. If you need a new public certificate, please see the DigiCert Root Certificates below.

The server names for generic devices will also change and you can find the server name each device type will need at our [Zoom Phone Public Certificate Authority](#) page.

## BYOC Certificates

Customers will be required to upload the DigiCert root certificate found below into their session border controller (SBC) to ensure that BYOC/BYOP trunks that are configured for TLS continue to operate after the certificate change.

DigiCert Root Certificates:

<https://cacerts.digicert.com/DigiCertGlobalRootCA.crt.pem>

<https://cacerts.digicert.com/DigiCertGlobalRootG2.crt.pem>

<https://cacerts.digicert.com/DigiCertGlobalRootG3.crt.pem>

To find the date that your account's functionality could be impacted if action is not taken, please see the chart below:

Region/SIP Zone	Certificate Change Date
Asia/Pacific	February 26th, 2021
Europe, Middle East, Africa	March 5th, 2021
Australia	March 12th, 2021
Americas	March 19th, 2021