

WE VoIP User Guide

For OfficeServ™ 7000 Series



WE-VoIP Client V3.5.0.3

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SAFETY CONCERNS

The purpose of the Safety Concerns section is to ensure the safety of users and prevent property damage. Please read this document carefully for proper use.

Conventions



Warning

Provides information or instructions that you should follow in order to avoid personal injury or fatality.



Caution

Provides information or instructions that you should follow in order to avoid a service failure or damage to your phone.



Note

Indicates additional information for reference.



Checks

Provides the operator with checkpoints for stable system operation.

Symbols



Caution

Indication of a general caution



Restriction

Indication for prohibiting an action for a product



Instruction

Indication for commanding a specifically required action

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WE VoIP OVERVIEW

Samsung WE (Wireless Enterprise) VoIP is a mobile SIP phone client that makes your smartphone an extension of the office phone system. A dual mode smartphone and phone system communicate with each other over a private Wi-Fi network in the office and a public Wi-Fi or 4G/LTE network when out of the office. With WE VoIP, you can make or answer a VoIP call using the default dialer of your smartphone.

Key Features of WE VoIP

Call



You can talk with others on VoIP calls.

Call Transfer



You can transfer calls to other extensions.

Do Not Disturb



You can turn the Do Not Disturb function on, to have all incoming calls automatically rejected.

Speaker



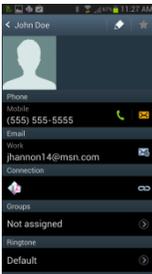
You can talk through the speaker on your smartphone during a call.

Caller Identification Display (CID)



When there is an incoming call, the caller's phone number and name are displayed on the main screen so that you can tell who is calling to you.

Making a Call from Contacts of Your Smartphone



You can make a call to a contact's phone number simply by tapping the number in Contacts on your smartphone then select WE VoIP.

Integrated Call Logs



You can view WE VoIP calls in the default call logs of your smartphone.

Using Default Dialer



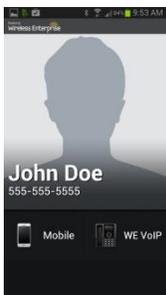
You can make a WE VoIP call using the default dialer of your smartphone. This means that default ringtones, vibrations, call logging function and other settings of your smartphone can be used with WE VoIP.

Extension Call from Outside



If you are outside a Wi-Fi coverage area, you can make or answer a WE VoIP call using a data packet network (4G/LTE). Some carriers do not permit VoIP calls over their 4G network.

Mobile VoIP



Choose to make the call as a mobile call over the mobile network or a WE VoIP call over Wi-Fi / LTE network.

HD Voice



WE VoIP supports HD Voice. With HD Voice, callers can enjoy high-quality voice call during a VoIP call. While an HD Voice call is in progress, the HD Voice logo displays on the call screen. (phone model dependent)

Note: HD Voice only available between WE VoIP devices.

CLIENT PROGRAM INSTALLATION

Preparations before Installation

You need to check the following items before installing WE VoIP Client.

Hardware Environment

Category	Specifications
OS	Android 4.0 or higher
Required space for installation	6 MB or more (10 MB or more recommended)
Resolution	480 × 800 or greater
Supported devices	Galaxy S3, S4 or Note 2 and Android 4.0 or higher.

Checklist

Before installing WE VoIP, you need to check the followings with your network administrator:

- SSID of Wi-Fi network for your office.
- WE VoIP provisioning server information- IP address of the OfficeServ PBX

Before installing WE VoIP, you should also update your smartphone to the latest firmware.

If you are not using the latest firmware, you may experience poor sound quality during a call or other malfunctions.



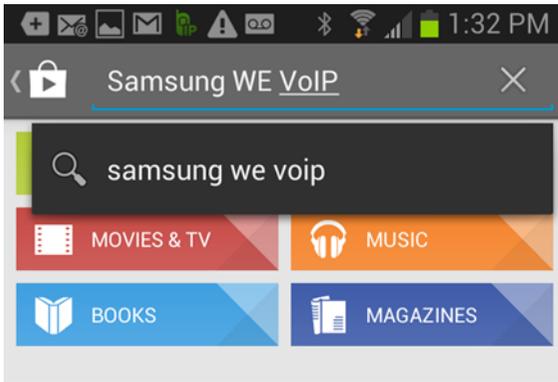
Program Installation Requirements

Installation requirements may vary from a company (workplace) to another. For more information, contact your system administrator.

Installation of WE VoIP Client Software

Follow the steps below to install WE VoIP on your phone.

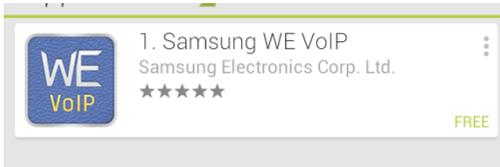
- 1 Access the Google Play Store and search 'Samsung WE VoIP'



OR Scan this QR code and go directly to the application in the Google Play Store



- 2 Tap the WE VoIP icon to select the application.



3

Scroll down to read about the application. Then Tap the INSTALL button.



4

Press 'Accept' to give the application permission to access various controls on your phone.

A message appears advising that it installed the icon on your phone.

5

The WE_VoIP Client application is now installed on your smartphone. You may choose to move the Application icon to your home page for easy access to settings.



End of Client Installation

Initial Settings

This section details the basic settings required after the application installation. In WE VoIP, if you enter the provision (profile) server IP address, the user preferences are automatically set.

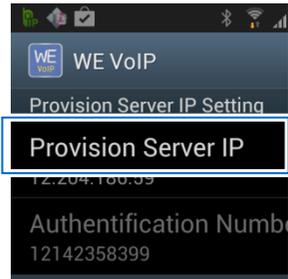
- 1 Turn Wi-Fi on your smartphone and connect to the network assigned by the network administrator in your workplace.



Environment for Using WE VoIP

To use WE VoIP, you must first configure the wireless network environment of your smartphone. For more detailed information about wireless network settings for your smartphone, refer to the user manual that came with your smartphone.

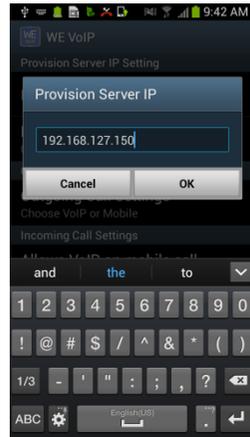
- 2 Tap the WE-VoIP application icon to see this screen. Then select Provision Server IP.



Provision (Profile) Server

Your mobile phone number is automatically entered if a USIM is inserted in your mobile phone and the number is registered to a carrier. Therefore, if your phone uses a USIM, a USIM must be inserted while performing the initial configuration. Mobile phones which do not use USIMs are identified by their MAC addresses during the initial configuration.

- 3 Enter the IP address of the provision server (phone system IP address) given to you by the network administrator, then tap the **[OK]** button to request for the WE VoIP profile.



Provision (Profile) Server

You must enter the provision (profile) server IP address to have the user preferences set automatically. For details on the IP address, contact your system administrator.

- 4 When the profile is successfully connected, the icon indicating successful registration  appears at the top of the screen. If the registration fails, the failure icon  appears and the reason for the failure is shown on the panel screen.



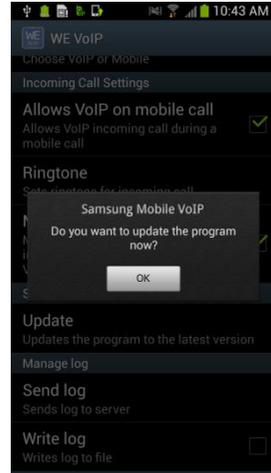
Update

An alert popup appears when the program needs to be updated. Tap the **[OK]** button to start the update.

You will be sent to the Google Play Store.

Tap the **UPDATE** button.

Application will automatically update.



Update Progress Notification

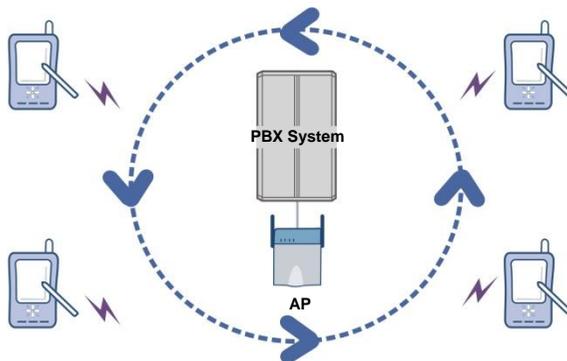
When updating WE VoIP, the download progress status is indicated by notification icons.

WHAT TO KNOW IN ADVANCE

About Internal and External Calls

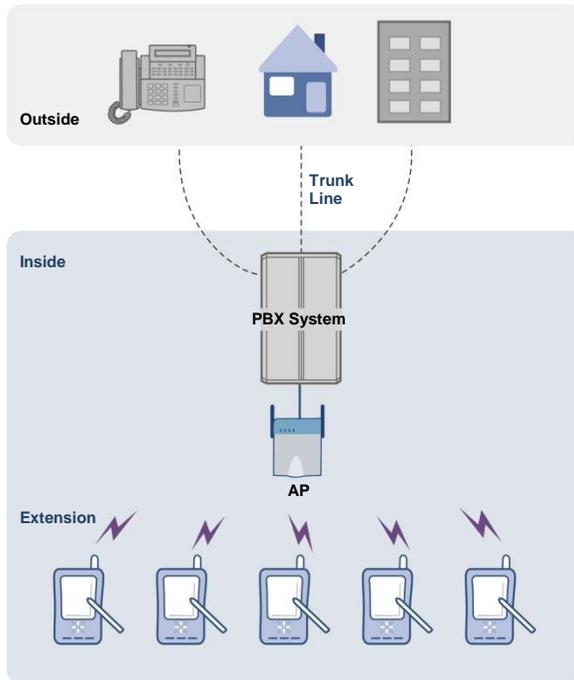
Internal (Intercom) Call

An internal call is when you use WE_VoIP client connected to the company's PBX system to make/receive a call to/from another extension in the system, either a desk phone or another WE VoIP phone.



External (Outside) Call

An external call is when you use WE VoIP client or desk phone connected to a telephone exchange to make/receive a call to/from a person outside the company (for example, a call to/from home or a mobile phone).



Notification Icons

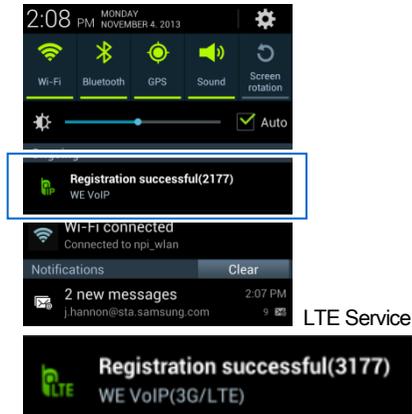
When running WE VoIP, notification icons appear at the top line of the smartphone screen.

You can swipe down from the top of the screen to view details of the notification icons.

Registration Status Notification

The following icons are provided indicating the registration status for WE VoIP.

- Registration successful:  and your extension number.
- Registration failed:  (Reason for registration failure is shown on the panel screen.)



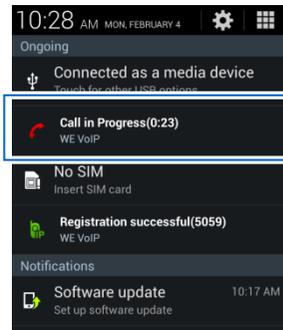
The icons indicating the call status for WE VoIP are provided as follows.

Call Status Notification



The red handset icon in the top line indicates a call in progress.

Swipe down to see the screen to the right.



WE VoIP CALL FUNCTIONS

WE VoIP provides the VoIP call functions via wireless LAN. The basic procedures for placing outgoing calls and answering incoming calls are the same as the normal operations on your smartphone.

Dialer

The WE VoIP Client uses the default dialer of your smartphone.

Therefore, the actual dialer screen may vary depending on your phone model.



No.	Name	Function
1	Dialed Number	Displays the number used for an outgoing call through the dial pad.
2	Recent call logs and contacts	Displays the recent call logs. Tap the Contacts button to open the Contacts screen.
3	Dial pad	Used to enter a number/character.
4	Delete one character button	Deletes the last character of the entered numbers each time you tap this button.

5	Call Button	Makes a call to the entered number
6	Video Call Button	Makes a video call from the smartphone to the entered number. (WE VoIP does not support video calls.)



Dialer

WE VoIP uses the default dialer of the phone. For instructions on using the dialer, refer to the user manual of your smartphone.

Dialing

You can use the default keypad in the phone application to make a WE VoIP call.



If Choose VoIP or Mobile is checked in the outgoing call settings, you can select whether to make a normal call with your mobile phone number through the 4G network or to make a WE VoIP call through the internal PBX for an outgoing call. If you are not logged into WE VoIP, all outgoing calls are automatically sent through the 4G network.

Dialing an Extension Number

This is the function to dial an extension number.

- 1 Enter the extension number of a person you want to call and tap the  button.
Or, select a phone number from the call logs.



- 2 When the outgoing call type selection screen appears, select the **[WE VoIP]** button.



3 The outgoing call screen appears with the called party's information and you hear a ringback tone.



4 Start the conversation when the other party answers the phone.



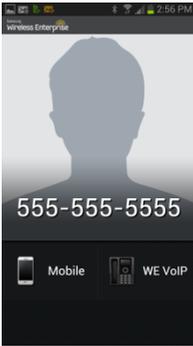
Making an External Call

This function is used to dial an external number including a mobile phone number.

1 Enter the phone number then tap the  button.
Or, select a phone number from the call logs or Contacts.



2 Select WE VoIP as the outgoing call type to use



3 The outgoing call screen appears with the called party's information and you hear a ringback tone.



4

Start the conversation when the other party answers the phone.



Answering Calls

This section describes the functions used when you answer an incoming call from an internal or external number over WE VoIP.

Answering Calls

You can choose to answer or reject an incoming call.

- 1 The WE VoIP incoming call screen appears and your phone rings.



- 2 To ANSWER the call, tap and drag the green handset icon to the right.

To REJECT the call tap and drag the red handset icon to the left.
The call is disconnected.

- 3 You may choose to send the caller directly to your voice mail box.
Swipe the white arrow labelled [*choose a different way*] up, to reveal the voice mail transfer function.



4

Tap the Voice Mail transfer button to send the caller to your mobile voice mail box.



WE VoIP Calls Identification

When the incoming call is coming through your company's internal PBX, the **Samsung Wireless Enterprise** logo appears in the top left of the screen. The popup window may differ depending on your smartphone model.

On-Call Functions

This section describes the convenient functions you can use while on a call.

Each of the functions is shown on the on-call screen as a button or a menu item.

Swipe the small green arrow up to see all available on-call functions. 



Button/Menu	Description
Record	Records the conversation over the phone. (Recordings can be played with a music player application or on a PC by connecting the phone to the PC using a removable disk.)
Keypad	Shows or hides the keypad. When the keypad is shown, press dial buttons to send Dual Tone Multi Frequency (DTMF).
End Call	Ends the call.
Speaker	Starts or stops using the speaker for a call.
Mute	Mutes or Unmutes your voice so that your voice is not heard by the other party while on a call.
Headset	Starts or stops using the Bluetooth headset for a call.
Add Volume	Tap to increase volume
Hold	Hold or resume a call.
Add Call	Starts a conference call by adding a third person into the call (three-way conference). Not available in North America
To Mobile	Switches VoIP call to the mobile network.
Transfer	Used to transfer to another number.

NOTE

Dialing (Sending DTMF)

During a WE VoIP call, DTMF tones are sent when each keypad button is pressed.

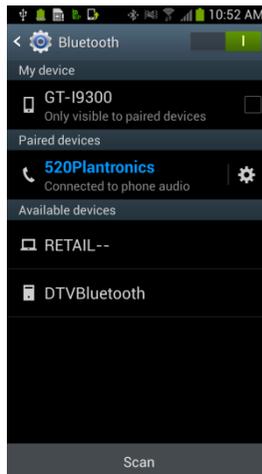
NOTE

The location of buttons and menus may vary depending on application version. Also, some menus may not be supported depending on the PBX settings.

Headset

You can use a paired Bluetooth headset for WE VoIP calls.

If there is a Bluetooth headset paired while you are on a call, the Bluetooth button is activated as illustrated below. Tap the Bluetooth Headset button while on a call to toggle between the phone speaker/mic and the Bluetooth headset.



NOTE

- If you want to pair a Bluetooth device while in a call, tap the **[Bluetooth]** button to go to the Bluetooth pairing screen. After searching for a Bluetooth device and pairing it on the Bluetooth pairing screen, you can use the Bluetooth headset for all calls.
- The pairing procedure of a Bluetooth device may vary depending on the Bluetooth device. For details, refer to the user manual provided by the Bluetooth device manufacturer.

Speaker

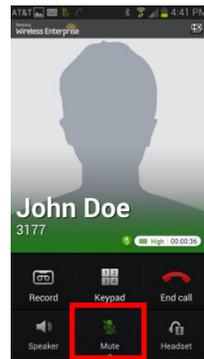
This function allows you to turn the phone speaker on so that you can continue phone calls with the smartphone but at a little distance from your face. When you press the **[Speaker]** button during a call, the button turns to on () which means the speaker function is enabled, and you can continue your call using the phone speaker. Tap the button again to turn the Speaker function off.



Mute

This function allows you to silence your voice during a call but you can still hear the voice of the other party. When you click the **[Mute]** button during a call, the button turns to on () and your voice is not heard by the other party.

Tap the button again to unmute.



Hold

This function allows you to put an incoming call on hold and let the caller wait for a moment, and then resume the call when convenient. When you click the **[Hold]** button during a call, the button turns to on () and the current call is put on hold.

Tap the button again to resume the call.



Record

This function allows you to record your phone conversation and save it as a file.

When you tap the **[Record]** button during a call, the Rec icon appears at the top and the recording starts. Tap the **[Stop]** button or end the call to stop recording.

Press the WE VoIP Icon to access User Settings list. Scroll to the last item [Call Recording List]. Tap this item to access a list of the calls you recorded.

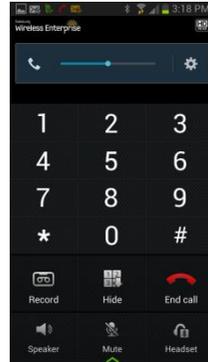
You can also access these recording by going to MY Files /All Files/smv/record or MY Files/All Files/sdcard0/smv. Tap the recording file to share via email.



Keypad

When you need to use the dial buttons to access your voicemail or while on a call for a public service, tap the **[Keypad]** button, then you can press dial buttons to send DTMF.

Tap the **[Hide]** button to return to the on-call screen.



+ Add Call

This function is not supported on the OfficeServ System.

To Mobile

Also called *manual handoff*. This function allows you to switch the *WE-VoIP* call to your mobile line. This is convenient when you know you will be leaving the building *Wi-Fi* coverage area and want to continue the call. Press **"To Mobile"** button. This automatically puts your caller on hold and you hear beep tones while the phone system makes a call to your mobile number. When you answer this call, you are connected to your original caller.

When you have the **Auto Answer** option enabled, the original caller is automatically connected when the system calls your mobile number.



Call Transfer

This function allows you to transfer the current call to another person.

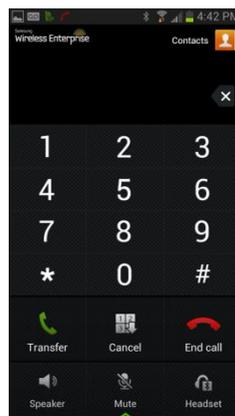
1 During a call, swipe the green arrow up to see the transfer button 

Tap the **[Transfer]** button.

The caller is automatically put on hold



- 2 When the keypad screen appears, enter the phone number of a person to whom you want to transfer the call.



- 3 Tap the **[Transfer]** again to transfer the call to the number entered. If they do not answer, Tap the **[Cancel Transfer]** button to cancel the call transfer and continue talking to the other party in the call.

- 4 When the other party answers, they are automatically connected to the original caller. Then, you are disconnected from the call. A screened transfer is not possible,



Putting Call On Hold

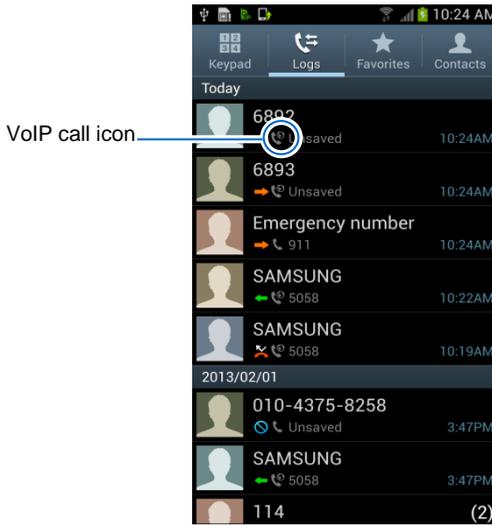
When you attempt to transfer a call, the other party is automatically put on hold.

Recent Call Logs

WE VoIP call logs are integrated into the default call logs on your smartphone.

A WE VoIP call is indicated with the icon on the **[Logs]** list.

Tap the receiver icon on the right of a call entry to dial the number.



Recent Call Logs Screen

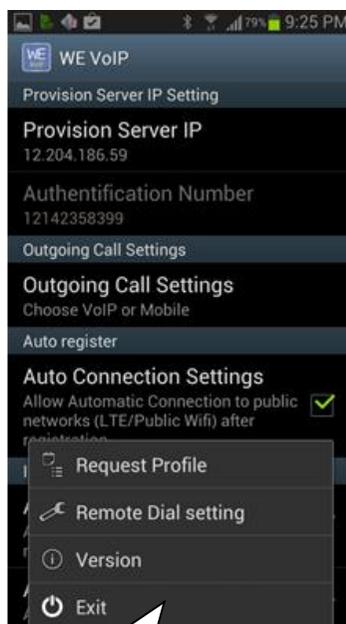
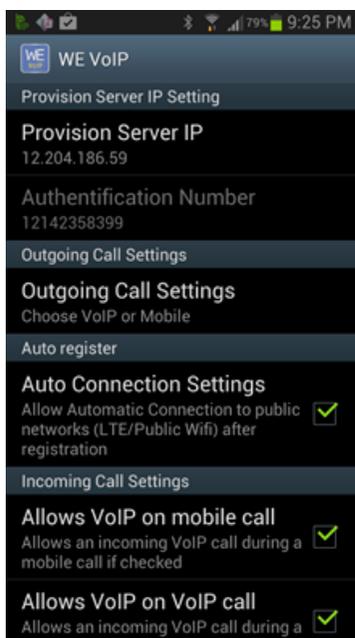
The screen shown may vary depending on application and version of your smartphone.

SETTINGS

This chapter describes various settings/options and how to use them.

User Settings

Tap the WE VoIP application icon to access the outgoing and incoming call settings required for using WE VoIP.



These options appear when you press the **MENU** button on the smartphone while the WE-VoIP application is open.

Menu	Description
Provision Server IP	You can enter the IP address of the provisioning server. This is the IP address of the phone system.
Authentication Number	<p>This is your smartphone number. This is auto populated when you device uses a SIM card. The number must be exactly as it appears in your phone Settings > About phone</p> <p>If your provider does not use a SIM card this will be the Wi-Fi MAC address of your device</p>
Outgoing Call Settings	<p>You can choose whether to use VoIP or Mobile only for outgoing calls.</p> <ul style="list-style-type: none"> - Choose VoIP or Mobile: You will be prompted to select VoIP or 4G. - Use only Mobile: All outgoing calls are made over 4G network. <div data-bbox="365 521 953 630" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  <p>Even if Choose VoIP or Mobile is checked, outgoing calls are made over 4G network if you are not logged into WE VoIP.</p> </div>
Auto Connection Settings	Check this option to make the phone automatically register through public Wi-Fi / LTE after starting the application
Allow VoIP on mobile call	You can choose to allow an incoming WE VoIP call while in a 4G (Mobile) call. If you select this option, you will hear incoming notification tone when there is an incoming WE VoIP call during a 4G call.
Allow VoIP on VoIP call	Allows a VoIP call while on another VoIP call.
Allow mobile call on VoIP	Allows an incoming mobile call during a VoIP call if checked.
Ringtone	<p>You can select a ringtone for an incoming WE VoIP call. Select [Default Ringtone] to use the same ringtone as the default ringtone of your smartphone.</p> <div data-bbox="365 1105 953 1268" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  <p>WE VoIP ringtone options are the same as the 4G ringtone options of your smartphone. If there is an incoming WE VoIP call when your smartphone is set to vibrate mode, your phone will vibrate without playing any ringtone.</p> </div>
Mute when Flipping	You can set to mute the ringtone and vibration by flipping the smartphone when there is an incoming WE VoIP call.
Do Not Disturb	You can choose to automatically reject an incoming call.

Menu	Description
Auto Answer	You can choose whether to enable auto-answering when the switch To Mobile function is used. The switched Incoming mobile call is automatically answered.
Switching phones beep	Play beep sound when Auto answer switching phones
Beep when poor voice quality	This option will play a beeping sound when voice quality is poor.
Call alert failure levels	Select the level of poor quality that you want to be alerted to. This only works when the Beep when poor quality setting is selected.
Update	You can use the WE VoIP update server to update the application. When the update file is downloaded successfully, the smartphone installation manager automatically starts to perform the application installation. If no updates are available, a popup message appears to notify this .
Send log	You can send debugging log of the WE VoIP application to the server. This function is available when there is a log file created using the Write log function.
Write log	You can write a debugging log of the WE VoIP application. Turn this setting off to delete all previous logs.
Premium CID Settings	This service is not available in North America
Show Context CID Information	This service is not available in North America.
mVoIP Settings	This service is not available in North America
Call Recording List	Tap this to access a list of the recorded calls you saved.
[Menu] → Request Profile	You can check for any changes in the profile, and if any, download the new profile from the server.
[Menu] → Remote Dial Setting	This service is not available in North America.
[Menu] → Version	You can view the version information of the WE VoIP application.
[Menu] → Exit	<p>The WE VoIP application will be terminated.</p> <div data-bbox="376 1291 464 1388" style="float: left; margin-right: 10px;">  </div> <div data-bbox="487 1291 952 1437" style="border: 1px solid gray; padding: 10px;"> <p>Turning Wi-Fi Off will not terminate the Client application.</p> <p>You must press [Menu] → Exit Tap the WE-VoIP icon to start the Client. If you want to change profile tap [Menu] → Request Profile.</p> </div>

End of Document

