WE VoIP

User Manual

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

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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 referrence.

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

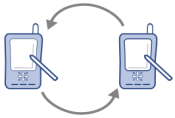
Samsung WE(Wireless Enterprise) VoIP is a phone communication application that operates in interoperation with the SCM system based on dual-mode smartphones including cellular phones and wireless LANs. With WE VoIP, you can make or answer a VoIP call using the default dialer of your smartphone.

Key Features of WE VoIP

Call

You can talk with others on VoIP calls.

Call Transfer



You can transfer a call to a different phone.

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.

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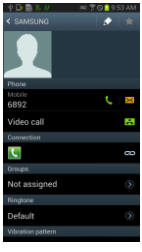
Caller Identification Display (CID)

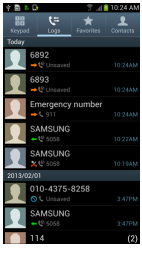
When there is an incoming call, the caller's phone number and name are displayed on the main screen or a separate screen so that you can tell who is calling to you.
The phone can also be set to interoperate with a WE Work server to display the caller's job position, title, and picture as well.

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.

Integrated Call Logs



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

Using Default Dialer

You can make a WE VoIP call using the default phone application 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 (3G/LTE) or make a call using Remote Dial.

Hold on/Later Function

When there is an incoming WE VoIP call, instead of answering it, you can ask the caller to hold on for a while or call back later.

Mobile VoIP

If you are outside a Wi-Fi coverage area, WE VoIP uses the LTE network for an internal or external call.

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.

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PROGRAM INSTALLATION

Preparations before Installation

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

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 S2/S2 HD LTE/S3/Note

Checklist

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

- Access Point (AP) information for wireless LAN connection
- WE VoIP interface server information (IP address of the PBX)
- URL for downloading and installing the WE VoIP package

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.

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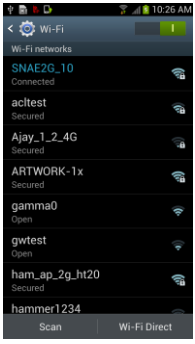
Installation

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

1 Turn Wi-Fi on in your workplace, go to Settings → Wi-Fi, and connect to the default AP or an AP that you want to use.

For details on the default AP or other AP to use, contact your network administrator.

'SNAE2G_10' illustrated on the right is an example of AP.

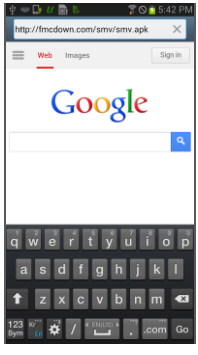


2 Open the web browser and enter a URL.

You will be automatically redirected to the download URL.

Click the download link from the URL to download the installation program.

If you are not automatically redirected to the download URL, enter the URL provided by the administrator in the address field of the web browser to open the URL. An example URL is illustrated on the right.



Installation Program Installation

Installation program distribution policy may vary from a company (workplace) to another.

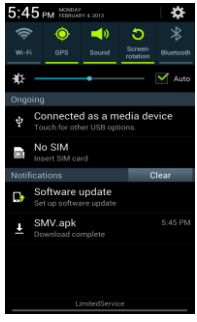
For more information, contact your system administrator.

If the program is supplied as an APK file, copy the file to your smartphone by connecting it to your PC using a USB cable and then select the file to install it.

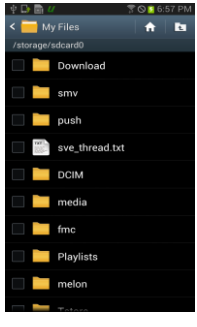
3

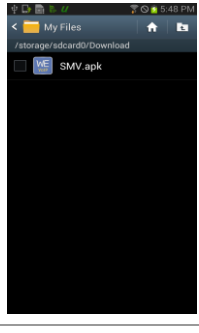
When the installation program is downloaded, swipe down from the top screen to open the panel screen.

The file name may vary depending on the installation version.



Or, open My Files on your smartphone to find the downloaded file in the Download folder.





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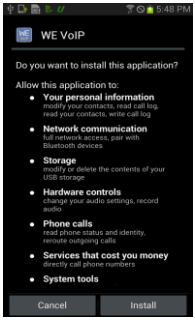
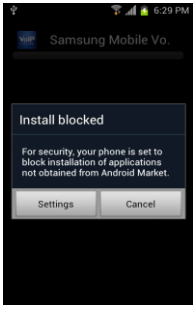
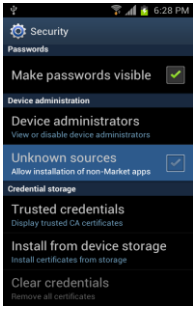
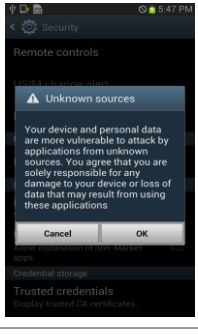
4 Select the downloaded file to open the installation screen. Tap the **[Install]** button.



If the Blocked message appears as illustrated, select the **[Unknown Sources]** checkbox under Security.

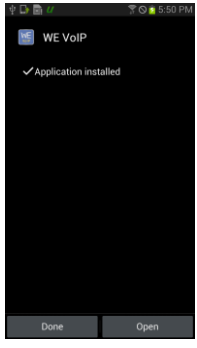






Android Application Installation

The **[Unknown Sources]** checkbox must be selected if you want to install an application which is not available in Android Market.

5	The program installation progress screen appears and then the installation completes.	

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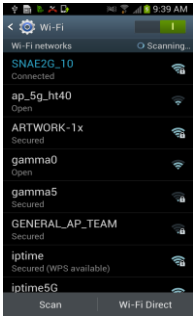
Initial Settings

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 one of the APs in your workplace.

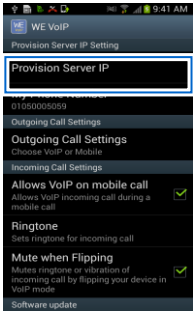
- If the mVoIP call is allowed in your workplace, you can set your preferences even when Wi-Fi is off.



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.

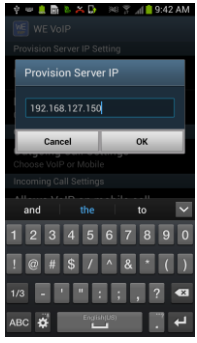
2 After running the WE VoIP application, select Provision Server IP.



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. The mobile phones which do not use USIMs are identified by their MAC addresses during the initial configuration.

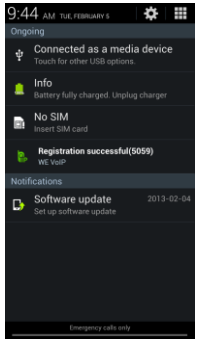
3 Enter the IP address of the provision server and tap the **[OK]** button to request for the WE VoIP profile.



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.



Administrator Settings

If automatic setup is not processed over the provision server, you must complete the configuration by entering settings manually in Administrator Settings > Connection Settings.
For more information, see the Administrator Settings section in the chapter 5, Settings.

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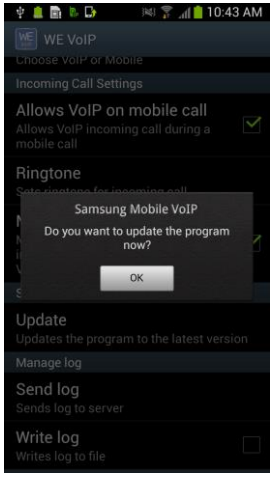
Update

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



Update Progress Notification

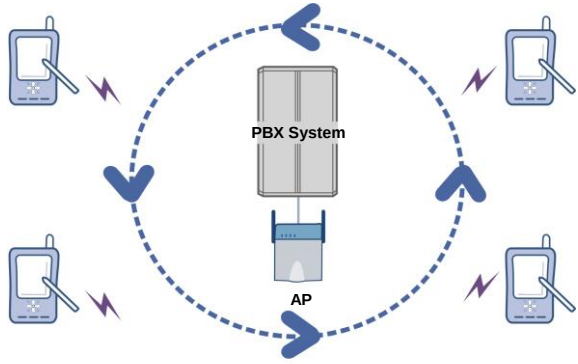
When updating WE VoIP, the download progress status is indicated by notification icons.

WHAT TO KNOW IN ADVANCE

About Internal and External Calls

Internal (Intercom) Call

An internal call refers that you use WE VoIP connected to the company's PBX system to make/receive a call to/from another WE VoIP (or desk phone) user within the company.



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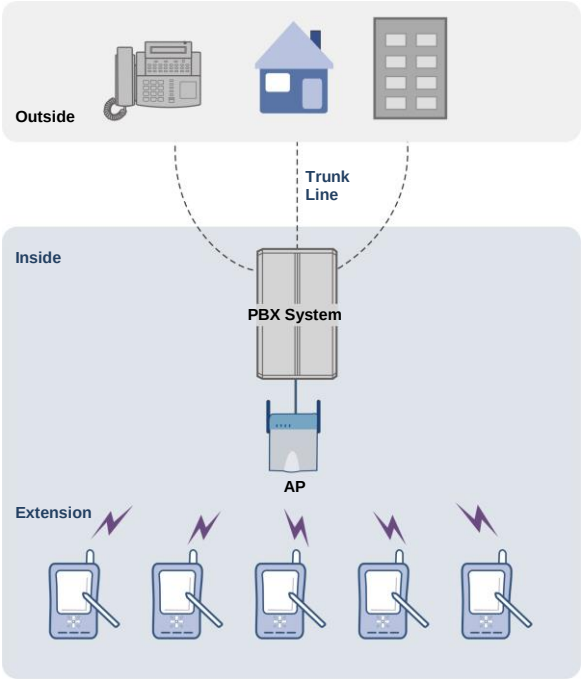
External (Outside) Call

An external call refers that you use WE VoIP (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).



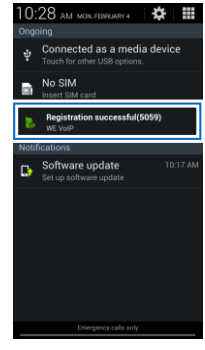
Notification Icons

When running WE VoIP, notification icons appear at the top of the smartphone screen.
You can swipe down from the top of the screen to view details of the notification icons.

Registration Status Notification

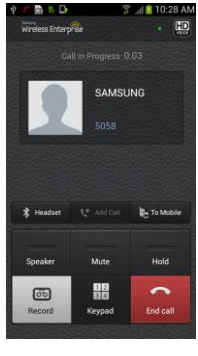
The following icons are provided indicating the registration status for WE VoIP.

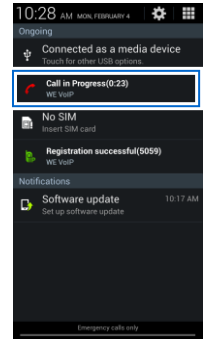
- Registration successful:
- Registration failed: (Reason for registration failure is shown on the panel screen.)



Call Status Notification

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





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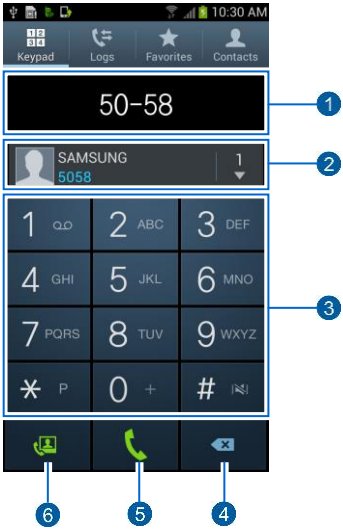
WE VoIP CALL FUNCTIONS

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

WE VoIP uses the dialer for the default phone application of your smartphone. Therefore, the actual dialer screen may vary depending on your phone model or the application used.



No.	Name	Function
1	Number you use to make an outgoing call	Displays the number used for an outgoing call through the number/character entry buttons.
2	Recent call logs and contacts	Displays the recent call logs. Tap the Contacts button to open the Contacts screen.
3	Number/character entry buttons	Used to enter a number/character.

No.	Name	Function
❹	Delete one character button	Deletes the last character of the entered numbers each time you tap this button.
❺	Video call button	Makes a video call from the smartphone to the entered number. (WE VoIP does not support video calls.)
❻	Call button	Makes a call to the entered number.

Dialer

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

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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 3G 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 3G network.

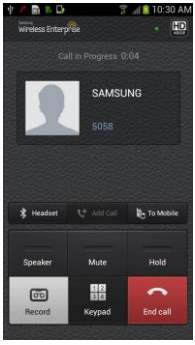
Dialing an Extension Number

This is the function to dial an extension number.

1 Enter the extension number of a contact you want to call and tap the button.

Or, select a phone number from the call logs.

2 On the outgoing call type selection screen appears, select the **[WE VoIP (Extension)]** button.



3	The outgoing call screen appears with the callee's information and you hear a ringback tone.	
4	Start the conversation when the other party answers the phone.	

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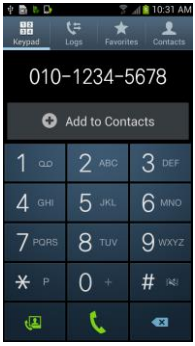
Making a External Call

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

1 Enter the phone number you want to make a call and tap the button.
Or, select a phone number from the call logs.



2 Select WE VoIP as the outgoing call type to use WE VoIP.

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

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

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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 the receiver icon in the circle at the center of the screen and drag it to the green icon on the right. To reject the call, drag the receiver icon to the red icon on the left.

WE VoIP Calls Identification

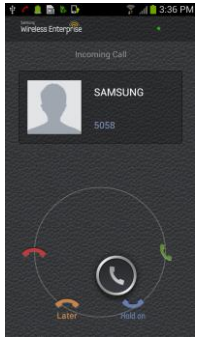
When the incoming call is coming through your company's internal PBX, the Samsung Wireless Enterprise logo appears in the top left of the screen.
The popup window may differ depending on your smartphone model.

Hold on

The Hold on function allows you to immediately put an incoming call on hold as soon as you receive the call.

Until you resume the call on hold, the caller will keep hearing the voice announcement saying, ‘Please wait while your call is being connected.’

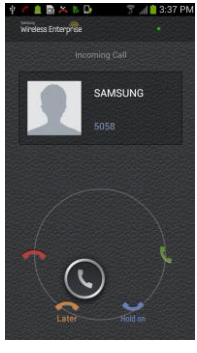
To use the Hold on function, tap the receiver icon in the circle at the center and drag it to the blue icon at the bottom right.



Later

The Later function plays the voice announcement saying, ‘I will call you back later’ to the caller and rejects the call. Also, the callee’s phone number appears in the callback request list of the WE Work client program.

To use the Later function, tap the receiver icon in the circle at the center and drag it to the orange icon at the bottom left.



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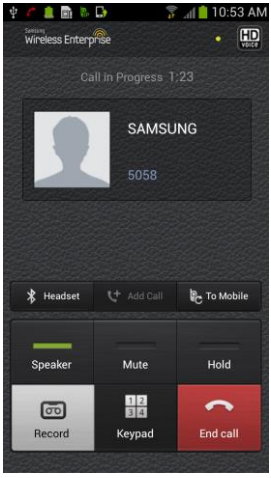
In-Call Functions

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

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



Button/Menu	Description
Bluetooth	Starts or stops using the Bluetooth headset for a call.
Add Call	Starts a conference call by adding a third person into the call (three-way conference).
Switch to Mobile	Switches to 3G call.
Speaker	Starts or stops using the speaker for a call (speaker phone function) so that you can talk while keeping the phone away from your face.
Mute	Mutes your voice so that your voice is not heard by the other party while in a call or unmutes.
Hold	Hold or resume a call.
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.)
Dial	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.
Menu → Connect to Specified Number Menu → Call Transfer	Transfers the call to a specified number.

Dialing (Sending DTMF)

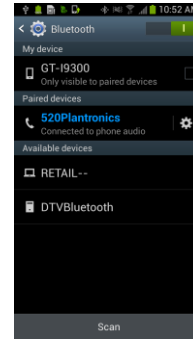
During a WE VoIP call, DTMF is sent when each keypad button is pressed.

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

Bluetooth

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

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



- 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.

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Add Call

This function allows you to initiate a three-way conference call by adding a person while in a call with another.

1	During a call, tap the **[Add Call]** button, enter a phone number to add to the current call, and tap the **[Call]** button.	
2	The conference call starts when the callee of the phone number entered answers the call. When one of three participants in the conference call ends the call, the remaining two are returned to a normal phone call again.	

NOTE

The conference call function may not be supported depending on PBX type.
This function is supported in PBX SCME 3.2.4 and higher.

Switch to Mobile

When you move out of the range of your wireless LAN during a WE VoIP call, the call automatically switches to 3G.

If you tap the **[Switch to Mobile]** button during a call, there will be an incoming call to your mobile phone. (The caller's number displayed is your extension number set for the PBX.)

Answer the call on your mobile phone to continue your previous call.

- This function may not available for a phone which are not subscribed to a 3G/LTE service.
- The Switch to Mobile function may not be available depending on the PBX settings.

The location of the Switch to Mobile menu may vary depending on application version. On some installation versions, this function is activated by tapping **[Menu]** → **[To Mobile]** during a call.

Speaker

This function allows you to turn the phone speaker on so that you can continue phone calls with the smartphone put 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.

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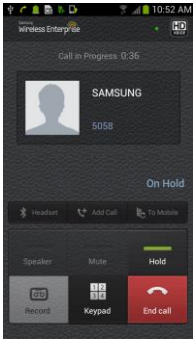
Mute

This function allows you to silence your voice during a call while you can still hear the voice of the other party.
When you click the **[Mute]** button during a call,
the button turns to on (Mute) 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 (Hold) and the current call is put on hold.
Tap the button again to resume the call.



Record

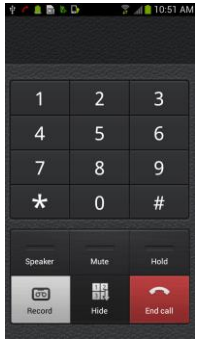
This function allows you to record your conversation over the phone and save it as a file.

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.

Dial

When you need to use the dial buttons to access your voicemail or while in a call for a public service, you can press dial buttons to send DTMF.

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



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Connect to Specified Number

When you move out of the range of your wireless LAN during a WE VoIP call, the call automatically switches to the specified number.

Unlike the normal phone transfer function, the Connect to Specified Number function enables the continuous call without any additional operations as the call is immediately connected once the phone of the specified number receives it.

The Connect to Specified Number function may not be available depending on the PBX settings.

1 During a call, tap **[Menu]** → **[Connect to Specified Number]**.

2 When the phone number input field appears, enter a phone number to connect to and tap the **[OK]** button. (Both internal and external calls are available.)

3 When the other party of the number entered receives the call, the call is connected to the number.
Then, you are disconnected from the call.

Call Transfer

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

1	Tap **[Menu]** → **[Call Transfer]** button during a call.
2	When the keypad screen appears, enter the phone number of a person to whom you want to transfer the call.
3	Tap the **[Call Transfer]** button to attempt to transfer the call to the number entered. 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 of the number entered receives the call, the call is connected to the number. Then, you are disconnected from the call.

Putting Call On Hold

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

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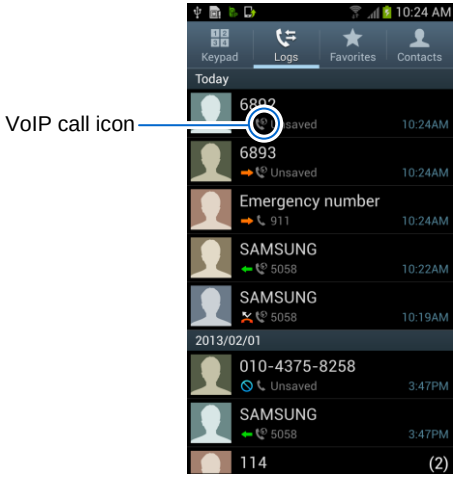
Recent Call Logs

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

An 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.

WE WORK Interoperability

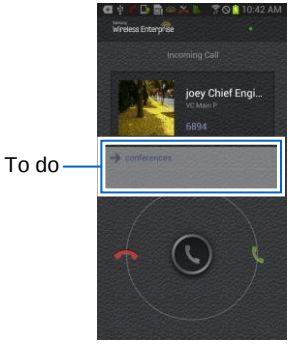
Various additional functions are available through interoperation with the Samsung WE WORK server.

Premium CID (Caller ID)

The caller’s department, title and other information are shown on the incoming call screen.

Context CID

The Context CID function is provided through interoperation with the WE WORK server.
The caller’s to-do list is shown on the screen.



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SETTINGS

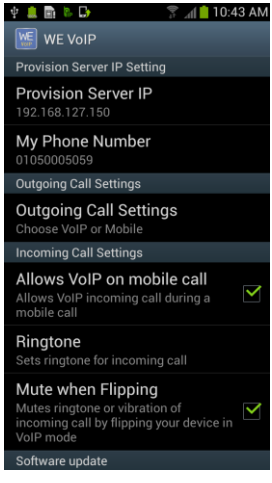
WE VoIP provides settings menus for normal user and administrator.
This chapter describes various settings/options and how to use.

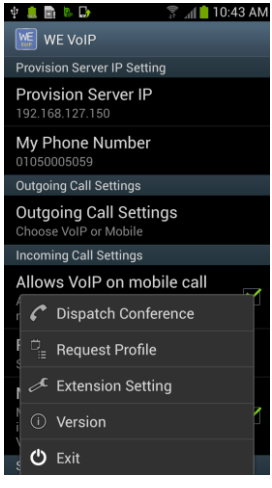
Settings Menu

On some WE VoIP versions, the administrator settings screen may be different from the illustrations provided in this manual.

User Settings

On the application screen, run WE VoIP to access the outgoing and incoming call settings required for using WE VoIP.



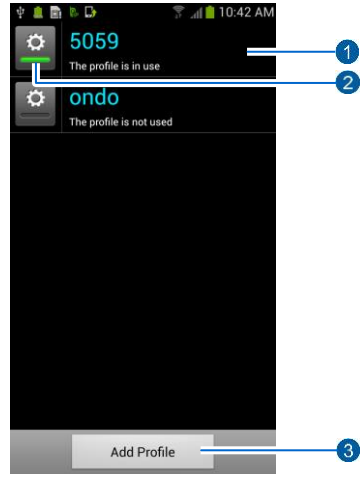


Menu	Description
Provision Server IP	You can enter the IP address of the provisioning server. (For an SCME PBX System, enter the IP address of the SCME.)
My Phone Number	This is your smartphone number.
Outgoing Call Settings	You can choose whether to use VoIP/3G or use 3G only for outgoing calls. - Choose VoIP or Mobile: You will be prompted to select VoIP or 3G. - Use only Mobile: All outgoing calls are made over 3G network. Even if Choose VoIP or Mobile is checked, outgoing calls are made over 3G network if you are not logged into WE VoIP.
Receive VoIP Call during 3G Call	You can choose to allow an incoming WE VoIP call while in a 3G call. If you select this option, you will hear incoming notification tone when there is an incoming WE VoIP call during a 3G call.
Ringtone	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. WE VoIP ringtone options are the same as the 3G 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.
Mute when Flipping	You can set to mute the ringtone and vibration by flipping the smartphone when there is an incoming WE VoIP call.
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 that no updates are available.
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.

Menu	Description
Premium CID Settings	You can customize Premium CID settings. - Use Premium CID: Choose whether to use the Premium CID function. - Show CID when receiving incoming FMC call: Choose whether to enable the Premium CID popup for an incoming FMC call. - Show CID when receiving incoming 3G call: Choose whether to enable the Premium CID popup for incoming 3G calls. - CID Items to Display: Select Premium CID items to show.
Auto Answer	You can choose whether to enable auto-answering for Remote Dial and the Switch to Mobile functions.
Do Not Disturb	You can choose to automatically reject an incoming call.
Show Context CID Information	You can choose to show Context CID on the screen.
[Menu] → Request Profile	You can check for any changes in the profile, and if any, download the new profile from the server.
[Menu] → Extension Number Setting	You can customize Remote Dial settings. This menu is accessible only when the Remote Dial function of the PBX is enabled. - Direct Inward System Access (DISA) Settings: Choose to use DISA or 3G for an outgoing call when Remote Dial request fails. You can also set the priority. - Extension Number Settings: Choose to use Remote Dial or 3G for making an outgoing call. Or, you can set to select the call type for every outgoing call. - Voice Message Retrieval Cycle: Set the cycle for retrieving the voice message inbox.
[Menu] → Version	You can view the version information of the WE VoIP application.
[Menu] → Exit	The WE VoIP application will be terminated. **Turning Wi-Fi Off** When the Wi-Fi is turned off, the WE VoIP application is automatically terminated. When Wi-Fi is turned on again, WE VoIP automatically restarts.

Administrator Settings

The Administrator Settings menu is provided only to the administrators for setting and controlling WE VoIP registrations. Normal users should not use the administrator settings menu unless it is absolutely necessary. For details on using the administrator settings menu, contact your system administrator.



No.	Name	Function
1	Profiles	Name and usage status of the WE VoIP profile are displayed. Select this menu to open the edit profile screen.
2	Register profile button	This button registers the profile with the company's PBX and shows whether the profile is in use. Tap the button to attempt registering the profile. While the registration is being attempted, the registration button of the profile is shown as on ( ) and the 'The profile is in use' message appears on the profiles list.
3	Add profile button	Tap the Add profile button to open the add and edit profile screen.

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Add and Edit Profile Screen

You can configure various settings required for WE VoIP registration and usage by profile.

Connection Settings allows you to set the WE VoIP registration; General Settings allows you to set voice options and other options.

After configuring the settings under each menu, tap the **[Save]** button to add the profile. (Settings items marked with * are required.)

Then, tap the button on the left of the profiles list from the Administrator Settings screen to attempt the WE VoIP registration. If the profile you are saving is the first profile, its registration is automatically attempted when you save it.

Administrator Settings

Each settings items are related to the profile downloaded from the SCME PBX. Therefore, even if you have manually configured the settings, all previously configured settings are deleted when you download the profile from the SCME PBX. Profile download is performed automatically once everyday or when any changes are made to a profile.

Menu	Description
Profile*	You can name the profile. If no profile name is entered, the profile information is not saved.
Profile Version	This is the profile version.
PBX Type Settings	You can set the type of the PBX that you want to register WE VoIP to.
SIP Server IP*	You can enter the SIP server IP address of the PBX system.
SIP ID*	You can enter the SIP ID (phone number) of the PBX system.
SIP Auth ID	You can enter the SIP authentication ID of the PBX system. (Default: SIP ID)
SIP Auth PW*	You can enter the SIP server authentication password of the PBX system.
SIP Domain	You can enter the SIP server domain address of the PBX system. (Default: SIP server IP)
SIP Server Port	You can enter the SIP server data receive port number of the PBX system. (Default: 5080.)
SIP Protocol	You can set the SIP protocol. The default and recommended setting is UDP.
SIP Receive Port	You can enter WE VoIP local port number for receiving SIP data of the PBX system. (Default: 5080.)
SIP Public Server IP	You can enter the SIP server public IP address of the PBX system.
SIP Public Domain	You can enter the SIP public domain address of the PBX system.
SIP Public Server Port	You can enter the SIP server public port number of the PBX system.
SIP Public Protocol	You can set the public SIP communication protocol.
Add connection	You can set additional connections. This is Active-Active related settings of the SCME PBX system. You can configure the secondary SIP server information.
Add function	You can set additional functions. - MWI Feature Code: Set the function key of the MWI internal protocol. - Mobile Transfer: Enable the Mobile Transfer function. - Mobile Transfer Fcode: Set the function key of Mobile Transfer. - Hold on/Later: Enable the Hold on/Later function. - Conference Feature Code: Set the internal protocol function key of the conference function.

Menu	Description
Realtime Transport Protocol (RTP) Media Port	This is the RTP media port information.
Dial Rules	You can configure prefix and DigitMap settings for making an external call. - Prefix: Set the prefix code to use for making an external WE VoIP call. (If you set a prefix, it is automatically added to the number of all outgoing external calls.) - DigitMap Rule: Set rules not to add a prefix. - Enable DigitMap Rule: If this is enabled, the prefix is automatically added. - Exception Rule: Set exception rule for making a call out of WE VoIP range. (An outgoing call is made over 3G network if the called number meets this rule.) - Enable Exception Rule: Allow exceptions.
Audio Settings	You can set codec and sound properties to use for a WE VoIP call. - Codec Priority: Set audio codecs to use in a WE VoIP call and their priorities. - Sound Properties • Enable DV (Diamond Voice): Set whether to use DV filter of the WE VoIP application. • Swing Free Rx: Enable DV for Rx (reception). • Swing Free Tx: Enable DV for Tx (transmission). • CNG (Comfortable Noise Generation): Enable CNS. • TOS (Type Of Service): Set the TOS value.
Wi-Fi Settings	You can configure Wi-Fi related settings. - SSID: If you enter an SSID, WE VoIP registration is attempted only when the phone is connected to the specified SSID. - Roaming Trigger: Set Wi-Fi roaming parameters. - Wi-Fi Channel Country: Change the Wi-Fi country code for WE VoIP registration. - Wi-Fi Band: Set the Wi-Fi frequency band to scan for WE VoIP registration.
DTMF	You can set the DTMF method during a WE VoIP call.
Security Settings	You can set the security function available during a WE VoIP call. - Enable Security: Enable the RTP security. - Enable AES: Enable Secure Realtime Transport Protocol (sRTP) Advanced Encryption Standard (AES). (This is automatically checked when Enable Security is selected.) - Use ARIA: Enable sRTP-AES/ARIA.

Menu	Description
Auto Answer	You can choose to enable the auto answering function.
Auto answer number setting	You can enter a phone number to use for auto answering with the Remote Dial or Switch to Mobile function.
Remote Dial Settings	You can choose to enable Remote Dial.
Enable Remote Dial	You can set the Remote Dial connection. - Remote Dial Server IP: Enter the IP address of the Remote Dial server. - Remote Dial Server Port: Enter the port number of the Remote Dial server. (Default: 9011) - Remote Dial Connection Type: Select the Remote Dial connection protocol. (Default: TLS) - Remote Dial Public Server IP: Enter the public IP address of the Remote Dial server. - Remote Dial Public Server Port: Enter the public port number of the Remote Dial server. (Default: 9011) - Remote Dial Public Server Connection Type: Select the public Remote Dial Connection Protocol. (Default: TLS)
Remote Dial Detail Settings	Set Remote Dial. - DISA Number: Set a DISA number to which connection is attempted in case of Remote Dial failure. - MWI (Message Waiting Indicator): Enable the Message Waiting Indicator function for receiving new voice messages. - MWI Number: Set a phone number to connect to after checking the MWI.
View Remote Dial Error Log	You can enable the view Remote Dial error log function.
WE Work Detail Settings	You can set the WE Work server interoperation. - IP: Enter the IP address of the WE WORK server. - Port: Enter the port number of the WE WORK server. - Public IP: Enter the public IP address of the WE WORK server. - Public Port: Enter the public port number of the WE WORK server. - ID: Enter an ID to use for logging into WE WORK. - Password: Enter the password to use for logging into the WE WORK server. (The password is encrypted and cannot be changed.)

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Menu	Description
Premium CID Detail Settings (*)	You can enter information required for using Premium CID. - IP: Enter the IP address of the Premium CID server. - Port: Enter the port number of the Premium CID server. - Type: Select the Premium CID connection protocol.
Multiframe Mode	You can choose to enable Multiframe RTP Mode connecting with Samsung WE AP/APC.
Multiframe Silence Level	You can set the silence level for enabling the multiframe RTP mode.
Multiframe Silence Sample	You can set the silence sample ratio for enabling multiframe RTP mode.
MCS (MultiCall Simulator) Agent	You can choose to enable the interworking function with MCS equipment. (This setting is for engineers only and is independent of the profile.)
Four Digit Call	You can set a WE VoIP call to be automatically made when you press the extension number (4-digit). (This setting is for engineers only and is independent of the profile.)
Proximity Enable	You can choose to enable the proximity function. (This setting is for engineers only and is independent of the profile.)
Menu → Delete Profile	You can delete a profile. If you delete a profile, the profile will also be deleted from the administrator settings screen.

Dial Rules-DigitMap Settings

Refer to the following rules to set DigitMap.

- XXXX: A prefix is not required for 4-digit numbers.
- #!: A prefix is not required for a number starting with #.

If the DigitMap is set as ‘XXX, *!’, you can dial a number starting with 3 digits + * without entering a prefix.

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