Wireless Enterprise VoIP Client
Frequently Asked Questions

Samsung WE VoIP is a mobile application that provides corporate users voice-over-IP communications over private Wi-Fi networks when in the office and public Wi-Fi or 4G/LTE network when out of the office. It is equipped with High Definition (HD) voice technology, 3G dialer and full-featured phone functionality to bring professionals a convenient, easy-to-use, and crystal clear voice experience.

This mobile SIP client application makes your smart phone a mobile extension of the OfficeServ phone system. With WE VoIP, you can make or answer VoIP call using the default dialer and contacts of your smartphone. Each WE-VoIP extension must have a license. The SIP Stack License includes a separate field that determines the number of WE-VoIP clients.

Please read the We VoIP Product Bulletin and User Guide before reading this FAQ to get a better understanding of the application. This guide is used to provide any additional questions that can be answered quickly and direct you to other sources.

Frequently Asked Questions

1. How do I get the We VoIP App?

Call Samsung Wireless Enterprise Customer Service at 1 800 876 4782.

2. How do I make WE VoIP Work?

WE VoIP is mobile client that works in conjunction with specific Samsung products, namely OfficeServ 7000 Series and Samsung SCM. It operates is as a SIP extension phone with these products. The Samsung product has to be configured and licensed to support a WE VoIP extension.

3. Where do I get my Provision Server IP?

Call your local IT technical support group. This will depend on your company that provides you your voice service.

4. I am a WE VoIP user, how can I get support to use this application?

WE VoIP operates as an extension to your office telephone system you should contact you Company phone system administrator.

5. I am a phone system administrator, how can I get support to use this application?

Samsung distributes WE VoIP Licenses via its network of dealers. Please contact the provider of your telephone system (Samsung dealer).

6. I am a Samsung SCM dealer, how can I get support for this application?

Please call 1 877-757-7172 to reach the Samsung Communication Manager Support desk

7. I am a Samsung OfficeServ dealer, how can I get support for this application?

Please call 1 800-737-7008 to reach the Samsung OfficeServ Support desk

8. What do I do if the Application fails to download?

Call your local IT service for your business to check your phone and application. If you are an IT professional please contact your dealer that you have received the We VoIP information.

9. If I have another VoIP Client on my phone do I need to uninstall the product?

There is a potential conflict if you are using multiple Wi-Fi clients within the same smartphone. It is advisable to only provide one Wi-Fi client on your device.

10. Is there a list of phones that are supported for this application?

The following devices are supported with the WE VoIP application.

Client Type	Model	Android Version.
Samsung Galaxy Edition	Galaxy S3 Series	4.0.3 or higher
	Galaxy S4 Series	4.1 or higher
	Galaxy Note2	4.0.3 or higher

[Click here](#) **to learn more about Samsung WE VoIP application and its benefits.**