

# TeleCube SIP User Guide

This guide has been prepared to help you receive the greatest user experience possible whilst using our TeleCube SIP softphone. The guide covers key points, including installation preparation, installation process, first run, features and the uninstallation process.

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## Download a pre-configured version


To download and install a personalized version TeleCube SIP (with your credentials), firstly sign into the Customer Portal. Then navigate to iPBX -> SIP Accounts (Extensions) -> click on the gear icon next to the desired SIP extension -> select “Download preconfigured softphone” -> click the “Download free TeleCube SIP” button under the “TeleCube SIP” section.

**The application has been designed for systems running:** Windows XP and later editions, Linux\*, MacOS and FreeBSD\*.

*\* Requires the WINE emulator for a 32-bit system to run.*



Download personalized softphone


Download a personalized and ready to use phoning application (softphone) for your platform.

**Grandstream Wave**

Free softphone for all Android or iOS powered devices. Configuration is dependent on scanning the attached QR code.


**Compatible with:**  
Android 4.1+, iOS 7.0+

**Download:**  
 

**Configuring your app:**  
Requires scanning the QR code from within Wave. The code is available below.  



**Installation guide:**

- [Installation Guide \[Polish\]](#)
- [Installation Guide \[English\]](#)

**TeleCube SIP**

A software phone application with built-in messaging capabilities. Designed to work on the TeleCube and implement integration with our partners.


**Compatible with:**  
Windows XP and later, Linux\*, MacOS\* and OpenBSD\*

**Download:**  


**Configuring your app:**  
Access to the Internet is required to ensure proper auto-provisioning.  
\* Requires an installed WINE emulator for 32-bit systems.

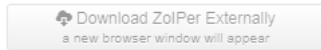
**Installation guide:**

- [Installation Guide \[Polish\]](#)
- [Installation Guide \[English\]](#)

**ZolPer**

A popular cross-platform soft phone. TeleCube will send your SIP login details to ZolPer so that they can prepare a custom installer for you.

**Compatible with:**  
Windows 7 and later, Linux, MacOS, Android and iOS

**Download:**  


**Important:**  
In order to custom build ZolPer, TeleCube will forward your SIP credentials to ZolPer. By clicking "Download" you give us your consent for this operation.

**Installation guide:**

- [Installation Guide](#)
- [ZolPer Support Pages](#)

## Prerequisite for installing on Linux, MacOS or FreeBSD

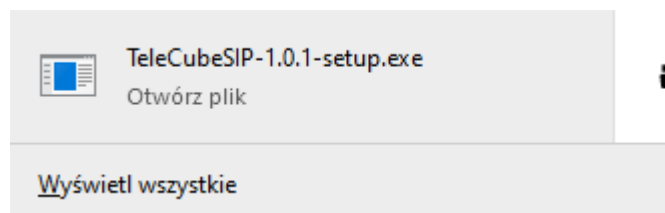
**If you're going to run TeleCube SIP on a Windows machine, you can skip this section.**

To ensure TeleCube SIP' compatibility in a Linux, MacOS or FreeBSD environment, you must have WINE 32-bit installed on your system. We also recommend installing the Qt4Wine extension for enhancement. Support from your IT specialist may be required, as some points will require elevated system privileges that will need to be executed through the "sudo" command. Below are WINE installation guides to help you install the emulator on your operating system of choice.

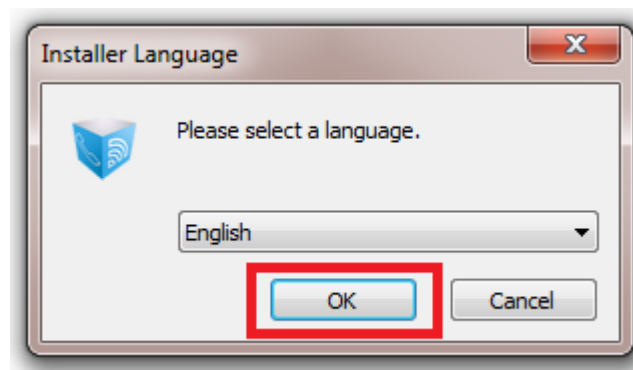
- For **Linux - Debian, Ubuntu, etc.:** <https://wiki.winehq.org/Debian>
- For **Linux – CentOS, REHL, etc.:** <https://wiki.winehq.org/CentOS/RHEL>
- For **MacOS:** <https://wiki.winehq.org/MacOS>
- For **FreeBSD:** <https://wiki.winehq.org/FreeBSD>

## TeleCube SIP Installation Process

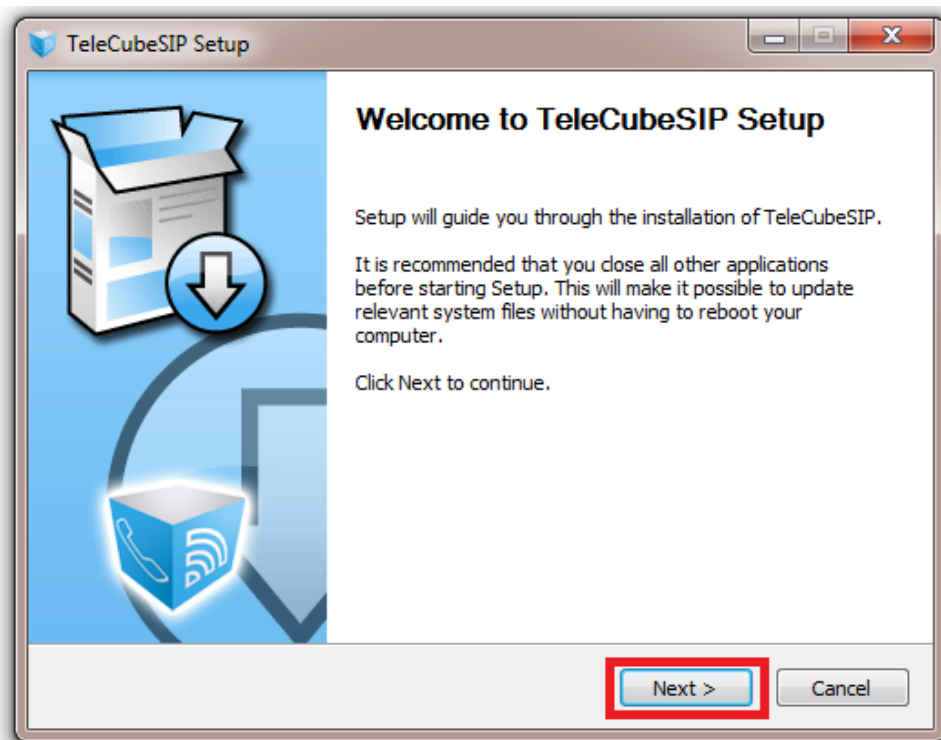
1. After downloading the installer from our website, please ensure that no installed anti-virus or firewall will impede your installation process. You may need to add the file to your anti-virus' exception list in order to continue. Please launch the installer by clicking the downloaded link.



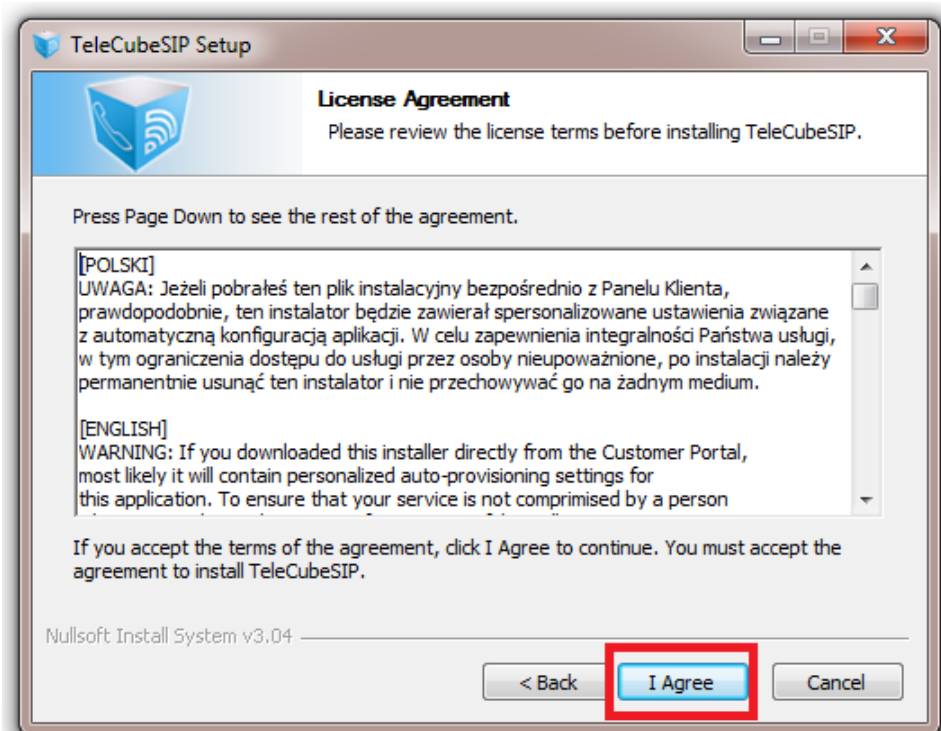
2. The executed installer will ask you to select the language you wish to proceed the installation with and the language of the application that will be installed.



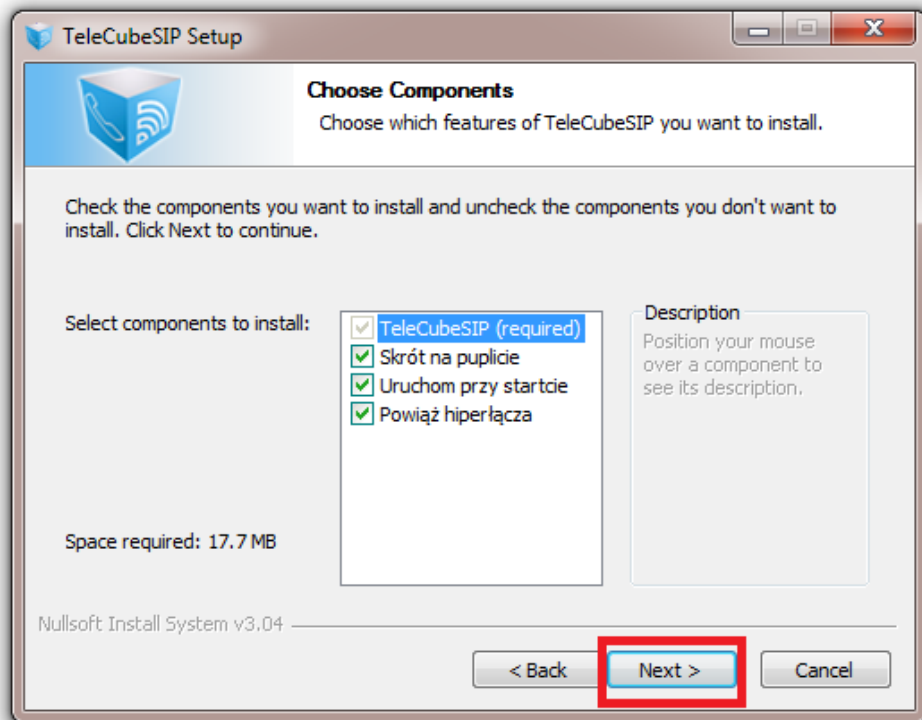
3. After selecting the desired language, a welcome screen will appear, where you should click “Next” to continue.



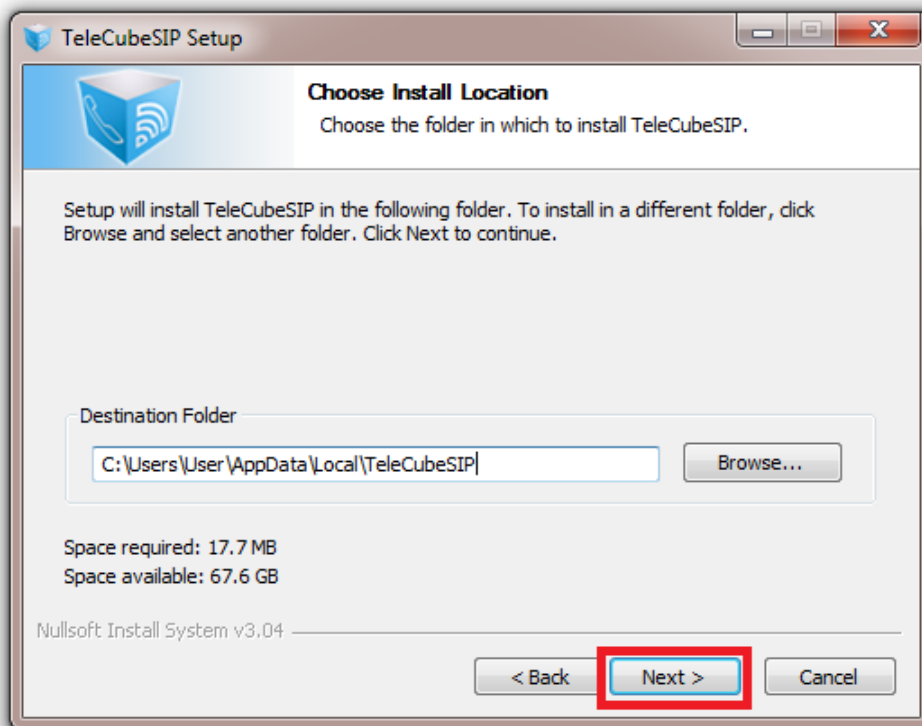
4. The next screen will display the license agreement. Please read it carefully. To accept the terms of this agreement, simply click “I Agree”.



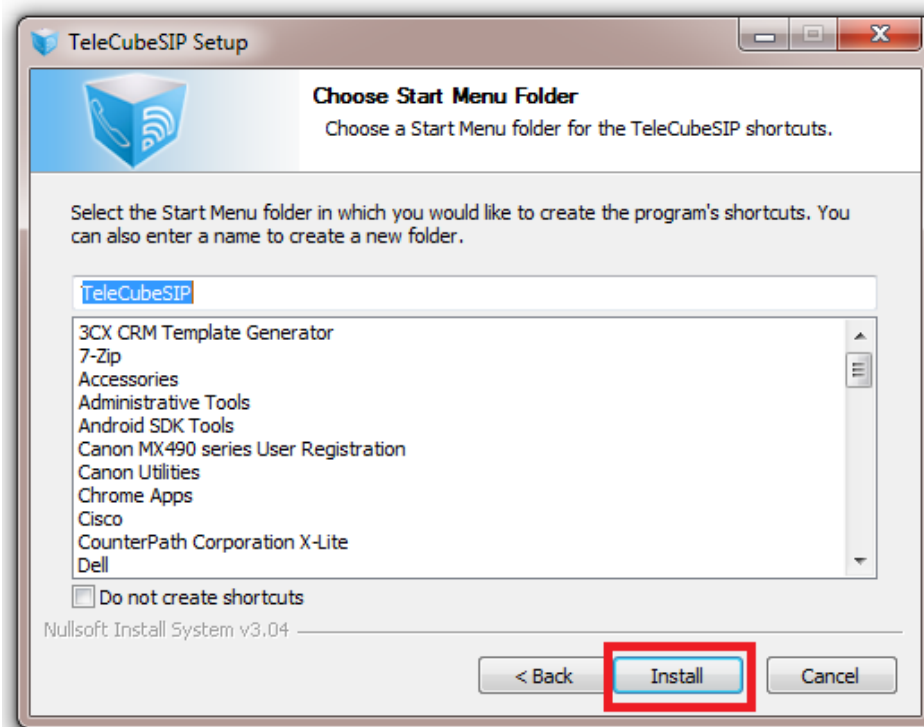
5. Next choose the components that you wish to install. We strongly recommend checking all the checkboxes before proceeding further. When ready to continue, simply click “Next”.



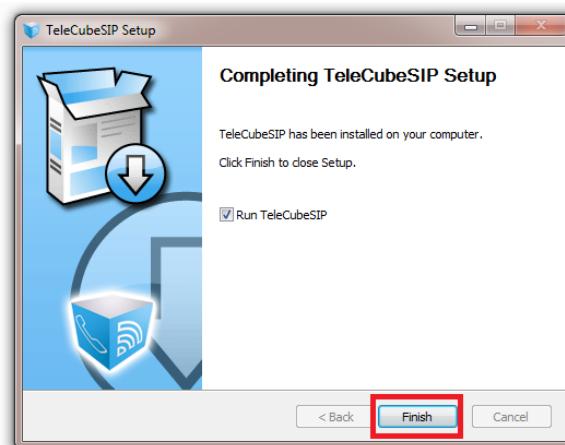
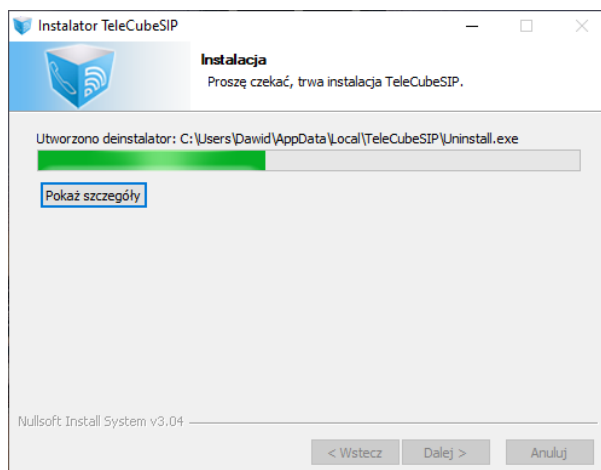
6. The next window allows you to specify the installation location where the application will be installed on your local disk. You can choose the location or simply click “Next” to continue using the default (preselected) location.



7. Select the location where you would like the installer to create the required shortcuts in your Start Menu and then click “Install” to begin the installation process.



8. The installer will begin copying all necessary files and conduct the required steps to install the application on your system.



9. At this stage the installation process has been completed and you can click “Finish”. If you have left the “Run TeleCubeSIP” checkbox checked, the application will automatically launch momentarily after closing the installer.

## Running TeleCube SIP for the first time

1. You can start the application by simply double-clicking the icon on your desktop or in the Start Menu.



2. During the first run, you will be prompted to enter a Username and Password for the given SIP account that you intend to use with this application.

If you have downloaded a preconfigured (personalized) version of TeleCube SIP, please ensure the application has access to the Internet so that it may download the required initialization parameters for the initial configuration.

**Important:** your preconfigured installer will lose its validity 7 day after downloading. You can still use the installer to install TeleCube SIP, however, the preconfigured data will have expired. To download a preconfigured installer again, simply follow the steps in section 1.

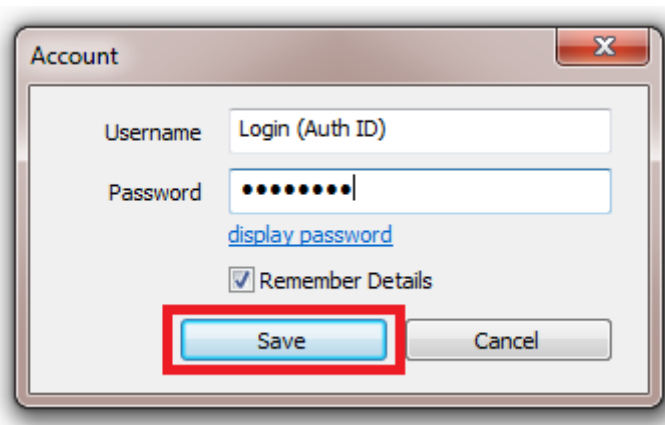
If you downloaded just the installer:

You can find your SIP settings (credentials) in the Customer Portal by navigating to iPBX -> SIP Accounts (Extensions) -> click the icon with the gear next to the desired extension -> SIP Settings. Your password will be masked as a security precaution.

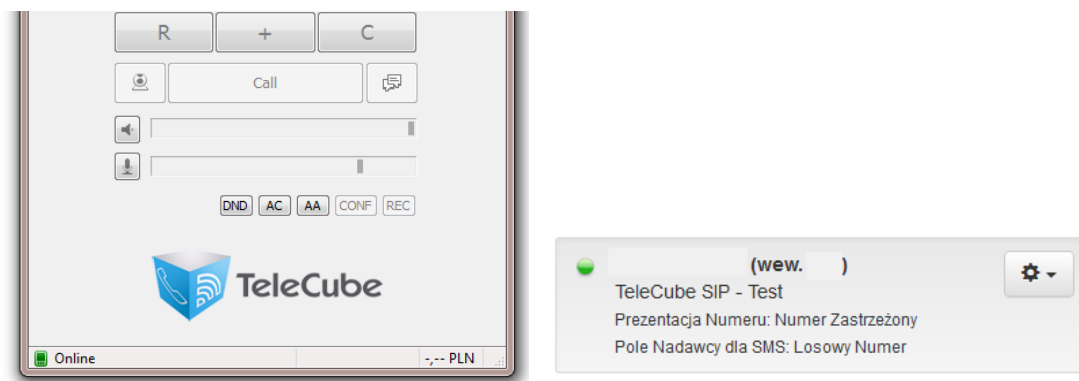
Login (Auth ID):

Password:

After entering the Login (Auth ID) and password, please click “Save” to finalize the configuration.



3. Confirmation that the application is properly configured can be found in the bottom-left corner of the main TeleCube SIP window, which should read "Online". In the Customer Portal, a colored image of a *dot* should also appear next to the SIP account that has just been provisioned.

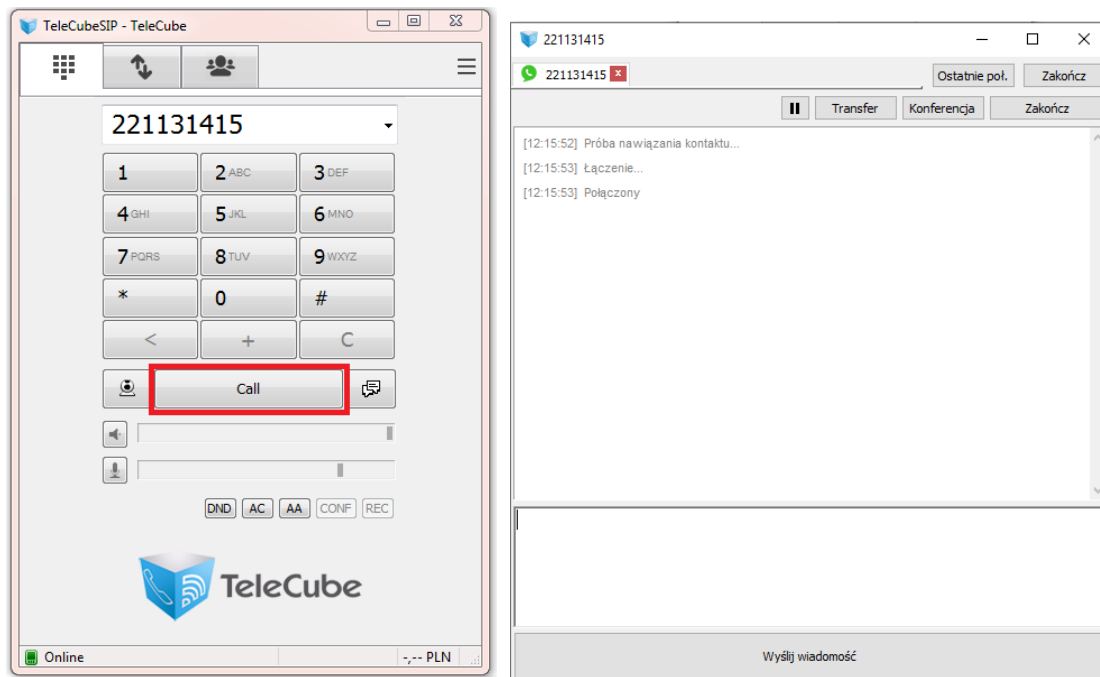




## TeleCube SIP Functions & Features

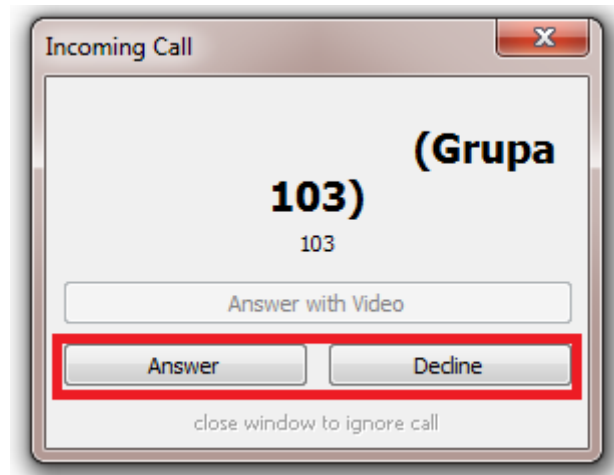
### 1. Placing an outgoing phone call

The first and key feature of the application is the ability to place phone calls by entering the desired phone number. To begin making an outgoing phone call, simply enter the destination's number in the text box and click "Call". A new window will then appear outlining the status of your call. To hang up or terminate the call, simply click the "End Call" button in the new window.



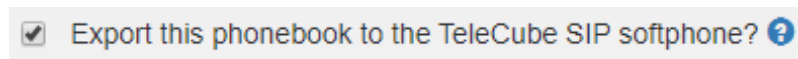
## 2. Answering in incoming phone call.

The application can also answer any incoming phone calls. All calls are signaled in a new window that displays the caller ID of the caller, with the ability to answer or reject the given call instance.



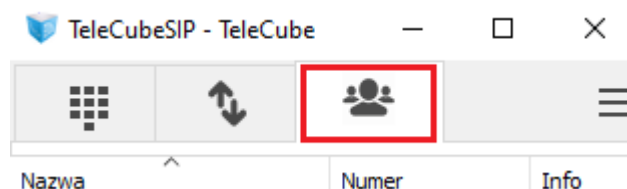
## 3. Importing a Phonebook from the Customer Portal

TeleCube SIP has the ability to import a pre-defined phone book from the Customer Portal. To flag a given phone book for importing to all TeleCube SIP instances, go to the Customer Portal and navigate to iPBX -> My Phonebooks -> Create a New Phonebook (or edit an existing one) -> Select the checkbox next to "Export this phonebook to the TeleCube SIP softphone?".



To expedite the process of TeleCube SIP downloading your selected phonebook(s), simply exit the application from system tray (near your system's clock) and re-launch TeleCube SIP.

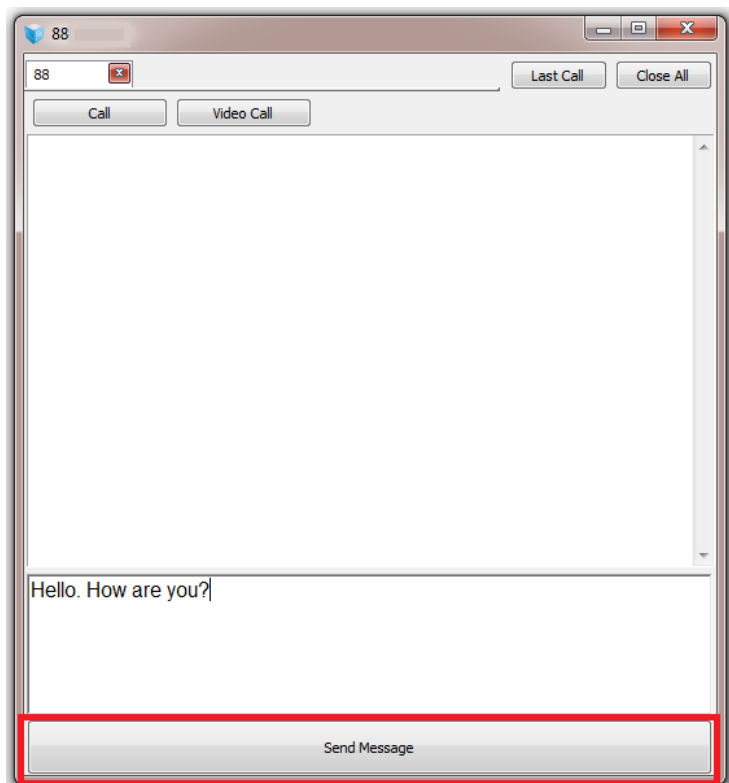
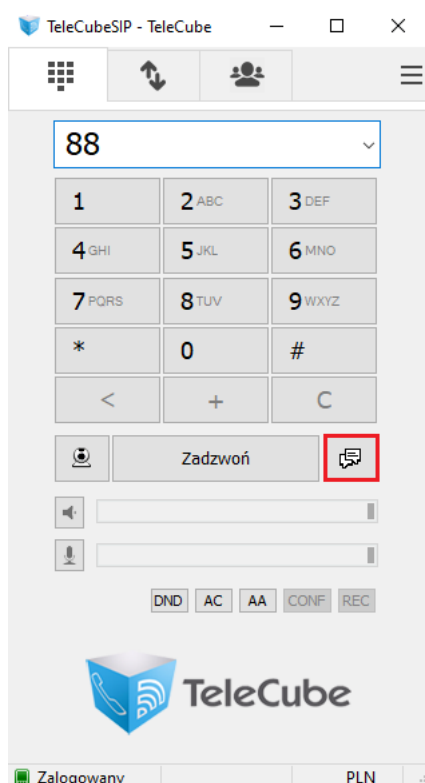
All imported records can be found in the Contacts tab as depicted below. Any records entered directly within TeleCube SIP will be overwritten, as the application periodically downloads and overwrites records with those obtained directly from the server.



#### 4. Sending a text message (SMS)

TeleCube SIP has the ability to send short text messages to numbers outside our network and to other TeleCube SIP users. Any messages sent from this application are subject to the same message rates as if they were sent from the Customer Portal or over an API.

To send a text message, firstly enter the destination's phone number in the textbox located in main screen. Next, click the button under the dial-pad that depicts a conversation. A new window will then appear where you can enter the content of your message. To submit your message, simply press Enter or click "Send Message".



## Changing the Sender ID for your outgoing message

The sender ID used for an outgoing message can be configured on a per-SIP account basis. Messaging rates are also dependent on the selected sender ID. To allow for two-way messaging, we recommend using an SMS-enabled phone number as the SMS Sender ID, followed with the relevant configuration as described in section 5 – Receiving a text message (SMS).

To change the sender ID for your given SIP account, visit our Customer Portal and navigate to iPBX -> SIP Accounts (Extensions) -> select the gear icon next to the SIP extension you would like to modify -> click “Edit SIP Settings” -> Scroll down to the field labelled “Outgoing SMS Sender ID” -> Select the desired Sender ID -> Scroll down to the end of the screen and click “Save”.

### General Settings:

Extension:	<input type="text"/>
SIP Account Name:	<input type="text"/>
Password:	<input type="password"/> <a href="#">[Generate Random Password]</a>
Confirm Password:	<input type="password"/>
Caller ID:	<input type="text" value="22 113 1415 - TeleCube PL"/>
<input type="checkbox"/> Direct incoming calls to this extension?	
Internal Caller ID:	<input type="text" value="Use the real extension number (do not overwrite the caller ID)"/>
Outgoing SMS Sender ID:	<input type="text" value="Random Number"/>
Ringling Time:	<input type="text" value="30"/> <input type="text" value="sec"/>
Call Waiting:	<input type="button" value="Enabled"/> <input type="button" value="Disabled"/>

## 5. Receiving a text message (SMS)

To receive an incoming text message or to enable two-way text message conversations, we recommend using a public phone number that is SMS capable, for example, your virtual cell phone number from TeleCube.

In addition, we recommend you setting the Sender ID for all outgoing text messages from your SIP account to the same virtual cell phone number. To change the sender ID for your given SIP account, visit our Customer Portal and navigate to iPBX -> SIP Accounts (Extensions) -> select the gear icon next to the SIP extension you would like to modify -> select "Edit SIP Settings" -> Scroll down to the field labelled "Outgoing SMS Sender ID" -> Select the desired Sender ID -> Scroll down to the end of the screen and click "Save".

### General Settings:

---

**Extension:** ⓘ

**SIP Account Name:** ⓘ

---

**Password:** ⓘ  [\[Generate Random Password\]](#)

**Confirm Password:**

---

**Caller ID:** ⓘ  ▼

☐ Direct incoming calls to this extension? ⓘ

**Internal Caller ID:** ⓘ  ▼

**Outgoing SMS Sender ID:** ⓘ  ▼

---

**Ringling Time:** ⓘ

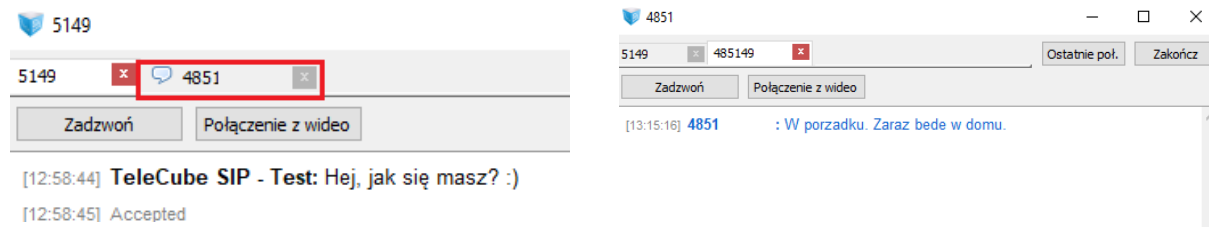
**Call Waiting:** ⓘ

Please note, the cost of an outgoing text message is subject to messaging rates, which is dependent on the chosen sender ID.

The next step is to associate your virtual cell phone number with the list of internal SIP accounts that should have any incoming text message forwarded to. To do this, access the Customer Portal and navigate to iPBX -> Traditional Numbers -> locate the desired SMS-capable phone number (i.e. with an envelope in the bottom right section) -> Click the Envelope to open a new window.

In the opened window, enable the checkbox “Forward SMS messages to SIP extensions” and check the SIP extension that you would like to have receive incoming text messages and click “Save”.

Having the correct redirections setup for incoming text messages will ensure that all incoming messages will be received in a new TeleCube SIP window. A conversation will be maintained as depicted.



## 6. Creating Shortcuts & Speed-dials

The application allows for users to create shortcuts that will be visible under the main dial pad. This is particularly useful to save time when placing calls to frequently dialed numbers. To add your own shortcuts, simply select the menu icon in the top-right section of TeleCube SIP, followed by “Shortcuts” option from the drop-down menu. A new window will appear where you can manage your shortcuts.

**Remember:** to enable shortcuts by clicking the “Enable” checkbox and “Bottom Position” checkbox in the bottom section of the screen before saving.

	Etykieta	Numer	Typ
1.	Przemek		Call
2.	Ewa	51	Message
3.			Call
4.			Call
5.			Call
6.			Call
7.			Call
8.			Call
9.			Call
10.			Call
11.			Call
12.			Call

☒ Włączone ☒ Przyciski na dole

Zapisz Anuluj

To make your shortcuts appear, you will need to restart TeleCube SIP. After relaunching TeleCube SIP, you should see your shortcuts on the main screen of the application.

TeleCubeSIP - TeleCube

1 2 ABC 3 DEF

4 GHI 5 JKL 6 MNO

7 PQRS 8 TUV 9 WXYZ

\* 0 #

R + C

Zadzwoń

DND AC AA CONF REC

Przemek

Ewa

Zalogowany PLN

## 7. Definitions

DND – the Do Not Disturb feature, when enabled, will reject any incoming calls received by the TeleCube SIP application.

AA – Automatic Answer - Any incoming call will be automatically answered by TeleCube SIP, without the need to have the user click the answer button on the screen.

AC – Automatic Conferencing - Automatically start a teleconference bridge and automatically join incoming calls to the bridge.

CONF – Create a conference call with an existing phone call by inviting additional phone numbers to participate in the group call.

REC – Enable recording of the current phone call to the local disk. Your call recordings will not be uploaded to the Customer Portal from the application level but rather reside on the local medium where TeleCube SIP is installed.

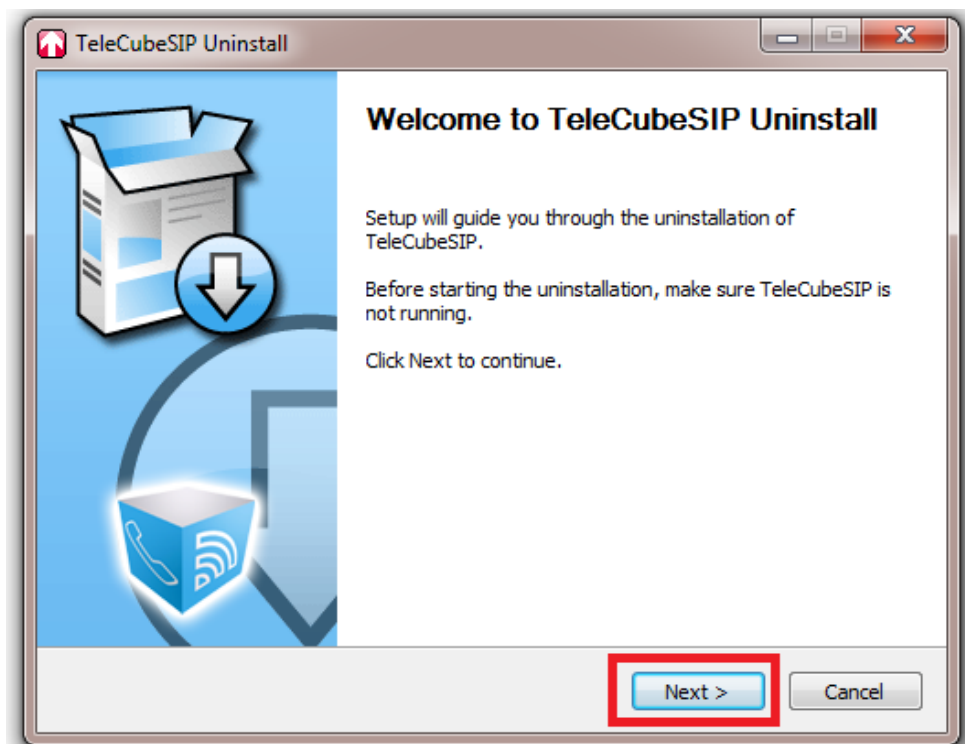


## Uninstalling TeleCube SIP

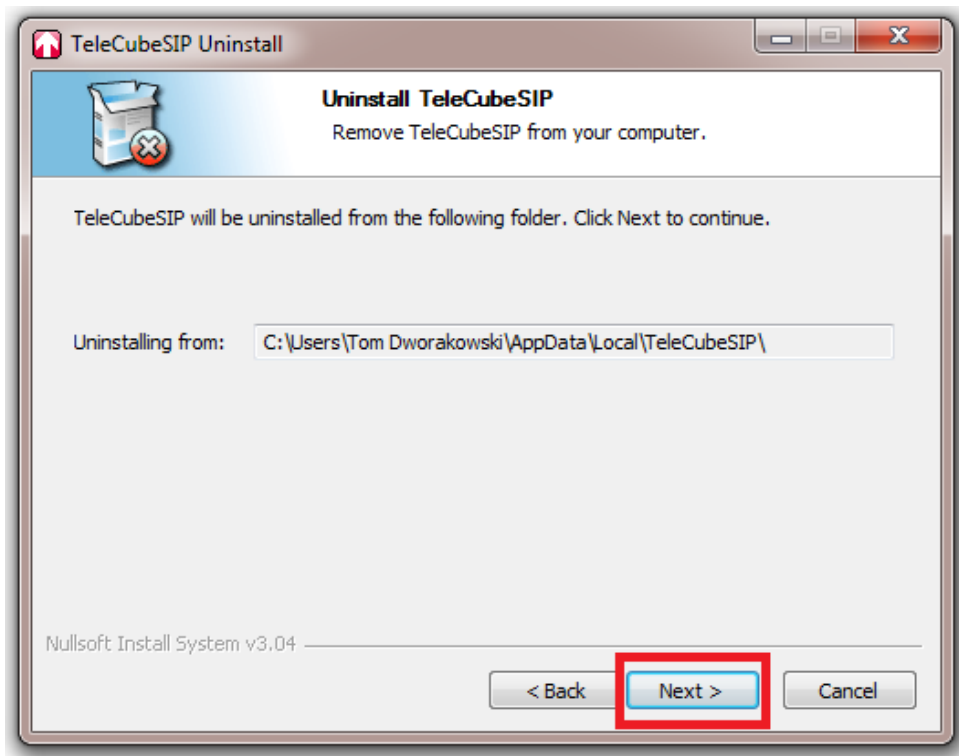
1. To remove the TeleCube SIP application, first locate Control Panel in Windows, followed by the “Add/Remove Programs” or “Programs and Features” (depending on your version of Windows) icon.

For Linux, MacOS or FreeBSD based system, the uninstallation process may be instantiated using the Qt4Wine graphical interface and locating the “uninstall” feature.

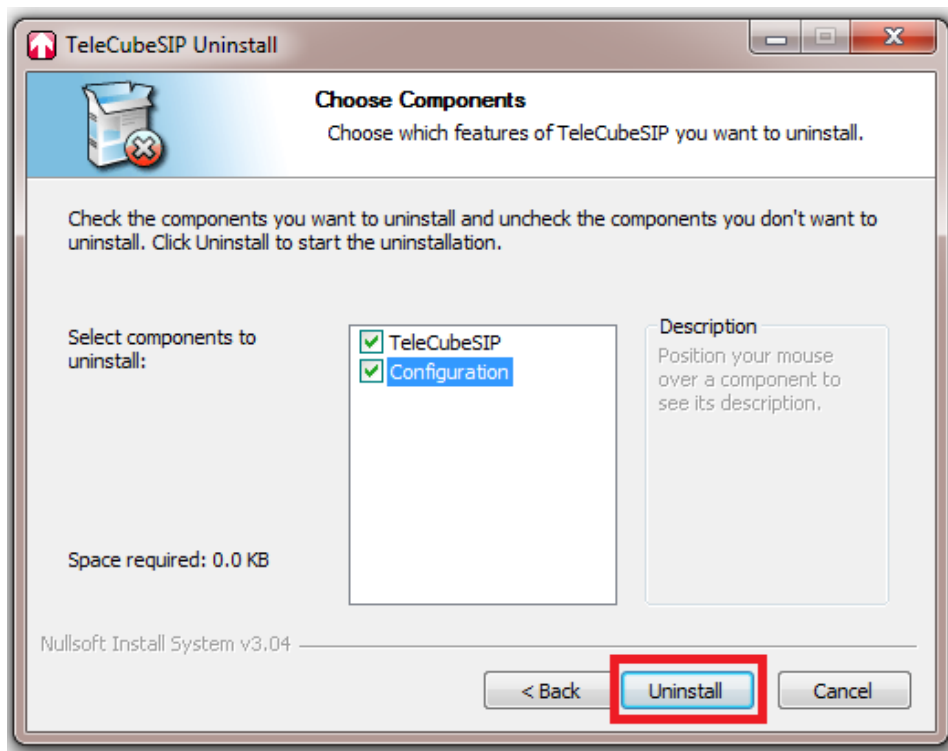
2. The next step would be to locate the TeleCube SIP application in your list of software and in most cases, a double-click of the mouse should suffice to initiate the deinstallation process.
3. In the uninstaller, a welcome screen should appear. Simply click “Next” to continue.



4. In the next step, please confirm the deinstallation path on your system. To confirm, simply click "Next".



5. Select the components that you wish to keep or remove by selecting the relevant components. To confirm the uninstallation of the selected components, simply click "Uninstall".



6. After the successful uninstallation, you may be prompted to reboot your system. To facilitate this, please ensure you save all your files and data. To complete the uninstallation process, click “Finish”.

