LineATA User Manual

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1. Introduction

Regintech focused on Skype gateway product development and promotion in the past 10 years. Recently some customers asked us to develop LINE gateway products and we decided to come out a series of LINE gateway product during our company's 10th anniversary. We have SkyATA and Skybox S1 to make and receive Skype calls and M-office to forward incoming landline calls to mobile phone Skype. We are coming out LINE counterpart products for above three products as LineATA, LineBox and LineOffice individually.

LineATA can be connected to one phone and user can use the phone for LINE calls. LineBox has similar function as LineATA does, but it has extra interface to connect with one carrier line. LineBox's connecting phone can be used for landline and LINE calls. LineOffice can forward incoming landline calls to mobile phone LINE to save expensive international or mobile phone call forward. It can also be used as a simple PBX to pick up incoming landline calls and forward to employees based on the dialing extension number. Employees can pick up their office calls anywhere via their mobile phone LINE app.

LineATA is a mini USB dongle specially designed for LINE gateway application. With LineATA running under Windows version LINE, you can have LINE voice service via phone. After LineATA is connected with PBX, conference phone or regular phone, employees can pick up desk phones to make or receive LINE calls. For companies using LINE to interact with its fans, fans can make free calls to companies via company LINE account. It is convenient and companies can have a close relationship with their fans at a very cheap cost. Employees out of office, company customers and suppliers can have a free call to company office. Hence telecom carrier line ports can be reduced. For the office with less PBX trunk cards, they can consider to adopt dual mode model LineBox and the connecting PBX trunk port can have landline and LINE calls.

User can set speed dial number for LINE friends from LineATA Speed Dial setting page. Speed dial number can be set up to 12 digits 0~9 Arabic numerals. Speed dial list can be exported for back up and imported for use later.

LineATA's IM mode can support other soft phones (like Team, Lync/Skype for business, Google voice/hangouts, WhatsApp, Facebook Messenger, Zoom, Skype, …) as an audio device. User can make/receive IM calls from PC and then pick up the LineATA connecting phone for conversation. Under IM mode, if LineATA connects with traditional analog conference phone, the conference phone becomes a soft phone conference device to enhance internet phone conference voice quality.

LineATA, LineBox and LineOffice need to connect with Windows PC and PC needs to be on for the application. Nowadays there are many cheap and low power mini PCs. With an advanced process processor, PC doesn't need any fan to cool down, so it is quiet. After hardware and software installation, monitor is not necessary for such application. Just press one button to power on or power off such PC. This kind of PC is even less power consumption compared with the old generation DSL modem and there should be no worry for 24 hours operation. Such mini PC can be workable for one LineATA and one SkyATA and office will have one LINE line and one Skype line. Skype worldwide go program can cover 63 countries at very low rate. It can save companies a lot on international calls.

LineATA introduction YouTube https://youtu.be/rd5xjo09GWE
You can enable YouTube caption setting.

LineATA hardware can run recent SkyATA software to work as a Skype gateway

1.1 Customer service

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1.2 Package Contents

- LineATA - LINE USB Gateway
- Telephone RJ11 cable
- LineATA Setup Wizard CD with LineATA & LINE setup program, user manual and quick guide. User can download latest LineATA related document from Regin Tech web site: https://www.regintech.com.tw/download.htm

1.3 Product Specification

Model Number   LineATA – LINE USB Gateway
Dimensions   L x W X H: 81 X 37 X 19 mm
Operating System Support   Microsoft Windows 10, 8 or 7
LINE Version Support   LINE 5.15.0.1909 or later version (Suggest to use LINE
                6.x or later)
Interface Ports
        One USB 1.1 port for computer
        One RJ11 port for an analog phone
LED Indicator: Blue
        Stand by (Slow on/off)
        Ringing (Fast on/off)
        Call Active (Always on)
        Error (Always off)
Audio   16 bit PCM
Power   USB power and no external power needed
Operation Temperature   0 to 55 degrees Celsius
Regulatory Compliance   FCC Class B, CE
Warranty   1 year

Note: Specifications are subject to change without notice.

1.4 Main features

1. After LineATA is connected with office PBX, analog conference phone or regular phone, employees just pick up desk phone for LINE calls. No need of headset and microphone for LINE calls. Even leased telecom carrier line number can be reduced

2. Make a LINE call through PBX desk phone or regular phone and receive LINE calls as your familiar telephone habits

3. With LineATA, employees out of office, company customers or suppliers can have a free LINE call to office to save expensive international or mobile calls

4. Support LINE speed dial number and the speed dial list can be exported for back up and imported for use

5. LINE DOD - Support automatic assigned LINE friend callout when phone is off-hook

6. LINE DID - Support assigned PBX extension number dialing for incoming LINE calls for LineATA PBX application
7. "Audio recovery" button resolves LINE call party's problem to hear each other
8. Support FSK type I like Caller ID for LINE incoming calls and display "LINE 566" or 566 and calling time
9. IM mode supports other soft phones like Team, Lync/Skype for business, Google voice/hangouts, WhatsApp, Facebook Messenger, Zoom, Skype, as an audio device (Ear/Microphone function). When LineATA connects with office existing conference phones, the conference phones will become dedicated LINE or other soft phone conference phones
10. Support popular PBXs and cordless phone sets including DECT, 5.8GHz, 2.4GHz, 900 MHz or others
11. Support international busy tone to make PBX application achievable
12. Support 2 REN standard loads and 20, 25, 30 and 50Hz ring signal frequency
13. Automatically allow new LINE friend (Default disable)
14. Support LineATA software online upgrade and latest software version check/download
15. **LineATA hardware can run recent SkyATA software to work as a Skype gateway**

1.5 Minimum System Requirements

To keep normal functions of LineATA, user needs to make sure the PC system to meet the following minimum requirements:

- One Computer running at 1G Hz or better, 512 MB RAM and 50MB free hard disk space with a spare USB port
- Microsoft Windows 10, 8, 7 running LINE 5.15.0.1909 or later version (Suggest to use LINE 6.x or later)
- Internet connection (WiFi, ADSL, 56kbps Modem, ..., etc

1.6 LineATA LED

LED Indicator:

- Standby (Slow on/off)
- Ringing (Fast on/off)
- Call active (Always on)
- Error (Always off)

2. Setup LineATA

2.1 LineATA Hardware Setup

1. Get the LineATA from LineATA package.

2. Connect LineATA USB port with computer USB port through the USB cable.
3. Connect one telephone cable between the RJ11 port of LineATA and
    PBX trunk line or phone RJ11.

2.2 LineATA Software Setup

After the installation of the LINE software and the LineATA hardware setup, the next step is to install the LineATA setup software into the computer.

To install the LineATA software:

1. After the LineATA is connected to the computer, it will take up to 15 seconds for the "**Found New Hardware**" window to appear.

2. Insert the Installation CD into the CD-ROM drive of the computer. Double click the LineATASetup file. Then follow the instructions to install the LineATA setup.

3. Then next window will recommend user to close other application programs before continuing to install. After other applications are closed, click Next.
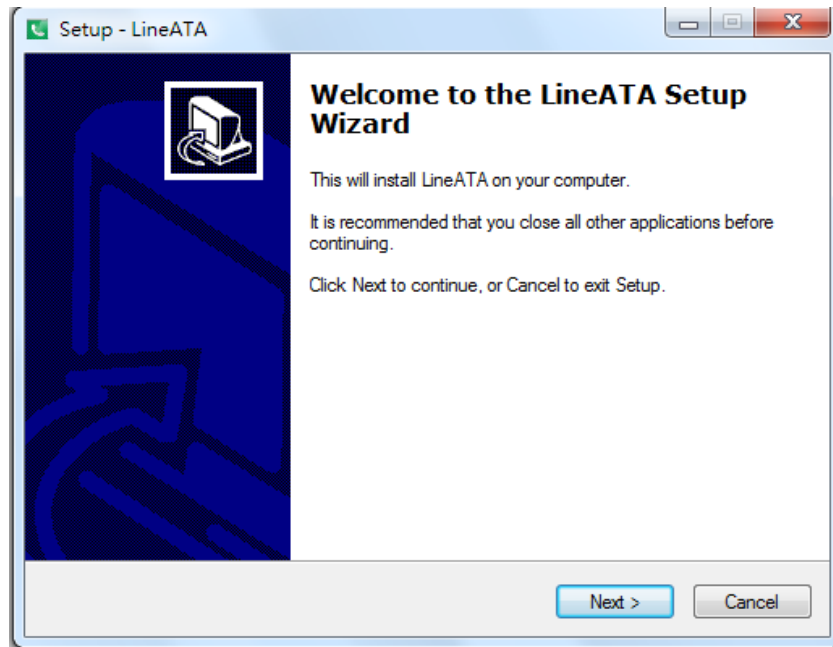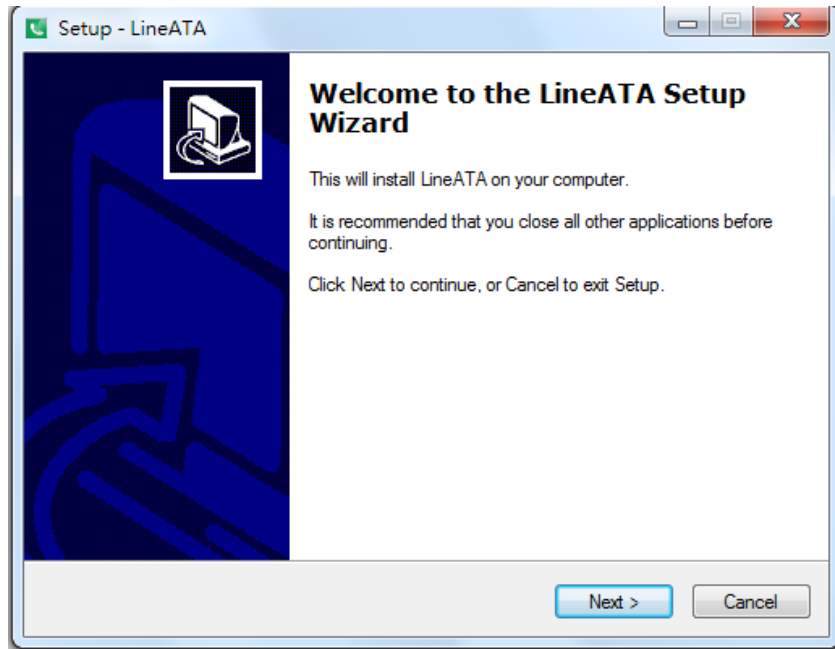

4. The "**Select Setup Language**" window pops up. Choose a preferred language by scrolling down the selection bar. After choosing the language, click OK.
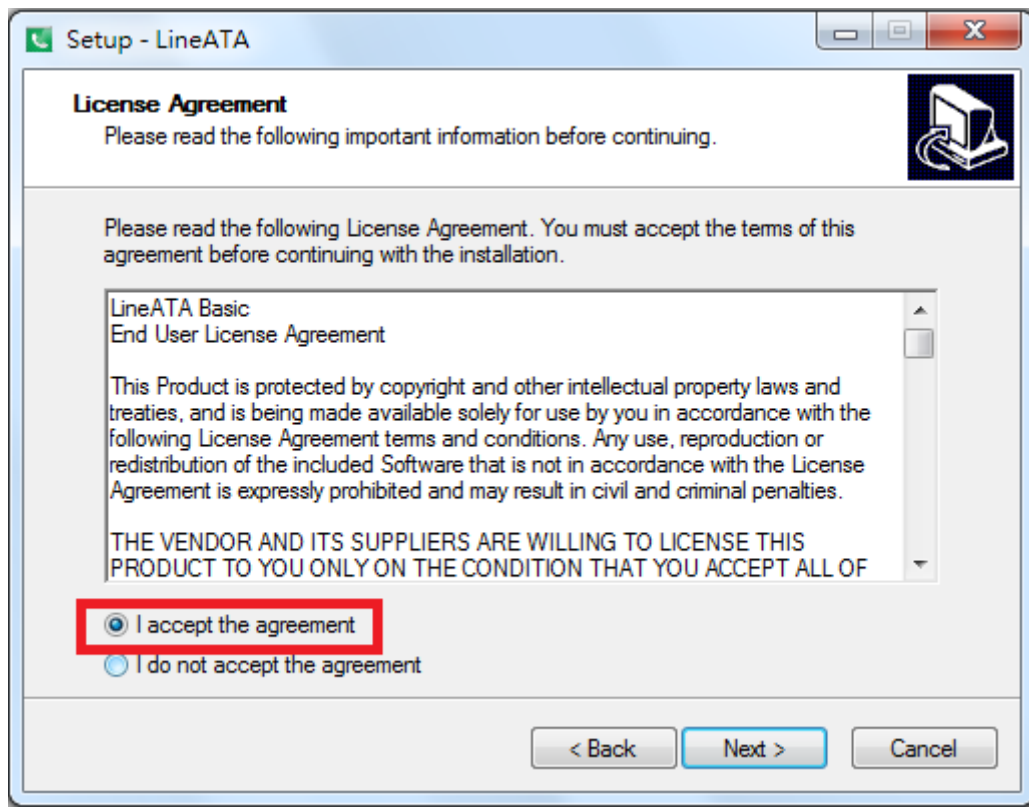

5. The "**Welcome to the LineATA Setup Wizard"** appears.   Read the on-screen instructions and click Next.

6. In the next window, check the box of "I accept the agreement" after reading the agreement carefully. Then Click Next.
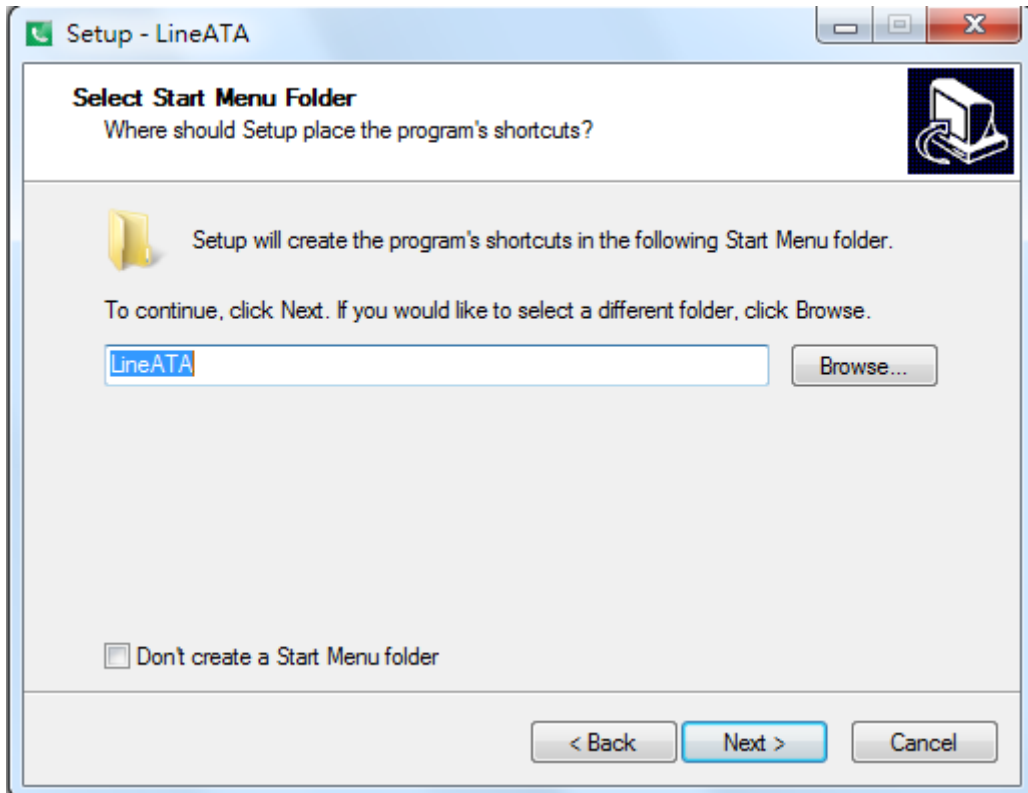
Note: User can click Back to go back to the previous step anytime during installation.

7. In the next window, designate a folder for the installation. A default folder will appear. If this is not a preferred folder for user, click Browse and choose a folder from the list. After deciding folder for the installation, click Next.
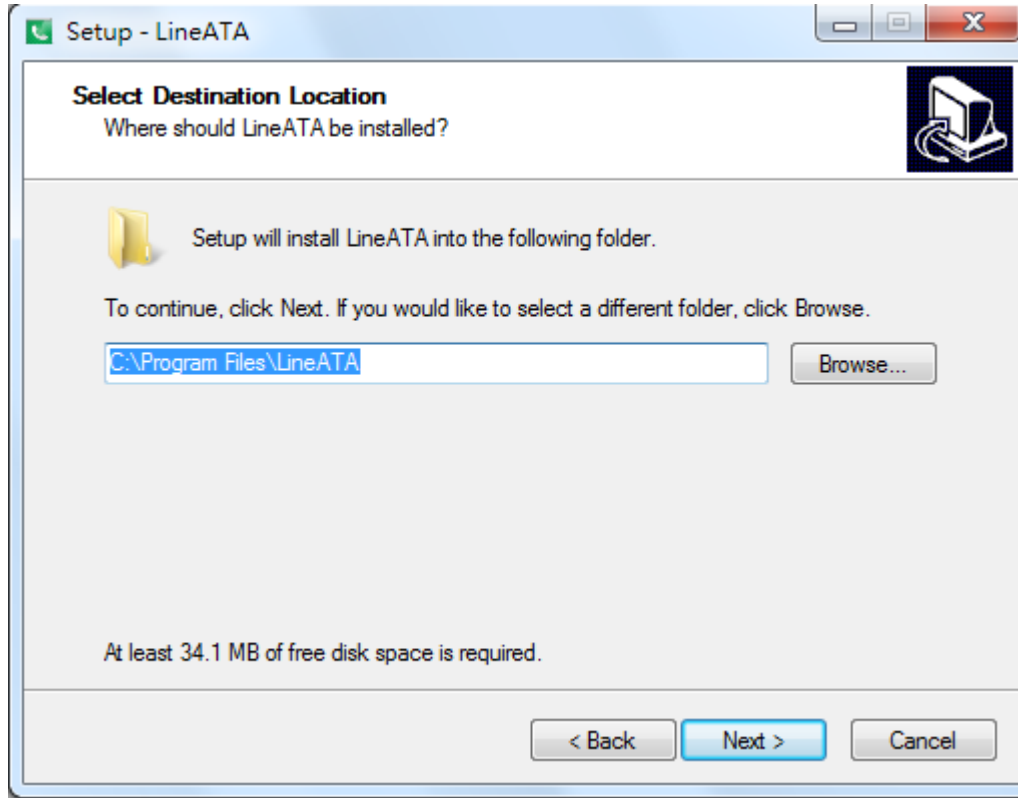

8. In the next window, choose a preferred folder for LineATA program's shortcuts in Start Menu folder. A default folder will appear. If this is not a preferred folder, click Browse and choose a folder from the list. User can choose not to create a Start Menu folder. If this is the case, check the box of "Don't create a Start Menu folder". Click Next when the setting is done.

Setup - LineATA

Select Start Menu Folder
Where should Setup place the program's shortcuts?

Setup will create the program's shortcuts in the following Start Menu folder.

To continue, click Next. If you would like to select a different folder, click Browse.

LineATA   Browse...

☐ Don't create a Start Menu folder
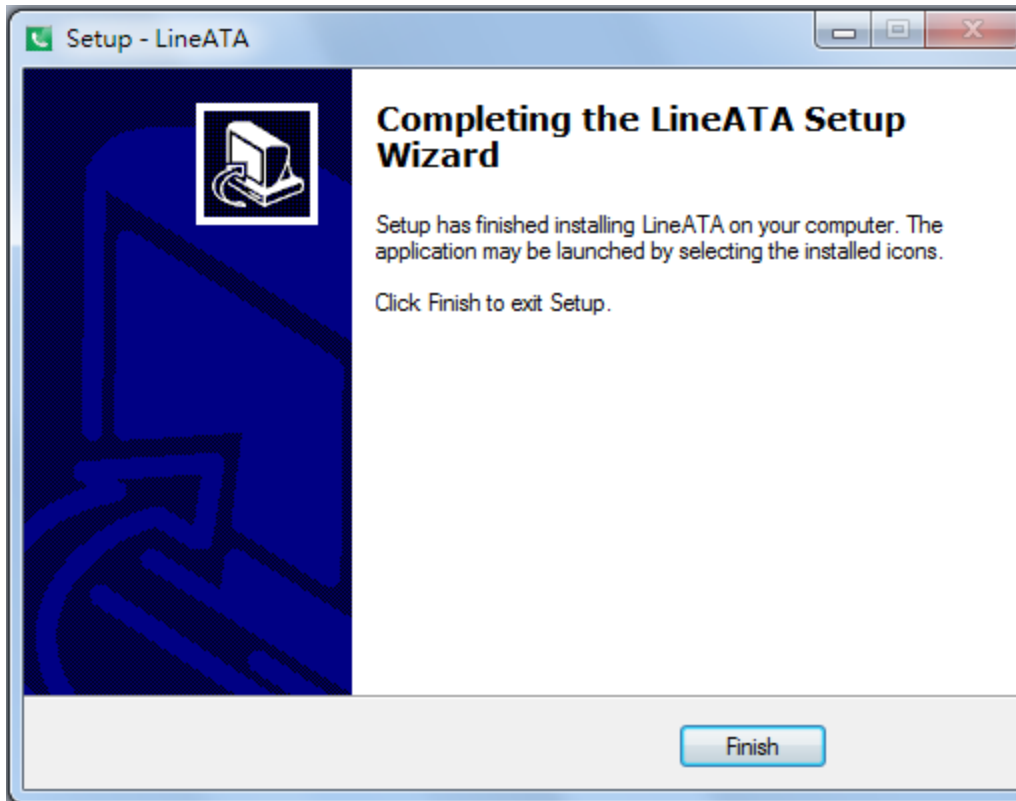
< Back   Next >   Cancel

9. The next window is to create the Desktop icon or the Quick Launch icon. Check the appropriate box as desired. After LineATA software is launched, the Desktop icon will appear on the computer desktop and the Quick Launch icon will appear in the left bottom corner of the Windows screen. Click Next.
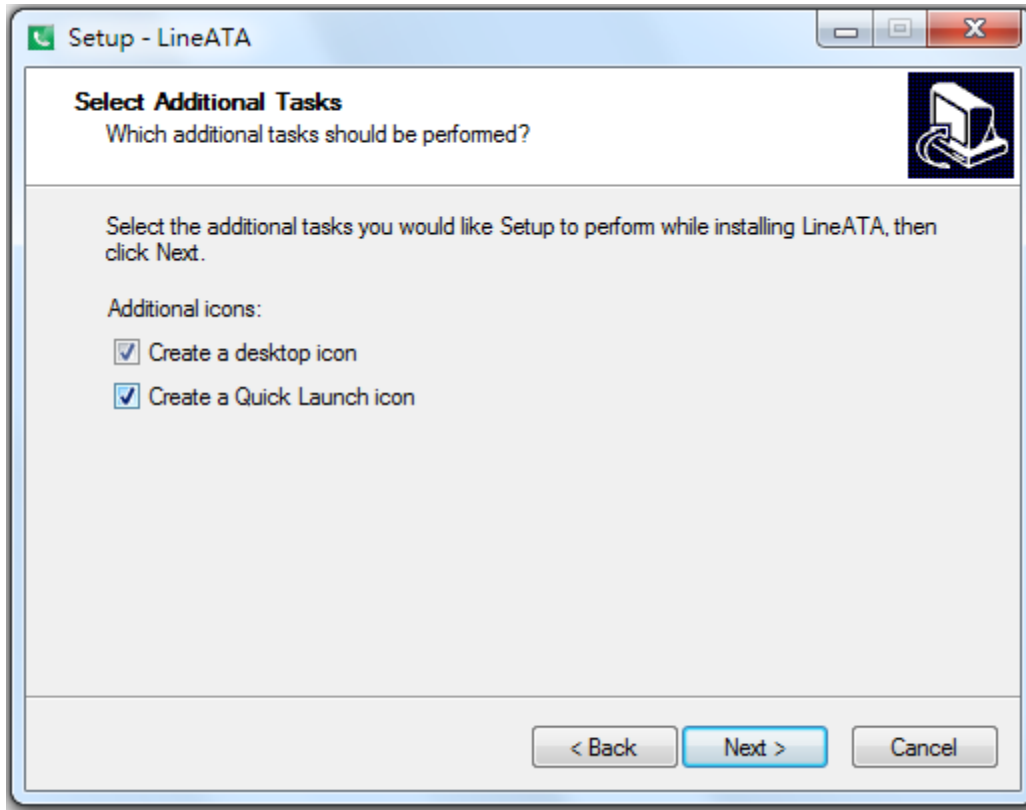
10. The next window contains the related installation information and allows user to select to start the installation. Carefully examine the configurations. If configurations need to be changed, click Back to make necessary modifications. If not, click Install to start the installation.
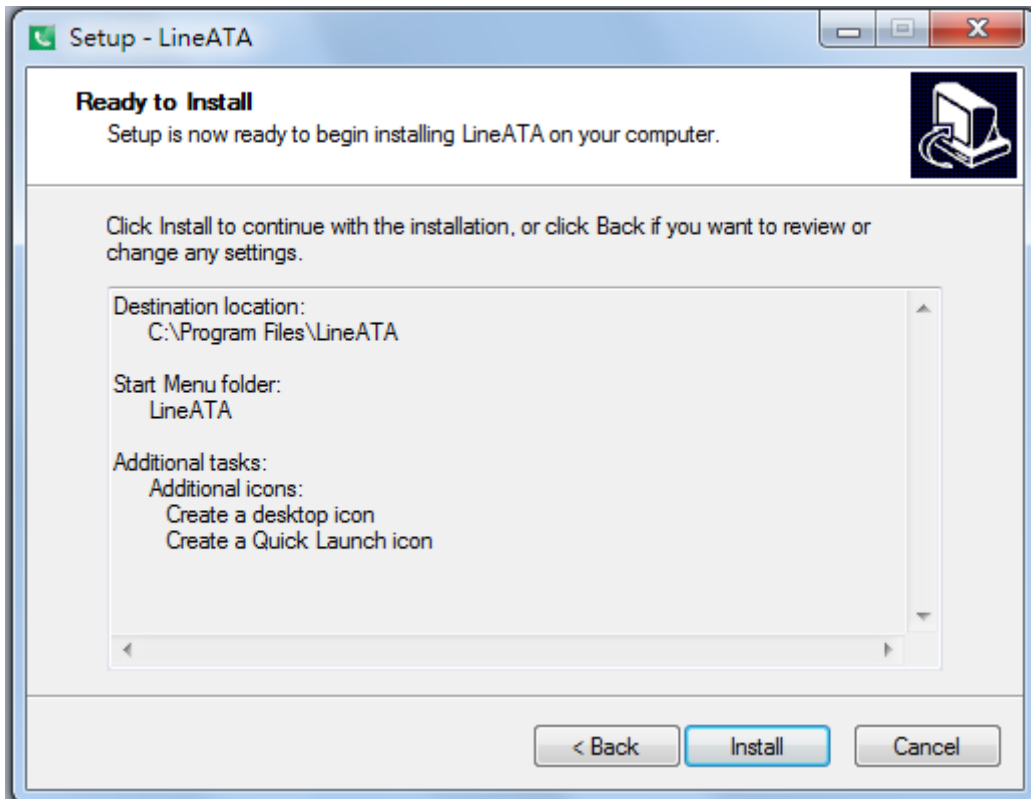
11. User can click Finish to finish the setup and user needs to launch LineATA manually after installation via Windows desktop shortcut or "Start" menu of Windows desktop.
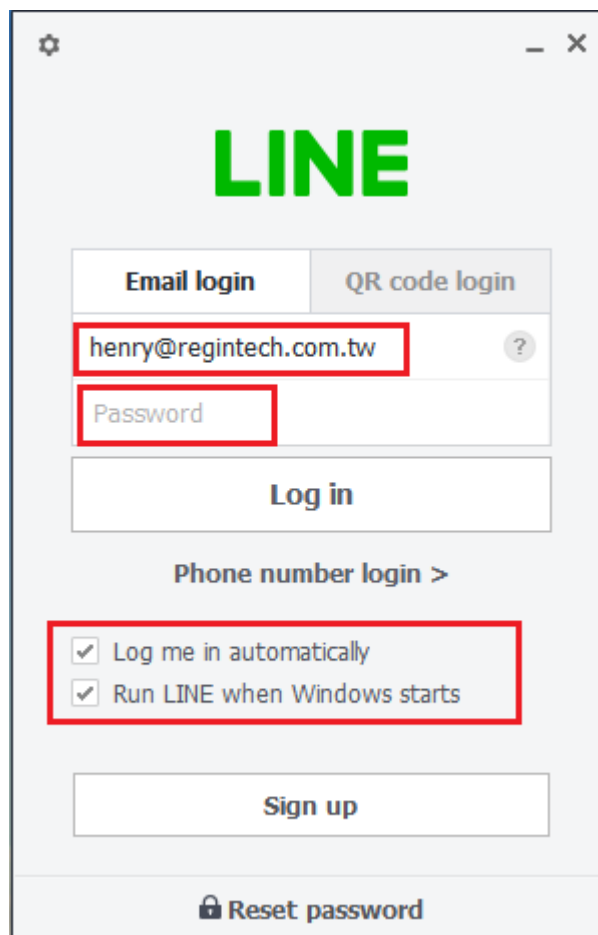
Setup - LineATA

Completing the LineATA Setup Wizard

Setup has finished installing LineATA on your computer. The application may be launched by selecting the installed icons.

Click Finish to exit Setup.

Finish

3. LineATA usage

3.1 Important notice before use

1. LINE@ account is for business use with text communication function, but it doesn't have voice or video function. Please apply general LINE account for LINE gateway application!

   Make sure that your PC has internet access and running LINE 5.15.0.1909 or later version (Recommend to use LINE 6.x or later). Suggest to have automatically login your LINE account via email or mobile phone number instead of mobile phone QR code as below figure. User needs to login LINE account whenever PC reboots if user logs in LINE via QR code. It is not convenient for such application.

2. When you run LineATA for the first time, there will pop out below window. Please refer 4 steps as below figure to set LineATA as the device for LINE

Speaker and Microphone. If you don't need the reminder again, please choose "Don't inform again".
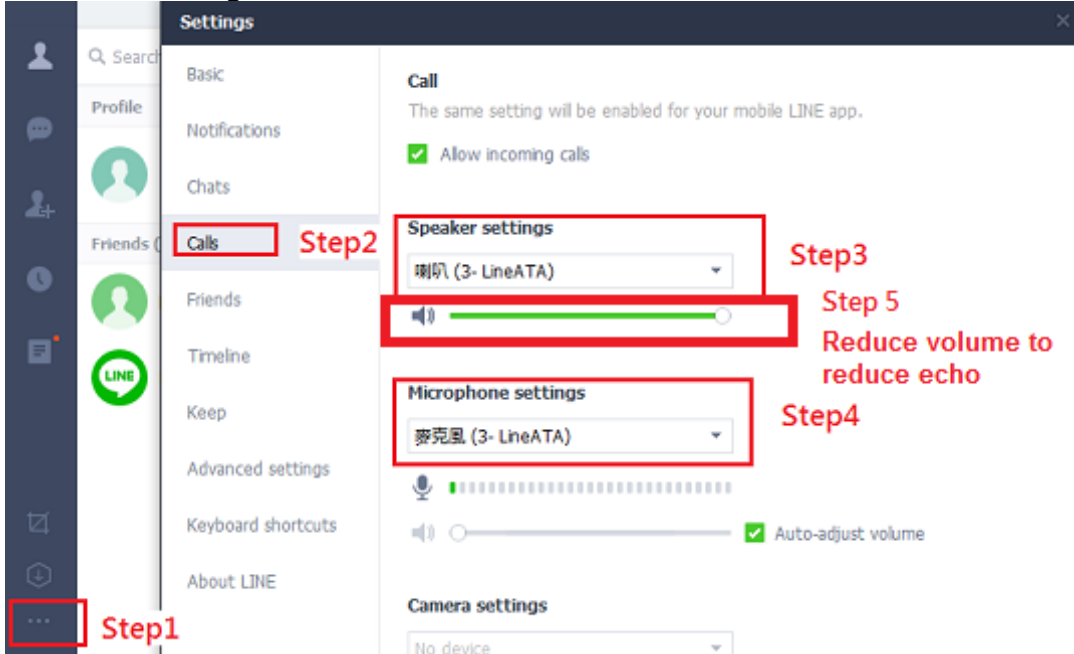
3. Since LINE doesn't support voice application development API, LineATA controls LINE GUI for call out, hang up and take incoming calls. If user wants to have other application on the LineATA connecting PC, user needs to prevent interrupting LineATA's control of LINE GUI when there is callout, hang up and answering incoming calls activities. Otherwise LineATA might not work correctly. User can use the computer during a LINE talk, but the calling window can't be closed.

4. Why I hear my echoed voice sometimes during a LINE call? This problem can't be resolved now, but it can be improved by reducing LINE speaker LineATA volume as below figure.
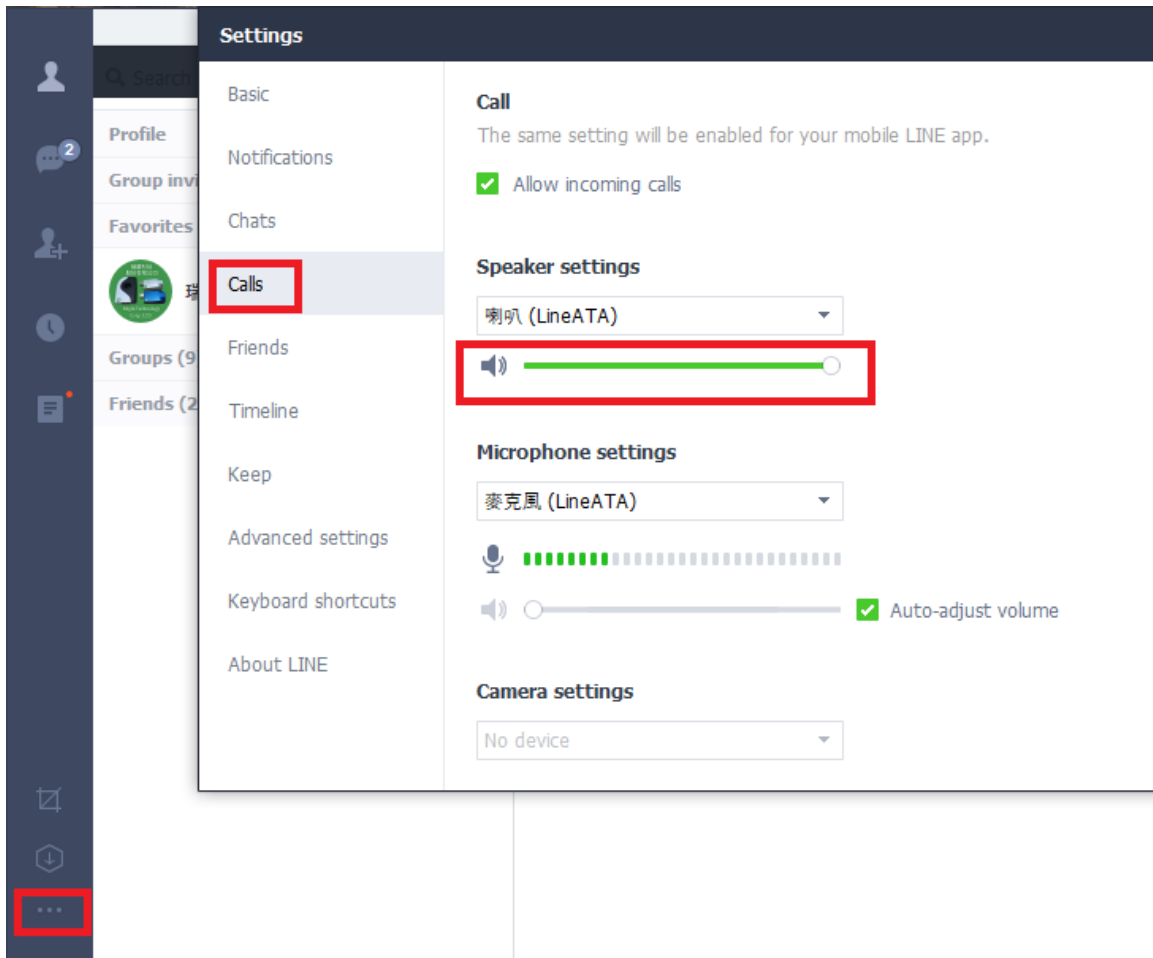
5. Under Win 10, "Notification style" needs to be set at "Default". Otherwise the phone won't be rung when there is an incoming LINE call. There is no such problem under Win 7.
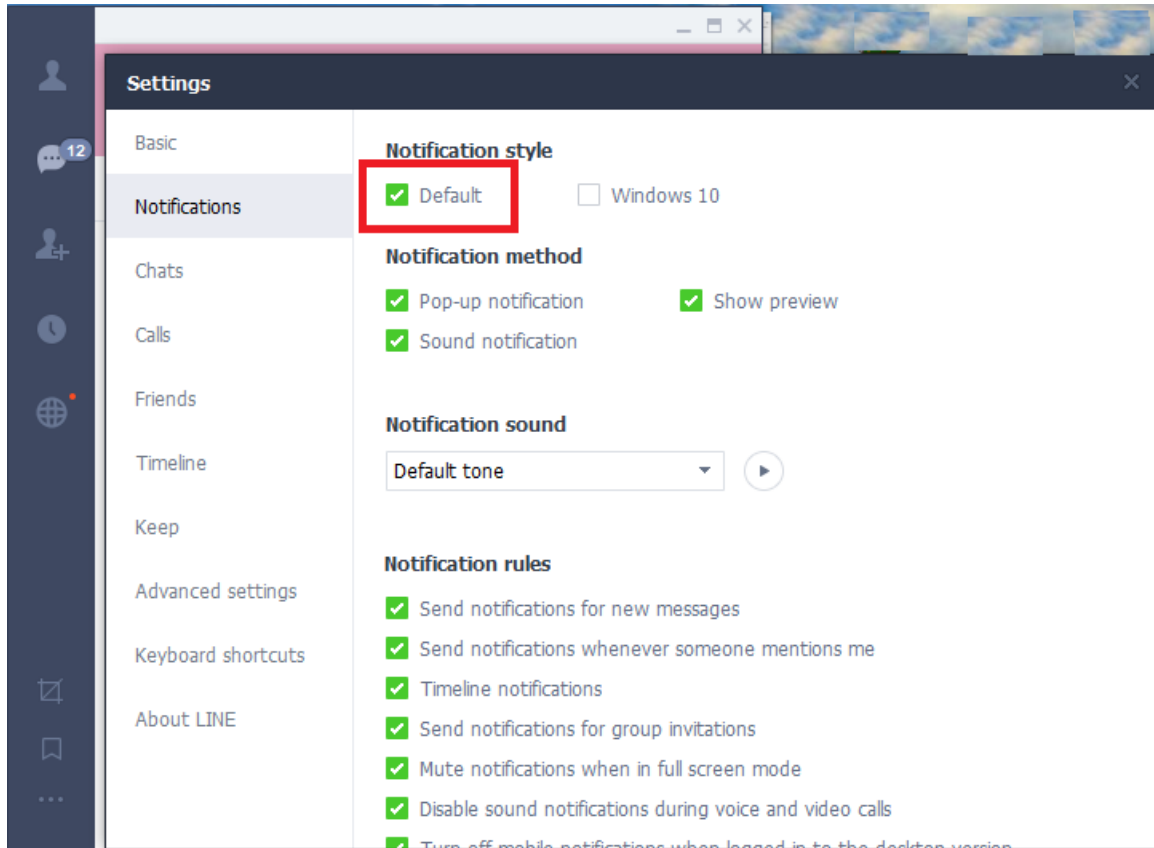
6. If user has any problem to use LineATA, please refer the recent LineATA user manual chapter 4 FAQs - Frequently Asked Questions (or chapter 4 FAQs in this manual) in our web site or contact us. Thanks.

3.2 LineATA GUI

There are six choices (**Options**, **About**, **Check for latest update**, **Help**, **IM Mode**, and **Exit**) when user clicks LineATA system tray icon at the right-bottom corner of Windows desktop. **Options** has all settings for LineATA. **About** will tell user LineATA software version. **Check for latest update** will allow user to check and download the latest LineATA software. The online help will be launched when user chooses **Help** from LineATA system tray icon. Online help supports language English, Traditional Chinese and Simplified Chinese. **IM Mode** can be an audio device for other IM/Soft Phone. **Exit** will close LineATA application program.
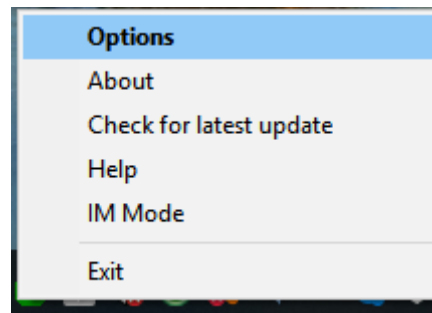
Following are detailed descriptions about **Options** for LineATA settings.

3.2.1 Options

The Options dialogue includes the settings most commonly selected by users. When user clicks the OK button at the bottom of Options dialogue after making a new setting, the new setting will be activated and Options dialogue closes immediately. If user clicks the Apply button at the bottom of Options dialogue after making a new setting, the new setting will be activated immediately and user can continue to make more changes if necessary. User chooses either OK or Apply button, then the new setting will be saved and user has the updated setting when user launches LineATA again. User can use Cancel button to cancel the changes and Options dialogue closes immediately. Besides, user can click Default button to refresh settings to default settings in every pages. There are six Options pages:

General Setting Page
Audio Setting Page
Phone Setting Page
Speed Dial Setting Page
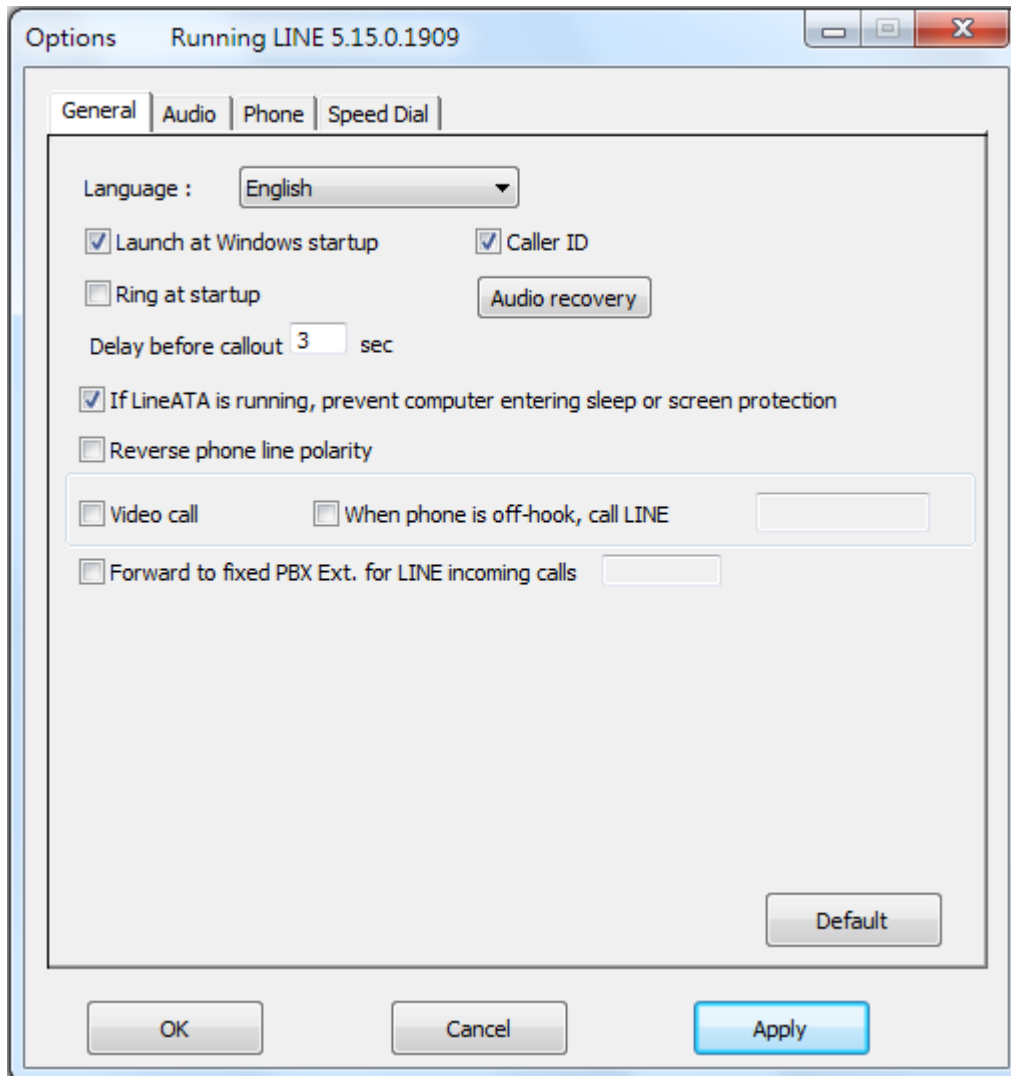
3.2.2 General Setting Page

This options dialogue provides the basic operation settings, including Language selection, Launch at Windows startup, Caller ID, Ring at startup, Audio recovery, Delay before callout, If LineATA is running, prevent computer entering sleep or screen protection, Reverse phone line polarity, Video call, When phone is off-hook, call LINE and Forward to fixed PBX EXT. for LINE incoming calls
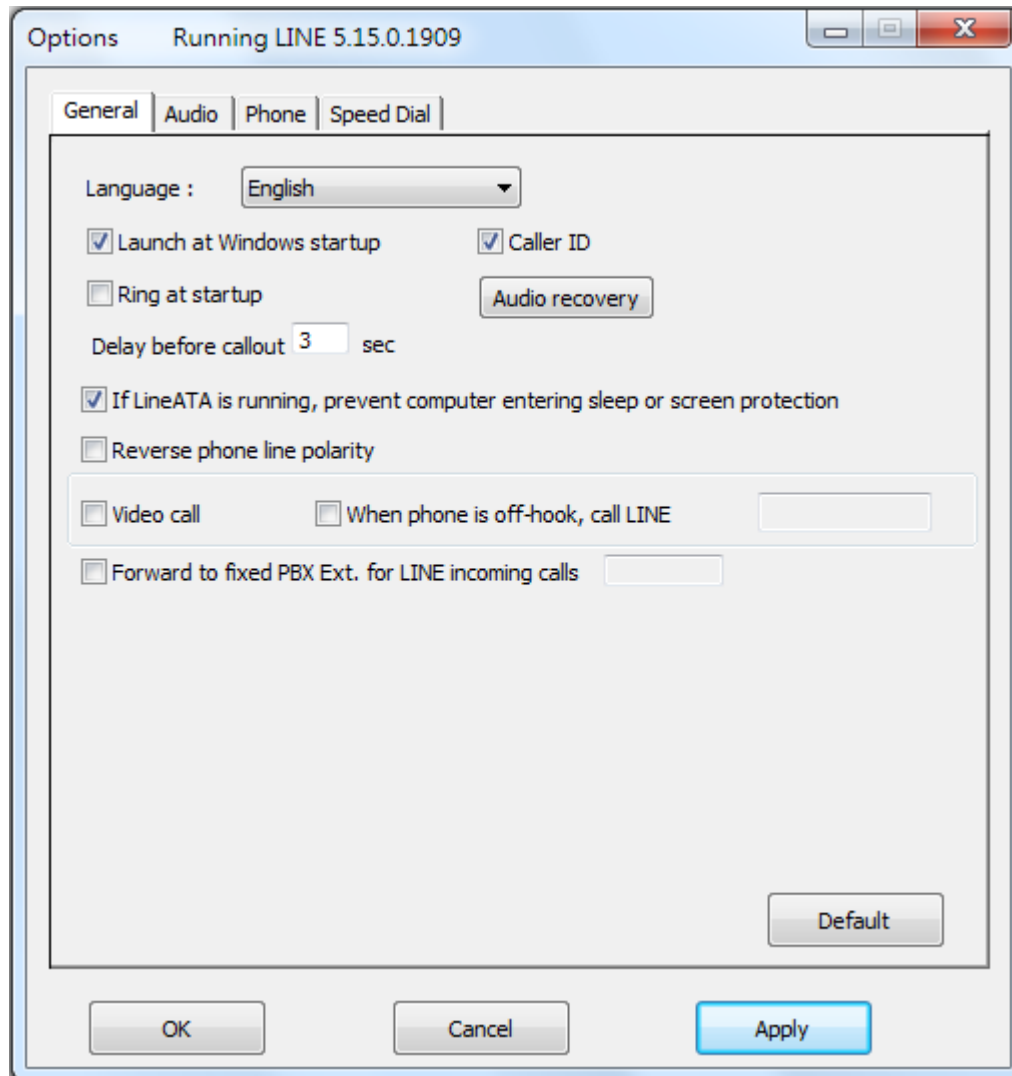
Language
Three languages are available: English, Simplified Chinese, and Traditional Chinese.

The default language is determined by the "Select Setup Language" setting during LineATA setup program is installing.

Launch at Windows startup

If this setting is enabled, the LineATA program will be automatically loaded and executed when the computer operating system is started.

The default setting is enable.

Caller ID

When there is an incoming LINE call, connecting phones with FSK type I caller ID support will display "LINE 566" or "566" and calling time.

The default setting is enable.

Ring at startup

If this setting is enabled, an initial ring from the connected phone will be activated to inform user LineATA is now ready for use, once the device initialization is successfully completed.

The default setting is disable.

Audio recovery

"Audio recovery" button to resolve one call party can't hear the other's voice.

Delay before callout

This setting means how long the LINE call will be dialing out if user doesn't add "#" key after pressing the LINE speed dial number. User can input number like 5, then the LINE account will be dialed out after 5 seconds if user doesn't add "#" key after the LINE speed dial number.

The default setting is 3 seconds.

If LineATA is running, prevent computer entering sleep or screen protection

User can disable this setting, but LineATA won't work for LINE calls. User needs to wake up the PC when he wants to use LineATA for LINE calls.

Default setting is enable.

Reverse phone line polarity

User can enable this setting for applications like toll service.

The default setting is disable.

Video call

Enable this setting to make LINE video calls. If " When phone is off-hook, call LINE" is also enabled and one LINE account or LINE speed dial is filled in, one LINE video call will be calling out once the phone is off-hook.

Note: If video device in the PC is not correctly plugged in and user enables video call option, then any LINE callout won't succeed.

The default setting is disable.

When phone is off-hook, call LINE (DOD function)

Enable this setting and fill in one LINE account or LINE speed dial, one LINE call will be calling out once the phone is off-hook. If "Video call" is also enabled, then one LINE video call will be calling out.

The default setting is disable.

Forward to fixed PBX EXT. for LINE incoming calls (DID function)

Enable this setting and fill in your assigned forward PBX extension number. Whenever there is a LINE incoming call, the call will be forwarded to the assigned extension directly.

The default setting is disable

3.2.3 Audio Setting Page

In Audio setting page, user can change audio settings including LineATA device volume control and Windows default audio device setting.
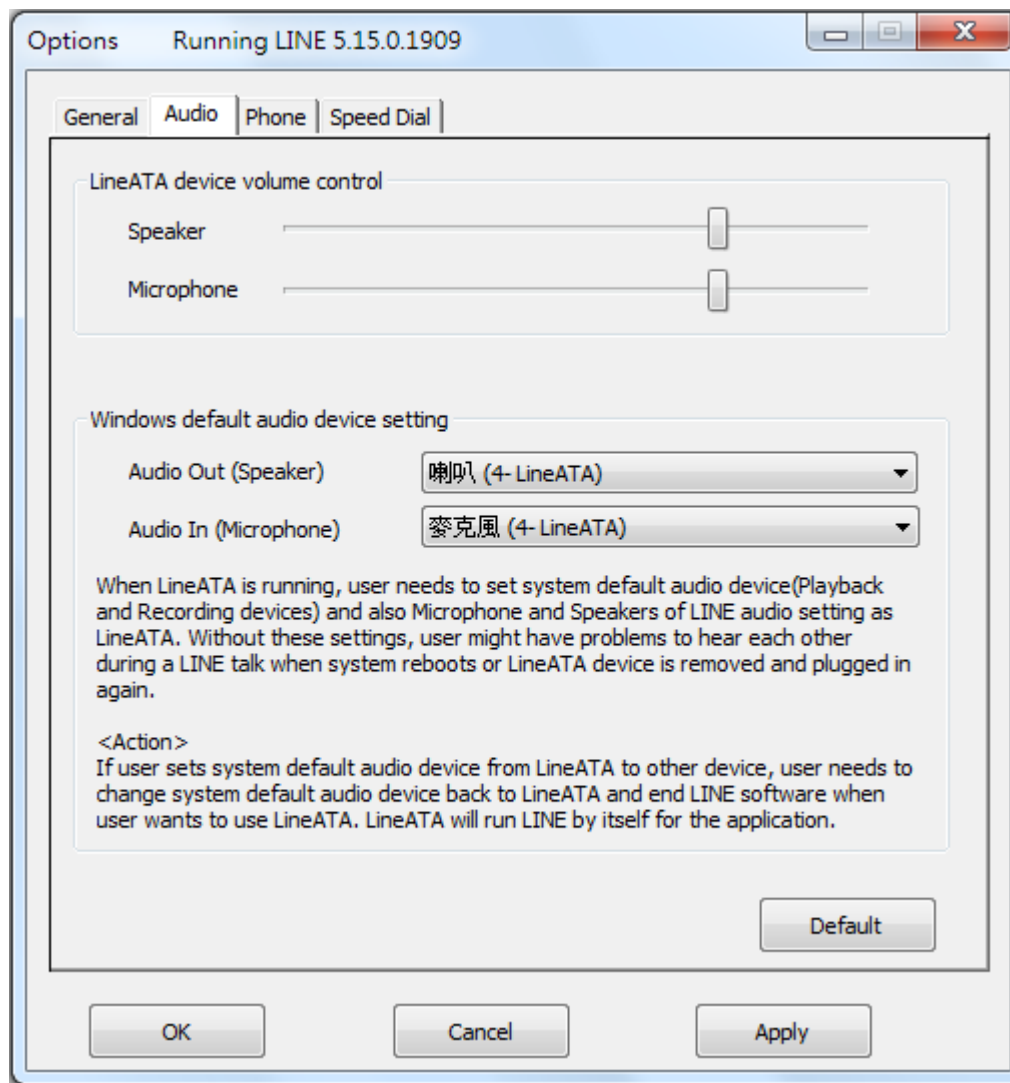
LineATA device volume control
User can individually adjust the speaker volume and the microphone volume of

LineATA. To adjust the audio wave output volume, drag the speaker volume scroll bar. To adjust the audio wave input and recording volume, drag the microphone volume scroll bar.

Note: If user attempts to change LineATA volume from Sounds and Audio Devices in control panel, LineATA program will adjust the volume to its default value. If user attempts to change LineATA's microphone volume from Sounds and Audio Devices in control panel and the volume exceeds LineATA's default value, LineATA will adjust the volume to its maximum value.

Windows default audio device setting
When LineATA is running, user needs make sure LineATA is set as system default audio device (Playback and Recording devices) and also Microphone and Speakers of LINE audio setting as LineATA. Without these settings, user might have problems to hear each other during a LINE talk when system reboots or LineATA device is removed and plugged in again. If user sets system default audio device from LineATA to other device, user needs to change system default audio device back to LineATA and end LINE software when user wants to use LineATA. LineATA will run LINE by itself for the application.

3.2.4 Phone Setting Page

This page provides the related configurations about phone settings, such as Ring signal frequency selection、International busy tone setting and User's busy tone parameter setting.
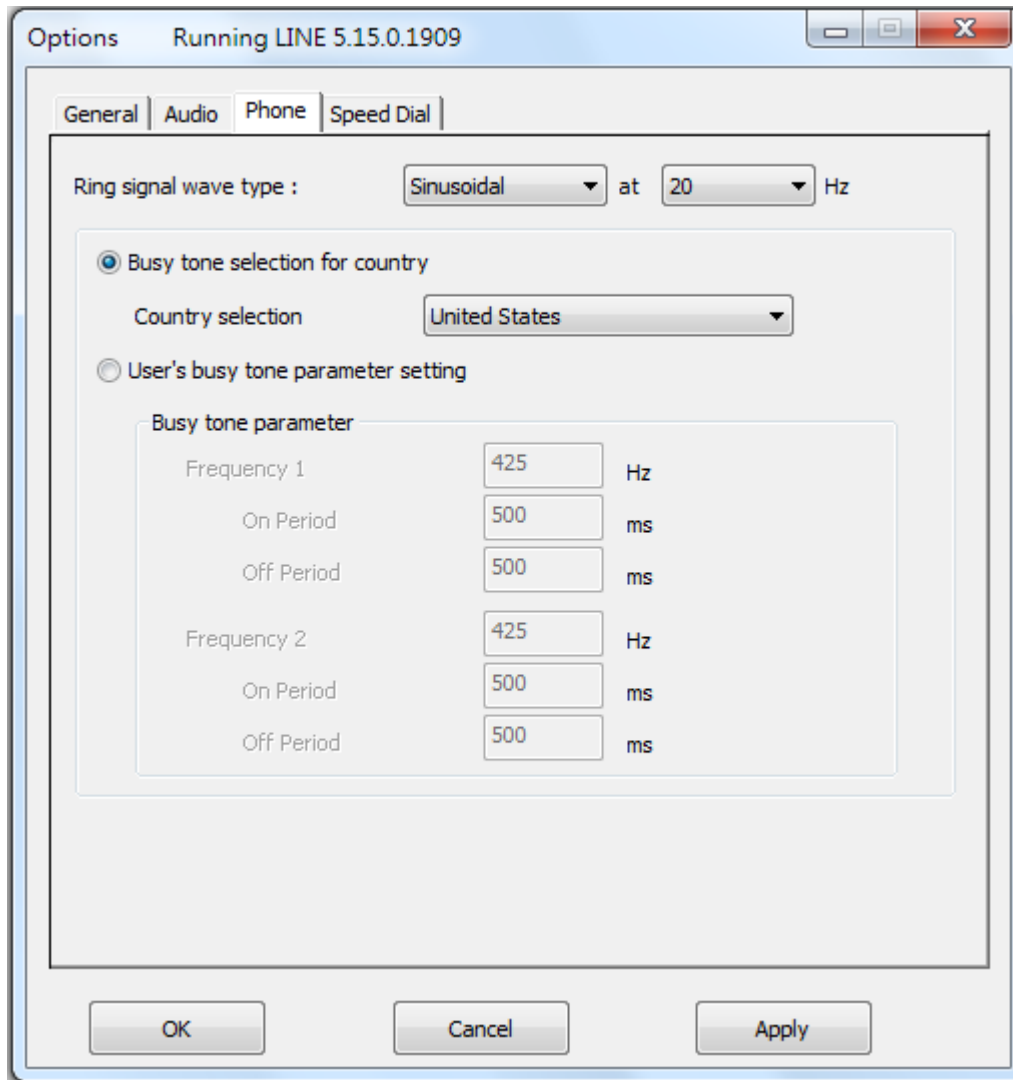
Ring signal frequency selection
Here supports four types of ring signal frequency, 20Hz, 25Hz, 30Hz & 50Hz.

User can choose a proper ring signal frequency according to the ring frequency of the phone user adopts.

Usually the ring signal frequency adopted in the U.S.A. is 20Hz. The ring signal frequency in Europe is 25Hz.

The ring signal frequency adopted by the major countries in the world ranges from 20 to 50Hz.

The default setting is 25Hz.

**International busy tone setting & User's busy tone parameter setting**
User can choose the located country from country selection list to get the familiar

busy tone. When user can't find the located country from the list, user can configure the busy tone parameters themselves if they know the appropriate setting. Then click OK. It is not necessary for user to change this setting for non-PBX application. This feature allows user to set the appropriate settings of busy tone when LineATA is connected with one PBX for different application. By selecting a country, the device will activate the specific busy tone frequency and cycle adopted by local Public Switched Telephone Networks in that country.
Sometimes, the connecting PBX doesn't have the exact busy tone parameter as defined in user's country. For this case, user might encounter busy tone detection and unfamiliar busy tone problems even selecting user's country. User can configure the busy tone parameters themselves if they know the appropriate setting. Enable user's busy tone parameter setting option as below figure and fill in appropriate parameters and then click OK. The parameter will be saved and active.

For PBX application, wrong busy tone might cause PBX trunk port dead lock after one call and no more calls are possible.

The default international busy tone country setting is United States. LineATA supports busy tone for most countries now.
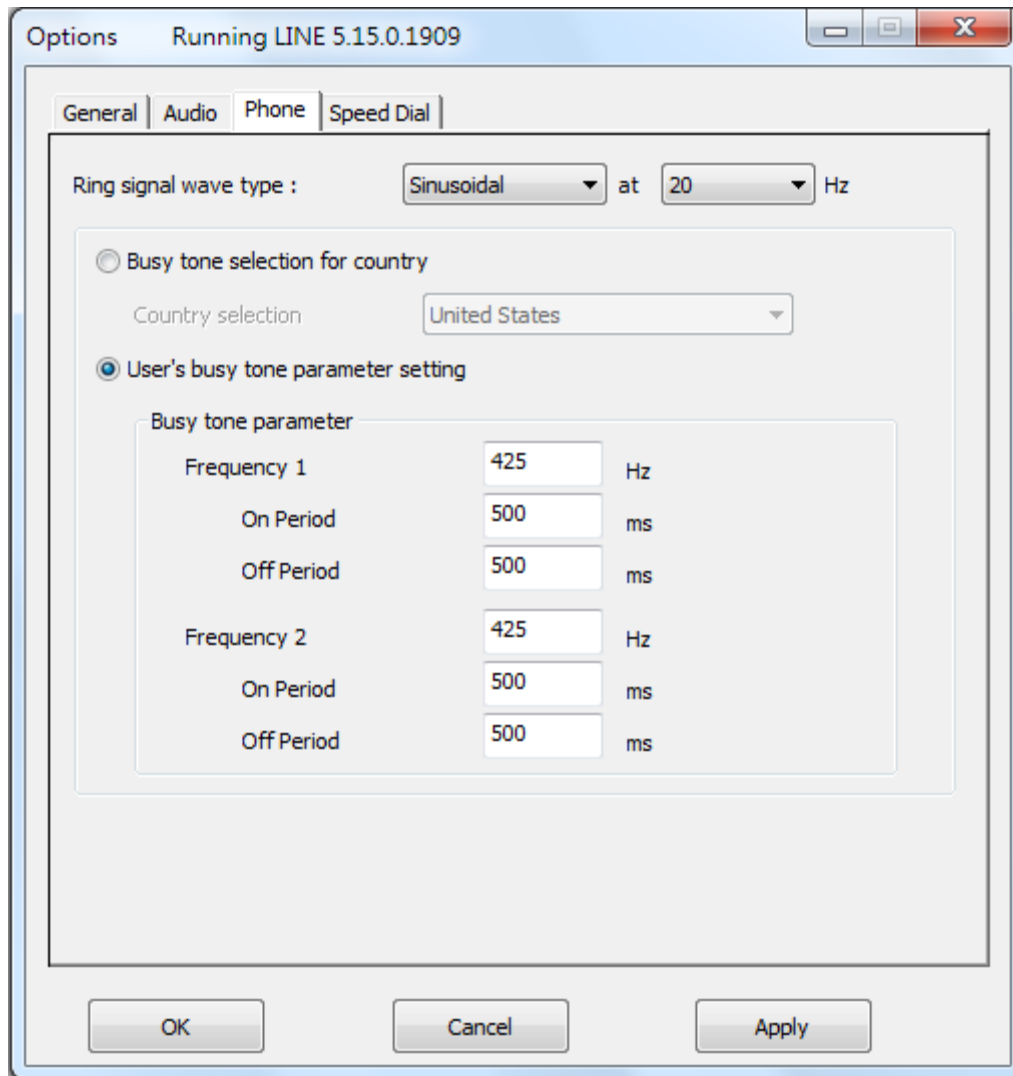
3.2.5 Speed Dial Setting Page

User can use LineATA Speed Dial page to set speed dial for LINE friends. 'Friends" is the display name shown in LINE GUI. User can set up to 12 digits for speed dial setting. LINE Speed dial list can be exported as back up and import for use in the future. User can click "Friends" or "Speed Dial" individually to have the data arranged in a sequential order for easy finding. If user wants to delete some friends, user can hold keyboard "ctrl" key and choose all friends to be deleted, then press' Delete" button. The selected friends will be deleted.

Note: LINE friend display name might be modified, user needs to modify on " Friends " column for such case. Otherwise LINE speed dial call might fail.

Add new LINE friends automatically:
When there are new LINE friends pending for allow, user can add them manually or enable LineATA function "Add new LINE friends automatically" to add new

LINE friends. LineATA software will check if there are new LINE friends request and add the new friends every 60 seconds when this function is enabled. That might bother PC user. If it won't be often to have a LINE friend added, you can disable this function and only enable it when you need it.
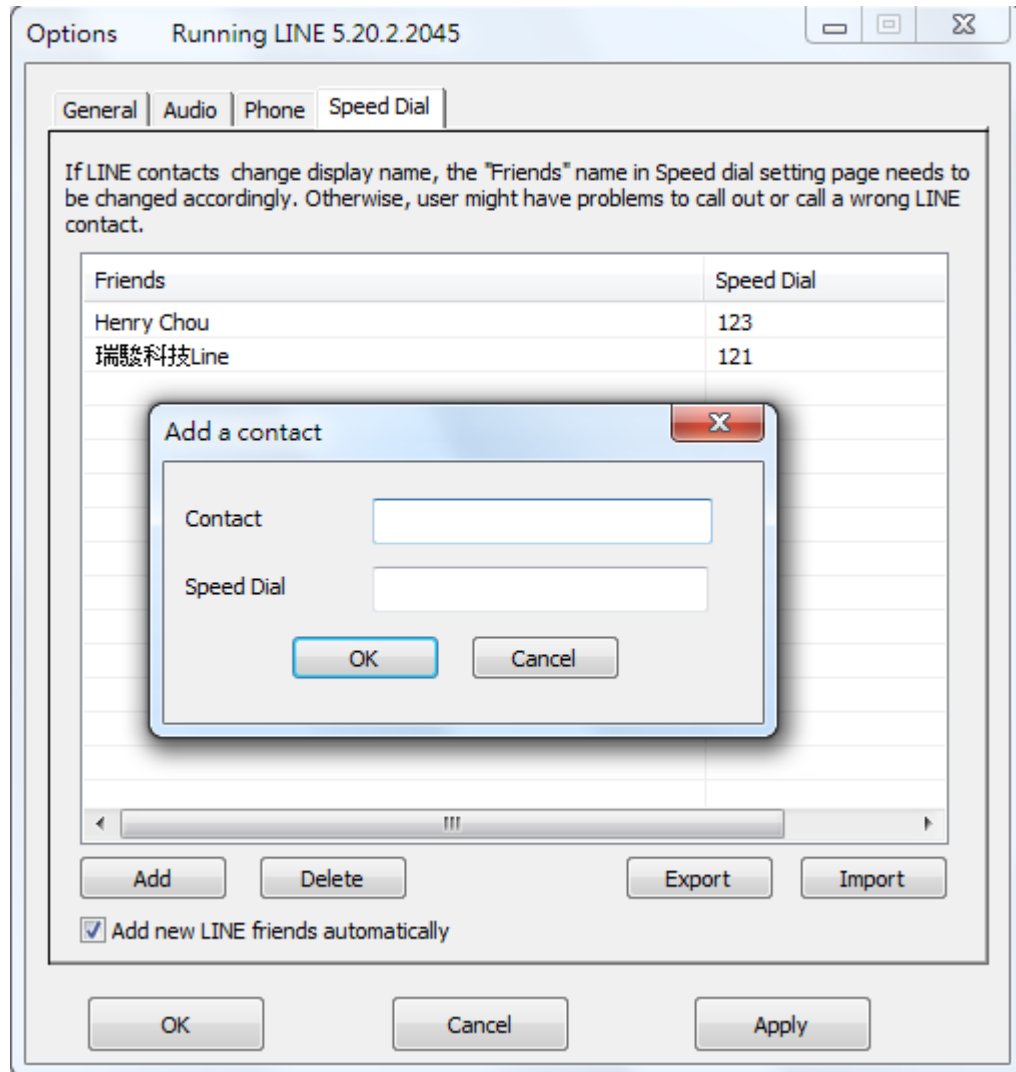
User can fill in LINE friend's name as shown in LINE GUI on "Contact" of Speed Dial page or copy the name from LINE GUI as below steps.
1. Click LINE friend profile as below figure circled in red.
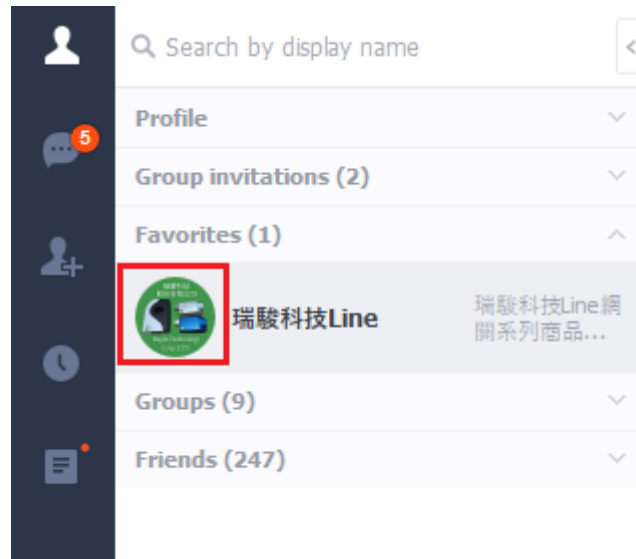
2. Below picture pops out. Click content circled in red.

3. Copy friend's name and paste on "Contact" of Speed Dial page.

3.3 Make a LINE Call

To make an internet phone call using LineATA:

1. Pick up the phone receiver. Wait for a dial tone. Then dial the speed
    dial number of the LINE friend. Wait for 3 seconds for the call to be
    dialed out. Or, to make an immediate call without wait by adding "#"
    key after speed dial number.

2. Use the LINE window interface to make a call. Choose the friend name in the
    LINE window and click the Call/Answer button at the bottom of the LINE
    window with the mouse or keyboard. Then pick up the phone receiver and
    wait for the friend to proceed with the call.

3. User might hear a busy tone if the LINE friend doesn't answer the call.

Note: User can set a Speed-Dial number for a friend by following the instruction in
Speed Dial Setting Page

3.4 Answer a LINE Call

1. Pick up the phone receiver and proceed with the call when there is an
    incoming call.

2. Use the LINE window interface to answer a call. When there is a LINE

coming call, click the Call/Answer button at the bottom of the LINE window with the mouse or keyboard. Pick up the phone receiver and wait for the friend to proceed with the call.

3. User might hear a busy tone if the LINE caller hangs up the call before user does.

3.5 End a LINE Call

1. Put the phone receiver back onto the telephone.
2. Use the LINE window interface to end a call. Click the Hang Up/Reject button at the bottom of the LINE window and put the phone receiver back onto the telephone.

3.6 LINE Caller ID

LineATA can support Type I FSK Caller ID for LINE call. If LineATA is connected to one phone with FSK Caller ID support, then phone display screen will show "LINE 566" or "566" and call time when there is a LINE incoming call and the phone is on-hook.

3.7 Other IM Mode

User can use LineATA for other soft phones like Team, Lync/Skype for business, Google voice/hangouts, WhatsApp, Facebook Messenger, Zoom, Skype, ... , etc as an audio device by choosing IM mode from LineATA system tray icon at the right bottom corner of Windows desktop. But user can't press phone keypad to make or answer a call.
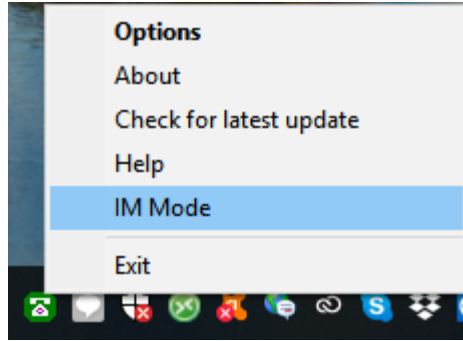
Some IMs have their own audio device selection GUI like Skype for business and Skype. User can choose LineATA as the audio device from IM's audio device setting when LineATA is connected to a PC. After making/receiving a call from a PC, user can pick up the phone connected with LineATA for conversation. For IMs without audio device setting GUI, user can set PC system audio device as LineATA. However, PC's music output will go to the phone instead of user's PC speaker. Changing PC's system audio device setting can be done through Option page of LineATA system tray icon as below figure. After LineATA is chosen as PC's system audio device, please click OK or Apply.
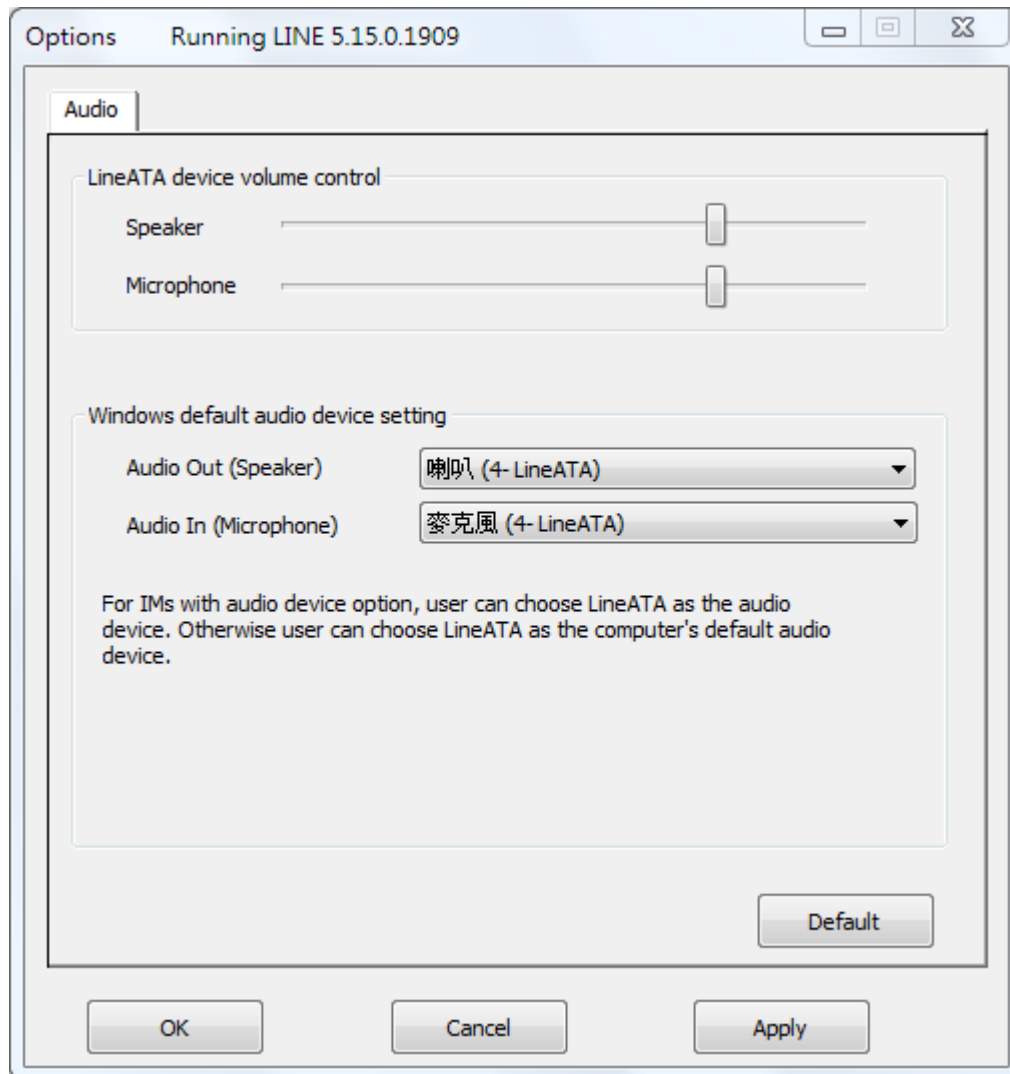
How to answer the interrupt IM call
When user is on an IM call and there is another interrupt IM call, user can pick up the interrupt call through IM incoming call reminder GUI and switch both calls based on the GUI.

4. FAQs

Any encounters of problems regarding using this product, please refer to the following troubleshooting information, which contains a list of many frequently asked questions (FAQs).

Q1: How to know LineATA version and get the latest LineATA software?
A: LineATA supports online upgrade. User will get upgrade reminder whenever there is a newer LineATA software release. User can make the decision whenever LineATA upgrade reminder pops out. If user chooses "Do not upgrade and don't remind me", then user won't get the upgrade reminder again unless user uninstalls LineATA software and installs again. However, user can check and download the latest version from "Check for latest update" of LineATA tray icon at the right bottom corner of Windows desktop as below when LineATA is running. User can find current LineATA software version from "About" in below tray icon.
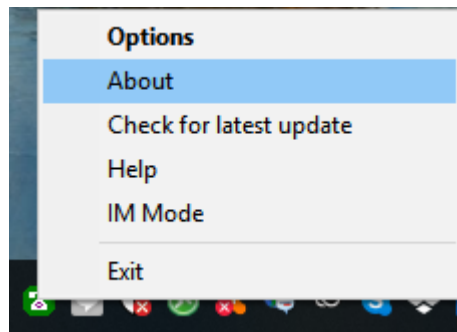
Q2: Why LineATA can't work properly after LineATA is correctly installed in my PC USB port?
A: LineATA is quite different with regular USB devices like USB keyboard or mouse. It needs 5V, 500mA power from the USB port. If LineATA can't work properly after this device is successfully installed, please unplug this device and plug into another PC USB port, or replace the USB cable with a new good quality one between this device and PC USB port or use USB hub with enough power supply to connect this device and PC USB port.
We found some PC USB port is extended from motherboard through extension connector/cable and sometimes the connector/cable is at bad quality, it will cause LineATA to malfunction. For this case, we recommend you to re-plug LineATA into another USB port or use one USB hub with enough power to connect PC USB port and LineATA.

Q3: How do I know that LineATA is successfully installed?

A: The easy way is to check the status of LineATA system tray icon at the right-bottom corner of Windows desktop. If you can see the LineATA system tray icon presented as 🔃 or system tray icon shows LineATA when mouse cursor is put on LineATA system tray icon. And you can hear the dial tone when you pick up the phone receiver. Then LineATA should be successfully installed.

Q4: In some computers, user might get Windows pop-out message to ask for Windows to restart after user 1st time plugged in LineATA dongle into one USB port. Should user restart Windows to make the new setting valid?
A: It is not necessary to restart Windows as the pop-out message. Just ignore it and continue to install LineATA setup program, then enjoy LineATA without restarting Windows.

Q5: Why does LineATA fail to initialize?
A: The phone receiver is not on-hook properly during LineATA initialization.

Q6: Why doesn't the phone ring when there is an incoming call?
A: a. Please make sure whether LineATA is successfully installed or not as description in FAQ 3.
    b. Try to change the Ring signal frequency selection in Phone Setting page.
    c. Try with other analog phone because some phone might have special driving requirements although we have tried to make our device compatible.

Q7: Why can't I hear dial-tone when I pick up the handset?
A: a. Please make sure whether LineATA is successfully installed or not as description in FAQ 3.
    b. Please check whether your computer has entered into power saving mode or not. User needs to make PC wake up from power saving mode and LineATA will re-initialize before normal operation. Please remember to make sure phone is on-hook properly when LineATA is initializing.

Q8: Why can't I hear any voice after I pick up phone receiver when I make or answer a call?
A: When LineATA is running, user needs to make sure LineATA is chosen as system default audio device (Playback and Recording devices) and set Microphone and Speakers of LINE audio setting as LineATA. Without these settings, user might have problems to hear each other during a LINE talk when system reboots or LineATA device is removed and plugged in again. If user sets system default audio device from LineATA to other device, user needs to change system default audio device back to LineATA and end LINE software when user wants to use LineATA. LineATA will run LINE by itself for the application.

Options   Running LINE 5.15.0.1909

General | Audio | Phone | Speed Dial

LineATA device volume control

Speaker

Microphone

Windows default audio device setting

Audio Out (Speaker)   喇叭 (4- LineATA)

Audio In (Microphone)   麥克風 (4- LineATA)

When LineATA is running, user needs to set system default audio device(Playback and Recording devices) and also Microphone and Speakers of LINE audio setting as LineATA. Without these settings, user might have problems to hear each other during a LINE talk when system reboots or LineATA device is removed and plugged in again.

<Action>
If user sets system default audio device from LineATA to other device, user needs to change system default audio device back to LineATA and end LINE software when user wants to use LineATA. LineATA will run LINE by itself for the application.

Default

OK   Cancel   Apply

Settings

Basic

Notifications

Chats

Calls   Step2

Friends

Timeline

Keep

Advanced settings

Keyboard shortcuts

About LINE

Step1

Call
The same setting will be enabled for your mobile LINE app.

☑ Allow incoming calls

Speaker settings   Step3
喇叭 (3- LineATA)

Step 5
Reduce volume to reduce echo

Microphone settings   Step4
麥克風 (3- LineATA)

☑ Auto-adjust volume

Camera settings
No device

Q9: After I connected LineATA dongle with my computer, I couldn't hear music or voice from my computer. What can be done so that I can listen to music from the original sound device?

A: Please go to LineATA audio setting page to set Windows default audio device Speakers as the device you want to play music.

If user changes Windows default audio device, user needs to set Windows default audio device back to LineATA when user wants to use LineATA and end LINE. LineATA will bring up LINE for application.
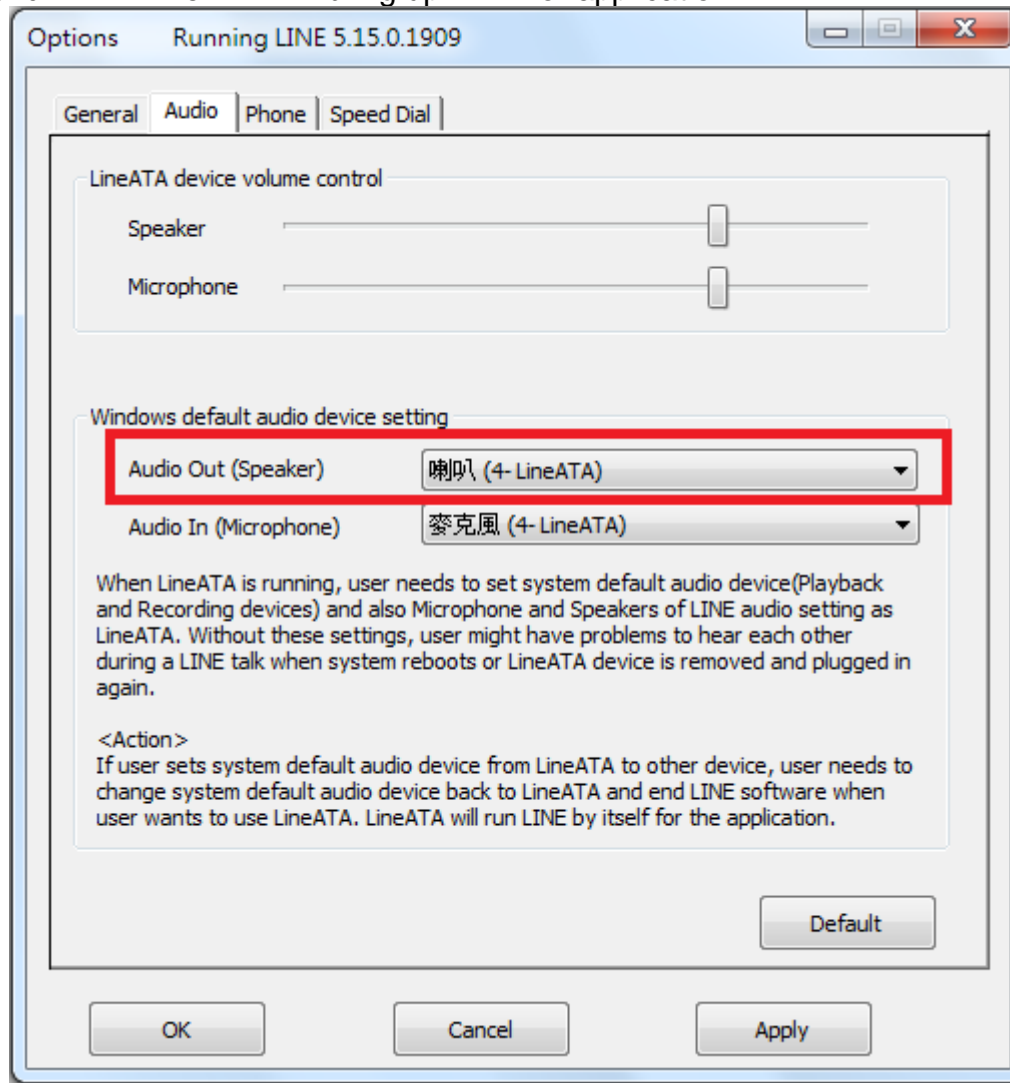
Q10: How can I uninstall LineATA program?

A: Please follow below two steps.

a. Close LineATA program by clicking LineATA system tray icon at the right-bottom corner of Windows desktop and choosing Exit.

b. Use Windows Start menu, choose "All Programs" and find LineATA. There is "Uninstall" option. Choose it and then click Yes button.

Q11: Why can't I start my computer after I plug in LineATA dongle?

A: Please check your computer's system BIOS Boot up device option setting. Your computer might have boot up device setting as USB device. You can refer to your computer BIOS setting procedure to change USB boot up setting.

Q12: Why does LineATA system tray icon at the right-bottom corner of Windows desktop show Hardware Error ?

A: a. LineATA might not plug in the computer USB port properly. Please unplug LineATA dongle and make sure to plug LineATA dongle into the computer USB port properly. User can try to use USB cable to connect LineATA and USB port.

    b. The Phone receiver is picked up before LineATA finishes initialization. Please make sure phone is on-hook before LineATA initialization completes.

Q13: Why does LineATA system tray icon at the right-bottom corner of Windows desktop show LINE unavailable ?

A: Please make sure LINE is launched and online. User can refer to the following possible cases.

    a. LINE is not active owing to no internet access and LineATA program is launched.

    b. LINE program is closed after LineATA program is launched.

Q14: Why can't I use existing LINE audio devices after LineATA is installed?

A: After LineATA is installed, LINE sound device will be set as LineATA as below figure. If user wants to use other device for LINE, user can change LINE sound device as the one user wants to use. Similarly, user needs to change LINE sound device as LineATA if other audio device is adopted for LINE first and then user wants to use LineATA.
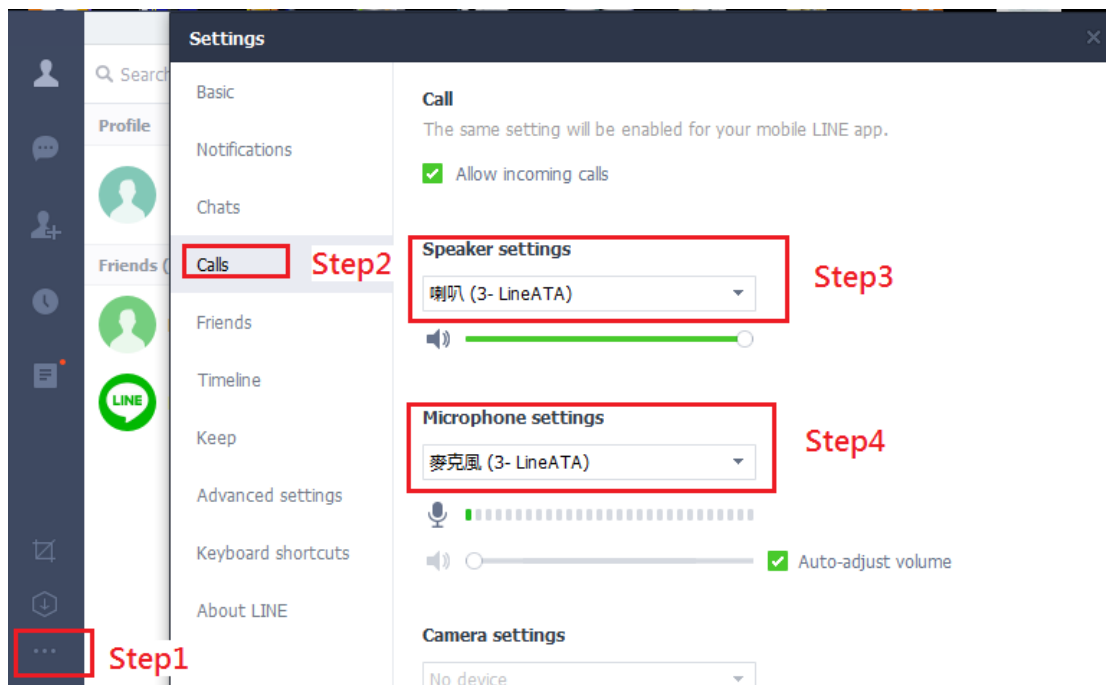
Q15: Can I use LINE version later than LineATA claims to support in
   [1.5 Minimum System Requirements](#)**?**
A: Since LINE might change GUI for the new release, we can't guarantee our
    current LineATA software can work with the new update seamlessly.
    You might be able to adopt it for a basic LINE talk, but you always can
    download the latest LineATA setup program from our web site or get help from
    our supporting people.

Q16: Why LineATA setup program cannot be installing successfully? Or get
    Windows SmartScreen program warning of " Don't run"?
A: Below are two possible cases why LineATA can't be installed.
    a. LineATA setup program needs to be run under Windows user with
       administrator privilege.
    b. Please click "More info" as the content circled in red of below figure.
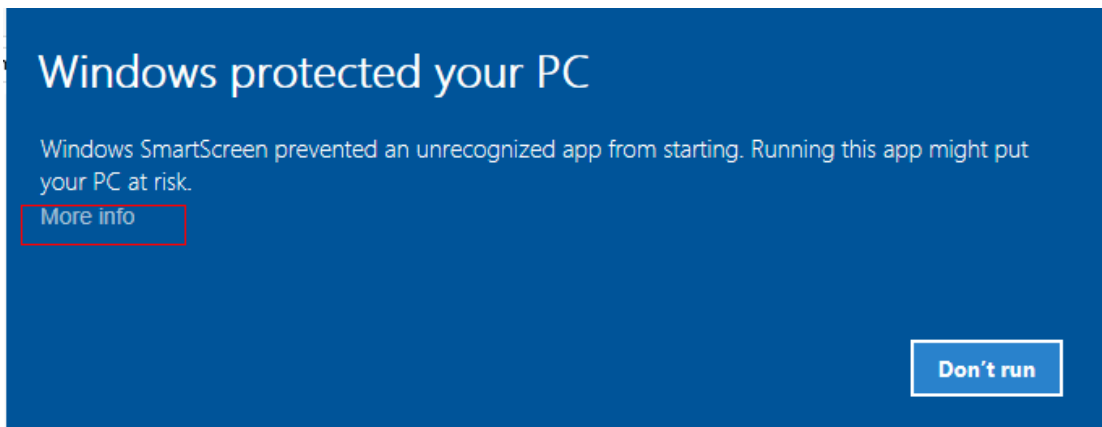
Then below window pops out. Click "Run anyway" to continue installation.
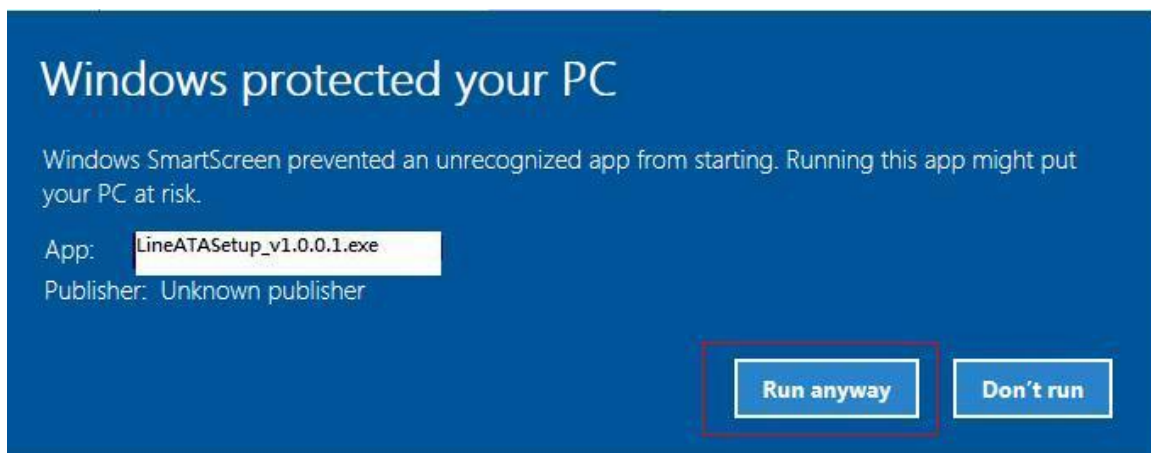

Then you will get UAC (User Access Control) window to warn you "Do you
want to allow this APP from an unknown publisher to make changes to your
device?"

Please click "Yes" to continue installation. Then just follow on-screen instruction for installation.

Q17: Why LineATA software reports LINE audio setting error and indicates the problem might be caused by another machine with Windows remote desktop connection?

A: When one machine connects the PC with LineATA via Windows remote desktop connection, the default setting might leave LineATA under the control of the remote connecting machine and cause LINE audio setting error in LineATA. Before connecting the PC with LineATA via Windows remote desktop connection, user needs to make sure LineATA won't be used by the remote machine by following the setting steps circled in red as below figures.
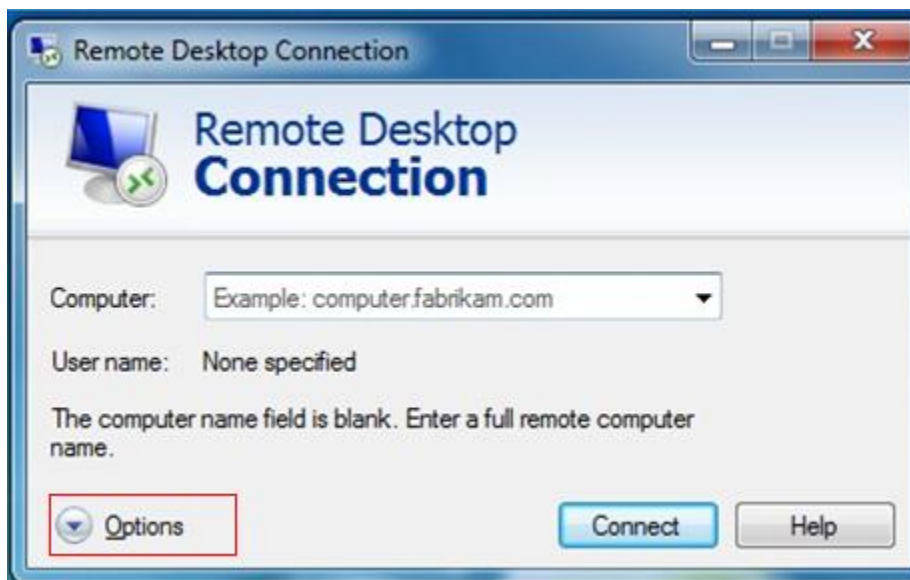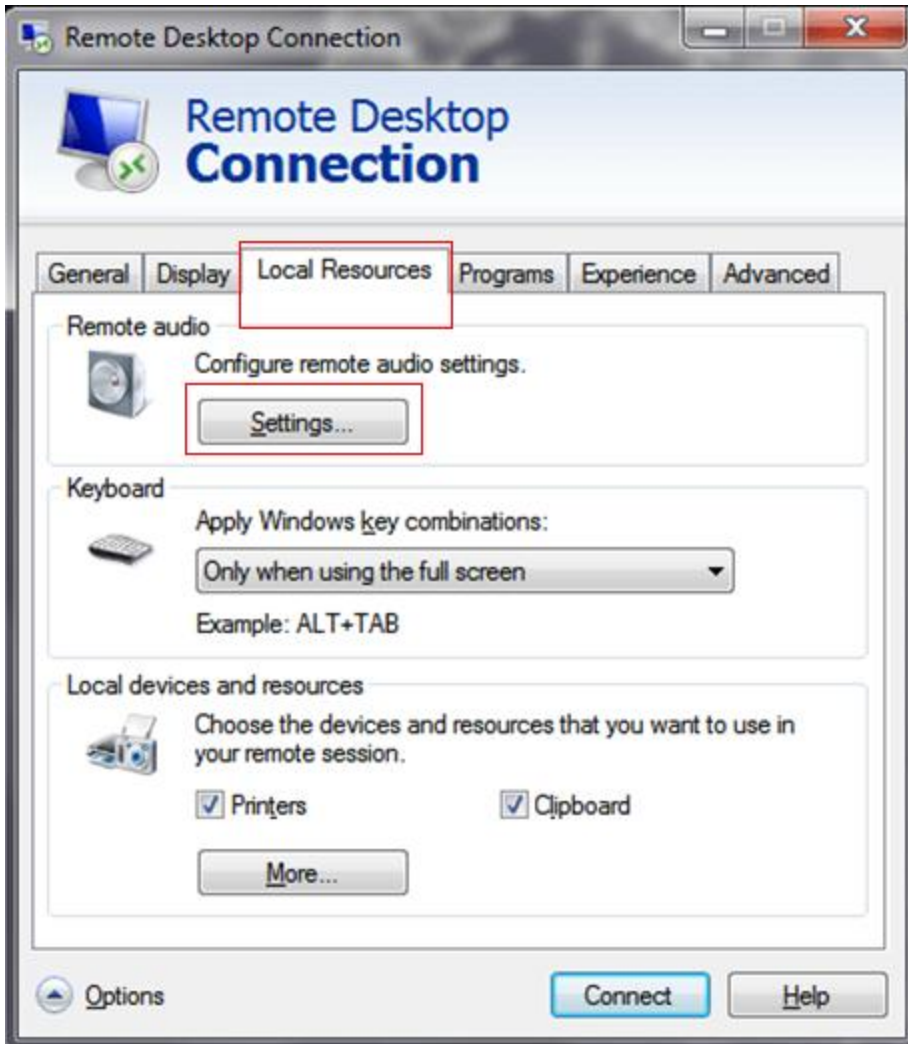
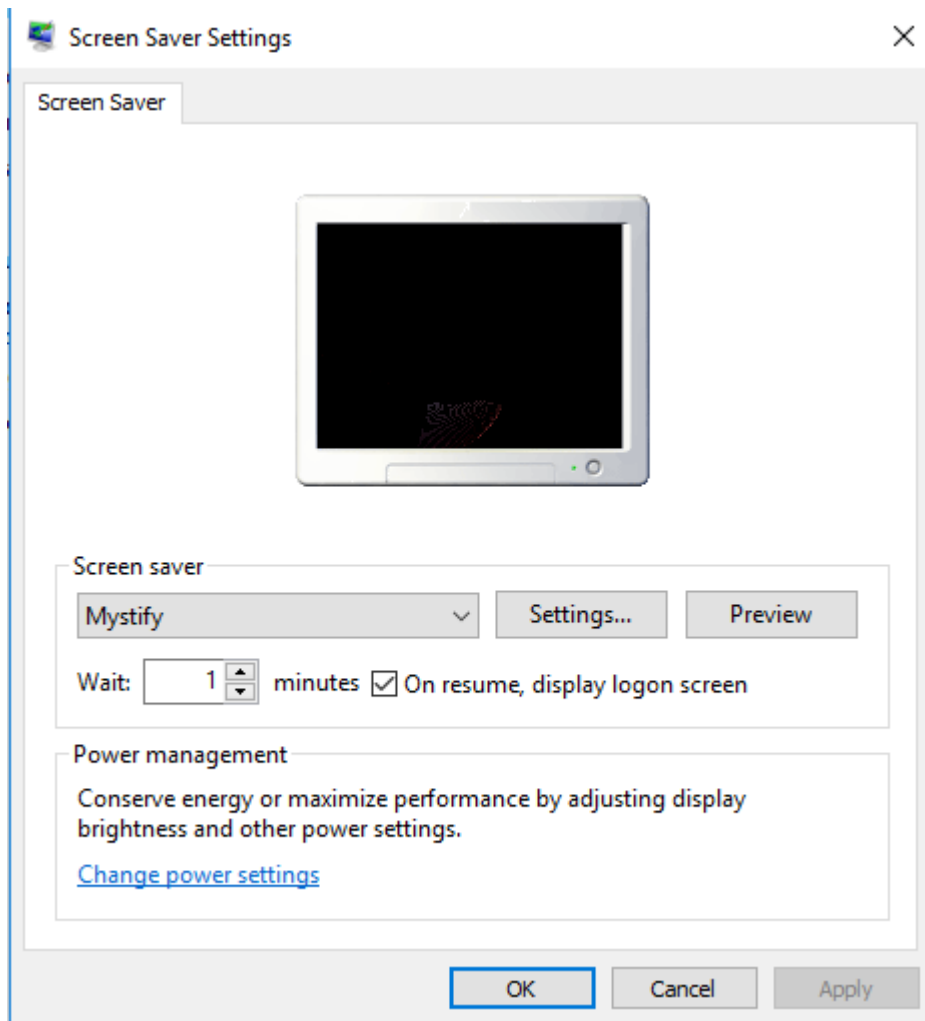**Q18: LineATA needs your computer to be always on for operation, how to keep your computer's security?**

A: We suggest two ways to prevent possible access of your computer due to LineATA operation. They are "Lock your screen with login password protect" and "Screensaver". With both settings, LineATA functions can still work.

a. Lock screen with login password protect

When LineATA is in operation, it will prevent the connecting PC from entering sleep or screen protection in order to make sure LineATA operation at all the time. It might run the risk of your PC being accessed. You can lock your computer by using the **Ctrl+Alt+Del** keyboard combination and then selecting **Lock screen**. Or you can use the **Windows (⊞)+L** keyboard combination to automatically lock the screen. When the PC is locked, LineATA can still work normally.

b. Screensaver

LineATA software won't prevent your computer entering screensaver. User can enable screensaver with resume display logon screen as followings.

Appearance and Personalization

← → ∨ ↑ 📖 › Control Panel › Appearance and Personalization

Control Panel Home

System and Security
Network and Internet
Hardware and Sound
Programs
User Accounts
• **Appearance and Personalization**
Clock, Language, and Region
Ease of Access

Personalization
Change the theme | Change sound effects | Change screen saver

Display
Make text and other items larger or smaller

Taskbar and Navigation
Navigation properties

Ease of Access Center
Accommodate low vision | Use screen reader | Turn on easy access keys | Turn High Contrast on or off

File Explorer Options
Specify single- or double-click to open | Show hidden files and folders

Fonts
Preview, delete, or show and hide fonts | Change Font Settings | Adjust ClearType text

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Screen Saver Settings   ✕

Screen Saver

Screen saver
Mystify   ∨   Settings...   Preview

Wait: 1 ⌄ minutes ☑ On resume, display logon screen

Power management
Conserve energy or maximize performance by adjusting display
brightness and other power settings.

Change power settings

OK   Cancel   Apply

**Q19: Why LineATA call party can't hear each other sometimes?**
A: This problem might be due to internet quality. If this problem exists
   persistently, user can try to click " Audio recovery" button from General page

of LineATA system tray "Option".
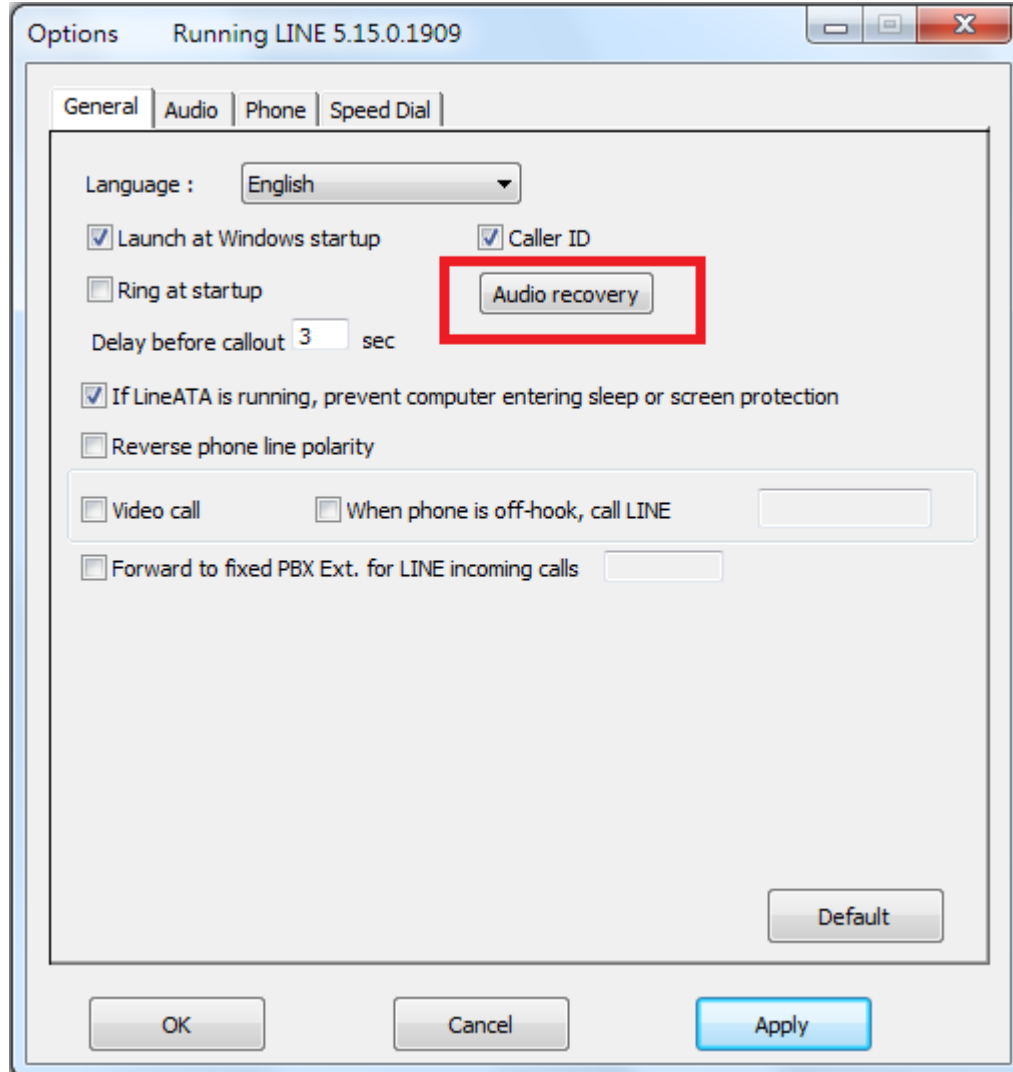
Q20: Why I hear my echoed voice sometimes during a LINE call?
A: This problem can't be resolved now, but it can be improved by reducing LINE
speaker LineATA volume as below figure.
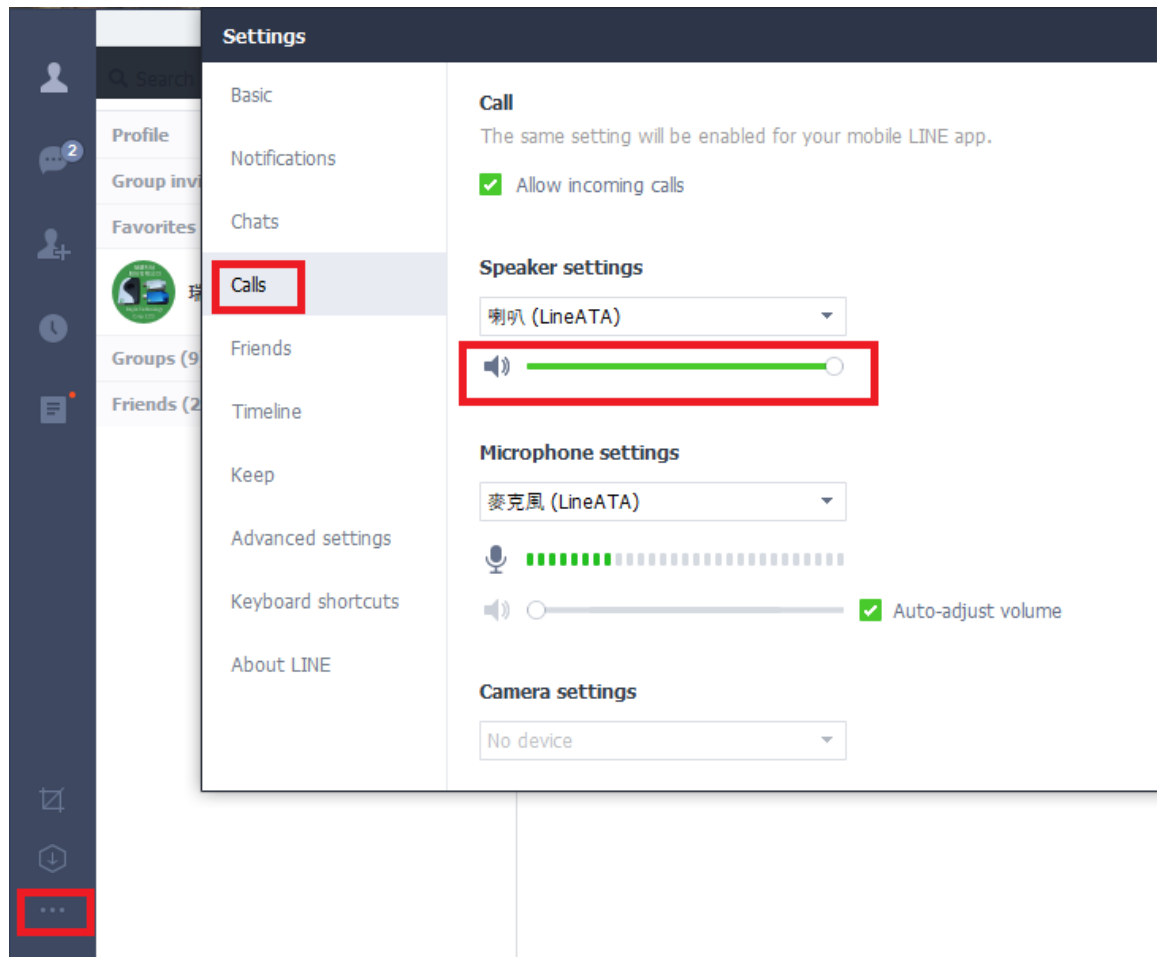
Q21: Under Win 10, "Notification style" needs to be set at "Default". Otherwise the phone won't be rung when there is an incoming LINE call. There is no such problem under Win 7.
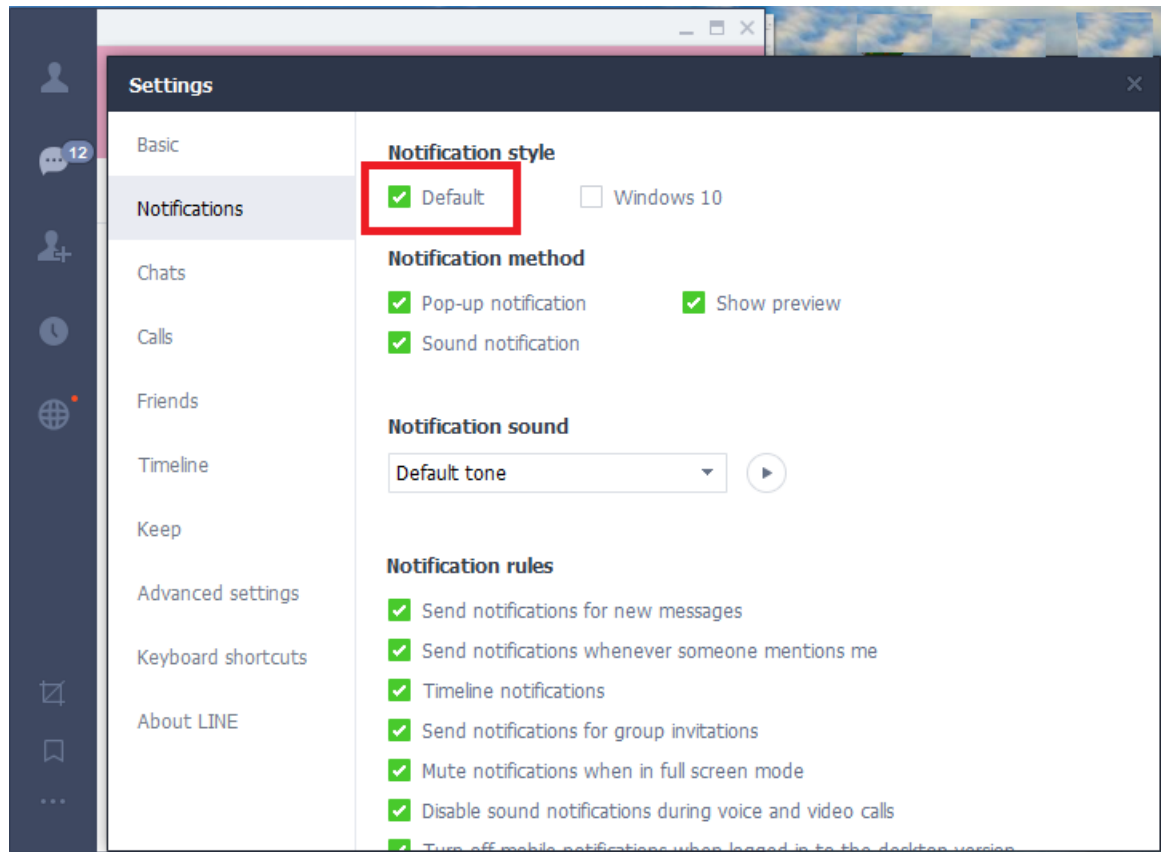
5. Regulation

Regulatory Compliance Notices

Class B Equipment

This equipment has been tested to comply with the limits for a Class B device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by implementing one or more of the following measures:

- ■ Reorient or relocate the receiving antenna;

- ■ Increase the separation between the equipment and receiver;

- ■ Connect the equipment to an outlet on a circuit different from that to

   which the receiver is connected;

- ■ Consult the dealer or an experienced radio or television technician for

   help.

Modifications

The FCC requires the user to note that any changes or modifications made to this device that are not expressly approved may void the users' authority to operate the equipment.

Declaration of conformity for products marked with the FCC logo in the United States only.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference

2. This device must accept any interference received, including interference that may cause unwanted operation.