

# LineBox User Manual

## Table of Contents

1. Introduction .....	3
1.1 Customer service .....	5
1.2 Package Contents .....	5
1.3 Product Specification .....	6
1.4 Main features .....	6
1.5 Minimum System Requirements .....	8
1.6 LineBox LED .....	8
2. Setup LineBox.....	9
2.1 LineBox Hardware Setup .....	9
2.2 LineBox Software Setup .....	10
3. LineBox usage .....	16
3.1 Important notice before use .....	16
3.2 LineBox GUI .....	20
3.2.1 Options .....	21
3.2.2 General Setting Page .....	22
3.2.3 Audio Setting Page .....	26
3.2.4 Phone Setting Page.....	28
3.2.5 Speed Dial Setting Page.....	31
3.3 Make a LINE/landline Call.....	35
3.4 Answer a LINE/landline Call .....	36
3.5 End a LINE Call .....	37
3.6 LINE Caller ID .....	37

3.7 Other IM Mode.....	37
4. FAQs.....	40
5. Regulation.....	57

# 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.

LineBox is a USB box designed for LINE gateway application with landline interface. With LineBox running under Windows version LINE, you can have LINE voice service via phone. After LineBox 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. LineBox has dual interfaces "PHONE" for phone and "LINE" for carrier line. For the office with less PBX trunk cards, they can adopt LineBox and the connecting PBX trunk port can have landline and LINE calls.

LineBox supports LINE or landline interrupt call when there is a call in progress. User can press phone keys “\* 1” to switch between a landline call and a LINE call and hang up the current call by pressing phone key “\*”. User also can add an interrupt LINE call or an interrupt landline call into a LINE & landline conference by pressing phone keys “\*2”.

User can set speed dial number for LINE friends from LineBox 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.

LineBox’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 LineBox connecting phone for conversation. Under IM mode, if LineBox 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 LineBox 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.

LineBox introduction YouTube [https://youtu.be/ RUxlfTnQx8](https://youtu.be/RUxlfTnQx8)

You can enable YouTube caption setting.

**LineBox hardware can run recent SkyBox S1 software to work as a Skype gateway.**

## 1.1 Customer service

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LINE: 瑞駿科技 Line



Regintech Official  
Website



Regintech Customer  
Support LINE  
Account

## 1.2 Package Contents

- LineBox - LINE USB Box with Landline support
- Type B USB cable (Male A to male B)
- Telephone cable
- Installation CD including LineBox & LINE setup program, EN, TC and SC user manual and quick user guide



# 1.3 Product Specification

**Model Number** LineBox - LINE USB Box with Landline support

**Dimensions** L x W X H: 95 X 66 X 22 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 PHONE port for an analog phone

One LINE port for landline

**LED Indicator:** Blue (LINE), Green (Landline )

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

- After LineBox 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 telecom carrier line ports can be reduced
- Make a LINE call through PBX desk phone or regular phone and receive LINE calls as your familiar telephone habits
- With LineBox, employees out of office, company customers or suppliers can have a free LINE call to office to save expensive international or mobile calls
- Support LINE speed dial number and the speed dial list can be exported for back up and imported for use

- LINE DOD - Support automatic assigned LINE friend callout when phone is off-hook
- LINE DID - Support assigned PBX extension number dialing for incoming LINE calls for LineBox PBX application
- Switch between LINE and landline mode by pressing phone key “#”
- Auto-Detection and Auto-Swap for “LINE” and “PHONE” RJ11 ports:



Normal Wiring



Wrong Wiring but Functional

- Switch between a landline call and a LINE call by pressing phone keys “\* 1” and hang up the current call by pressing phone key “\*”
- Add an interrupt LINE call or an interrupt landline call into a LINE & landline conference by pressing phone keys “\* 2”
- “Audio recovery” button resolves LINE call party’s problem to hear each other
- Support FSK type I like Caller ID for LINE incoming calls and display “LINE 566” or “566” and calling time
- 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 LineBox connects with office existing conference phones, the conference phones will become dedicated LINE or other soft phone conference phones
- Support popular PBXs and cordless phone sets including DECT, 5.8GHz, 2.4GHz, 900 MHz or others
- Support international busy tone to make PBX application achievable
- Support 2 REN standard loads and 20, 25, 30 and 50Hz ring signal frequency
- Automatically allow new LINE friend (Default disable)

- Support LineBox software online upgrade and latest software version check/download
- **LineBox hardware can run recent SkyBox S1 software to work as a Skype gateway**

## 1.5 Minimum System Requirements

To keep normal functions of LineBox, 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 sue LINE 6.x or later)
- Internet connection (WiFi, ADSL, 56kbps Modem, ....., etc)

## 1.6 LineBox LED





## 2. Setup LineBox

### 2.1 LineBox Hardware Setup

1. Get the LineBox from LineBox package.



2. Connect LineBox USB port with computer USB port through the USB cable.
3. Connect one telephone cable between the “PHONE” port of LineBox and PBX trunk line or phone RJ11.
4. Connect the existing telephone cable between the “LINE” port of LineBox and carrier landline (RJ11 wall jack) .



**Important note: Don't connect LineBox PHONE and LINE both ports to landlines, otherwise LineBox might be damaged.**

## 2.2 LineBox Software Setup

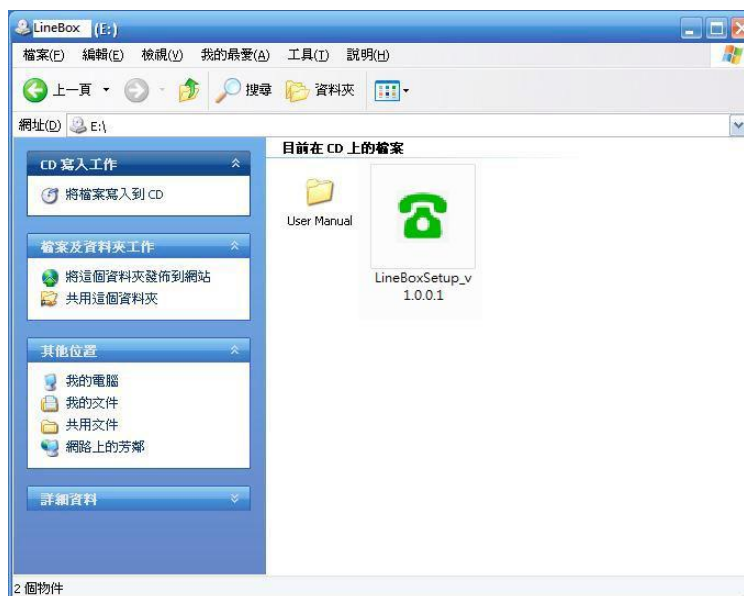
After the installation of the LINE software and the LineBox hardware setup, the next step is to install the LineBox setup software into the computer.

To install the LineBox software:

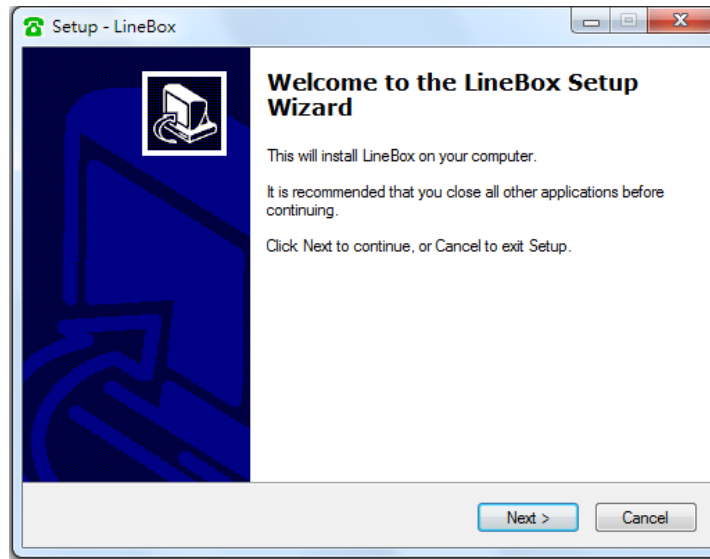
1. After the LineBox is connected to the computer, it will take up to 15 seconds for the “**Found New Hardware**” window to appear.



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



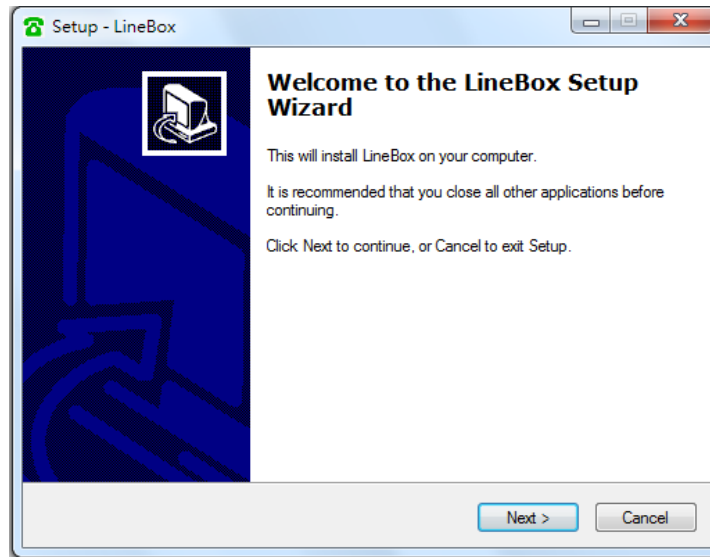
3. Then next window will recommend user to close other application programs before continuing to install. After other applications are closed, click Next.



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

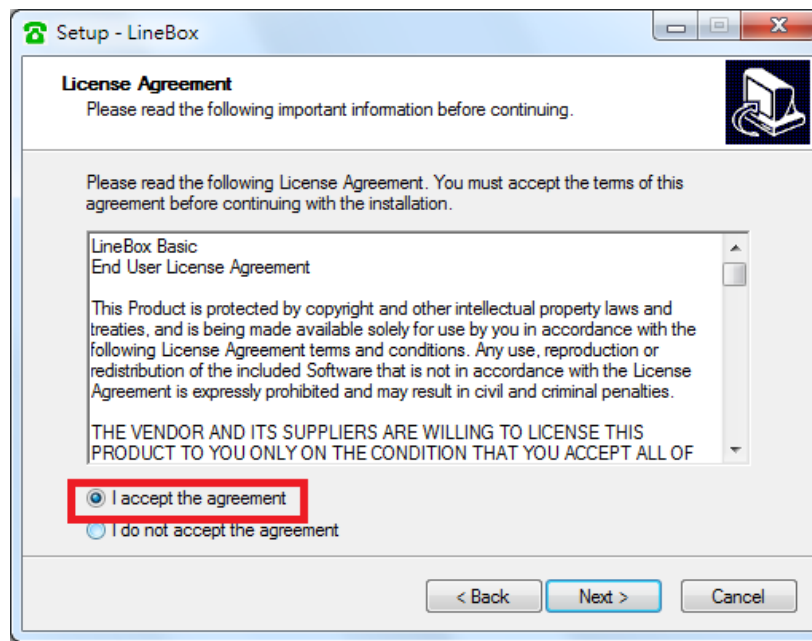


5. The **“Welcome to the LineBox Setup Wizard”** appears. Read the on-screen instructions and click Next.

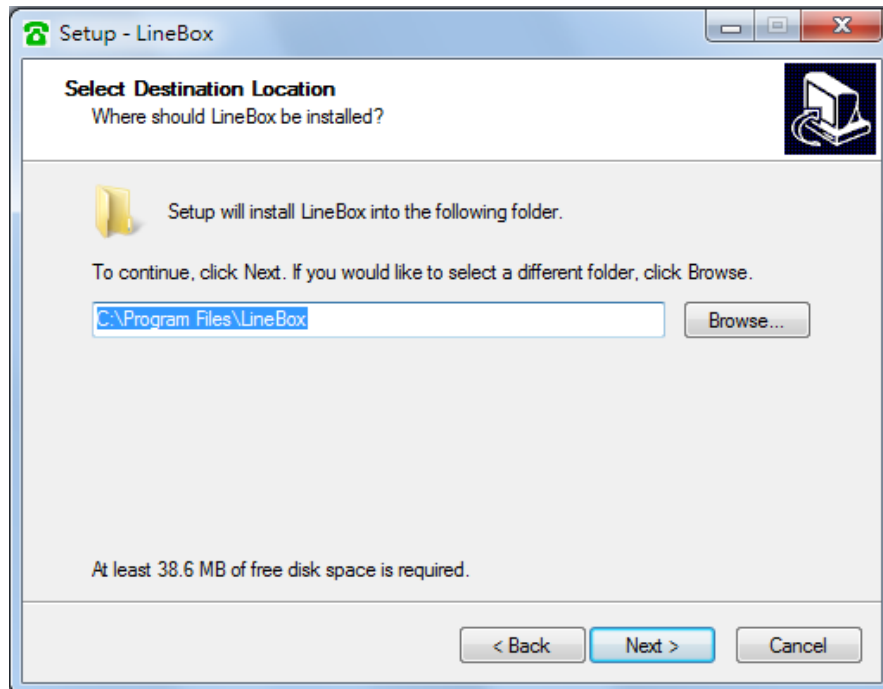


6. In the next window, check the box of "I accept the agreement" after reading the agreement carefully. Then Click Next.

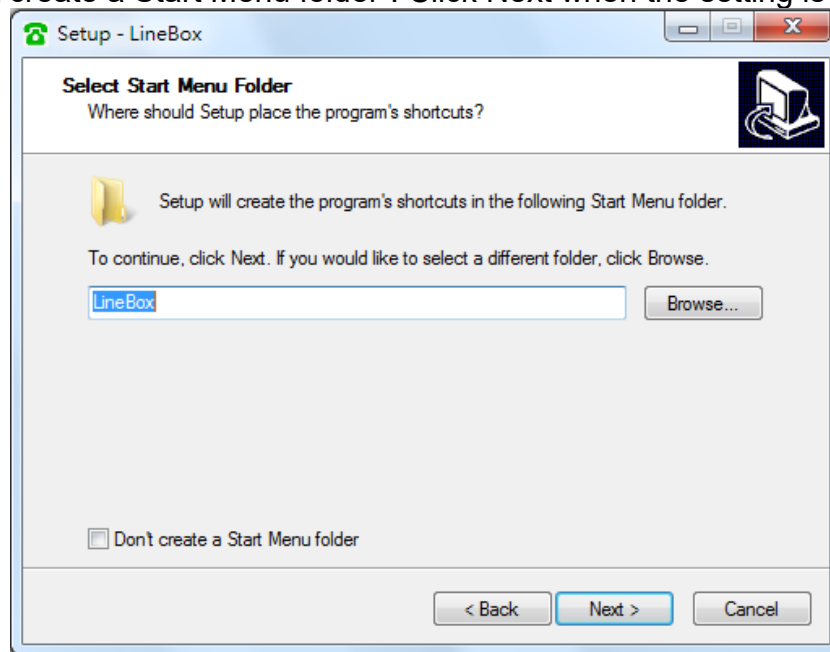
**Note:** User can click Back to go back to the previous step anytime during installation.



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.

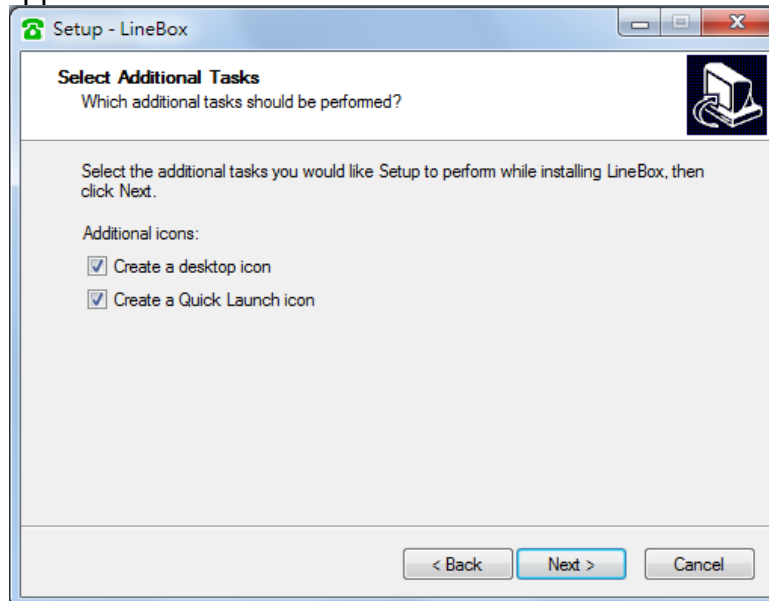


8. In the next window, choose a preferred folder for LineBox program's shortcuts in Start Menu folder. A default folder will appear. If this is not a preferred folder, click Browse and choose a folder from the list. User can choose not to create a Start Menu folder. If this is the case, check the box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

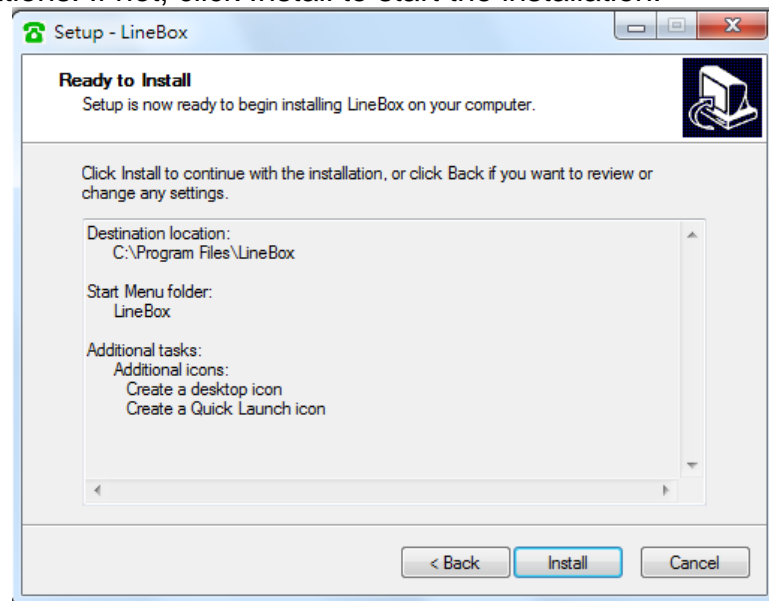


9. The next window is to create the Desktop icon or the Quick Launch icon. Check the appropriate box as desired. After LineBox software is launched, the Desktop icon will appear on the computer desktop and the Quick Launch

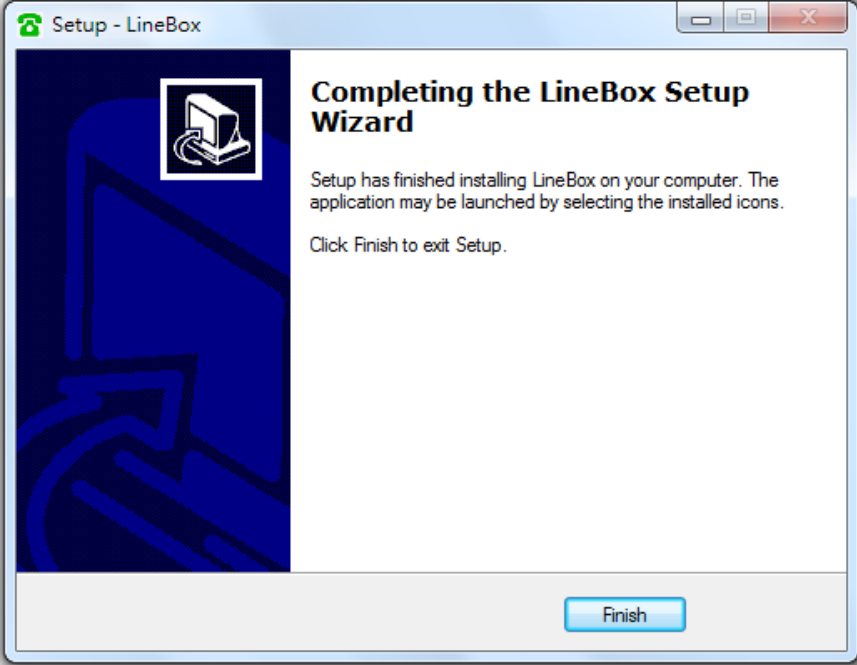
icon will appear in the left bottom corner of the Windows screen. Click Next.



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 LineBox manually after installation via Windows desktop shortcut or "Start" menu of Windows desktop.



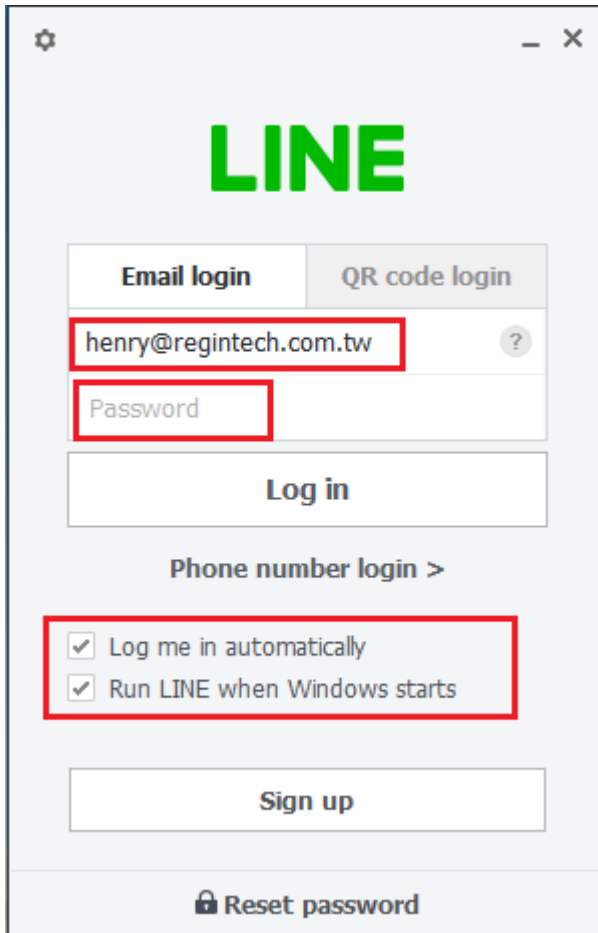
## **3. LineBox usage**

### **3.1 Important notice before use**

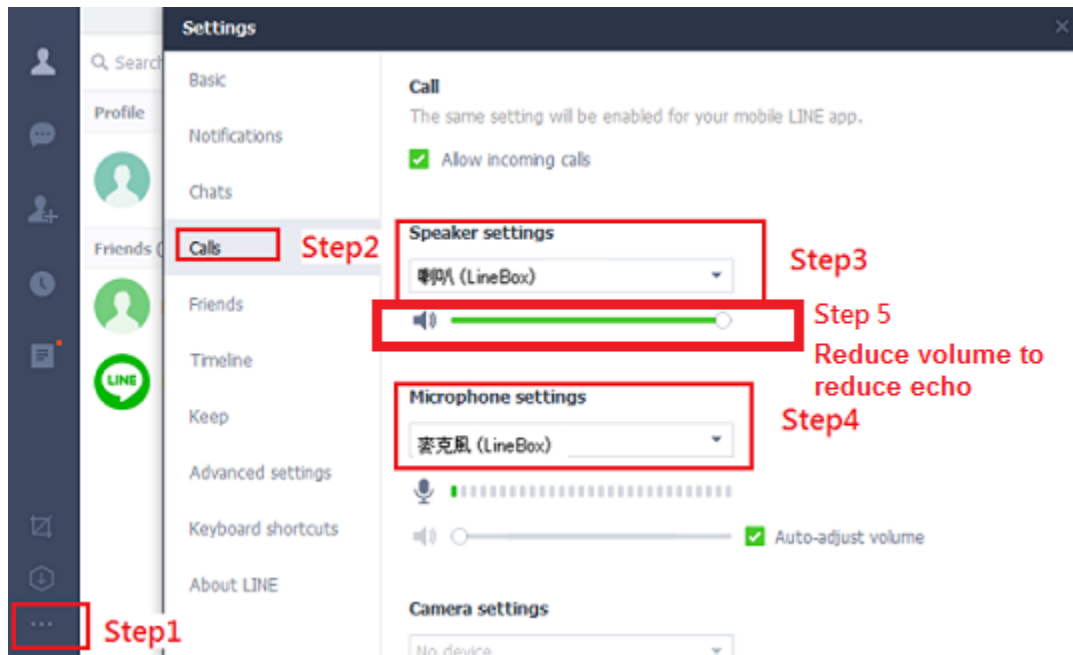
1. LINE@ account is for business use with text communication function, but it doesn't have voice or video function. Please apply general LINE account for LINE gateway application!

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.

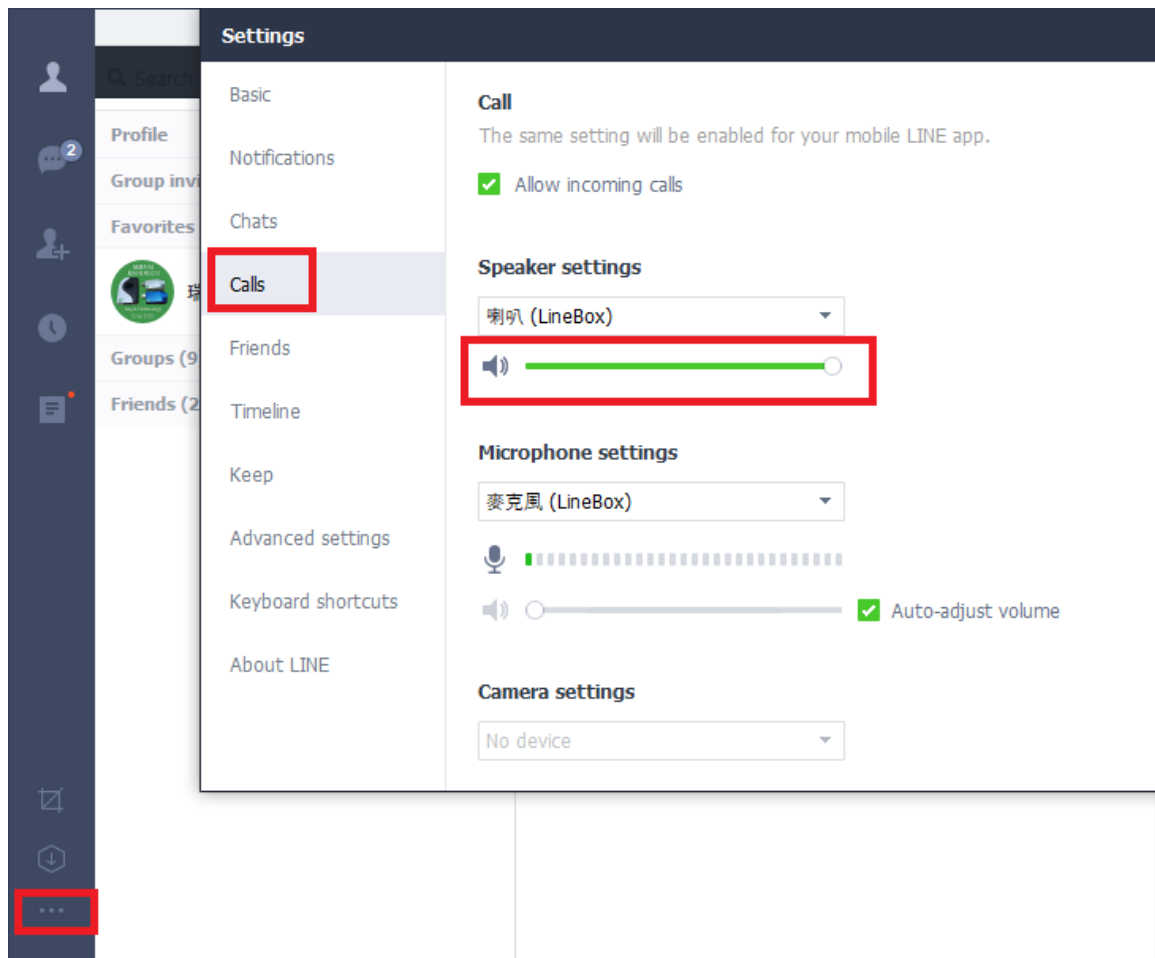




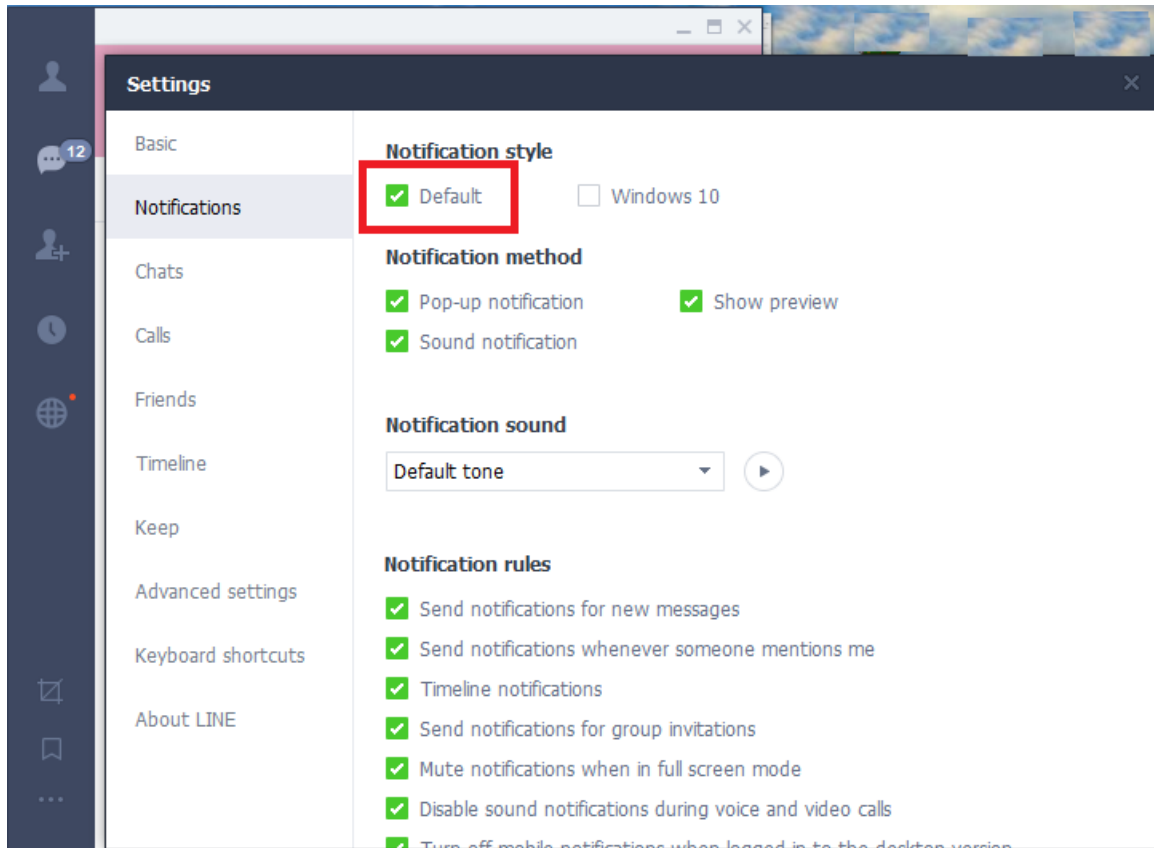
2. When you run LineBox for the first time, there will pop out below window.  
Please refer 4 steps as below figure to set LineBox as the device for LINE Speaker and Microphone. If you don't need the reminder again, please choose "Don't inform again".



3. Since LINE doesn't support voice application development API, LineBox controls LINE GUI for call out, hang up and take incoming calls. If user wants to have other application on the LineBox connecting PC, user needs to prevent interrupting LineBox's control of LINE GUI when there is callout, hang up and answering incoming calls activities. Otherwise LineBox 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 LineBox volume as below figure.



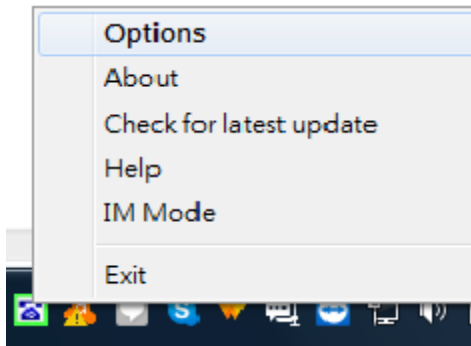
5. Under Win 10, "Notification style" needs to be set at "Default". Otherwise the phone won't be rung when there is an incoming LINE call. There is no such problem under Win 7.



6. If user has any problem to use LineBox, please refer the recent LineBox 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 LineBox GUI

There are six choices (**Options**, **About**, **Check for latest update**, **Help**, **IM Mode**, and **Exit**) when user clicks LineBox system tray icon at the right-bottom corner of Windows desktop. **Options** has all settings for LineBox. **About** will tell user LineBox software version. **Check for latest update** will allow user to check and download the latest LineBox software. The online help will be launched when user chooses **Help** from LineBox 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 LineBox application program.



Following are detailed descriptions about **Options** for LineBox settings.

### 3.2.1 Options

The Options dialogue includes the settings most commonly selected by users.

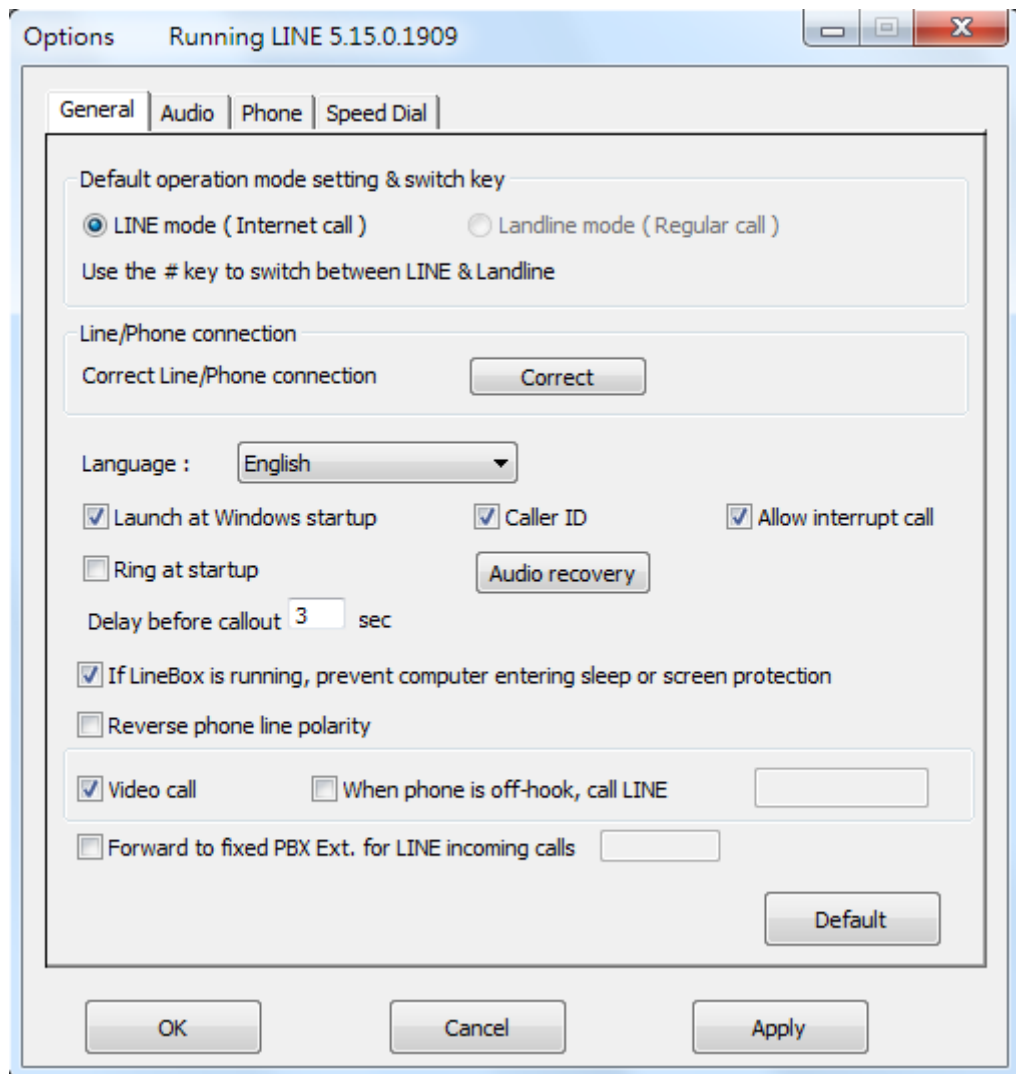
When user clicks the OK button at the bottom of Options dialogue after making a new setting, the new setting will be activated and Options dialogue closes immediately. If user clicks the Apply button at the bottom of Options dialogue after making a new setting, the new setting will be activated immediately 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 LineBox 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](#)

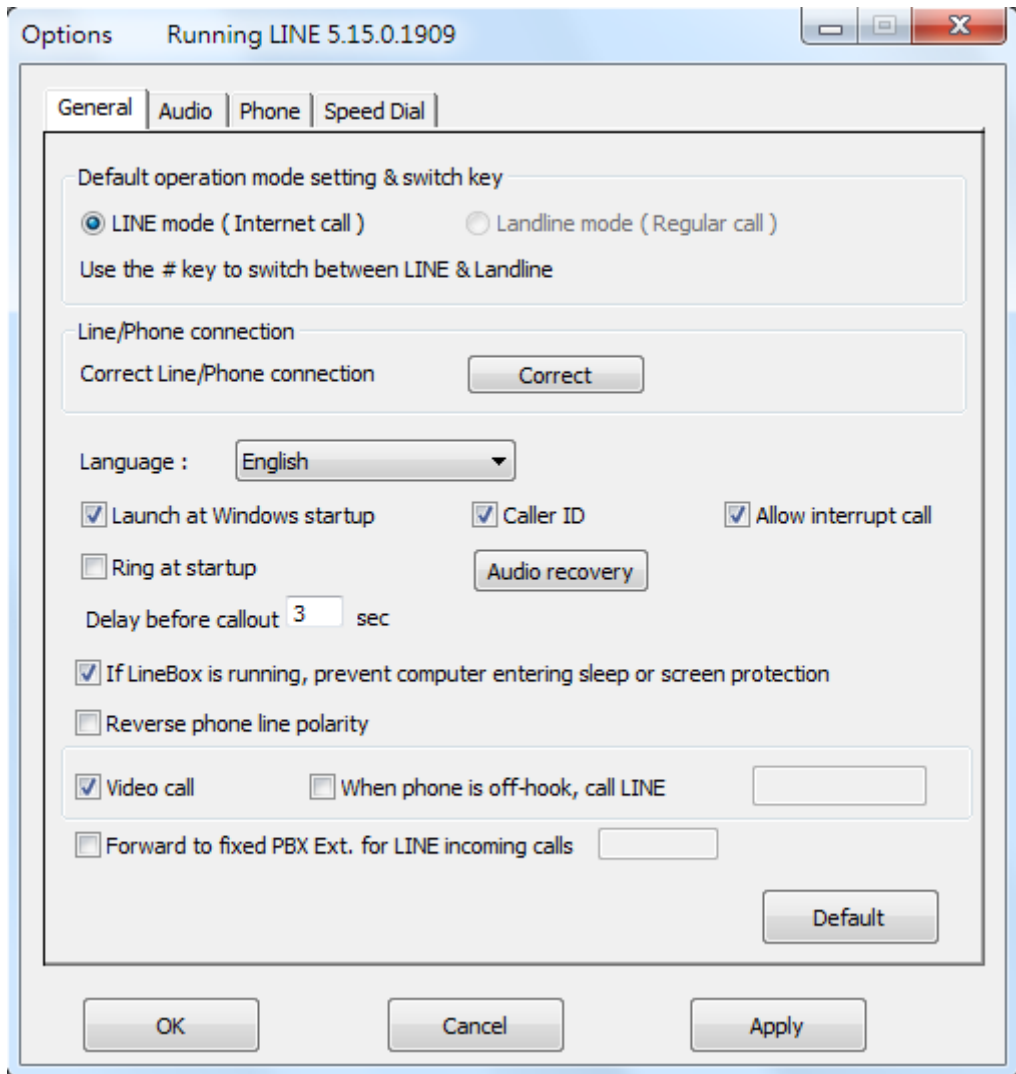
[Phone Setting Page](#)

[Speed Dial Setting Page](#)



### 3.2.2 General Setting Page

This options dialogue provides the basic operation settings, including Default operation mode setting & switch key, Line/Phone connection, Language selection, Launch at Windows startup, Caller ID, Allow interrupt call, Ring at startup, Audio recovery, Delay before callout, If LineBox 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



### **Default operation mode setting & switch key**

LineBox supports either LINE or Landline default operation mode. User can distinguish which operation mode by LED or the different dial tones. LED is blue for LINE mode and green for Landline mode.

When user selects LINE as the default operation mode, user can dial a LINE call directly after user picks up phone. For landline calls, user needs to dial “#” key first and then hears a landline dial tone. Make a landline call as user did in the past.

When user selects Landline as the default operation mode, user can dial a landline number directly after user picks up phone. For LINE call, user needs to dial “#” key first and then hears a LINE dial tone. Then make a LINE call.

Default is LINE mode.

### **Line/Phone connection**

If user changes PHONE/LINE connection status after LineBox program is launched or something abnormal happens for LINE or landline application, please press “Correct “button to force Auto-Swap function. It will automatically swap both line connections internally even user has a wrong connection.

### **Language**

Three languages are available: English, Simplified Chinese, and Traditional Chinese.

The default language is determined by the “Select Setup Language” setting during LineBox setup program is installing.

### **Launch at Windows startup**

If this setting is enabled, the LineBox 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.

### **Allow interrupt call**

When there is an incoming LINE or landline interrupt call during a call in progress, user can press phone keys “\* 1” to switch between a landline call and a LINE call and hang up the current call by pressing phone key “\*” User also can add an



interrupt LINE call or an interrupt landline call into a LINE & landline conference by pressing phone keys “\*2”.

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 LineBox 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 speed dial number 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 LineBox is running, prevent computer entering sleep or screen protection**

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

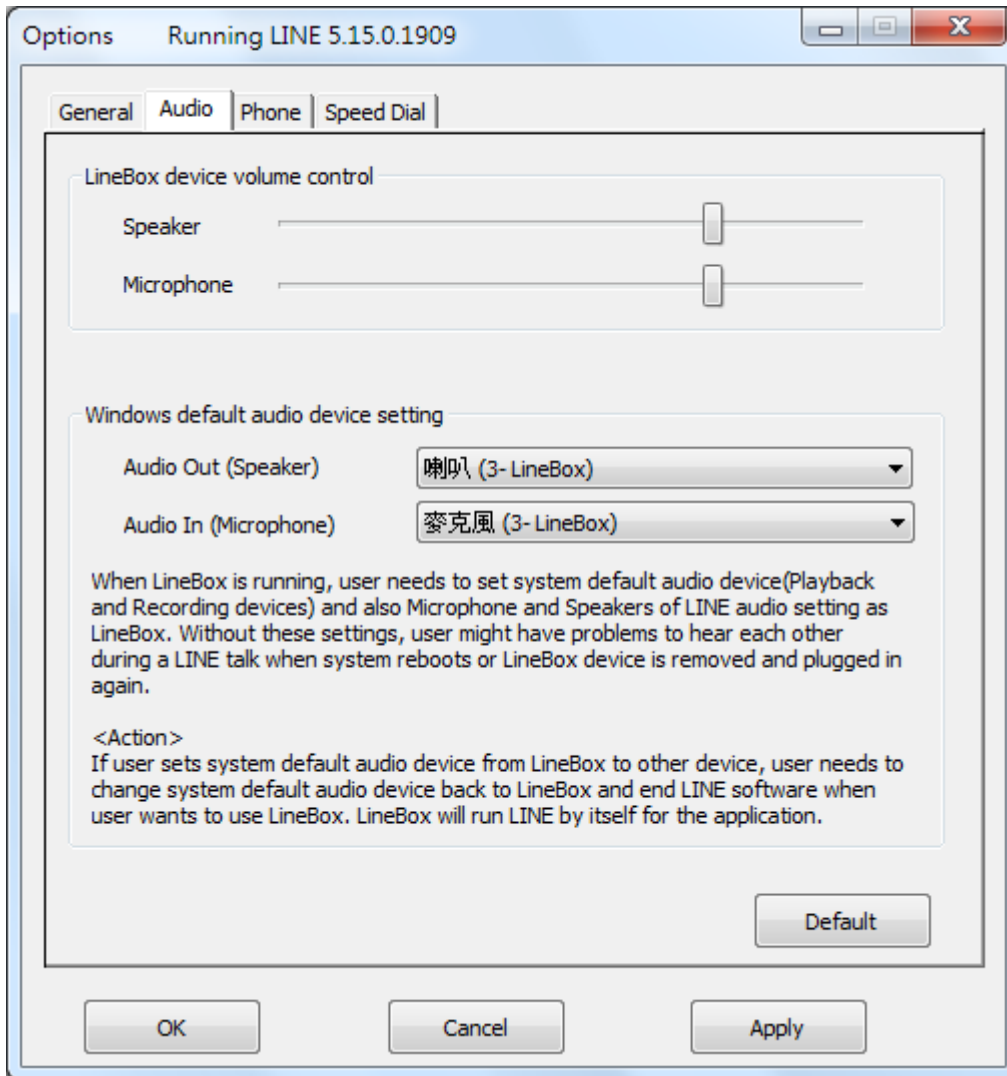
Enable this setting and fill in your assigned forward PBX extension number.

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 LineBox device volume control and Windows default audio device setting.



### LineBox device volume control

User can individually adjust the speaker volume and the microphone volume of LineBox. 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 LineBox volume from Sounds and Audio Devices in control panel, LineBox program will adjust the volume to its default value. If user attempts to change LineBox's microphone volume from Sounds and Audio

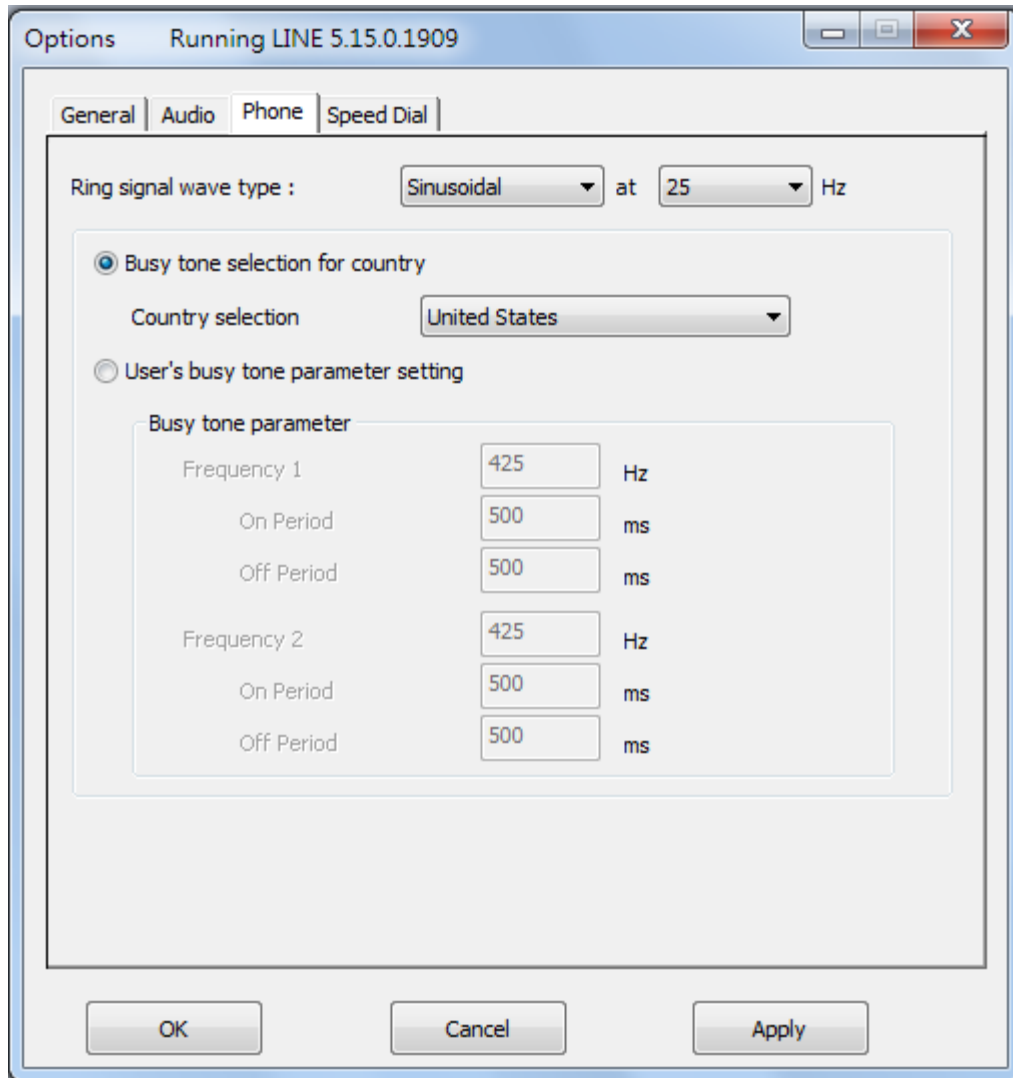
Devices in control panel and the volume exceeds LineBox's default value, LineBox will adjust the volume to its maximum value.

### **Windows default audio device setting**

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

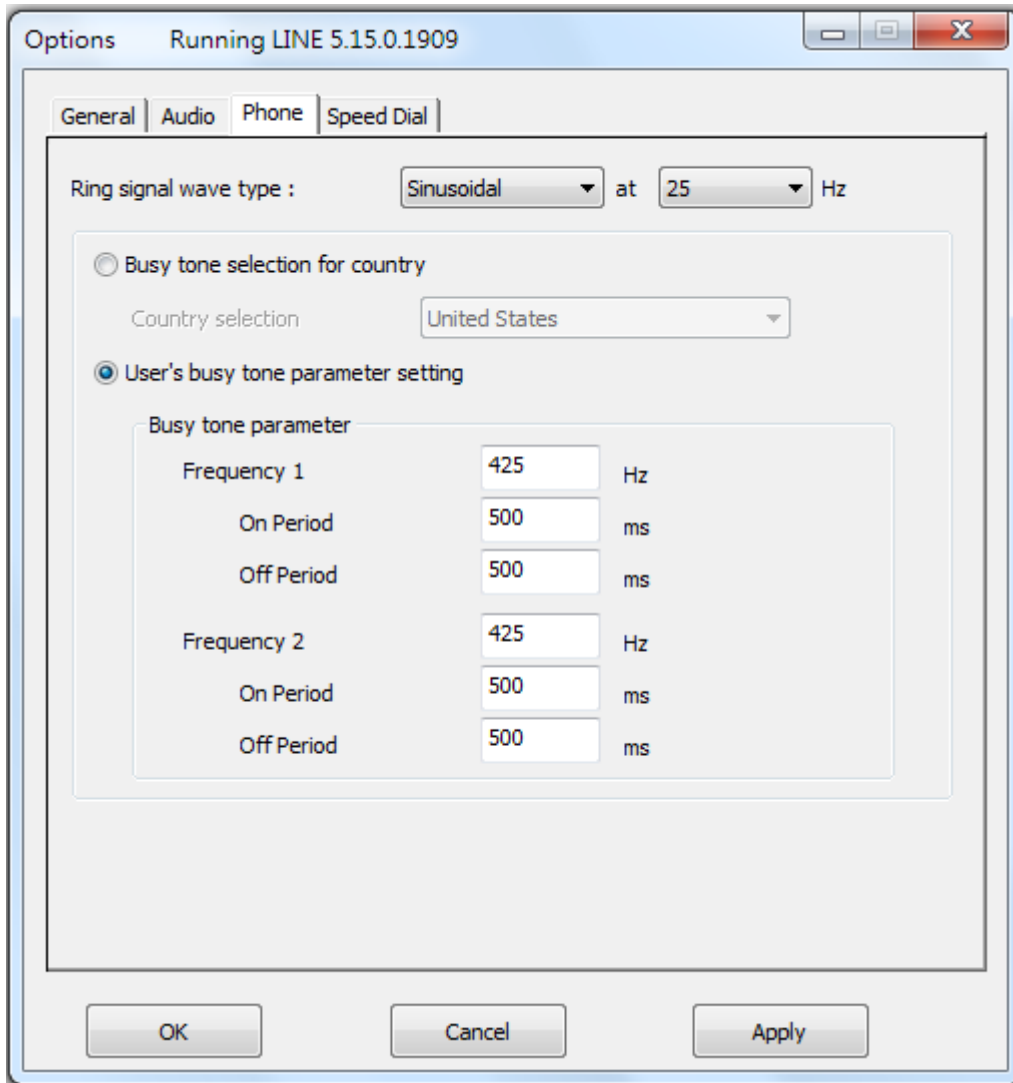
## **International busy tone setting & User's busy tone parameter setting**

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 LineBox 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 line dead lock after one call and no more calls are possible.

The default international busy tone country setting is United States. LineBox supports busy tone for most countries now.



### 3.2.5 Speed Dial Setting Page

User can use LineBox 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.

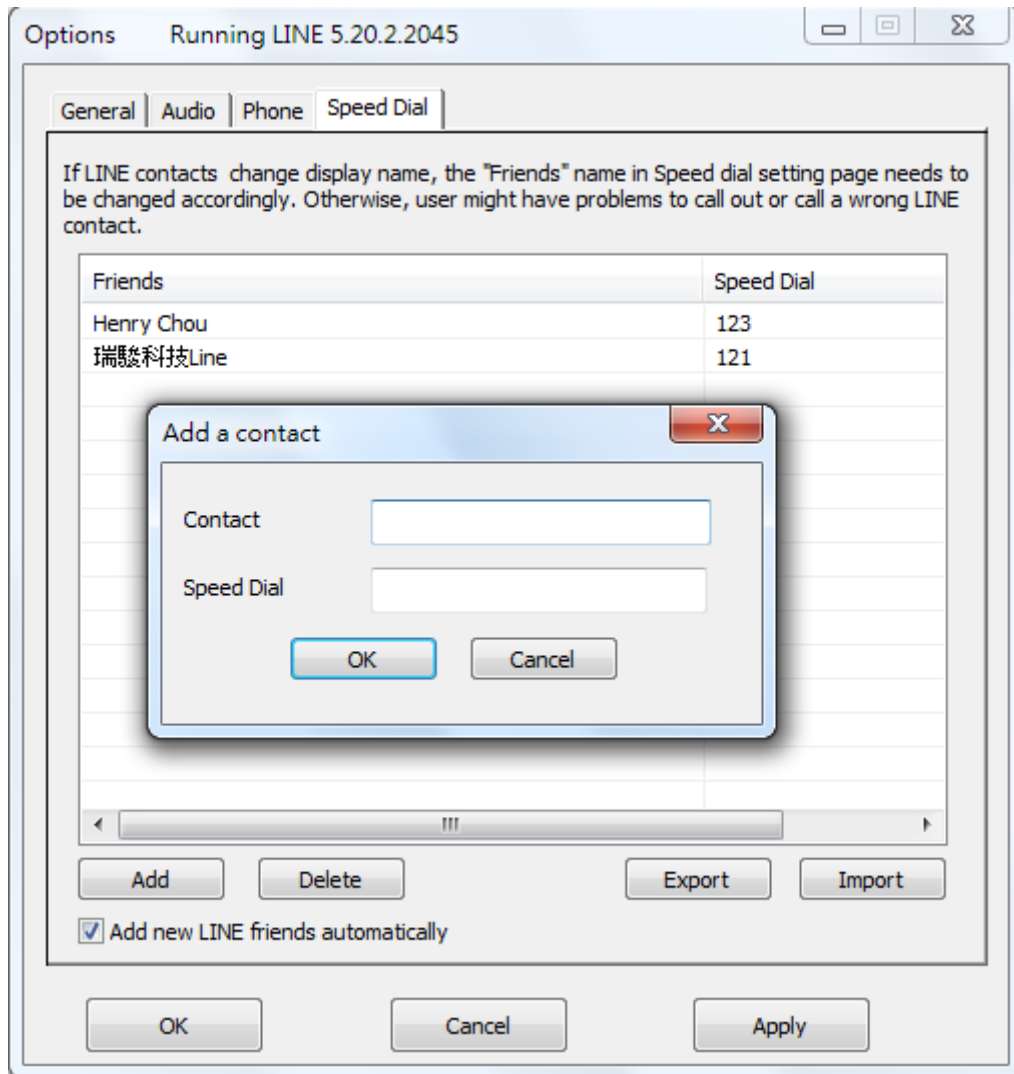
**Note:** LINE friend display name might be modified, user needs to modify on

“ Friends “ column for such case. Otherwise LINE speed dial call might fail.

**Add new LINE friends automatically:**

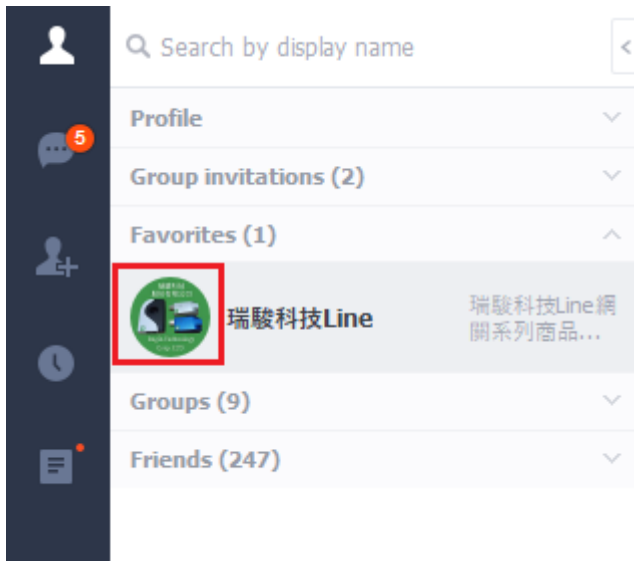
When there are new LINE friends pending for allow, user can add them manually or enable LineBox function “Add new LINE friends automatically” to add new LINE friends. LinBox software will check if there are new LINE friends request and add the new friends every 60 seconds when this function is enabled. 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.

Click LINE friend profile as below figure circled in red.



Below picture pops out. Click content circled in red.



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



## 3.3 Make a LINE/landline Call

### Default Operation mode: Landline

1. Pick up the phone receiver and user can find LineBox green color LED solid-on. After hearing a familiar landline dial tone, user can make a regular landline call just as user did in the past.
2. User can press “#” key from phone keypad and find LineBox blue color LED solid-on and then a LINE dial tone comes up. Dial the speed dial number of the LINE friend and wait for 3 seconds for the call to be dialed out. Or, to make an immediate call by adding “#” key after the speed dial number.
3. Use PC LINE interface to make a LINE 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.

4. User will hear a busy tone until phone is on-hook if the LINE friend is Offline, rejects to take user's call or hangs up before user does. The busy tone will be generated when user's LINE status is Offline and phone is picked up or user dials a wrong speed dial number.

#### **Default Operation mode: LINE**

1. Pick up the phone receiver and user can find blue color LED solid-on. Refer above steps 2~3 in default Landline operation mode procedures to make a LINE call.
2. User will hear a busy tone until phone is on-hook if the LINE friend is Offline, rejects to take user's call or hangs up before user does. The busy tone will be generated when user's status is Offline and phone is picked up or user dials a wrong speed dial number.
3. If user needs to make a landline call, user can press “#” key from phone keypad to switch to Landline mode. Then LineBox green LED is solid-on and a familiar landline dial tone comes up. User can make a regular landline call just as user did in the past.

### **3.4 Answer a LINE/landline Call**

1. Pick up the phone receiver and proceed with the call when there is a LINE or landline incoming call.
2. Use PC LINE interface to answer a call. When there is a LINE incoming 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 PC 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

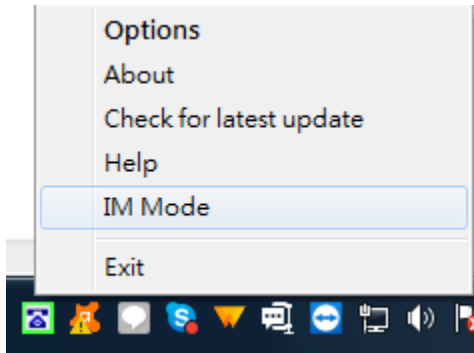
LineBox can support Type I FSK Caller ID for LINE call. If LineBox is connected to one phone with FSK Caller ID support, then phone display screen will show “LINE 566” or “566” and call time when there is a LINE incoming call and the phone is on-hook.



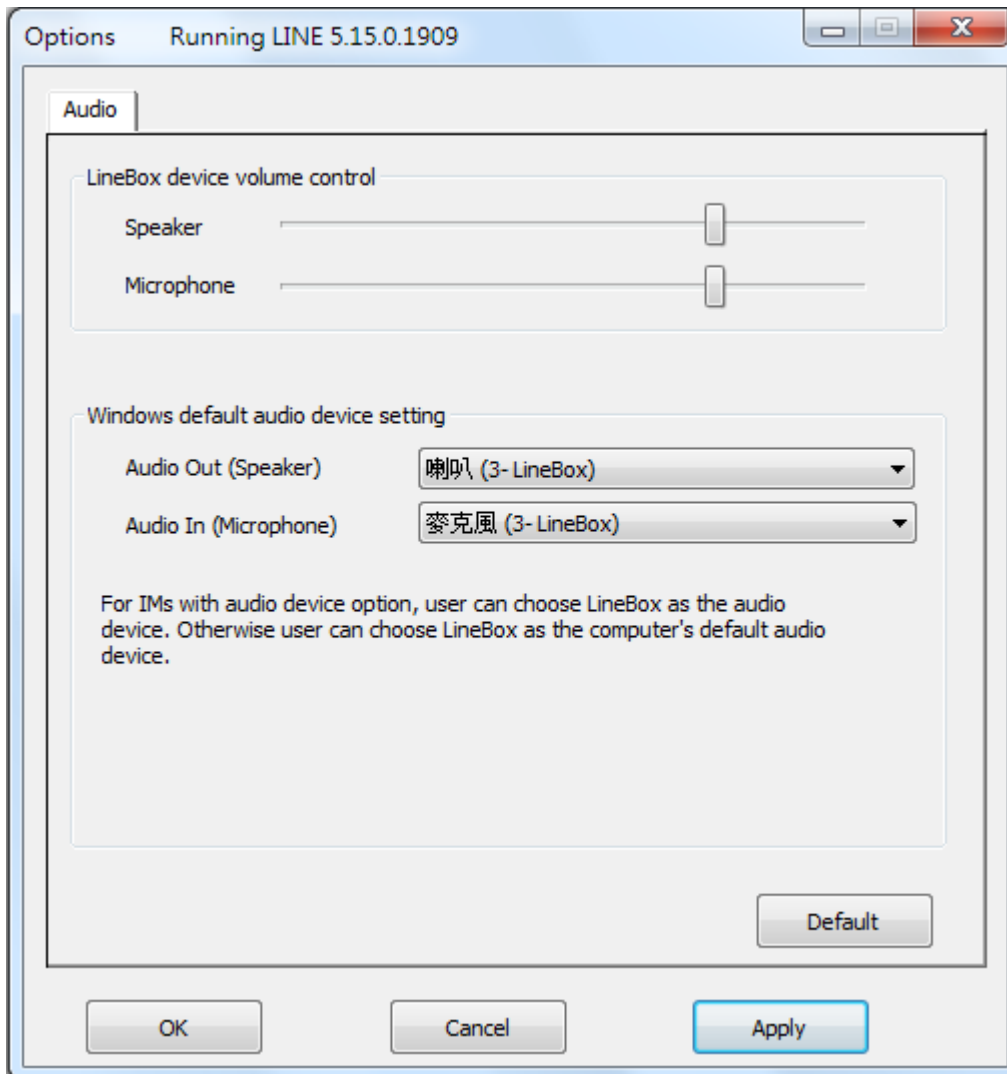
## 3.7 Other IM Mode

User can use LineBox for other soft phones like Team, Lync, Google voice/hangouts, WhatsApp, Facebook Messenger, Zoom, Skype, ... , etc as an

audio device by choosing IM mode from LineBox 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 LineBox as the audio device from IM's audio device setting when LineBox is connected to a PC. After making/receiving a call from a PC, user can pick up the phone connected with LineBox for conversation. For IMs without audio device setting GUI, user can set PC system audio device as LineBox. 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 LineBox system tray icon as below figure. After LineBox is chosen as PC's system audio device, please click OK or Apply.



### How to answer the interrupt IM call

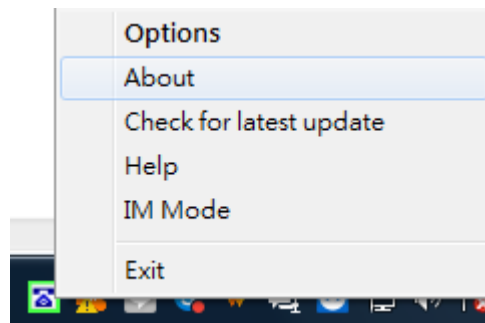
When user is on an IM call and there is another interrupt IM call, user can pick up the interrupt call through IM incoming call reminder GUI and switch both calls based on the GUI.

## 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 LineBox version and get the latest LineBox software?**

**A:** LineBox supports online upgrade. User will get upgrade reminder whenever there is a newer LineBox software release. User can make the decision whenever LineBox 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 LineBox software and installs again. However, user can check and download the latest version from “Check for latest update” of LineBox tray icon at the right bottom corner of Windows desktop as below when LineBox is running. User can find current LineBox software version from “About” in below tray icon.



### **Q2: Why LineBox can't work properly after LineBox is correctly installed in my PC USB port?**

**A:** LineBox is quite different with regular USB devices like USB keyboard or mouse. It needs 5V, 500mA power from the USB port. If LineBox 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 LineBox to malfunction. For this case, we recommend you to re-plug LineBox into another USB port or use one USB hub with enough power to connect PC USB port and LineBox.

**Q3: How do I know that LineBox is successfully installed?**

**A:** The easy way is to check below items.

- a. Check the status of LineBox system tray icon at the right-bottom corner of Windows desktop. If you can see the LineBox system tray icon presented as  or  or system tray icon shows LineBox when mouse cursor is put on LineBox system tray icon.
- b. Hear the different LINE dial tone when you pick up the phone receiver and LineBox LED is solid blue if the default operation mode of Option dialogue in LineBox system tray icon is LINE. LineBox LED will turn solid green if you press “#” key and will hear the familiar landline dial tone.

**Q4: In some computers, user might get Windows pop-out message to ask for Windows to restart after user 1st time plugged in LineBox 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 LineBox setup program, then enjoy LineBox without restarting Windows.

**Q5: Why does LineBox fail to initialize?**

**A:** The phone receiver is not on-hook properly during LineBox initialization.

**Q6: Why doesn't the phone ring when there is an incoming call?**

**A:**

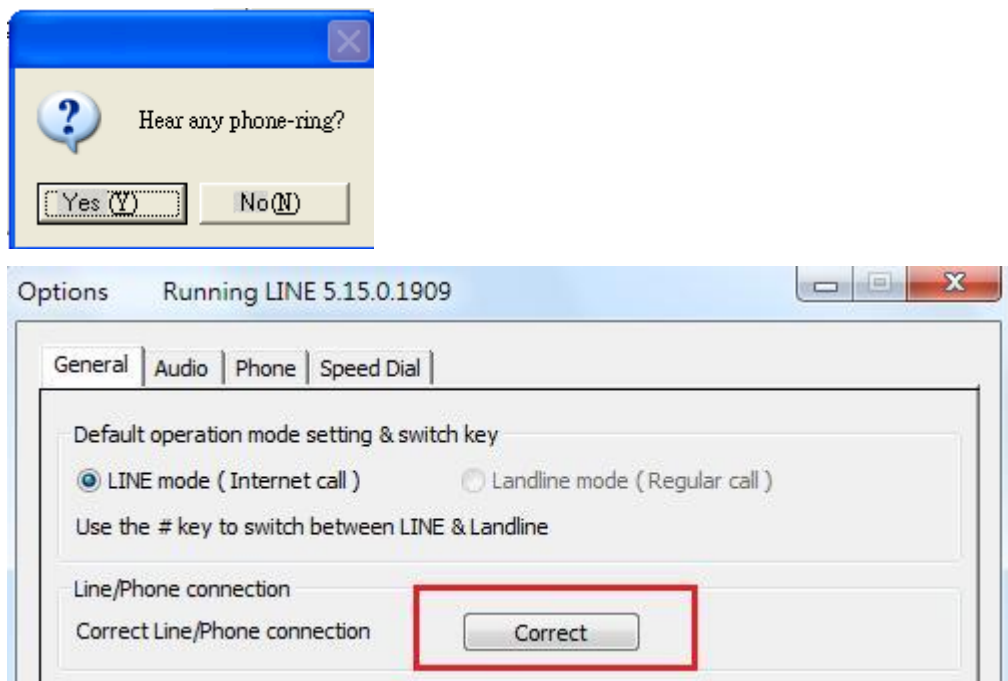
- a. Please make sure whether LineBox is successfully installed or not as description in FAQ 3.
- b. Try to change the Ring signal frequency selection in [Phone Setting page](#).
- c. Try with other analog phone because some phone might have special driving requirements although we have tried to make our device compatible.

**Q7: Why can't I hear dial-tone when I pick up the handset?**

**A:**

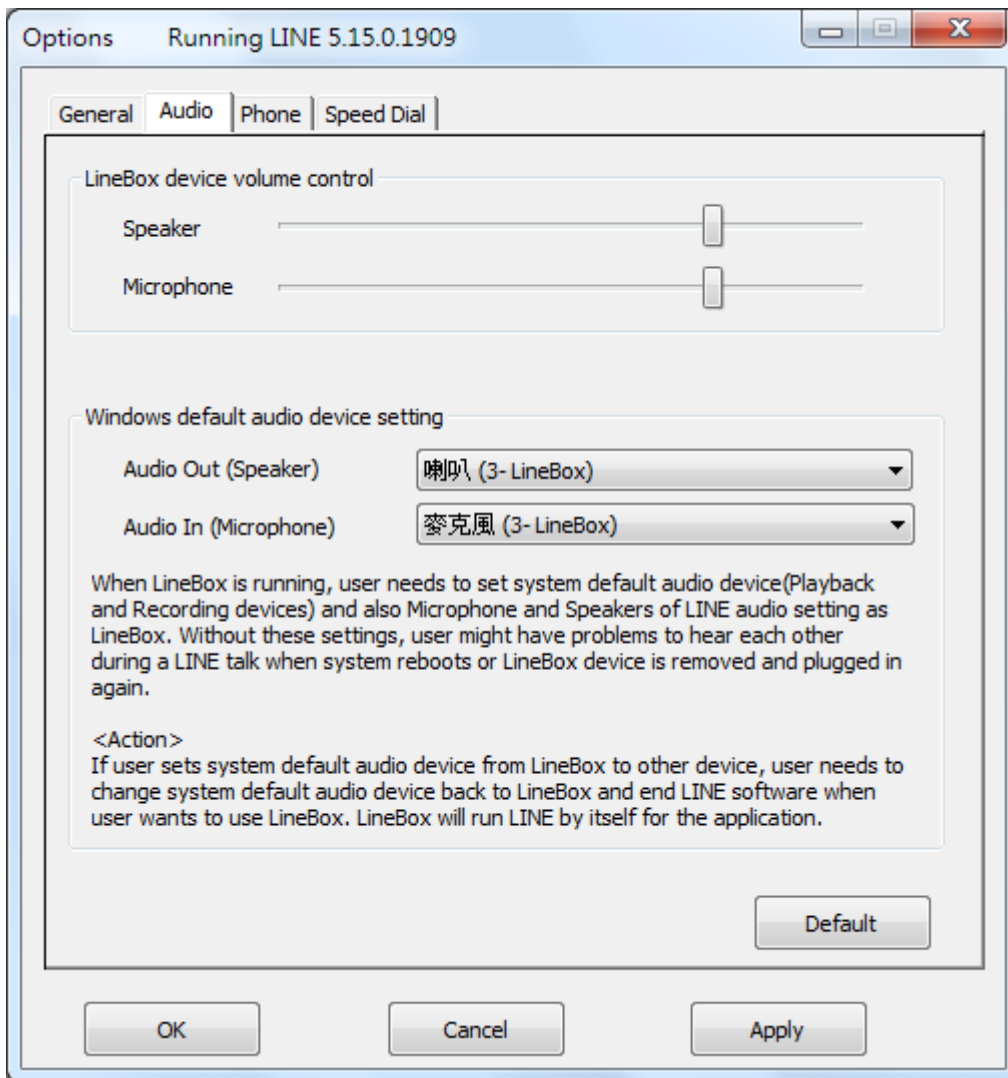
- a. If the default operation mode of general page of LineBox system tray icon at the right-bottom corner of Windows desktop is LINE, user can press “#” key to switch to Landline mode and check whether there is a familiar landline dial tone or not.
- b. Please make sure whether LineBox is successfully installed or not as description in FAQ 3.
- c. Please check whether your computer has entered into sleep or not. After user's computer with LineBox enters sleep and LineBox doesn't connect with landline, user won't hear any dial tone since LineBox supports LINE mode only. If LineBox supports both LINE and Landline modes, user will only hear landline dial tone and there is no LINE dial tone even user presses “#” key to switch to LINE mode. User needs to make the computer wake up from sleep and LineBox will re-initialize before normal operation. Please make sure phone is on-hook when LineBox is initializing.
- d. User might have an incorrect feedback to LineBox software when there is one "Hear any phone-ring" pop out window as below. User can click "Correct "

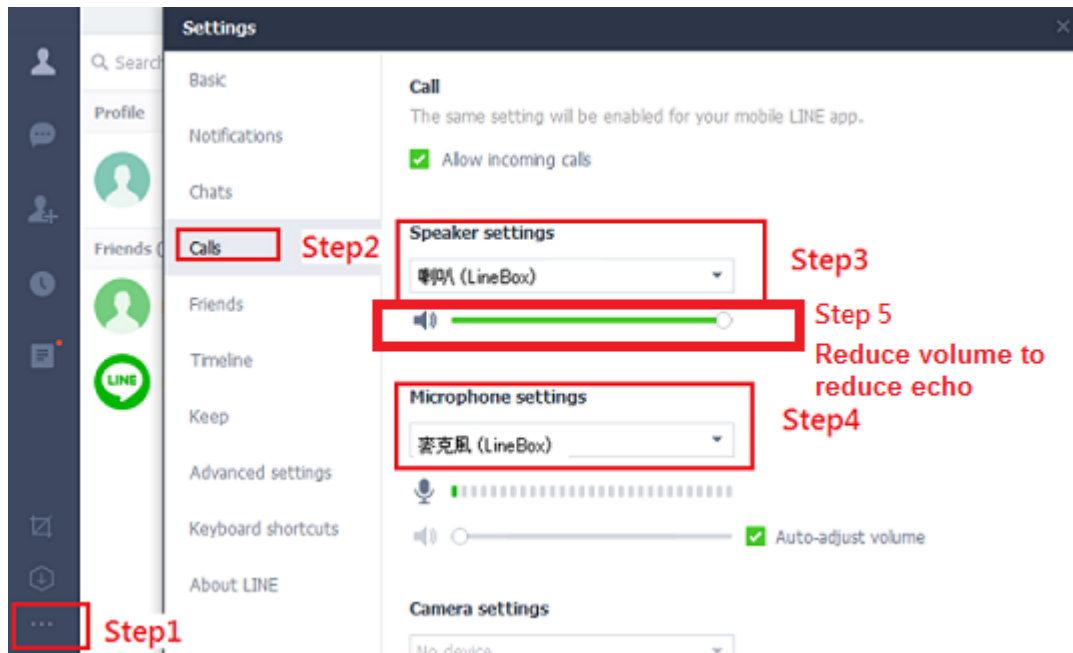
button in the general page of LineBox system tray icon and give LineBox software correct feedbacks and it should work.



**Q8: Why can't I hear any voice after I pick up phone receiver when I make or answer a call?**

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

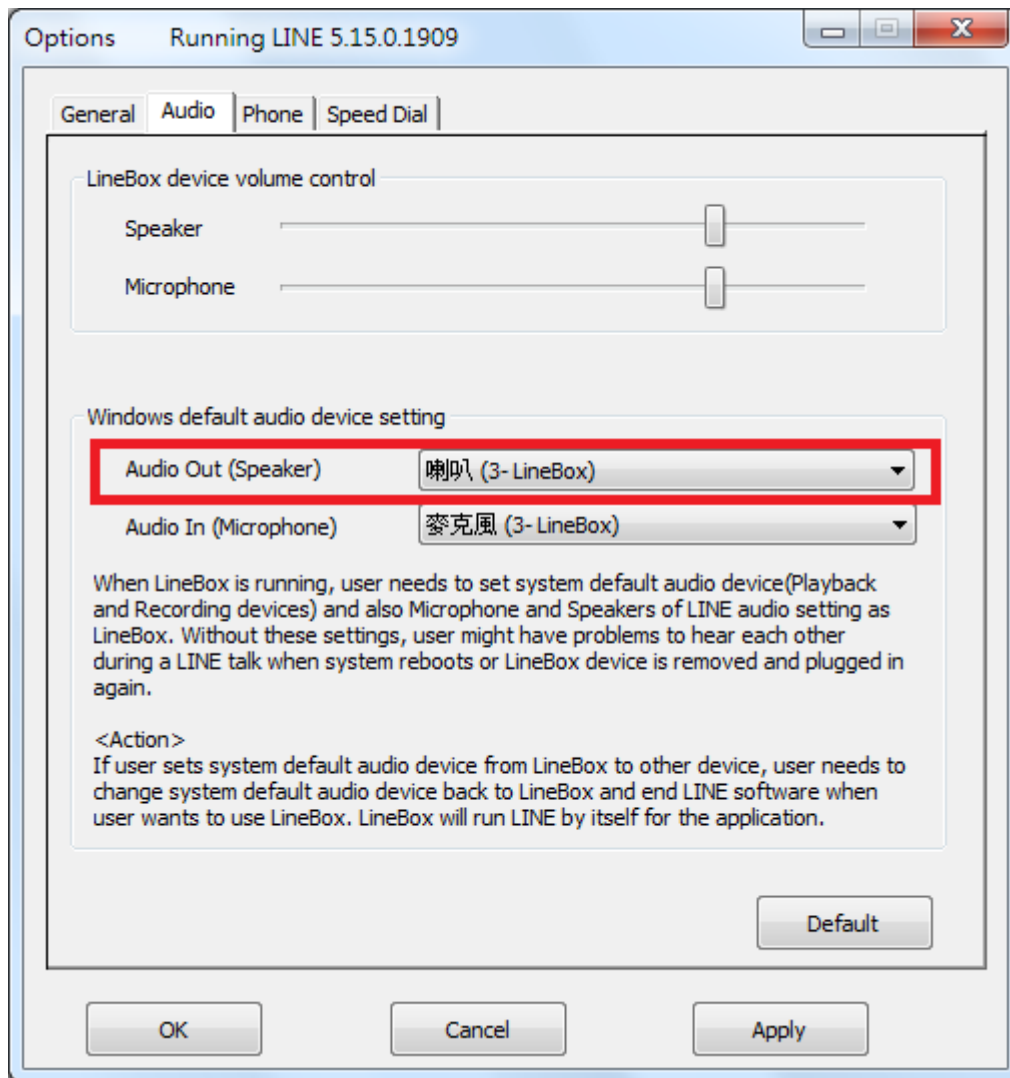




**Q9: After I connected LineBox dongle with my computer, I couldn't hear music or voice from my computer. What can be done so that I can listen to music from the original sound device?**

**A:** Please go to LineBox 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 LineBox when user wants to use LineBox and end LINE. LineBox will bring up LINE for application.



**Q10: What should I do if my landline or LINE doesn't work although LineBox PHONE/LINE ports are connected?**

**A:** LineBox has Auto-Swap/Auto-Detection function. In some case, user might remove cable connection and connect again or have PHONE and LINE ports connection after LineBox initialization completes. User can click "Correct" button in the Option dialogue of LineBox system tray icon at the right-bottom corner of Windows desktop, then LineBox software will immediately correct PHONE and LINE port connections even although user makes a wrong connection. For Auto-Detection support, there will be one pop-up message to guide user to connect PHONE/LINE port correctly. User can refer to LineBox user manual [section 2.1](#) LineBox Hardware Setup for detailed information.

**Q11: How can I take the interrupt call when I am on a LINE or landline call?**

**A:** User can hold the current call and pick up the interrupt call by pressing \* 1 keys from the phone keypad. User can switch both calls by pressing \* 1 keys and disconnect the current callee by pressing \* key. Press \* 2 to add the interrupt call to form a 3 way LINE/PSTN conference.


**Q12: How can I uninstall LineBox program?**

**A:** Please follow below two steps.

- a. Close LineBox program by clicking LineBox system tray icon at the right-bottom corner of Windows desktop and choosing Exit.
- b. Use Windows Start menu, choose "All Programs" and find LineBox. There is "Uninstall" option. Choose it and then click Yes button.


**Q13: Why can't I start my computer after I plug in LineBox 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.

**Q14: Why does LineBox system tray icon at the right-bottom corner of Windows desktop show Hardware Error  ?**

**A:**

- a. LineBox might not plug in the computer USB port properly. Please unplug LineBox dongle and make sure to plug LineBox dongle into the computer USB port properly. User can try to use USB cable to connect LineBox and USB port.
- b. The Phone receiver is picked up before LineBox finishes initialization. Please make sure phone is on-hook before LineBox initialization completes.

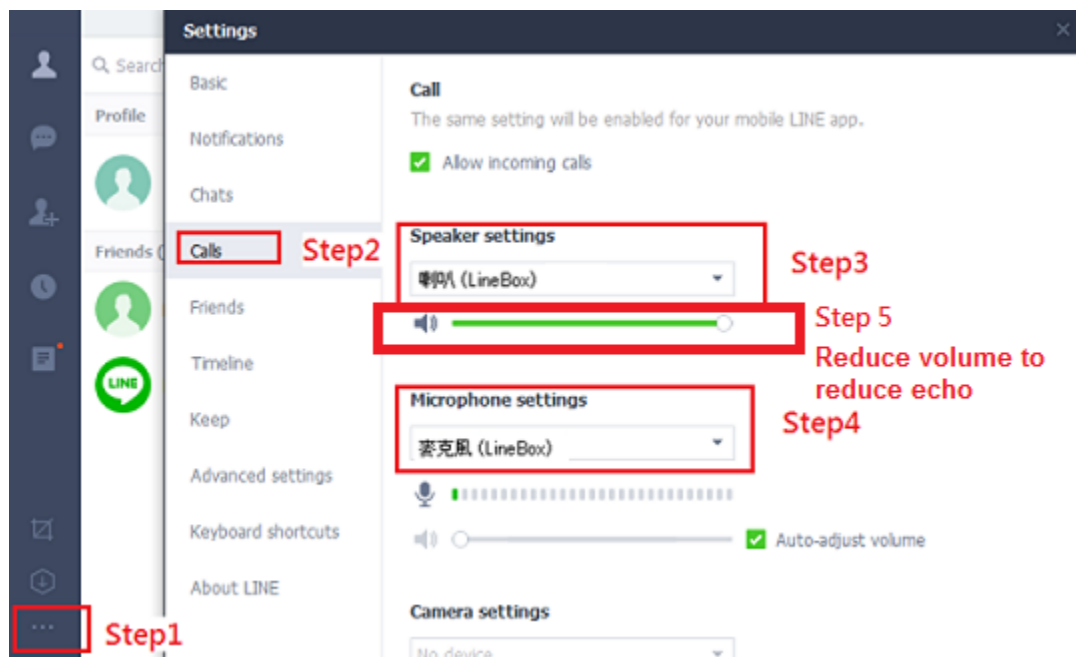
**Q15: Why does LineBox system tray icon at the right-bottom corner of Windows desktop show LINE unavailable ?**

**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 LineBox program is launched.
- b. LINE program is closed after LineBox program is launched.

**Q16: Why can't I use existing LINE audio devices after LineBox is installed?**

**A:** After LineBox is installed, LINE sound device will be set as LineBox as below figure. If user wants to use other LINE device, user can change LINE sound device as the one user wants to use. Similarly, user needs to change LINE sound device as LineBox if other LINE audio device is adopted first and then user wants to use LineBox.



**Q17: Can I use LINE version later than LineBox claims to support in**

**[1.5 Minimum System Requirements?](#)**

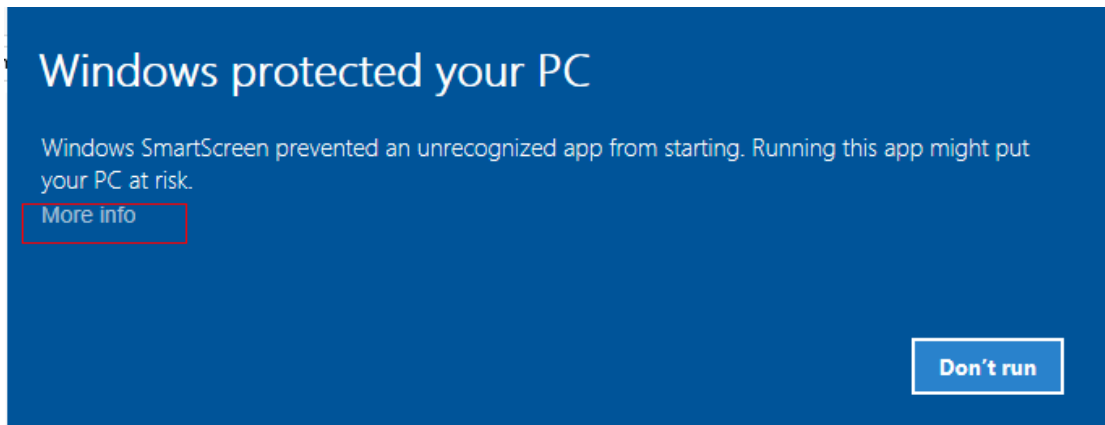


**A:** Since LINE might change GUI for the new release, we can't guarantee our current LineBox software can work with the new update seamlessly. You might be able to adopt it for a basic LINE talk, but you always can download the latest LineBox setup program from our web site or get help from our supporting people.

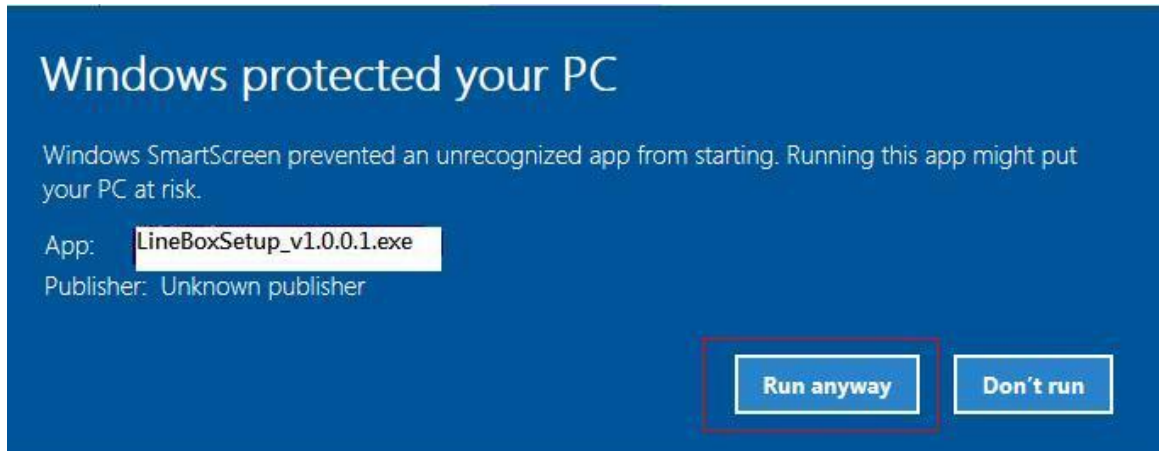
**Q18: Why LineBox setup program cannot be installing successfully? Or get Windows smartScreen program warning of “ Don't run”?**

**A:** Below are two possible cases why LineBox can't be installed.

- a. LineBox 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.



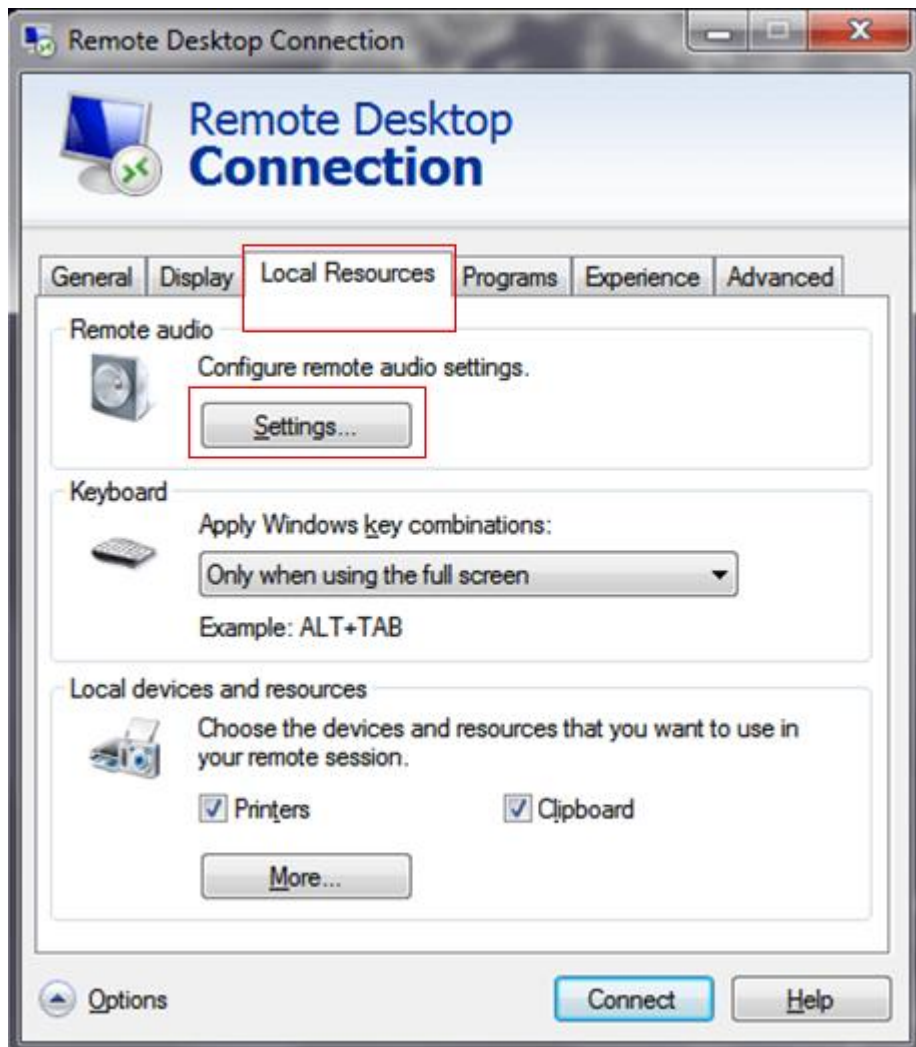
Then below window pops out. Click "Run anyway" to continue installation.



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.

**Q19: Why LineBox 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 LineBox via Windows remote desktop connection, the default setting might leave LineBox under the control of the remote connecting machine and cause LINE audio setting error in LineBox. Before connecting the PC with LineBox via Windows remote desktop connection, user needs to make sure LineBox won't be used by the remote machine by following the setting steps circled in red as below figures.





**Q20: LineBox needs your computer to be always on for operation, how to keep your computer's security?**

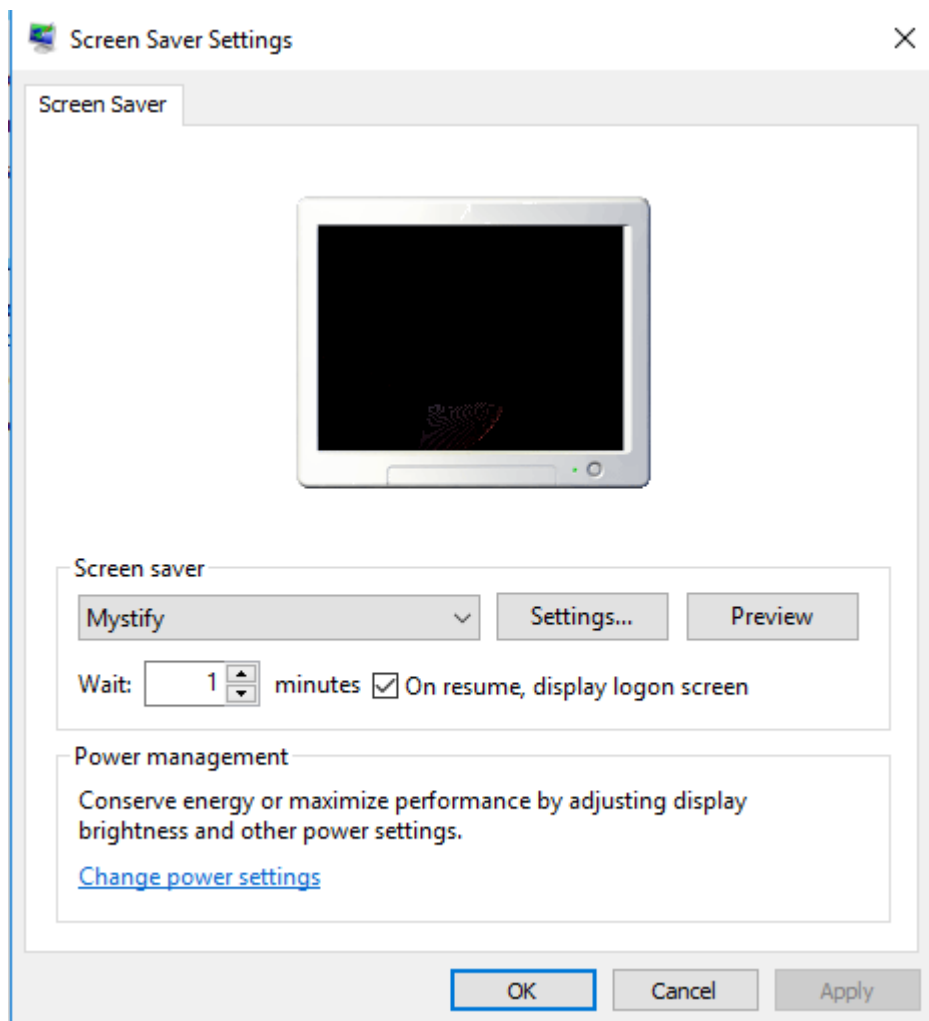
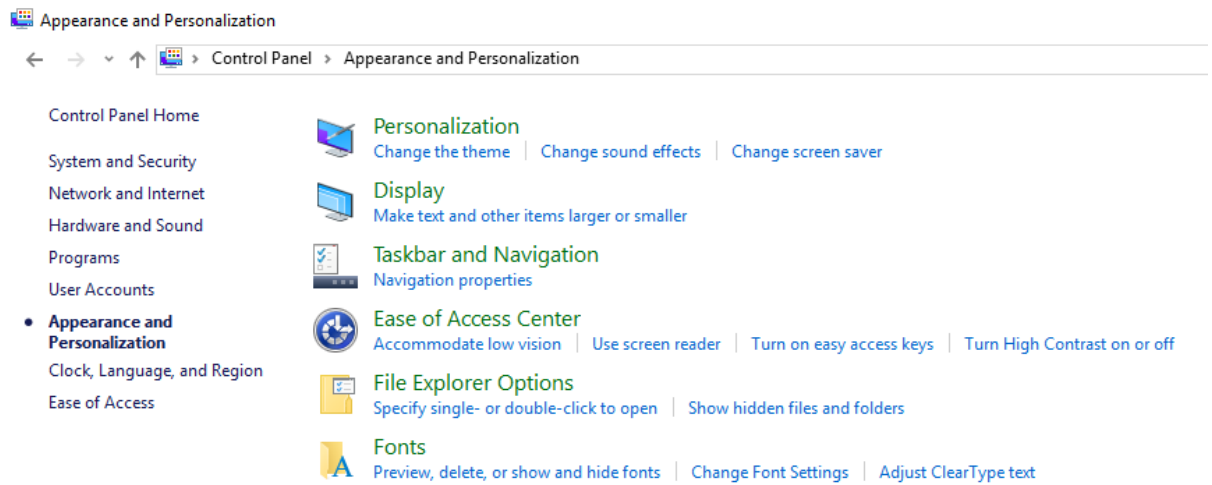
**A:** We suggest two ways to prevent possible access of your computer due to LineBox operation. They are "Lock your screen with login password protect" and "Screensaver". With both settings, LineBox functions can still work.

### **Lock screen with login password protect**

When LineBox is in operation, it will prevent the connecting PC from entering sleep or screen protection in order to make sure LineBox 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 (Windows logo icon)+L** keyboard combination to automatically lock the screen. When the PC is locked, LineBox can still work normally.

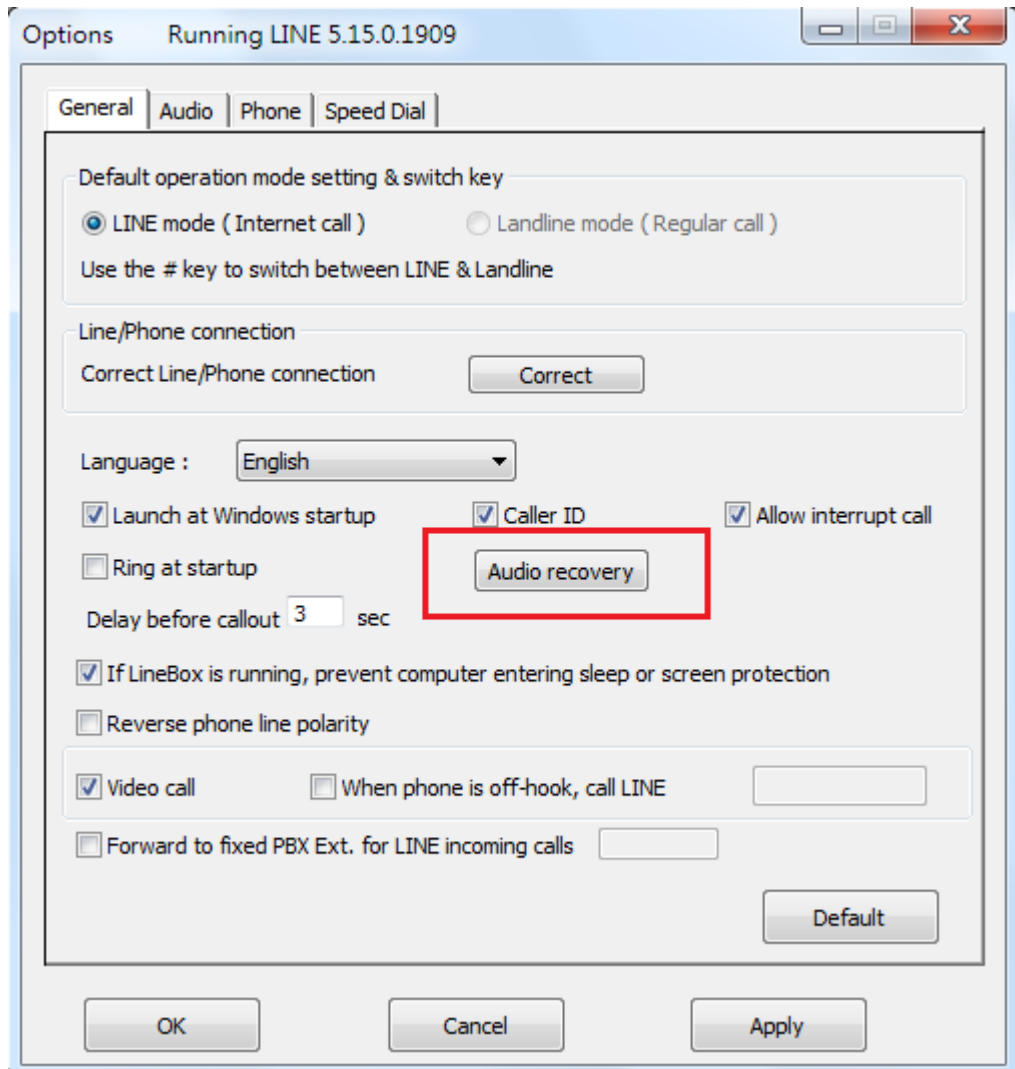
### **Screensaver**

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



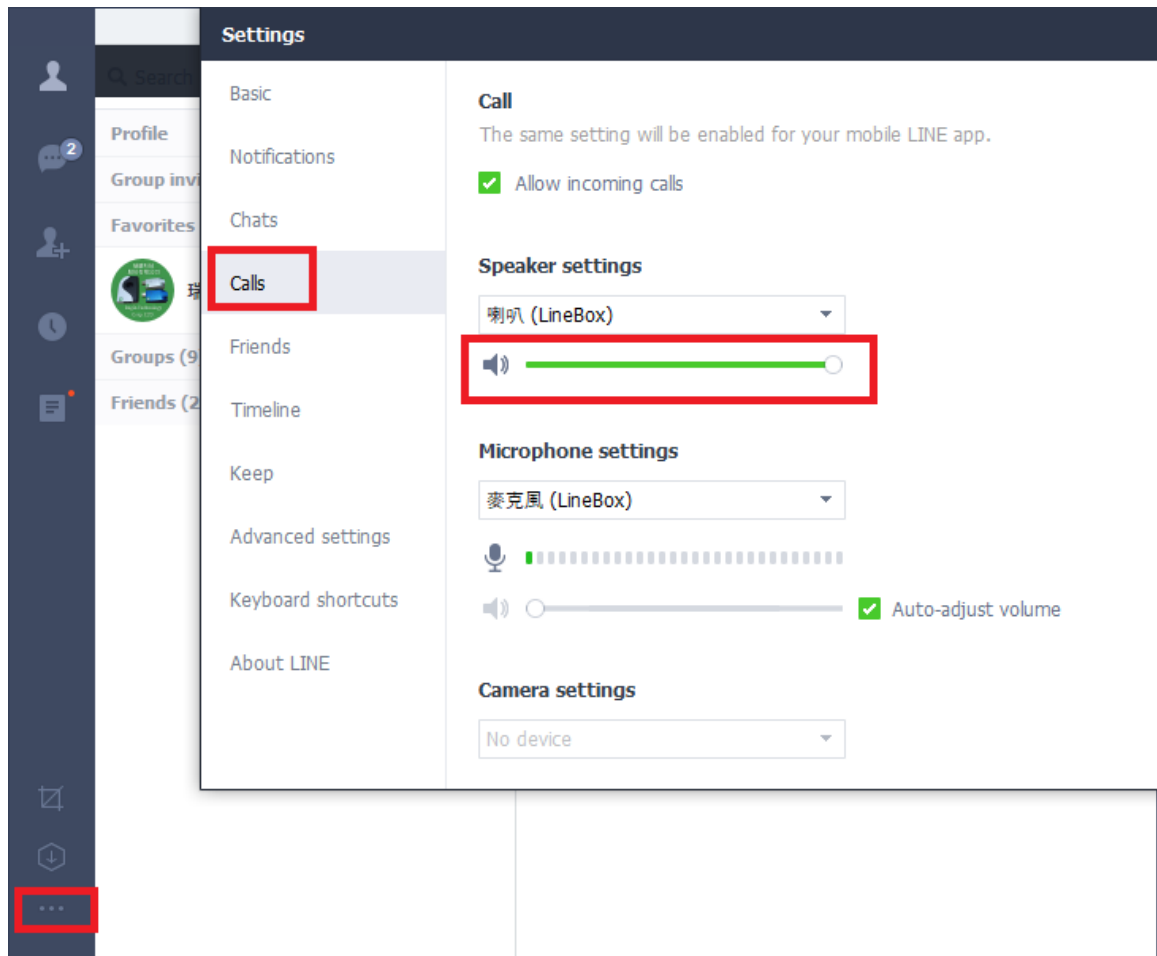
**Q21: Why LineBox call party can't hear each other sometimes?**

**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 LineBox system tray “Option”.

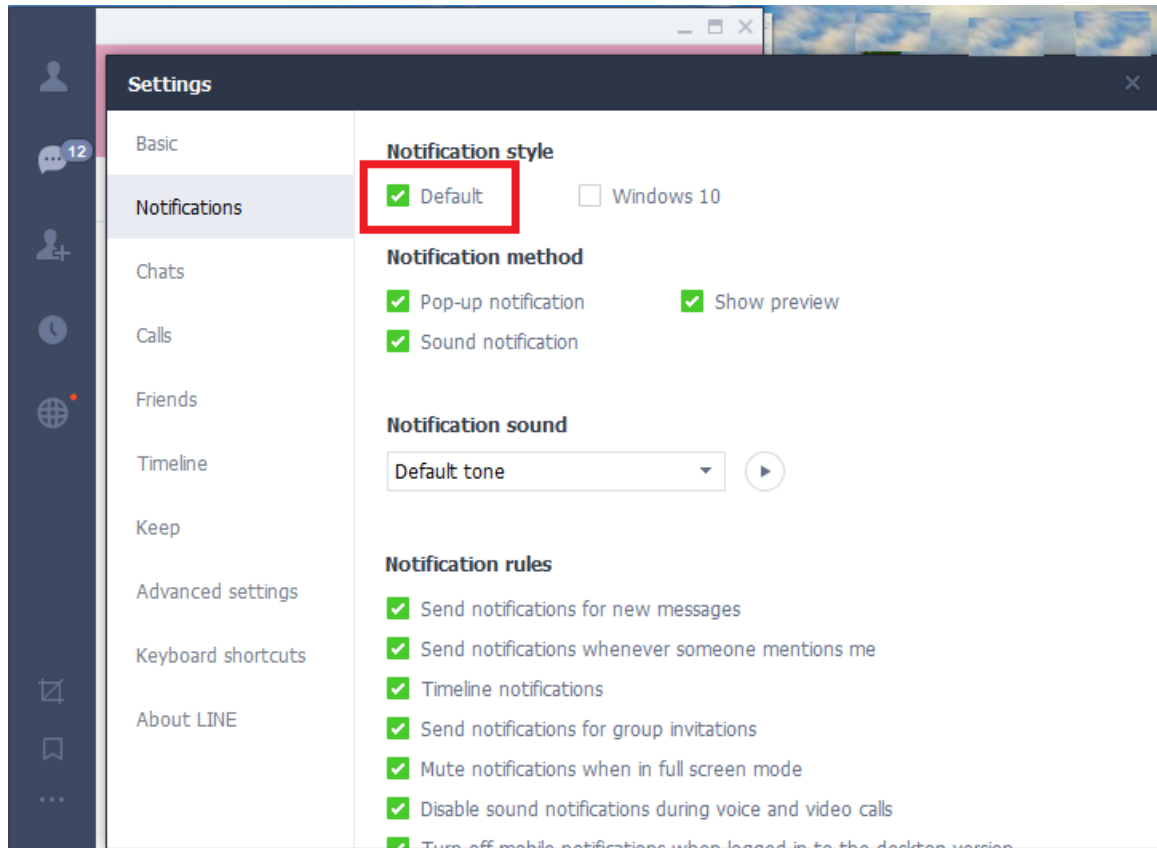


**Q22: Why I hear my echoed voice sometimes during a LINE call?**

**A:** This problem can't be resolved, but it can be improved by reducing LINE speaker LineBox volume as below figure.



**Q23: 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.**



**Q24: Why there is noise when I have a landline call after installing LineBox although there is no such noise for LINE calls?**

**A:** This noise problem might be caused by your computer, LineBox and carrier landline grounding.

Make sure LineBox program is not running and access config.ini under C:/Program Files(x86)/LineBox to add one line SSSOpen=1 or search SSSOpen=0 and replace with SSSOpen=1, then save it. Running LineBox, user still hear that noise when picking up the phone for landline calls but the noise will disappear after user presses the first key for landline calling out.

With the setting, user can't pick up the incoming LINE interrupting call when you are on a landline call although LineBox pops out one message to remind you can pick up the interrupt call.



# 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.