LineOffice Quick Guide

Package Contents

- LineOffice - Landline free forward to LINE box
- One to two female telephone plug jointer
- Two RJ11 cables
- LineOffice Setup Wizard CD with LineOffice setup program, LINE setup program, PBX extension line busy tone detect tool, user manual and quick guide. User can download latest LineOffice related document from Regin Technology web site: https://www.regintech.com.tw/download.htm

LineOffice - Must-have phone secretary for frequent travelers!

Landline to LINE call forward box introduction YouTube

https://youtu.be/jN8jwa0z2iI (YouTube caption is available and you can scan QR code at the right hand.)

Quick Installation Procedure

1. Make sure that your PC has internet access and LINE version 6.x or above (Don't download LINE from Microsoft Store for this application since it is APP version, not PC version. It is available from https://www.regintech.com.tw/download.htm). **LineOffice just supports Traditional Chinese, Simplified Chinese and English LINE GUI.**
2. Remove LineOffice dongle, cable and setup wizard CD from LineOffice package.
3. Plug LineOffice dongle into your computer USB port.
4. Connect the attached telephone cable between LineOffice RJ-11 port and a carrier landline or a PBX analog extension line as following two figures. (Figure 1 Forward mode application, Figure 2 PBX mode application)

LineOffice
Forward office incoming calls or landline calls to mobile phone LINE

LineOffice
Incoming calls will be forwarded to the assigned mobile phone LINE based on EXT. table

5. If user wants to use landline-to-LINE forward function and also wants to use a phone for the landline calls, user needs to connect landline (or PBX analog extension line) to the one RJ11 site of attached one to two RJ11 female plug jointer and connect the phone (desk phone or fax machine) and LineOffice RJ11 port to the two RJ11 site of the jointer as below figure. LineOffice supports landline to LINE forward delay. For example, user can set the forward delay as 3 seconds and the forward action will be delayed for 3 seconds. Once user picks up the incoming landline calls via the paralleled phone within 3 seconds,

the incoming calls won't be forwarded. User needs to know the caller will have longer waiting time if the forward delay is set too long and hang up the call. User can still pick up the phone for the incoming call even the call has been forwarded to your mobile phone LINE in case you are close to the phone.

For LineOffice's co-work with fax machine, user needs to adjust "Delay until landline call forwarded" time to ensure fax machine can work properly.
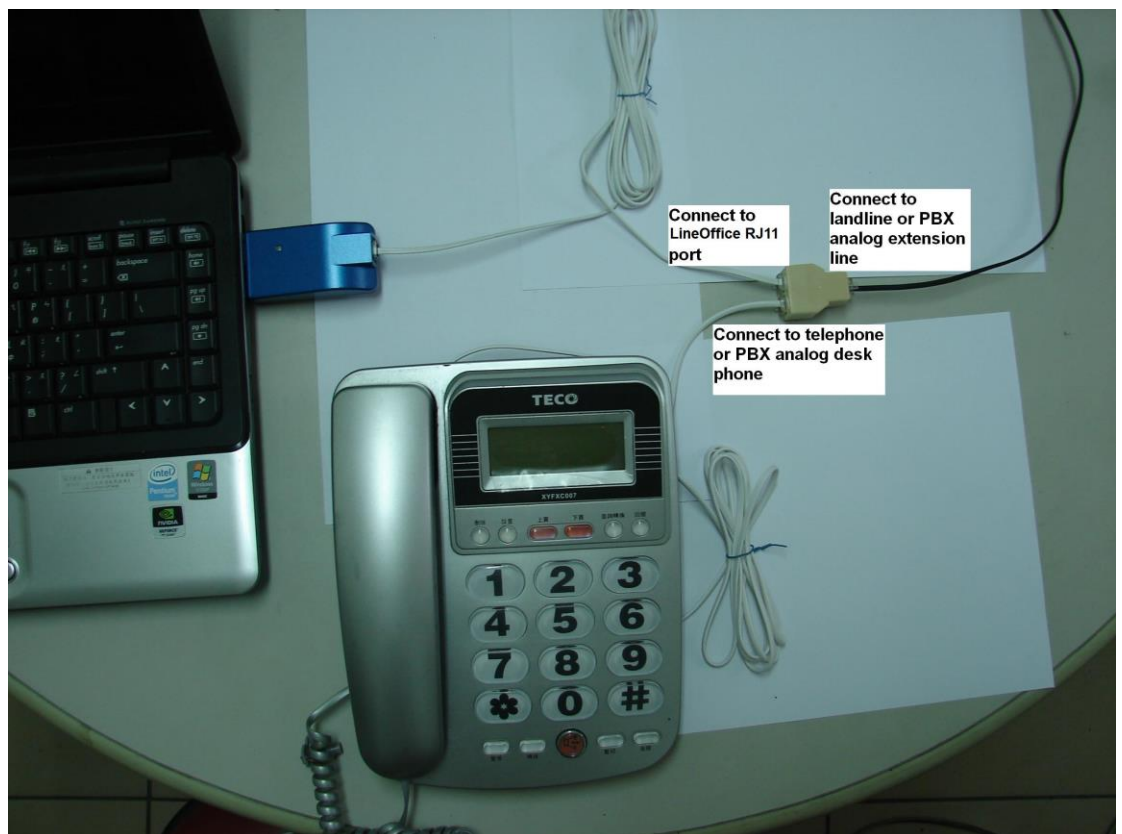
6. Put LineOffice setup wizard CD into your computer CD ROM and double-click LineOffice Setup program.
7. The "**Select Setup Language**" window pops up. Choose a preferred language by scrolling down the selection bar. After choosing the language, click OK.

8. The "**Welcome to the LineOffice Setup Wizard"** appears. Read the on-screen instructions and click Next.
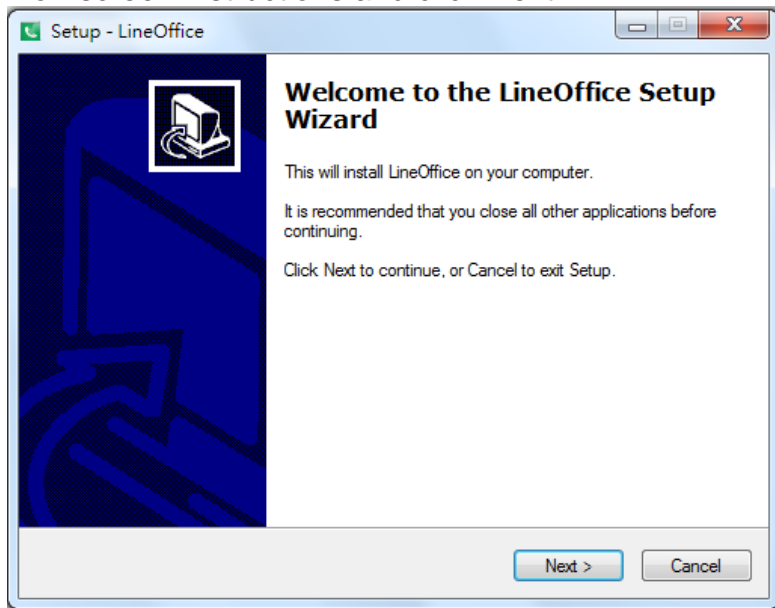
9. **After LineOffice installation is done, please make sure LineOffice dongle is plugged into PC USB port and run LineOffice and LINE program. If everything is smooth, user can find LineOffice system tray icon shown as** 🔘 **and LineOffice green LED is slowly blinking. If LineOffice tray icon shows as**🔲**, it means LineOffice has problem to connect with LINE. Please refer FAQ 4 of LineOffice online help or user manual for details.**

10. **Important setting before start**

Since LINE doesn't support voice application API, LineOffice needs to control LINE GUI for call out and hang up for the application. If user wants to have other application on the LineOffice connecting PC, user needs to prevent interrupting LineOffice's control of LINE GUI when there is callout or hang-up activities. Otherwise LineOffice might not work correctly. User can use the computer during the LINE talk, but the calling window can't be closed.

LineOffice just supports Traditional Chinese, Simplified Chinese and English LINE GUI now. If the setting of LINE Language is not belonged to above three settings, then LineOffice might have the problem to work correctly.
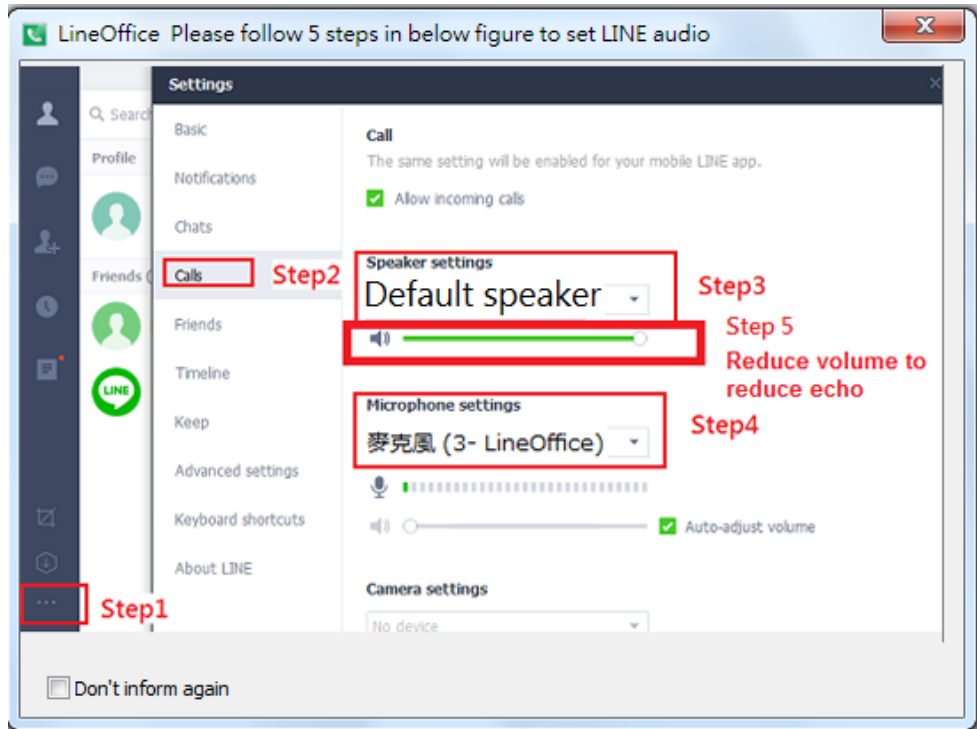
LINE account

(a) LineOffice needs to run PC LINE (Don't download LINE from Microsoft Store for this application since it is APP version, not

PC version.) and this LINE account needs to be a different account with the forwarded mobile phone LINE account.

Make sure that your PC has internet access and runs LINE 6.x or later version. Suggest to login your LINE account automatically via email or mobile phone number instead of mobile phone QR code as below figure. User needs to login LINE account manually every time whenever PC reboots if user chose to log in LINE via QR code. It is not convenient for such application.
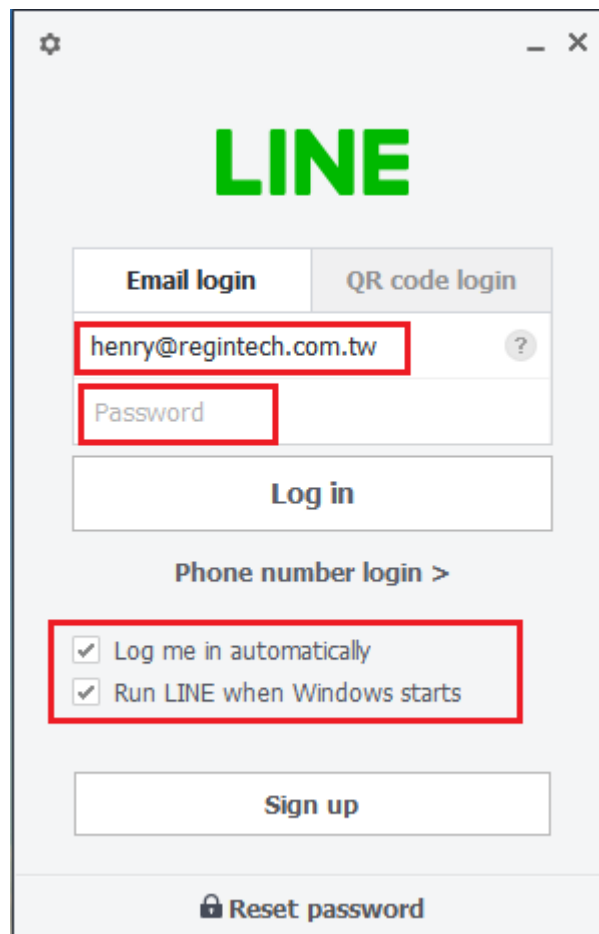
(b) When you run LineOffice for the first time, there will pop out below window. Please refer 5 steps as below figure to set system default speaker for LINE Speaker and LineOffice for LINE Microphone. If you don't need the reminder again, please choose "Don't inform again".

(c) Please set LINE Display mode at Light mode as below figure circled in red. From LINE Settings → Basic, scroll down to the bottom of the Basic page for the setting.
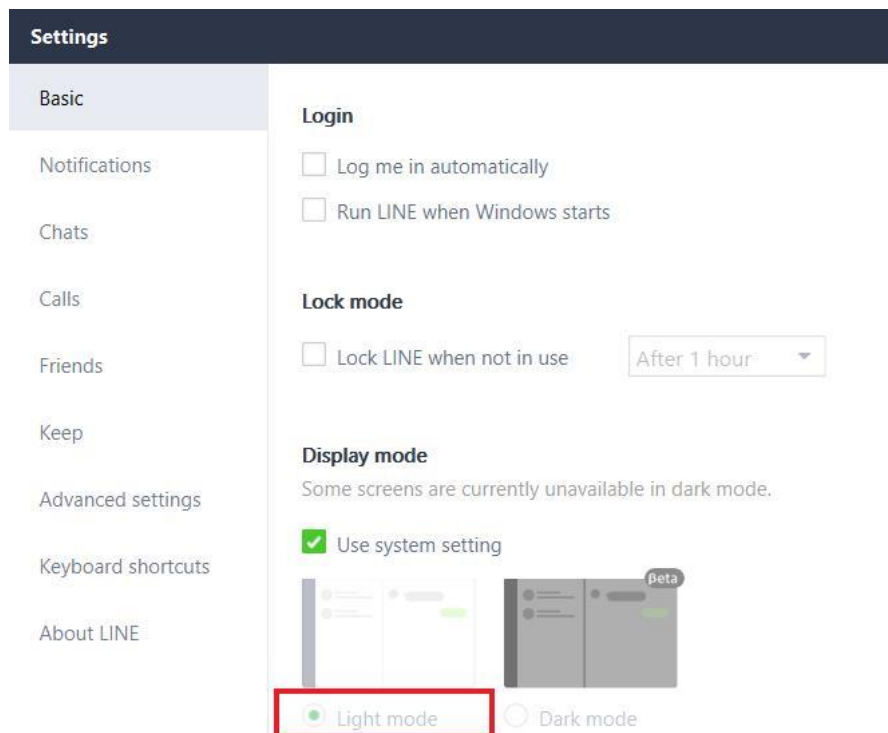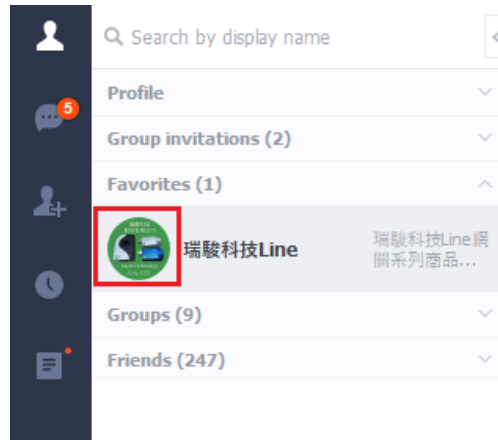

(d) How to set LINE call forward account?
User can fill in LINE account directly as shown in LINE GUI or copy the name from LINE GUI as below steps to "Landline calls

forwarded to LINE account" for forward mode and LINE accounts within Extension table for PBX mode.

(1) Click LINE friend profile as below figure circled in red.

(2) There pops out below picture. Click the part circled in red.

(3) Copy friend's name and paste to "Landline calls forwarded to LINE account" of General page or LINE accounts within
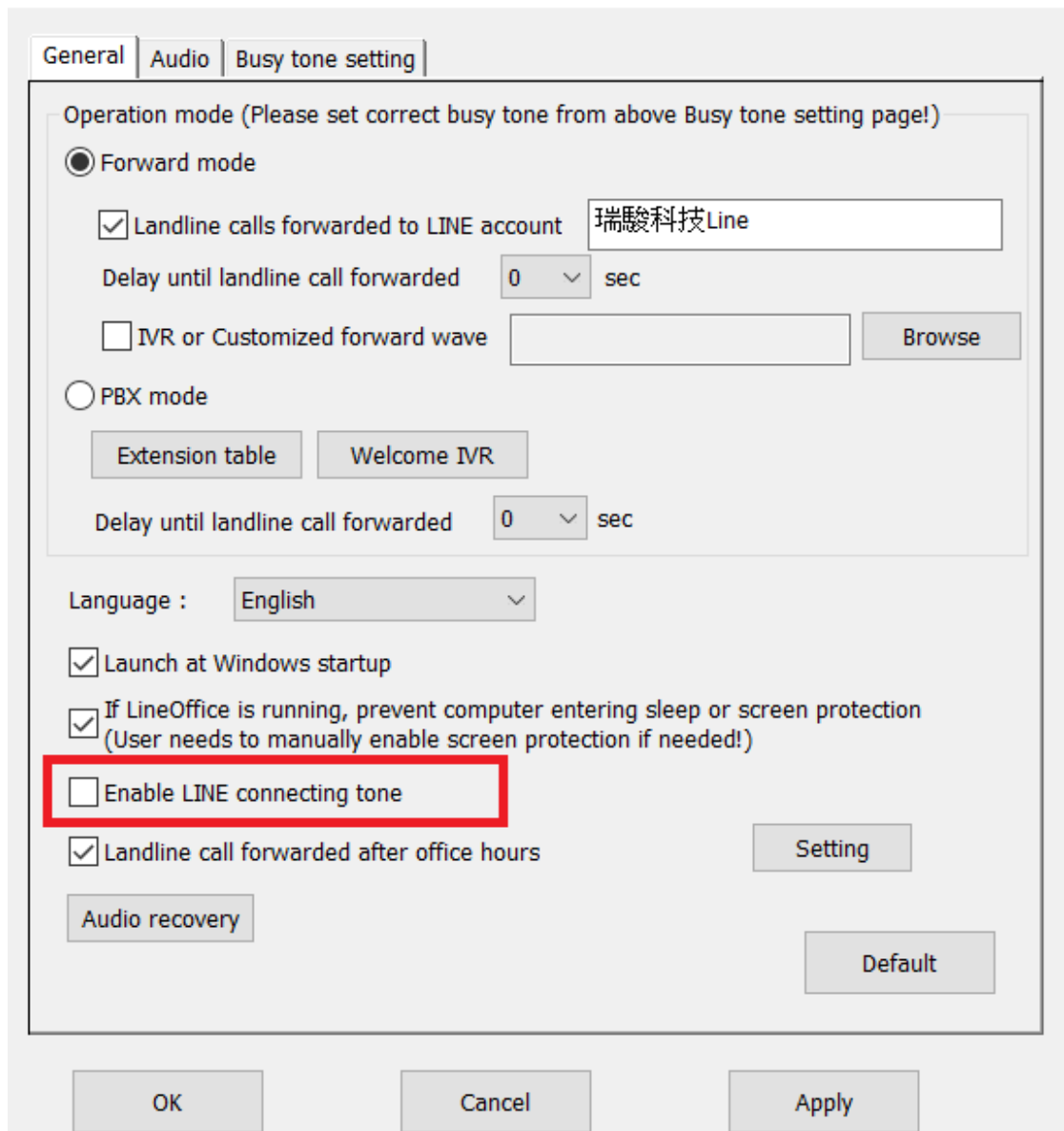
Extension table for PBX mode.

(e) **How to prevent landline caller hear LINE call out connecting tone during LineOffice forwards the incoming call to LINE?**

    (1) Please check "☐Enable LINE connecting tone" setting is not enabled. If the setting is enabled, LineOffice landline caller will hear LINE connecting tone before the call is picked up.

Options   Running LINE 7.5.0.2665

General | Audio | Busy tone setting

Operation mode (Please set correct busy tone from above Busy tone setting page!)

◉ Forward mode

☑ Landline calls forwarded to LINE account   瑞駿科技Line

Delay until landline call forwarded   0 ∨   sec

☐ IVR or Customized forward wave   Browse

◯ PBX mode

Extension table   Welcome IVR

Delay until landline call forwarded   0 ∨   sec

Language :   English ∨

☑ Launch at Windows startup

☑ If LineOffice is running, prevent computer entering sleep or screen protection (User needs to manually enable screen protection if needed!)

☐ Enable LINE connecting tone

☑ Landline call forwarded after office hours   Setting

Audio recovery   Default

OK   Cancel   Apply

(2) If setting "☐Enable LINE connecting tone" is not enabled and LineOffice needs to do a LINE call forward for the incoming landline call, LineOffice will temporarily set system speaker as any available device except LineOffice and then the landline caller won't hear LINE call out connecting tones. If the landline caller hears LINE connecting tones, it is because LineOffice software can't find other speaker device except LineOffice in your system.

Click system audio tray icon under right bottom corner of Windows desk with right mouse.
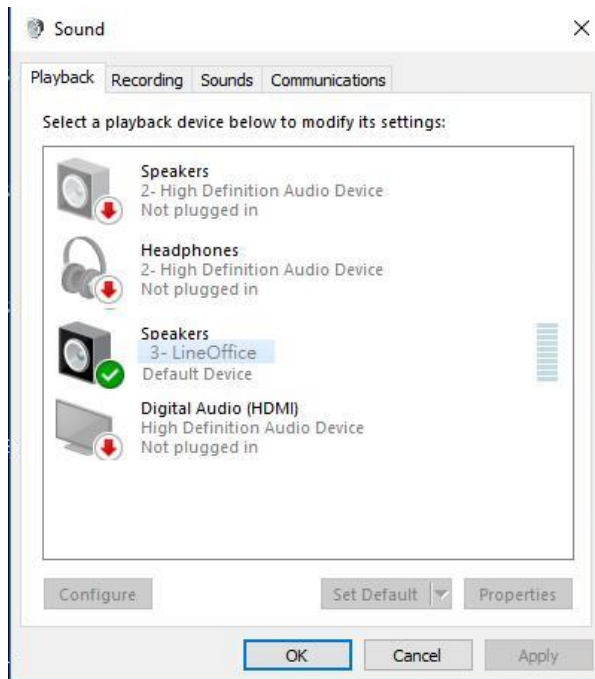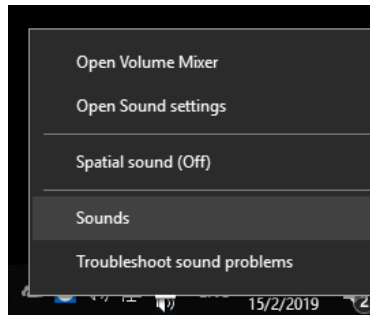
Please enable other speaker device in your system via device manager as below. Or plug one headset into your computer's speaker connector.
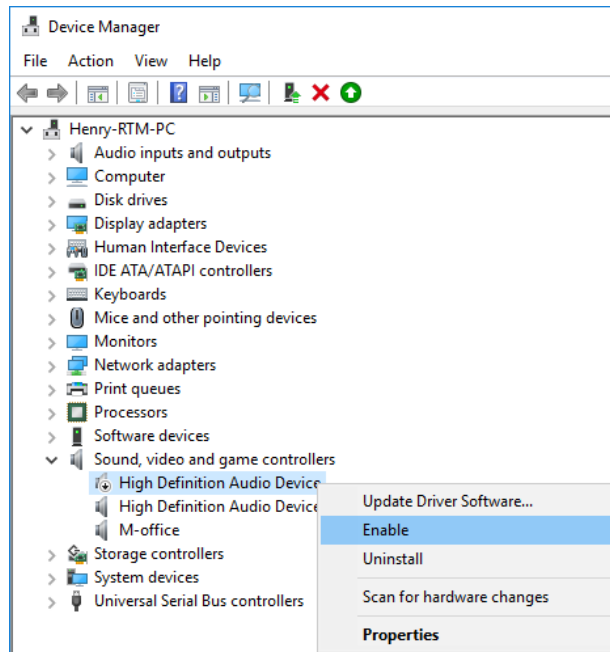
(f) If user has any problem to use LineOffice, please refer the most recent LineOffice user manual chapter 4 FAQs – Frequently Asked Questions in our web site or contact us. Thank you.

Busy tone settings

Before starting to use LineOffice, user needs to make sure busy tone setting is correct, otherwise LineOffice might keep hook off after the first incoming landline call forward and won't take later incoming landline calls. Please select your local country as below figure and fill in the correct PBX extension line busy tone if LineOffice is connected to PBX analog extension line. Always remember to press "OK" or "Apply" button to save your setting and make it valid.

User can check with PBX vendor for PBX extension line busy tone or there is a PBX extension line busy tone tool in the LineOffice installation CD or available from our web site www.regintech.com.tw/download.htm. If there is any problem to use the tool, please contact us. For details of busy tone setting, please refer LineOffice user manual Sec. 3.3.4 Busy tone setting page.
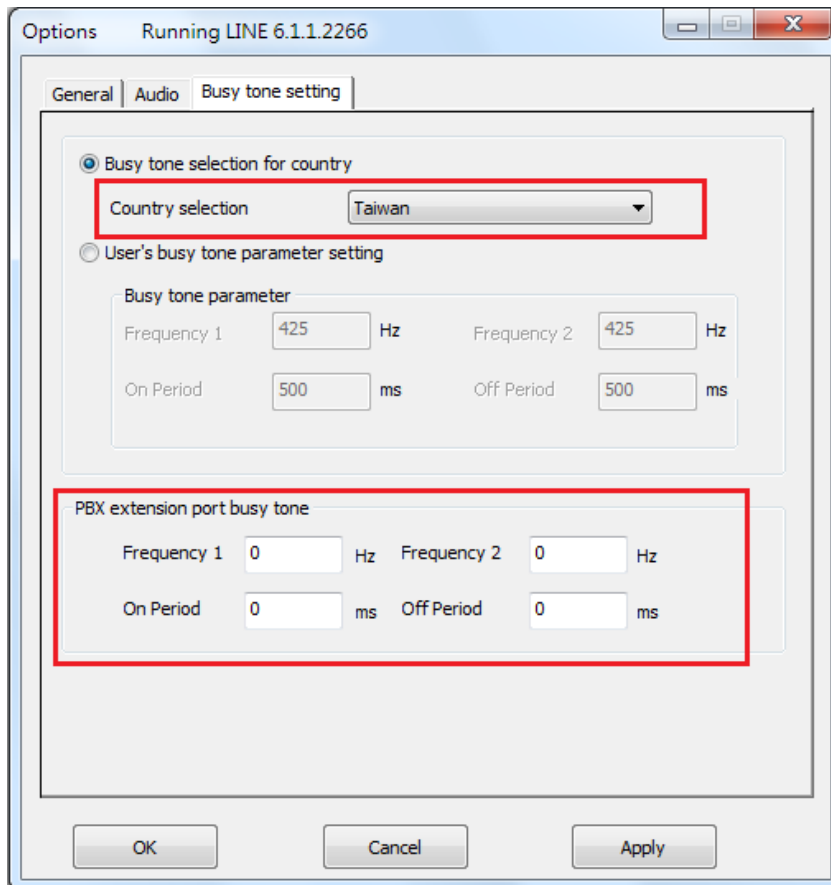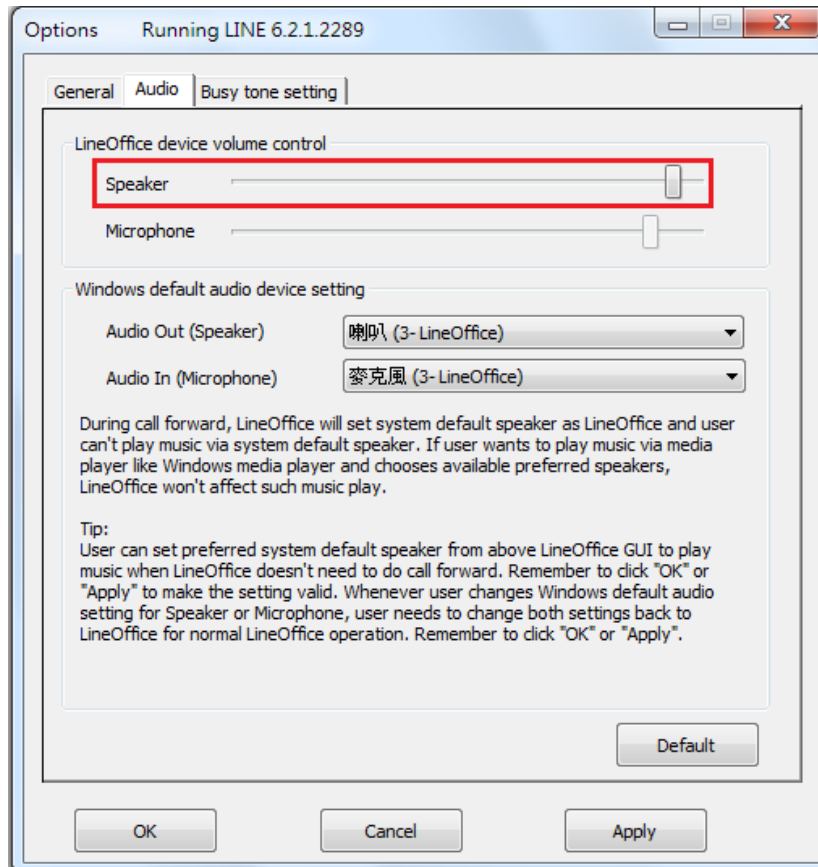
How to make LineOffice forwarding call voice volume louder

User can turn their mobile phone volume higher for LineOffice's call forwarding LINE call. Besides, below two settings might be helpful.

(a) Set higher speaker volume of LineOffice audio page from system tray icon.

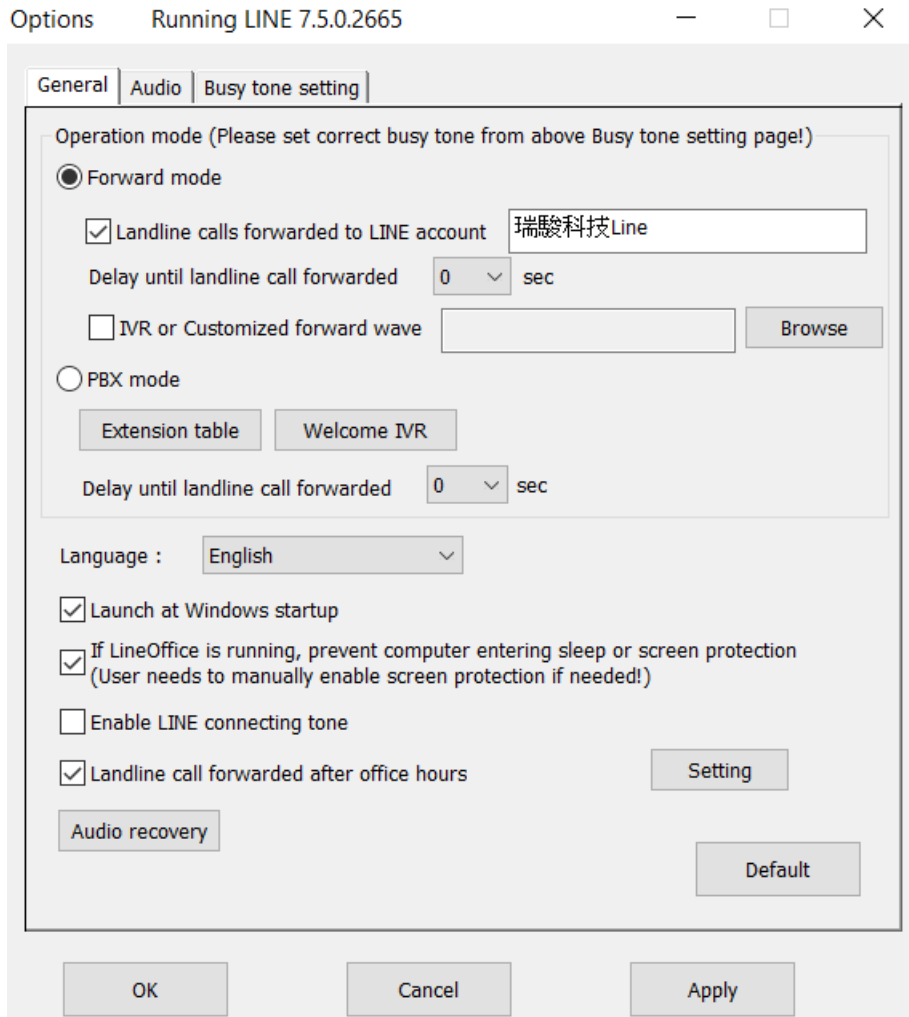Microphone only displays volume status and can't be adjusted.

(b) Check LINE Audio & Video setting and make sure Microphone settings "Auto-adjust volume" is on and Speakers settings is at higher volume. In case, the forward voice volume is too small, you can try to disable "Auto-adjust volume" and adjust Microphone volume higher.
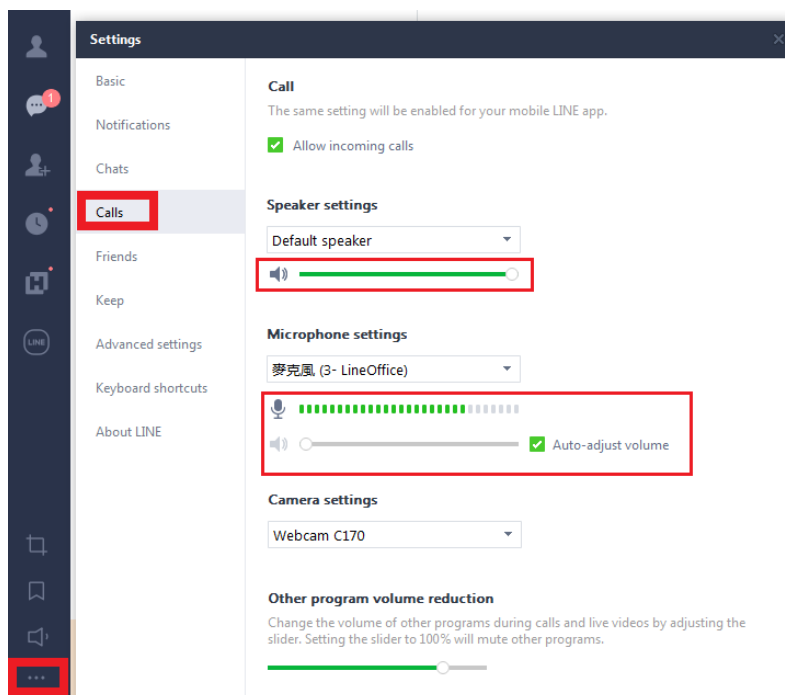
Restart LineOffice PC regularly

Windows PC will become less efficient and slow response. It is good to use Windows task scheduler (Please refer Microsoft link [https://technet.microsoft.com/en-gb/library/cc748993 (v=ws.11).aspx](https://technet.microsoft.com/en-gb/library/cc748993)) to arrange a PC restart every two weeks when LineOffice should not be in use.

11. Default operation mode is "Forward mode" and default setting is ☑ Landline calls forwarded to LINE account. Landline calls include PBX extension calls. Please fill in your preferred forward LINE account and click OK or Apply to make the setting valid. Forwarding to LINE account is free. The assigned forward LINE account needs to become a friend (contact) with the LINE account in your LineOffice PC. Remember to press "OK" or "Apply" to make the setting valid. **It is important to make sure the forward LINE account is different with the LINE account running with LineOffice and the forwarded LINE account can't be run in other devices when you need this forward application. In a word, user needs to have at least two LINE accounts for such application.**

Options   Running LINE 7.5.0.2665

General | Audio | Busy tone setting |

Operation mode (Please set correct busy tone from above Busy tone setting page!)

⦿ Forward mode

☑ Landline calls forwarded to LINE account   瑞駿科技Line

Delay until landline call forwarded   0 ∨   sec

☐ IVR or Customized forward wave   Browse

◯ PBX mode

Extension table   Welcome IVR

Delay until landline call forwarded   0 ∨   sec

Language :   English ∨

☑ Launch at Windows startup

☑ If LineOffice is running, prevent computer entering sleep or screen protection (User needs to manually enable screen protection if needed!)

☐ Enable LINE connecting tone

☑ Landline call forwarded after office hours   Setting

Audio recovery   Default

OK   Cancel   Apply

12. PBX mode option needs to be checked for PBX application. **Extension table** setting is basic and required. **Welcome IVR** is an optional setting. Press "Extension table" button to have extension table as the below figure. There are 64 extension numbers to be set. All the assigned LINE accounts need to become a friend (contact) with the LINE account in your PC installed LineOffice. If the caller doesn't press any extension number within 5 (adjustable) seconds after welcome IVR is played for 2nd time or caller dials 0 (or 9), then this call can be set to forward to Admin LINE Account. Click OK or Apply to make the setting valid. LineOffice provides Mandarin and English IVRs for Welcome, Wrong EXT (Dialed extension number doesn't exist!) reminder and Thanks for calling, but user can create own customized IVRs
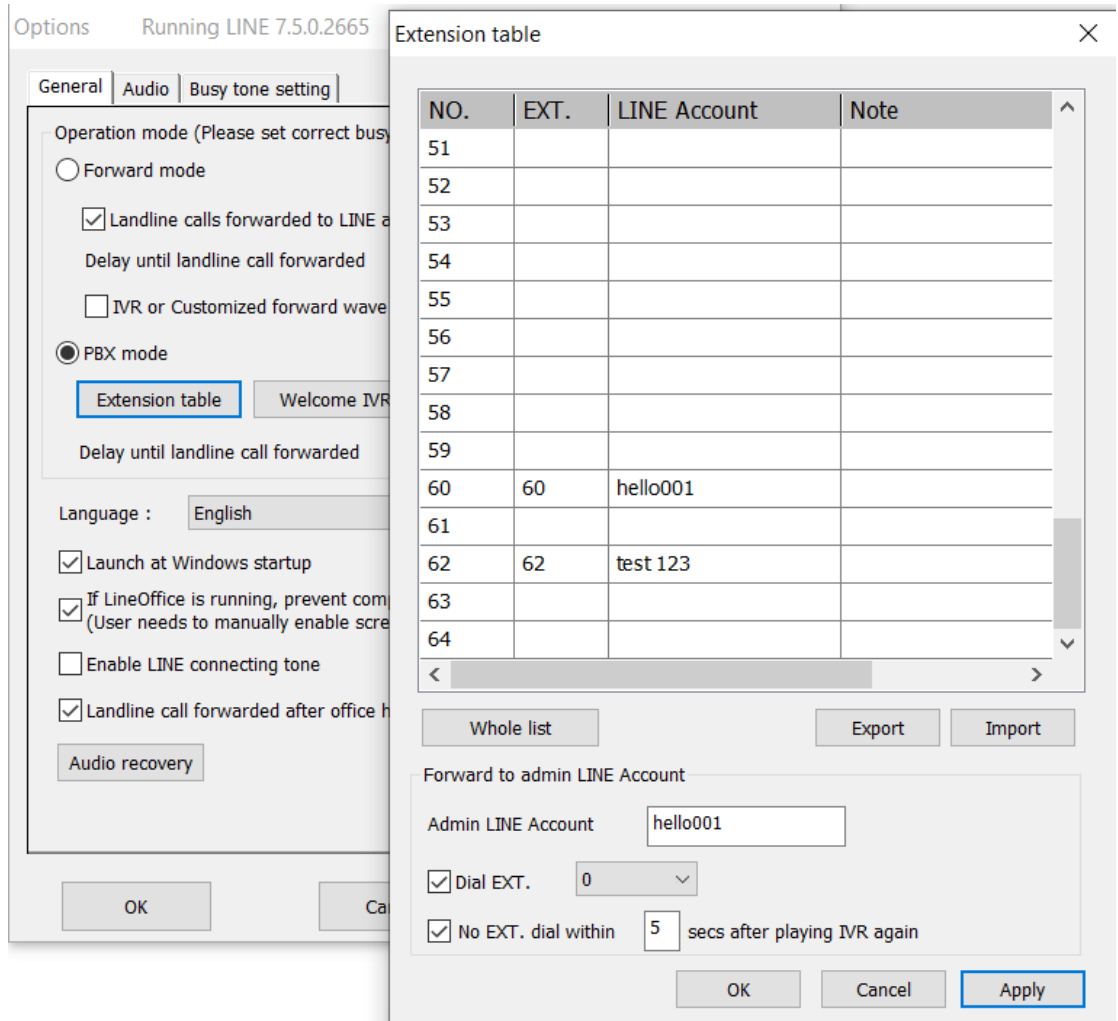
13. How to make or receive LINE calls after running LineOffice?

LineOffice will set system default audio device as LineOffice for normal operation. If user wants to use LineOffice PC for normal LINE talk, user needs to set preferred Speaker and Microphone from LINE GUI for a LINE talk as below figure. LineOffice software needs to be exited, but it is not necessary to remove LineOffice hardware.

User can buy our LineATA or LineBox for LINE calls via a phone.

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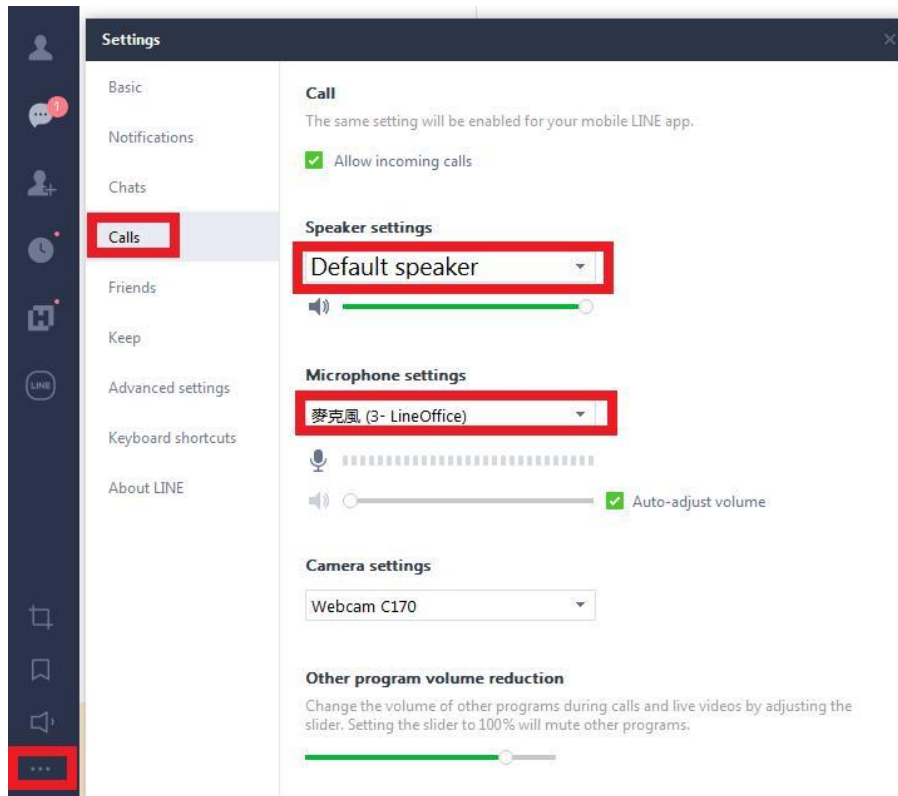
Note:

1. LineOffice setup installation needs to be run under user with administrator privilege.

2. After LineOffice software is running, user can click LineOffice tray icon with right mouse from right-bottom of PC desktop for "Check for latest update" and "About". About will tell you what's the LineOffice software version you installed. If there is a newer version, you can download and perform overwrite-installation. "Help" is online help for LineOffice.
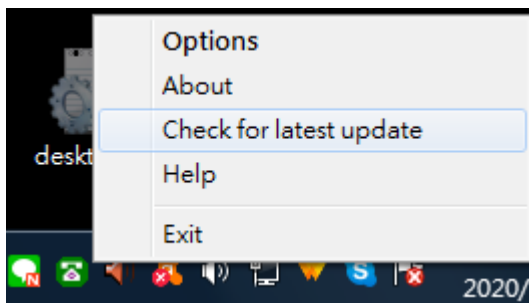
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