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: <u>https://www.regintech.com.tw/download.htm</u>

LineOffice - Must-have phone secretary for frequent travelers!

Landline to LINE call forward box introduction YouTube

https://youtu.be/jN8jwa0z2il (YouTube caption is available and you can scan QR code at the right hand.)

Quick Installation Procedure

- 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 <u>https://www.regintech.com.tw/download.htm</u>). 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.
- 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)







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.

Select the linstallation:	anguage to use during the
English	

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.

¢ _ ×	5
LINE	
Email login QR code login	
henry@regintech.com.tw	
Password	
Log in	
Phone number login >	
Log me in automaticallyRun LINE when Windows starts	
Sign up	
Reset password	

(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".

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Profi	Basic	Call The same satting will be eachled for your mo	while I THE same
	Notifications	Allow incoming calls	tone care app.
. 🤇	Chats		
E-	ds Calls Ster	2 Speaker settings	Chan 2
0		Default speaker 🕞	Step3
_ *	Friends		Step 5 Boduco volumo to
	Timeline		reduce echo
	Keep	Microphone settings	Step4
	Advanced settings	麥兌風 (3- LineOffice)_*	
-		÷ .	
4	Keyboard shortcuts	=() O	 Auto-adjust volume
Ð	About LINE	Campra cattings	
St	ep1	No device T	

(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.

Basic	Login
Notifications	Log me in automatically
Chats	Run LINE when Windows starts
Calls	Lock mode
Friends	Lock LINE when not in use After 1 hour
Кеер	Display mode
Advanced settings	Some screens are currently unavailable in dark mode.
Keyboard shortcuts	Use system setting
Cyboard shortcuts	Beta

(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.

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FXS/FXO PCI-E cards		lapte	
Skype Gateway	SkyATA(FXS)	M-of	fice(FX
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瑞輕科技Line網 ★歡迎來電詢	_{阿杀} 列商品即將 問,上市前有優 Home	上帀! 惠★	
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- (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	- 🗆 X
General Audio Busy tone setting	
Operation mode (Please set correct busy tone from above Bus	sy tone setting page!)
Forward mode	
✓ Landline calls forwarded to LINE account 瑞駿科技L	ine
Delay until landline call forwarded $~~$ 0 $~~$ sec	
IVR or Customized forward wave	Browse
O PBX mode	
Extension table Welcome IVR	
Delay until landline call forwarded 0 \sim sec	
Language : English \vee	
Launch at Windows startup	
If LineOffice is running, prevent computer entering sleep of	or screen protection
User needs to manually enable screen protection if neede	ed!)
Enable LINE connecting tone	
Landline call forwarded after office hours	Setting
Audio recovery	
	Default

(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.

Cancel

Apply

OK

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.

Busy tone parameter		
Frequency 1 425	Hz Frequency 2	425 Hz
On Period 500	ms Off Period	500 ms
PBX extension port busy tone Frequency 1 0 Hz	Frequency 2 0	Hz
On Period 0 ms	Off Period 0	ms

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.

Options Running LINE 6.2.1.2289
General Audio Busy tone setting
LineOffice device volume control
Speaker
Microphone
Windows default audio device setting
Audio Out (Speaker) 喇叭 (3- LineOffice) 🔻
Audio In (Microphone) 麥克風 (3- LineOffice) 🔻
During call forward, LineOffice will set system default speaker as LineOffice and user can't play music via system default speaker. If user wants to play music via media player like Windows media player and chooses available preferred speakers, LineOffice won't affect such music play.
Tip: User can set preferred system default speaker from above LineOffice GUI to play music when LineOffice doesn't need to do call forward. Remember to click "OK" or "Apply" to make the setting valid. Whenever user changes Windows default audio setting for Speaker or Microphone, user needs to change both settings back to LineOffice for normal LineOffice operation. Remember to click "OK" or "Apply".
Default
OK Cancel Apply

(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.

1	Settings	×
@ 1	Basic Notifications	Call The same setting will be enabled for your mobile LINE app.
2+	Chats	Allow incoming calls
0	Calls	Speaker settings
ത്	Friends	lefault speaker
•	Кеер	
	Advanced settings	wicropione settings 麥克風 (3- LineOffice)
	Keyboard shortcuts	.0.
	About LINE	♥ ■() O
		Camera settings
Þ		Webcam C170 👻
		Other program volume reduction
Ľ		Change the volume of other programs during calls and live videos by adjusting the slider. Setting the slider to 100% will mute other programs.
•••		

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 <u>https://technet.microsoft.com/en-gb/library/cc748993 (v=ws.11).aspx</u>) 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.

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Ger	neral Audio	Busy tone settir	ng					
	peration mode	(Please set cor	rect busy tone fro	m above Busy	tone setting	page!)		
(Forward mode							
	✓ Landline calls forwarded to LINE account 瑞駿科技Line							
	Delay until la	andline call forw	varded 0 \vee	sec				
	IVR or C	ustomized forwa	ard wave			Brows	e	
	PBX mode							
	Extension t	able Weld	come IVR					
	Delay until la	ndline call forwa	arded 0 $$	sec				
l	.anguage :	English	\sim					
	✓ Launch at W	/indows startup						
	If LineOffice	is running, prev	vent computer ent	ering sleep or	screen prot	ection		
r	Enable LINE	connecting tone		aon n'heeder				
					Cattin	-		
	✓ Landline call forwarded after office hours Setting							
	Audio recover	у					_	
	Default							
	ОК		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

Options Running LINE 7.5.0.2665	Extension t	able				×
General Audio Busy tone setting						
	NO.	EXT.	LINE Account	Note		^
Operation mode (Please set correct busy	51					
O Forward mode	52					
✓ Landline calls forwarded to LINE a	53					
Delay until landline call forwarded	54					
IVR or Customized forward wave	55					_
PBX mode	56					_
	57					
Extension table Welcome IVR	58					
Delay until landline call forwarded	59					
	60	60	hello001			
Language : English	61					
✓ Launch at Windows startup	62	62	test 123			
If LineOffice is running, prevent com	63					
(User needs to manually enable scree	64					~
Enable LINE connecting tone	<	1	1		>	
Landline call forwarded after office h	Wh	ole list		Export	Import	
Audio recovery	- Forward	to admin LIN	NE Account			
	Admin Li	INE Account	hello001			
ОК Са	Dial E	ехт. 0				
	✓ No E	x1. dial with	secs after play	ing IVR again		
			ОК	Cancel	Apply	

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.

			_
2	Settings		×
	Basic	Call	
~ ~	Notifications	The same setting will be enabled for your mobile LINE app.	
2+	Chats	Allow incoming calls	
~	Calls	Speaker settings	
	Friends	Default speaker	
۵	Keep	4 0	
	Advanced settings	Microphone settings	
	Keyboard shortcuts	麥克風 (3- LineOffice) ▼	
		■ ■	
	About LINE	📣 🔿 🛃 Auto-adjust volume	
		Camera settings	
þ		Webcam C170	
		Other program volume reduction	
ت.		Change the volume of other programs during calls and live videos by adjusting the slider. Setting the slider to 100% will mute other programs.	

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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