

# M-office Quick Guide

## Package Contents

- M-office - Landline and Skype forward box
- One to two female telephone plug jointer
- Two RJ11 cables
- M-office Setup Wizard CD with M-office setup program, Skype 8.34.0.78 setup program, PBX extension line busy tone detect tool, user manual and quick guide. User can download latest M-office related document from Regintech Technology web site: <https://www.regintech.com.tw/download.htm>

## Quick Installation Procedure

1. Make sure that your PC has internet access and Skype™ version 8.34.0.78 or later(Free download from <https://www.skype.com>).
2. Remove M-office dongle, cable and setup wizard CD from M-office package.
3. Plug M-office dongle into your computer USB port.
4. Connect the attached telephone cable between M-office RJ-11 port and a landline RJ-11 port or PBX analog extension line as following two figures. ( Figure 1 Forward mode application, Figure 2 PBX mode application)





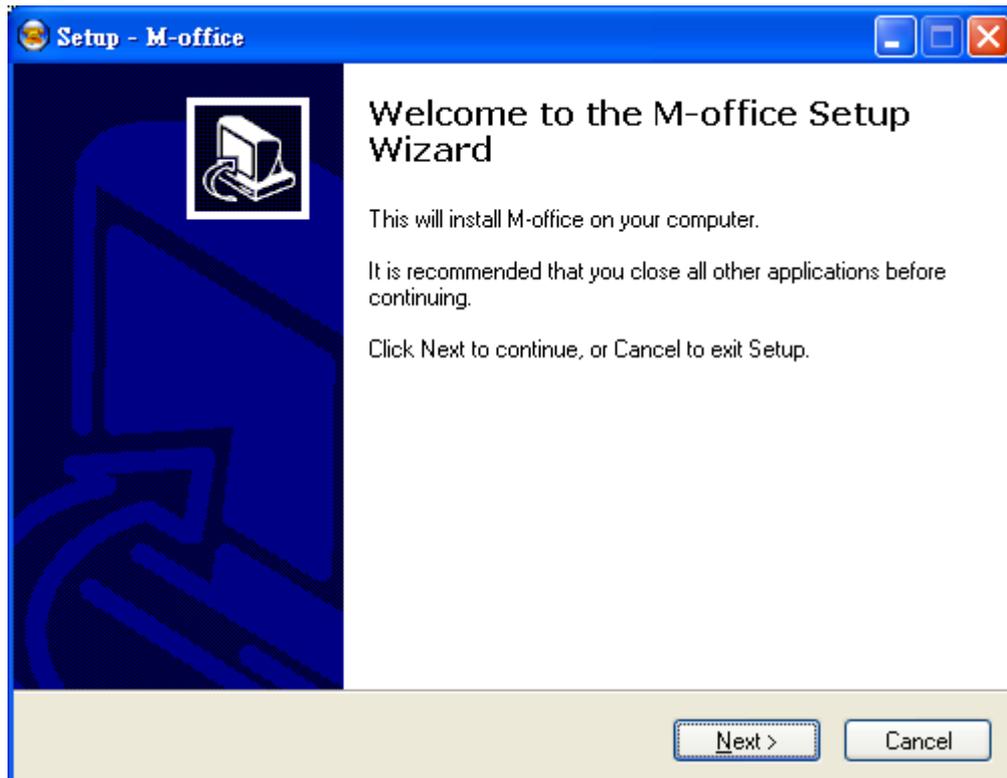
5. Delay until landline call forwarded only applies to incoming landline calls. It won't apply to incoming Skype calls. If user wants to use landline\_to\_Skype forward function and also wants to use a phone for the landline calls, user needs to connect landline or PBX analog extension line to the one RJ11 site of attached one to two RJ11 female plug jointer and connect phone and M-office RJ11 port to the two RJ11 site of the jointer as below figure. M-office supports landline to Skype forward delay. For example, user can set the forward delay as 3 second 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.



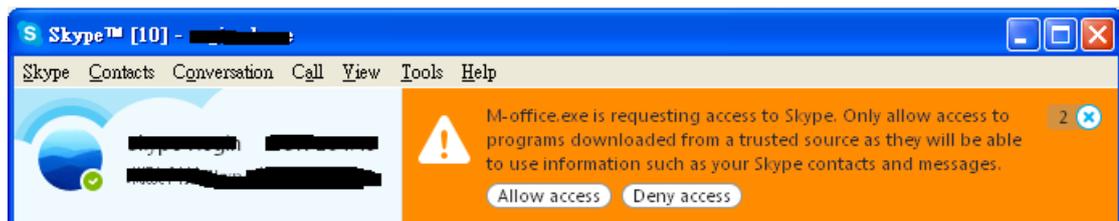
6. Put M-office setup wizard CD into your computer CD ROM and double-click M-office Setup program.
7. The “**Select Setup Language**” window pops up. Choose a preferred language by scrolling down the selection bar. After choosing the language, click OK.



8. The “**Welcome to the M-office Setup Wizard**” appears. Read the on-screen instructions and click Next.

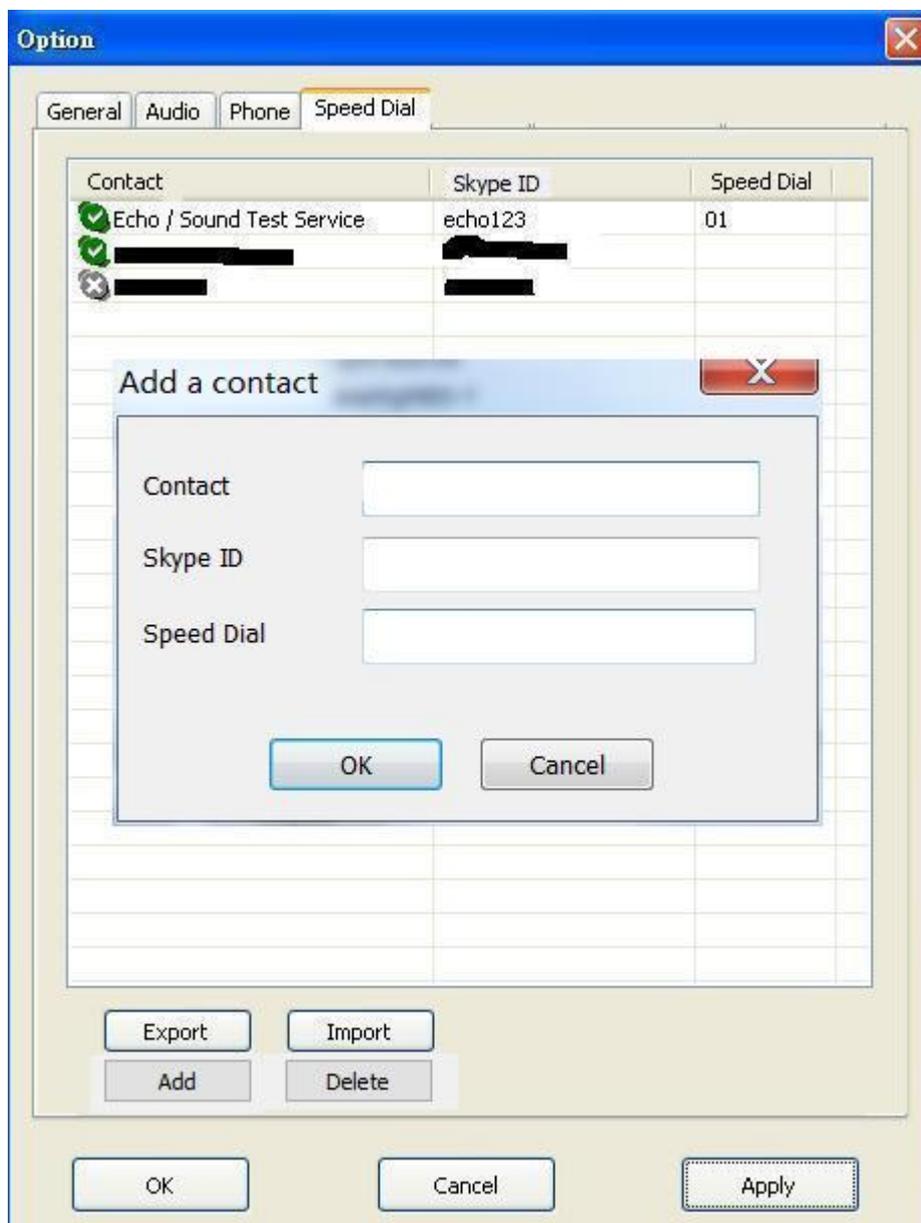


9. Following the on screen instructions step by step to complete M-office installation. After launching M-office, Skype will pop out one warning window as below figure. M-office software will usually automatically click “Allow access” option, but user can manually click “Allow access” in case M-office software doesn’t make it. User can refer M-office user manual chapter 5 FAQ Q5 for more information. This only applies to Skype 7.



10. **Skype 8.x doesn't have any developer API to get Skype contacts information. We suggest user to login Skype 7.x with latest M-office software for all your Skype accounts before October 31, 2018 and use Export function in Speed dial page to keep your Skype accounts contact list for future usage in another PC. When M-office is running with Skype 8.x and the speed dial page doesn't have your previous contact list, you need to end Skype 8.x and M-office and then run M-office (version 3.0.0.10 or later) under Skype 7.x. Please ensure all Skype contacts can be found in the speed dial page, then end Skype 7.x and run Skype 8.x with M-office.**

Skype doesn't support speed dial function for version 4.0 and later. User can use M-office Speed Dial page to set speed dial for any Skype user or SkypeOut number. There are up to 5 digits for speed dial setting. User needs to upgrade M-office version to 3.0.0.10 or later and do the setting at Speed Dial page. Contact is the name for you to distinguish this contact. Skype ID is Skype account or SkypeOut number for call out. Skype Speed dial list can be exported as back up and import for use in the future. User can click "Contact", "Skype ID" or "Speed Dial" individually to have the data arranged in a sequential order for easy finding. If user wants to delete some contacts, user can hold keyboard "ctrl" key and choose all contacts to be deleted, then press 'Delete' button. The selected contacts will be deleted.



**11. Important setting before start:**

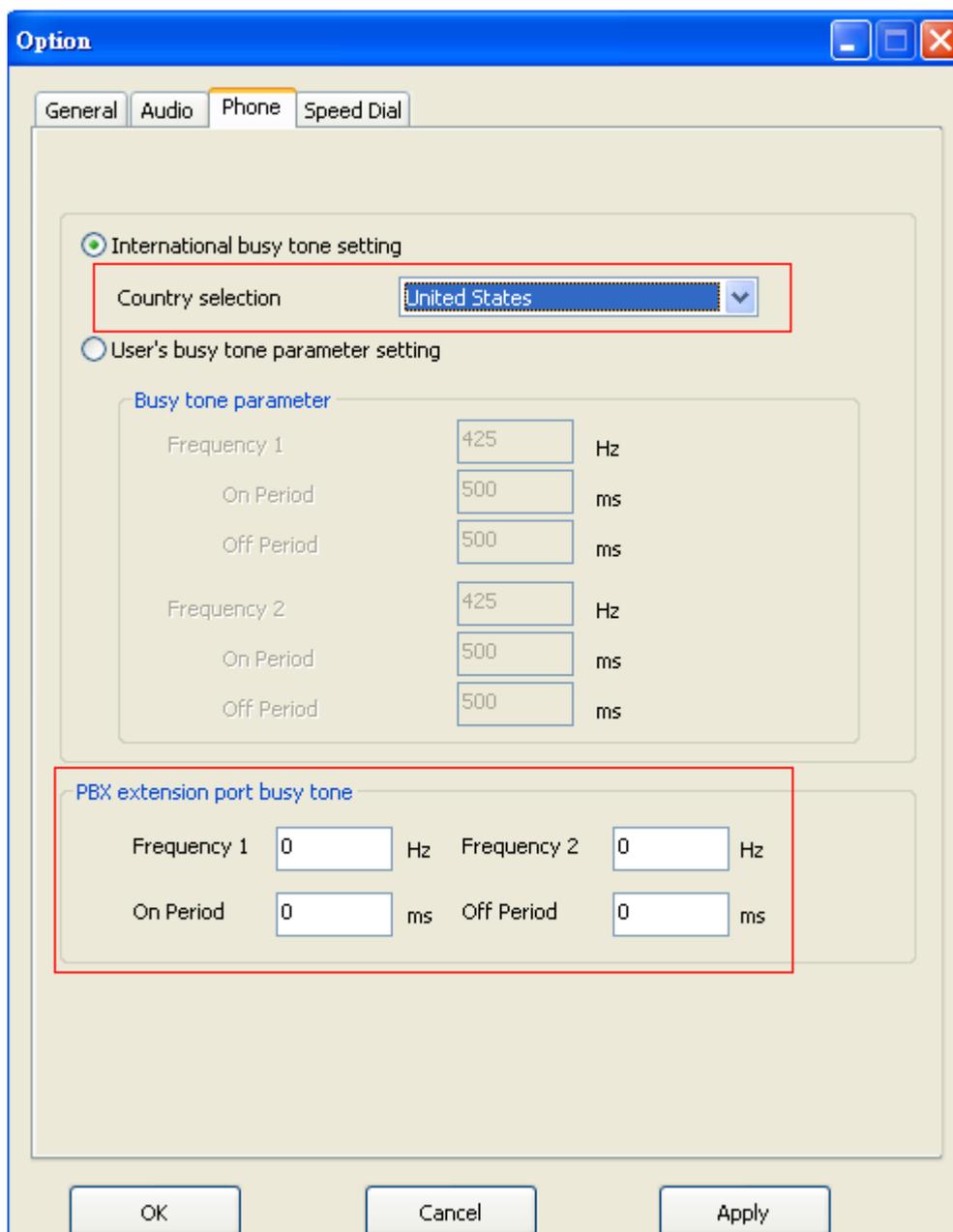
**Under Skype 8.x, M-office just supports Traditional Chinese, Simplified Chinese and English Skype GUI now. If the setting of Skype Language is not belonged to above three settings, then M-office might have the problem to access Skype GUI and shows**



**Busy tone settings**

Before starting to use M-office, user needs to make sure busy tone setting is correct, otherwise M-office might keep hook off after the first incoming landline call and won't take later landline calls. Please select your local country as below figure and fill in the correct PBX extension line busy tone if M-office is connected to PBX analog extension line. Always remember to press "OK" or "Apply" button to save the setting or setting modification 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 M-office installation CD. If there is any problem to use the tool, please contact us. For details of busy tone setting, please refer M-office user manual Sec 4.3.4 phone setting page.



**M-office for any call forward will be supported soon!**

**Incoming Skype callers send Skype message for any call forward**

*Incoming landline caller needs to make Skype/SkypeOut calls via phone keypad!*

Because recent Skype software either has failure of DTMF sending or lacks of Skype dial pad during a Skype-to-Skype call, M-office software after version 1.0.0.15 allows Skype caller to send Skype chat message to call extension number or make Skype, SkypeOut or landline call forward. Such implement can replace original Skype dial pad function for Skype to Skype call application. (Skype caller can't use Skype dial pad to send

DTMF for M-office with version 1.0.0.15 or later). Mobile phone Skype 8.x and other Skype users can send Skype message like “\*408XXXXXXX” to M-office Skype account 30 seconds before making a Skype call to M-office Skype account or during the Skype call. M-office will make a 408XXXXXXX SkypeOut call. Please refer 4.4.2 Forward to any call *incoming Skype calls for any forward* for details.

via Skype

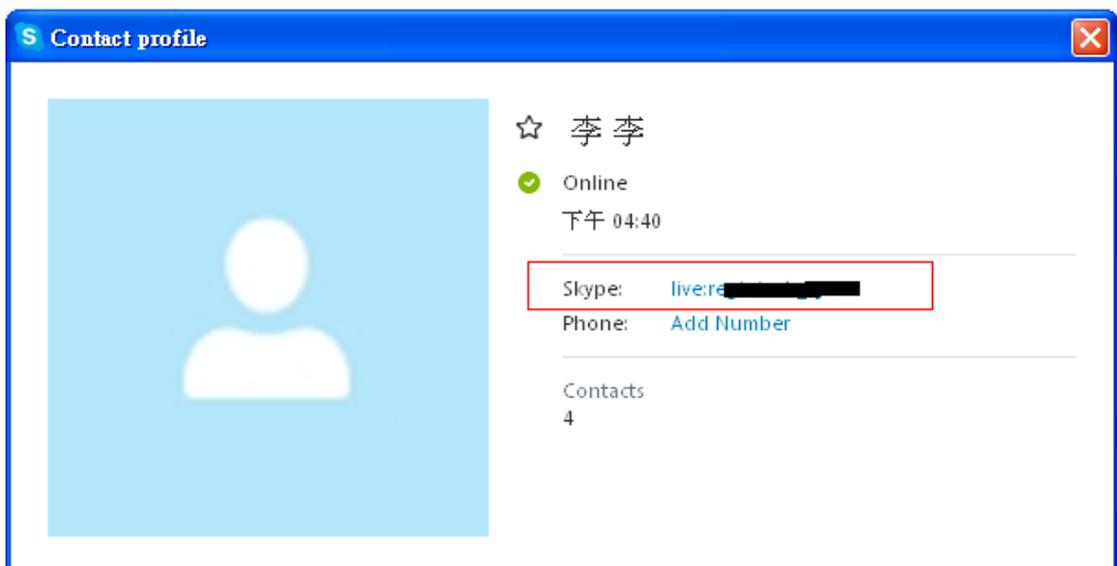
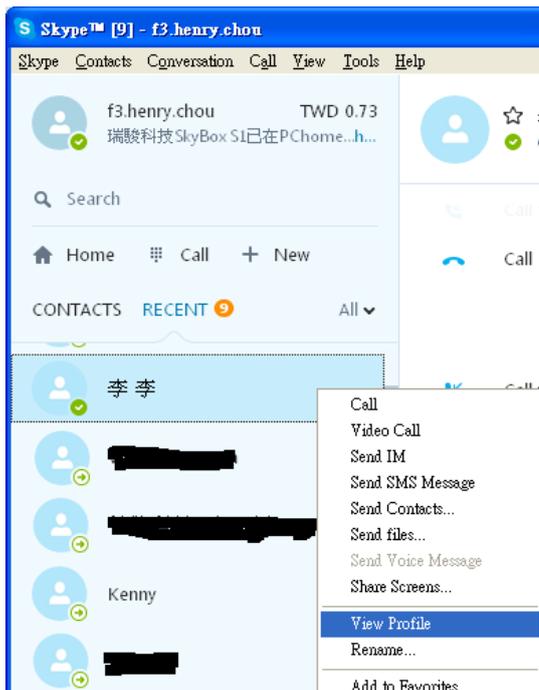
\*408721XXXX|



**Warning: User needs to pay special attention on enabling forward function. Forward to any SkypeOut or any phone number function will use SkypeOut credits \ Skype calling program or landline. Password setting needs to be cautious. Don't set a password which is easy to be hacked. It might be good to change password regularly. Only enable “Forward to any Skype/SkypeOut or landline” function when you need it.**

### **E-mail or mobile phone number Skype account**

At forward mode, user needs to fill in forward Skype accounts. If the filled in Skype account format is like e-mail someone@sample.com or mobile phone number, M-office can't use such information. As following two figures, user needs to click the Skype contact with right mouse and choose View Profile. Then get contact's Skype account ID and fill in M-office for application.

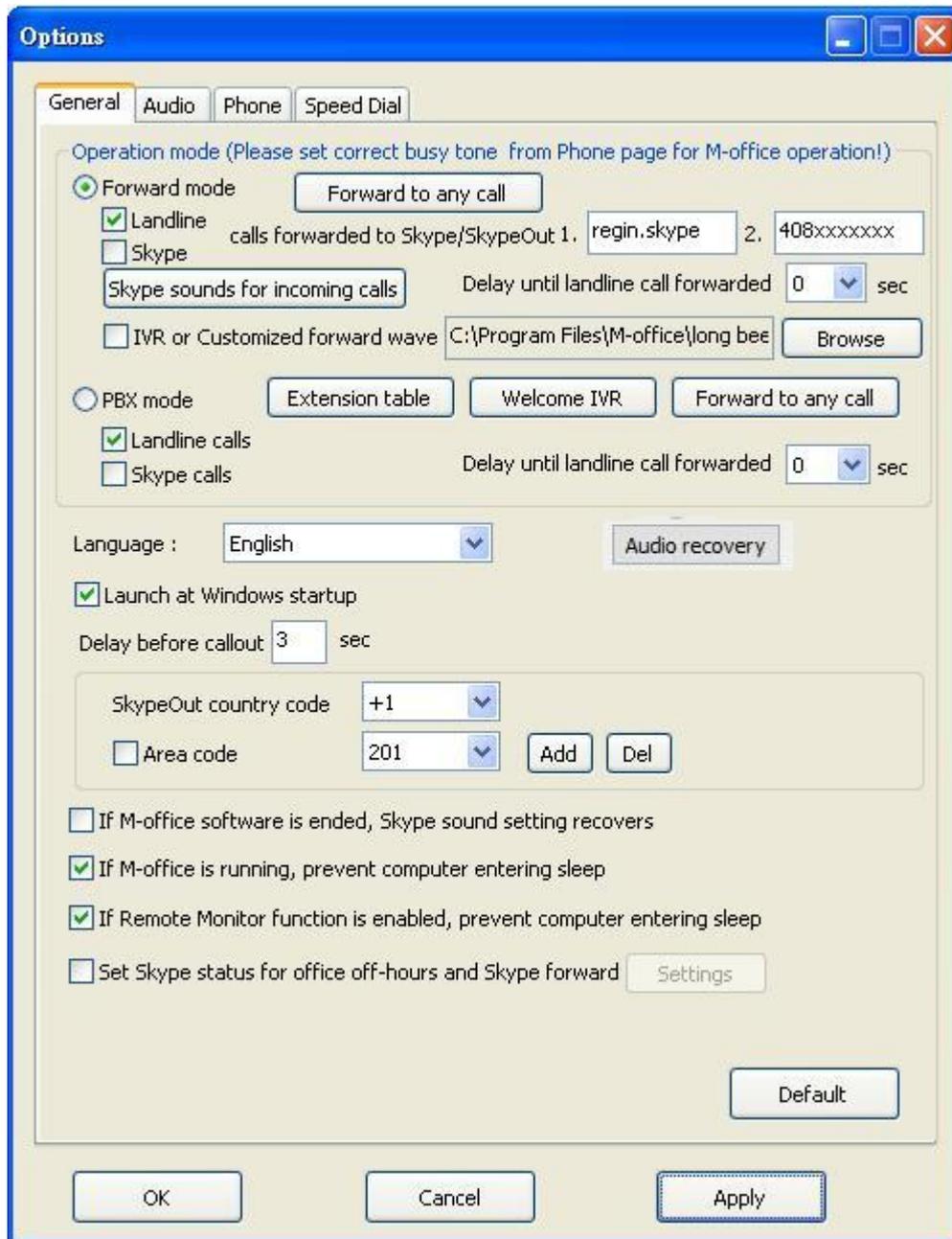


**Restart M-office PC regularly**

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(v=ws.11).aspx)) to arrange a PC restart every two weeks when M-office should not be in use.

12. Default operation mode is “Forward mode” and default setting is “Landline calls forwarded to Skype/SkypeOut”. Landline calls include PBX extension calls. Please fill in your preferred forward Skype account

or SkypeOut number and click OK or Apply to make the setting valid. Forwarding to Skype account is free. The assigned forward Skype account needs to become a friend(contact) with the Skype account in your M-office PC for a high successful Skype call rate. If you need forwarding to SkypeOut number, you must make sure current PC's login Skype account has SkypeOut credits or applicable Skype subscription programs. There are two forward options. For example, you can set your mobile Skype account as the first option and SkypeOut number for your mobile phone as the second setting. When your mobile Skype is offline, M-office will forward the incoming call to your mobile phone via SkypeOut. If both options are filled and the first setting is a Skype account, you need to make sure the first assigned Skype account needs to be contact list of your current PC's Skype account. Otherwise the second setting won't have the chance to be forwarded. The default setting is "Landline calls forwarded to Skype/SkypeOut". User can consider to enable "Skype calls forwarded to Skype or SkypeOut"( Now this function is not supported) and fill in the forward Skype account or SkypeOut number. If the forward Skype account is Skype account in mobile phone, then use mobile Skype to pick up the forwarded calls. Or user can use existing devices to pick up incoming Skype calls by setting "Skype sounds for incoming calls" when "Skype calls forwarded to Skype/SkypeOut" is not enabled. Remember to press "OK" or "Apply: to make the setting valid. **It is important to make sure the forwarding Skype account needs to different with the Skype accounting running with M-office and both Skype accounts can't be running in other devices when you need this forward application. In a word, user needs to have at least two Skype accounts for such application.**



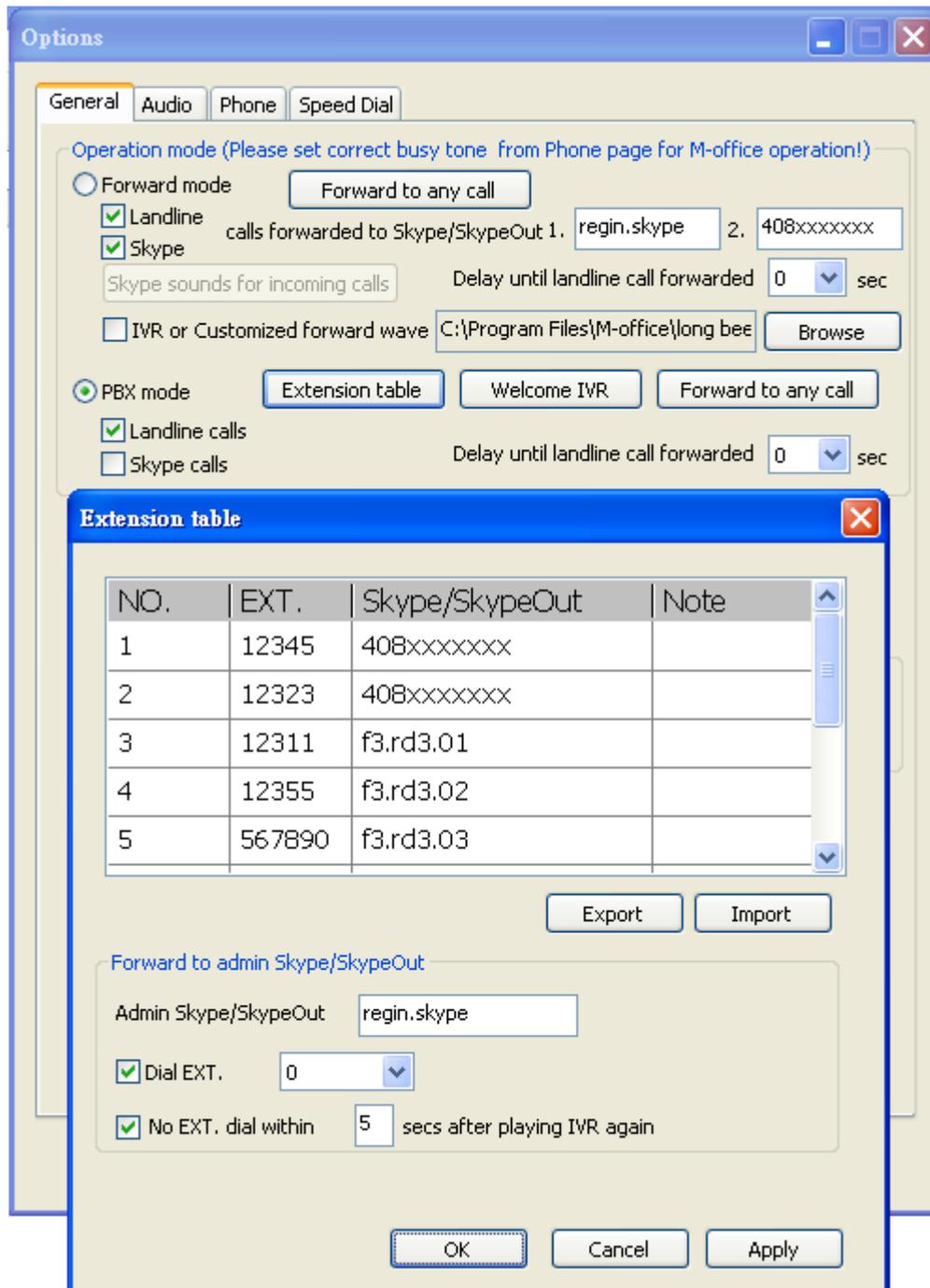
13. PBX mode option needs to be checked. **Extension table** setting is basic and required. **Welcome IVR** and **Forward to any call** are optional settings. M-office can be run at PBX mode during office hours and switched to Forward mode after office hours by enable  Set Skype status for office off-hours and Skype forward.

Press "Extension table" button to have extension table as the below figure.

There are 10 extension numbers to be set. All the assigned Skype accounts need to become a friend(contact) with the Skype account in your PC installed M-office for a high successful Skype call rate. If you

want to set a SkypeOut number for call forward, you must make sure M-office PC's login Skype account has SkypeOut credits or is subscribed with related Skype programs. If the caller doesn't press any extension number for 5 (adjustable) seconds after welcome IVR is played for 2<sup>nd</sup> time or caller dials 0( or 9), then this call can be set to forward to admin Skype account or SkypeOut number. Click OK or Apply to make the setting valid.

M-office provides Mandarin and English IVRs for Welcome, Wrong EXT(Dialed extension number doesn't exist!) reminder, Thanks for calling and Welcome IVR after office hours, but user can create own customized IVRs



14. M-office allows some assigned Skype accounts to call in and then dial any Skype speed dial, SkypeOut or phone number through landline in addition to extension number. Under Forward (or PBX mode), press "Forward to any call" button, below window will pop out.

Forward to any call settings

Incoming Skype calls for any Skype/SkypeOut or landline calls

Allowed Skype accounts for any Skype/SkypeOut or landline call forward

NO.	Allowed incoming Skype ID	Note
1	regin.skype	
2	f3.henry.chou	
3		
4		
5		

Customized IVR for any Skype/SkypeOut call

Incoming Skype calls for any landline calls

Any landline call (Before calling, send Skype message \* \* + phone number + # + Ext.)

Password

Password confirm

Customized IVR for any Skype/landline call

Incoming landline calls for any Skype/SkypeOut calls

Any Skype/SkypeOut (Please dial \* + password + # first after calling in)

Reminder for password input

Timeout for password input: 3 sec

Password: ●●●●●●

Password confirm: ●●●●●●

Customized IVR for any Skype/SkypeOut call

OK Cancel Apply

**M-office will support incoming landline calls forwarded to the assigned Skype/SkypeOut under Skype 8.x soon!**

**Incoming Skype calls for any forward**

**If user wants to call in M-office Skype and make any Skype/SkypeOut or landline calls,  Skype calls needs to be enabled.**

Admin can set ten Skype accounts which are allowed for Skype call in and then send Skype message for dialing extension or any Skype/SkypeOut/ landline calls. Skype Speed dial can be set for Skype account or SkypeOut number via Option-Speed Dial page of M-office

system tray icon, but user needs to set SkypeOut as a Skype contact from Skype GUI first. Frequent calling SkypeOut number can be set a speed dial to make calling convenient. At 30 seconds before making a Skype call to M-office Skype account for any call forward, user can send Skype message “\*+ area code + phone number + # + EXT” for local SkypeOut number if correct country code is selected on Option-General page of M-office system tray icon. For international SkypeOut call, user needs to send Skype message “\*+ 00 + country code+ area code + phone number+ # + EXT”. Sometimes user might need to add extra “#” keys between phone number and extension number for good extension dialing timing since Skype call usually takes a while to be stable and office PBX might need some time for IVR announcement. Each “#” key will add 3 second extension dialing delay. Extension number can also be sent to the dialing M-office Skype account or the on-going Skype conference after the Skype/SkypeOut call is in progress( Sometimes, it is good to send message for extension after IVR play is done.) with Skype message “\* + EXT”.

### **Incoming landline calls for any forward**

**If user wants to call in M-office landline and make any Skype or SkypeOut calls, Landline calls needs to be enabled.**

This option needs to be checked to enable its function. Password set is necessary to prevent possible landline call stealing. Password can be set up to 6 digits 0~9 Arabic numerals. During the IVR announcement of a landline incoming call, caller needs to press “\* + password + # keys”(pound key # can be saved and one reminder IVR will be heard after 1 second ). If password is correct, there will be another IVR to remind caller to press extension number, Skype speed dial or SkypeOut number. There is a second chance to pass the password verify. User can press “area code + phone number” for local SkypeOut number if correct country code is selected on Option-General page of M-office system tray icon. For international SkypeOut call, user needs to dial “00+ country code+ area code+ phone number”. Frequent calling SkypeOut number can be set a speed dial to make calling convenient, but this SkypeOut number needs to be set as a Skype contact from Skype GUI first. User can add pound key(#) after the dialing number to make an immediate call. If “#” key is not added, there will be a “Delay before callout” time(default 3 seconds) to wait before the call is dialing out. The call delay time can't be

set too short, or an incomplete dialing number might be sent out.

15. How to make or receive Skype calls after running M-office?

M-office is set to be Skype's audio devices when it is running.

a. At Forward mode, user can forward incoming Skype calls to the assigned Skype account like mobile phone Skype or phone number via SkypeOut. If "Skype calls forwarded to Skype/SkypeOut" is not enabled, user can set "Skype sounds for incoming calls" and pick up the incoming Skype calls via clicking Skype incoming call icon. Then have the Skype talk via the selected Skype audio devices.

If user wants to make Skype calls, M-office software needs to be closed and make Skype calls via Skype GUI. User can buy SkyATA or SkyBox S1 if user prefers to have Skype talk via a phone.

b. At PBX mode, incoming Skype calls can be forwarded to the assigned employee's Skype account or SkypeOut number after callers press extension number. If user wants to take the incoming Skype call directly or make Skype calls, M-office software needs to be closed and make/receive Skype calls via Skype GUI.

When M-office is connected with PBX analog extension line or carrier landline, employees can call extension number from desk phone or this landline number from outside and make any Skype/SkypeOut calls with password if "Incoming landline for any Skype/SkypeOut" function is enabled.

**Note:**

1. M-office setup installation needs to be under user with administrator privilege.
2. After M-office software is running, user can click M-office 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 M-office software version you installed. If the result for check latest update has newer version than your current installation, you can download for use. "Help" is M-office online help.



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