

M-office User Manual

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1. Introduction

Skype is worldwide recognized as the best audio quality free internet phone solution. M-office perfectly integrates landline, Skype and mobile phone for mobile communication. M-office can forward employee's office incoming calls to mobile phone Skype for free, so employees can use mobile phone to pick up office incoming calls anytime and anywhere. Picking up office calls via mobile phone Skype is like a MVPN service. This product brings employees high mobile communication at low cost. During the pandemic period, WFH (Work From Home) might be necessary and M-office just fits this need at high ROI. M-office can also work as a new office PBX system. Incoming office calls can be forwarded to certain employee's mobile phone Skype based on M-office extension table setting and caller's extension dialing. Hence M-office can save new office's PBX installation fee and provide high usage flexibility.

M-office supports Forward mode for personal usage and PBX mode for SOHO office or division within one company. M-office Skype forward call either in Forward or PBX mode can be forwarded to up to three Skype accounts or SkypeOut numbers (supports landline or mobile number) via Skype's "Call forwarding and voicemail" function. It is a good function to allow support backup for colleagues or team members.

With M-office set at Forward mode, employees can forward their office calls (support PBX analog extension line or carrier landline) to mobile phone Skype or mobile phones via SkypeOut when they are out of office. This device can reduce disrupting colleagues when the employee doesn't pick up the calls. After M-office is connecting with the employee's office extension line, colleagues can simply call the employee's extension number and save expensive mobile fee. When travelling abroad, employee can call back office extension via free Skype calls and use office landline to contact local customers to reduce expensive international call fee and avoid callee's reluctance to take SkypeOut call due to lack of familiar caller ID. When employees are out of office with poor internet connection, they can call back office extension through landline calls and then make Skype/SkypeOut calls for foreign customers. It is like the Skype To Go service, but with more flexibility.

M-office can also serve as a new generation PBX system. When this device is set at PBX mode, any incoming landline call can be answered by the device's automatic answering system (AA) and the incoming call will be forwarded to the assigned Skype account or SkypeOut number based on M-office extension table setting and the caller's dialing extension number. Wherever the employees are, they can pick up office incoming calls via mobile phone Skype or mobile phones via SkypeOut. It is very convenient and cost-saving for companies with lots of mobile workers.

M-office can also be used as a Skype gateway for employees to make Skype or

SkypeOut calls no matter it is set at Forward or PBX mode. With M-office connecting with some PBX analog extension line, employees can dial that extension number for any Skype or SkypeOut call. Company can also allow employees to call M-office Skype account and then make any landline call when these employees are out of office. It can save lots of phone bills.

For Skype gateway application in office, please refer our products SkyATA, SkyBox S1, PCI-E FXS SkyGW4C-S or PCI-E FXO SkyGWO Skype gateway products. With these gateway products connecting with PBX (or without PBX) or carrier landlines, employees can pick up desk phones to make or receive Skype calls.

M-office needs to connect with PC for the application. Nowadays there are many cheap low power mini PCs or stick PCs. Using an advanced-process processor, such PC doesn't need any fan to cool down and it is quiet with low power consumption. After installation of M-office hardware, software and related settings, PC monitor is not necessary. Just press power button to power on or off the PC. This kind of PC has even less power consumption compared with the old generation DSL modem and it is suitable for 24 hours operation. Hence M-office is also convenient for you to forward calls and save phone bill when you are not home. When you are on a travel, your families and friends can reach you easily by calling your home number and the call can be forwarded to your mobile phone Skype for free.

***M-office - Must-have phone secretary for frequent travelers!
Landline & Skype dual direction call forward box introduction YouTube***
<https://youtu.be/9f2vF7Ae0xl>

The document of M-office comprises of several parts as following: A quick installation guide can help you install and use M-office quickly. For any questions about this product, please refer to the M-office user manual or M-office on-line help. On-line help can be accessed from the M-office system tray icon at the right-bottom corner of Windows desktop once the M-office program is running. Also, FAQs (Frequently Asked Questions) can be found from on-line help and user manual. For further questions, please feel free to contact us directly. Thank you again.

1.1 Customer support

Regin Technology Corp. LTD.

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FAX: 886-3-5739231

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E-mail: henry@regintech.com.tw



Address: 3F, NO. 41, Lane 42, Dongguang Rd., Hsinchu, Taiwan

Web: <https://www.regintech.com.tw>

Skype: regin.skype

Service hours: 0900~1800 (GMT+08:00 Taipei) office hour

1.2 Package Contents

- M-office - Landline and Skype Forward Box
- Two RJ11 telephone cables
- 1 to 2 female phone plug jointer
- Installation CD including M-office setup program, Skype setup program, PBX extension line busy tone detect tool, quick installation guide and user manual. User can also access Regin Technology web site <https://www.regintech.com.tw/download.htm> to download the latest related documents.



1.3 Product Specification

Model Number	M-office
Dimensions	L x W X H: 81x 37x 19 mm
Operating System Support	Microsoft Windows 10, 8, 7
Skype Version Support	8.30.0.50~ 8.34.0.78
Interface Ports	One USB port to computer One FXO RJ11 port to connect with carrier landline or PBX analog extension line
LED Indicator	Green color: 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

- Pick up office calls via mobile phone Skype like a MVPN service. Good voice communication tool for WFH (Work From Home)
- M-office supports Forward mode for personal usage and PBX mode for SOHO office or division within one company.
- Perfectly integrate landline, Skype and mobile phone calls
- Forward incoming landline (or PBX) calls to mobile phone Skype or mobile phone via SkypeOut at Forward mode.
- M-office Skype forward call either in Forward or PBX mode can be forwarded to up to three Skype accounts or SkypeOut numbers (supports landline or mobile number) via Skype's "Call forwarding and voicemail" function. It is a good function to allow support backup for colleagues or team members.
- With M-office connecting with remote or mobile employee's extension line, colleagues simply call the employee's extension number to save expensive mobile call fee and make communication easy. Or employees can dial the extension and make any Skype or SkypeOut calls
- **Support sending Skype message for DTMF dialing to resolve Skype's failure of sending DTMF tones or lack of Skype dial pad during Skype to Skype calls**
- Assigned Skype account's incoming calls can be forwarded to any landline calls (Avoid callee's reluctance to take your SkypeOut calls with unfamiliar caller ID) with or without password protection
- Incoming landline calls can be forwarded to any Skype/SkypeOut calls with password protection
- Under PBX mode, extension table and customized IVRs are supported for basic PBX usage. Employees can pick up office calls via mobile phones
- Replacement of Skypeln for customer service call. Very useful for areas without Skypeln service
- Skype version after 8.34.0.78 has built-in audio and video recording function
- "Audio recovery" button can resolve Skype call party not hearing each other
- Support Skype speed dial and the speed dial list can be exported for back up and imported for use
- Make landline calls to M-office for free Skype echo123 voice test via speed dial number 999 to check M-office working status

- Support software online upgrade and latest software version check/download

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. Keep a good habit to change password regularly. Only enable "Forward to any Skype/SkypeOut or landline" function when you need it.

1.5 Minimum System Requirements

To keep normal functions of M-office, 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 with a USB port, 50MB free hard disk space and a CD-ROM drive
- Microsoft Windows 10, 8, 7
- Skype version 8.30.0.50~ 8.34.0.78
- M-office just supports Traditional Chinese, Simplified Chinese and English Skype GUI for Skype 8 now
- Internet connection(WiFi, ADSL, 56kbps Modem,, etc

1.6 M-office application modes



M-office

Forward office incoming calls or landline calls to mobile phone Skype

Forward Mode basic application



M-office

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

PBX mode basic application

2. Install Skype Software

The first step of setting up M-office is to install Skype on the computer.

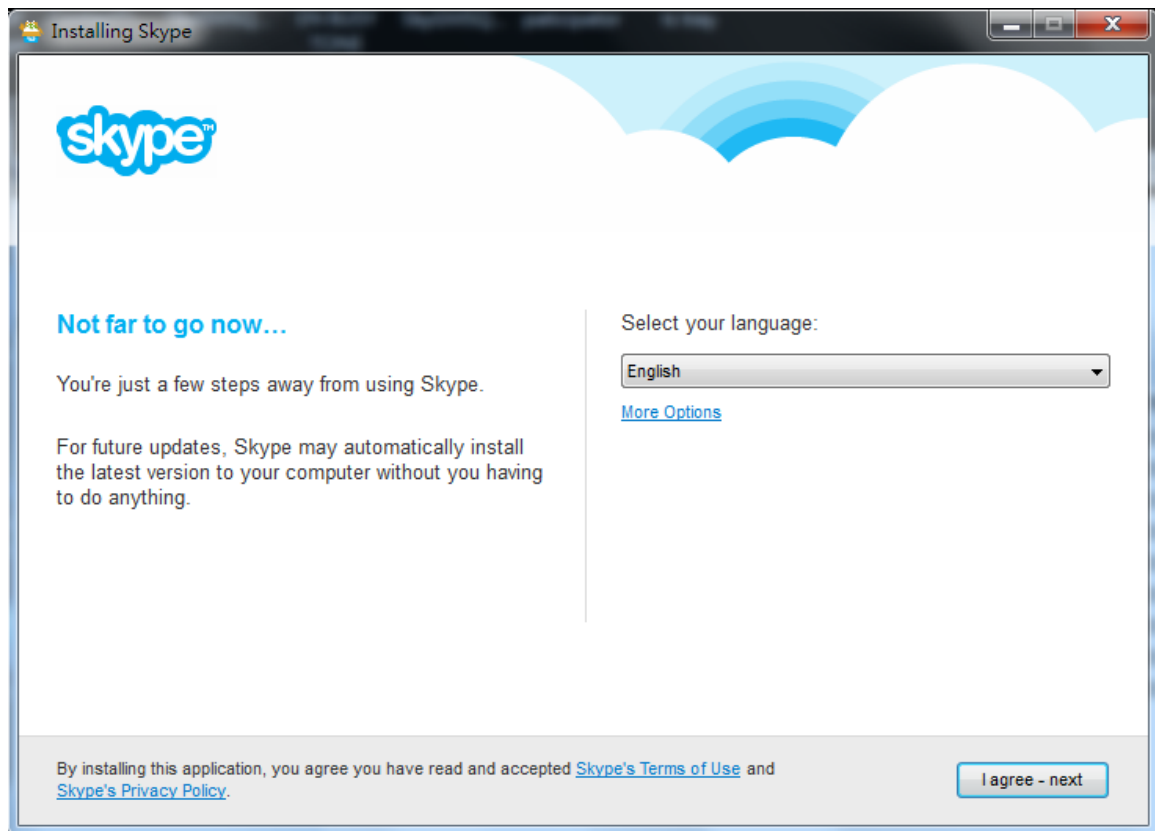
2.1 Install Skype and Quick Start

If Skype has been installed, check if it is the version which M-office claims to support as M-office user manual 1.5 [Minimum system Requirements](#).

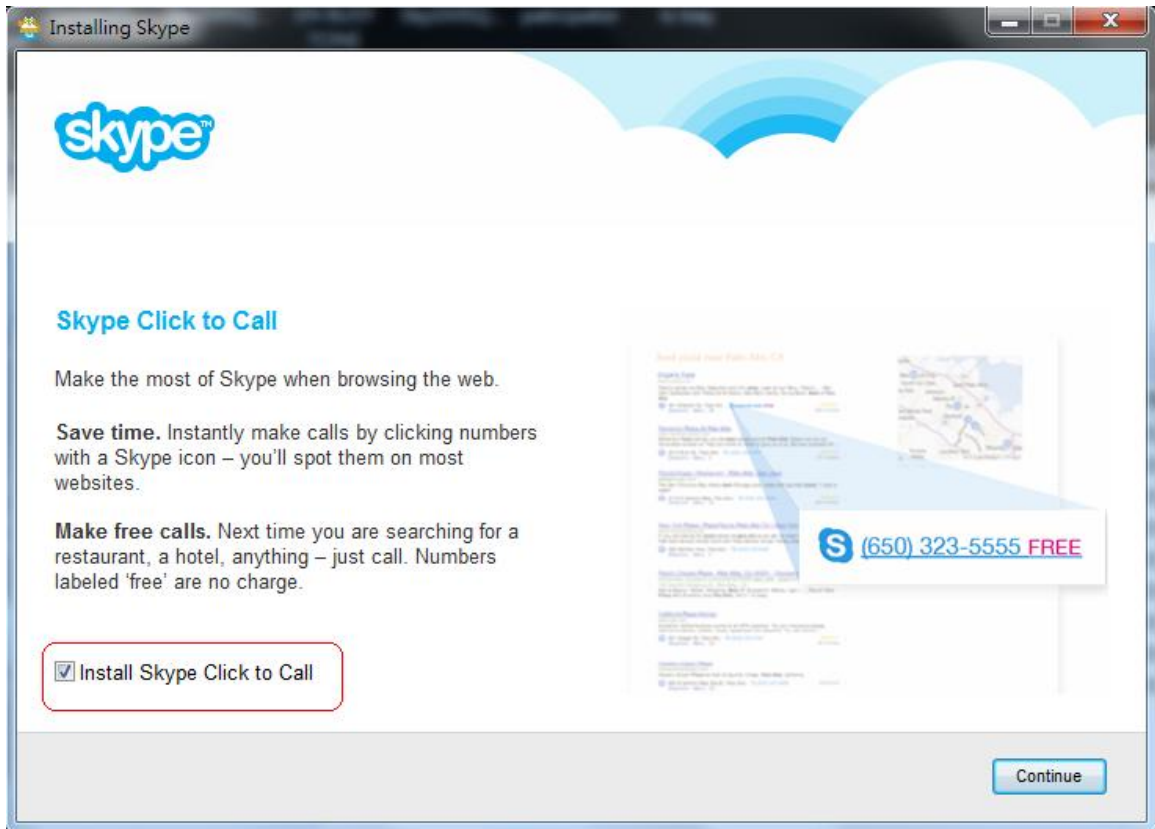
If the answer is yes, user can skip this section and go to the next section. If not, download Skype version 8.30.0.50 or 8.34.0.78 (or from installation CD). Since Skype might change API for the new release, we can't guarantee our current M-office software can work with the new update seamlessly. You should be able to adopt it for a basic Skype talk and you can download the latest M-office software from our web site or get help from our supporting people.

1. Please go to Regin Technology web site and download Skype 8.34.0.78 <https://www.regintech.com.tw/download.htm>. M-office only supports Skype version 8.30.0.50 ~ 8.34.0.78 now and three Skype language GUI - Traditional Chinese, Simplified Chinese and English now
2. After downloading, double-click on the SkypeSetup.exe icon
3. The Installing Skype window as below will appear. Choose the language you preferred and click "I agree-next" button

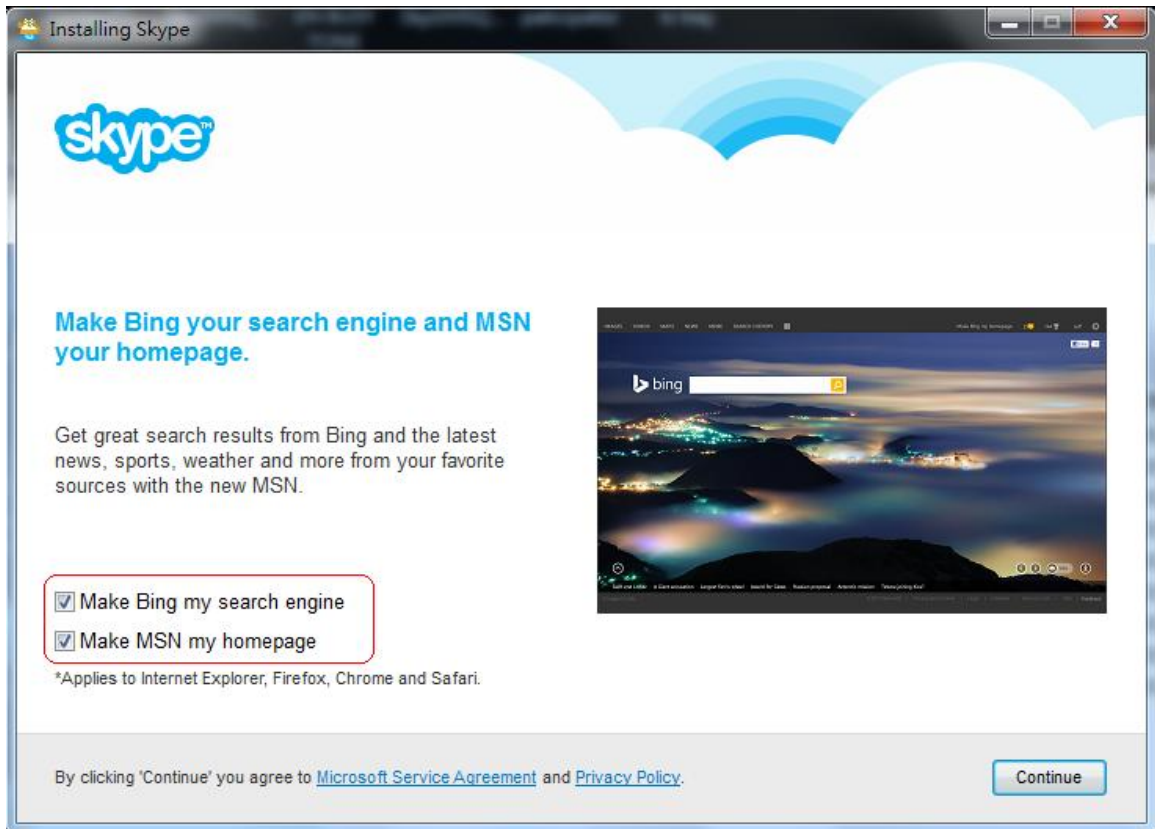




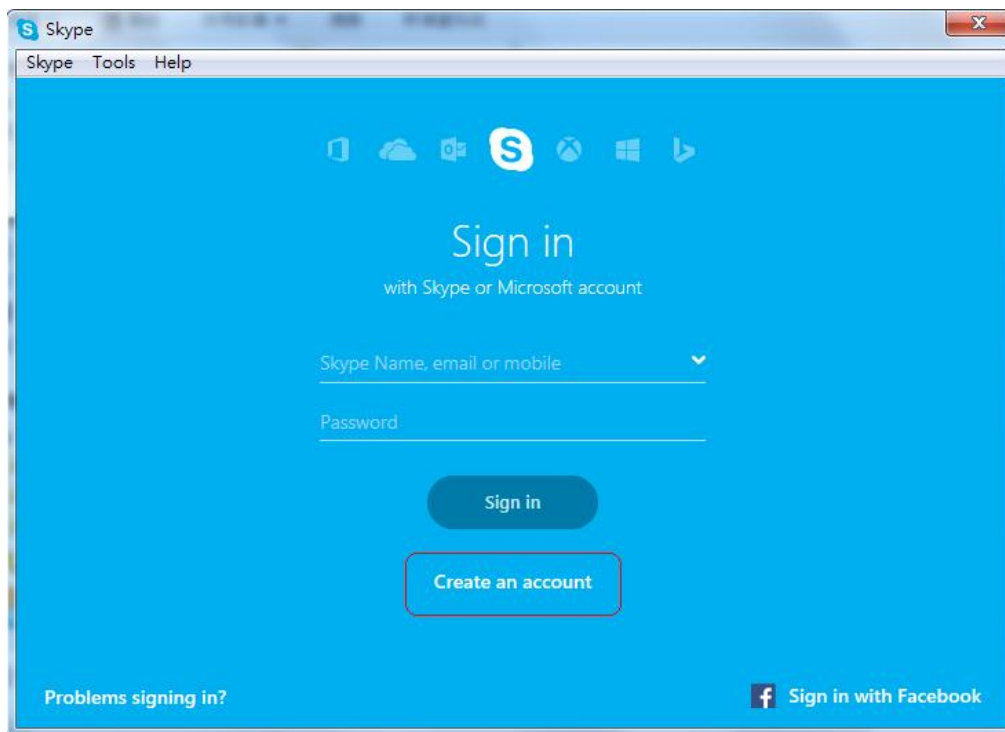
4. Next there pops out one window for "install Skype Click to Call" option. Make the decision and click "Continue"



5. “Make Bing your search engine and MSN your home page” options window pops out. Make your decision and click “Continue”



6. After installation is complete, Skype will ask for account login or create a new account. Please login and then Skype is running



3. Setup M-office

3.1 M-office Hardware Setup

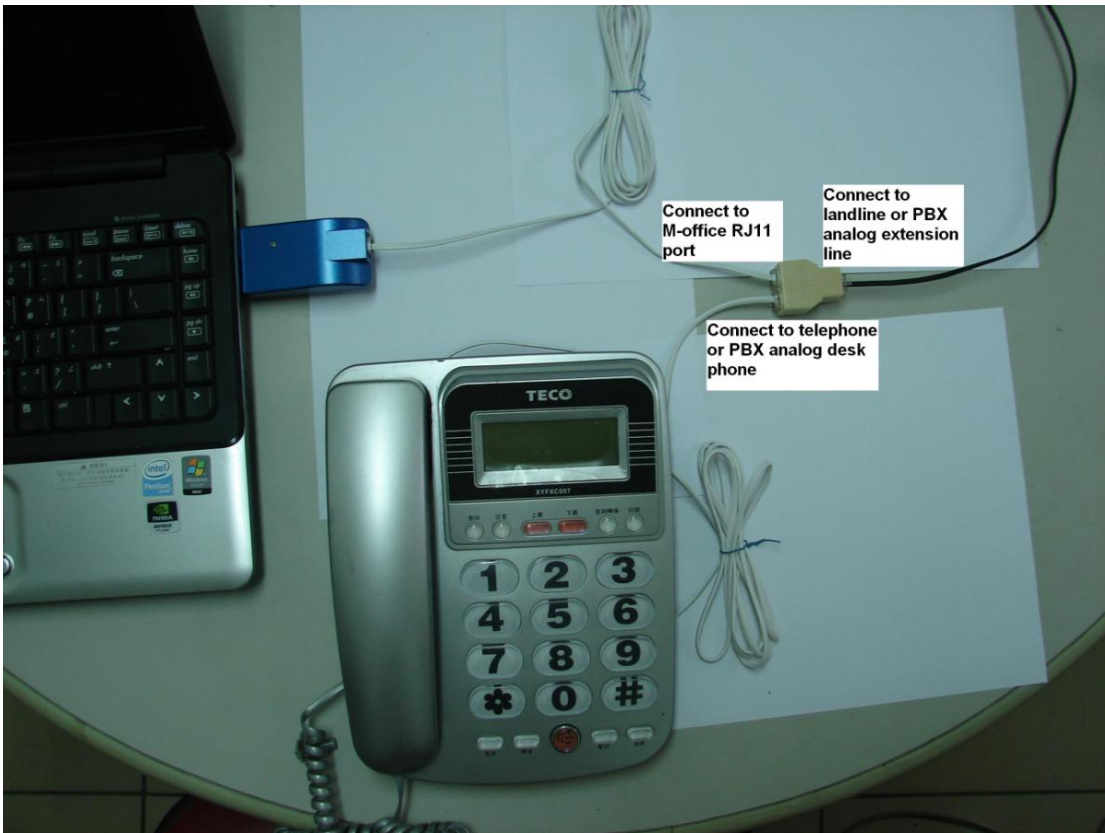
1. Get the M-office dongle from M-office package and take off the USB connector cover.



2. Plug M-office dongle USB connector into the computer USB port.
3. Connect one telephone cable between the RJ-11 port of M-office dongle and the carrier landline or PBX analogue extension line.



4. Use the 1 to 2 female phone plug jointer to connect carrier landline (or PBX analogue extension line), one phone (or desk phone or fax machine) and M-office RJ11 port as below figure.



3.2 M-office Software Setup

After the installation of the Skype software and the M-office dongle hardware setup, the next step is to install the M-office setup program into the computer.

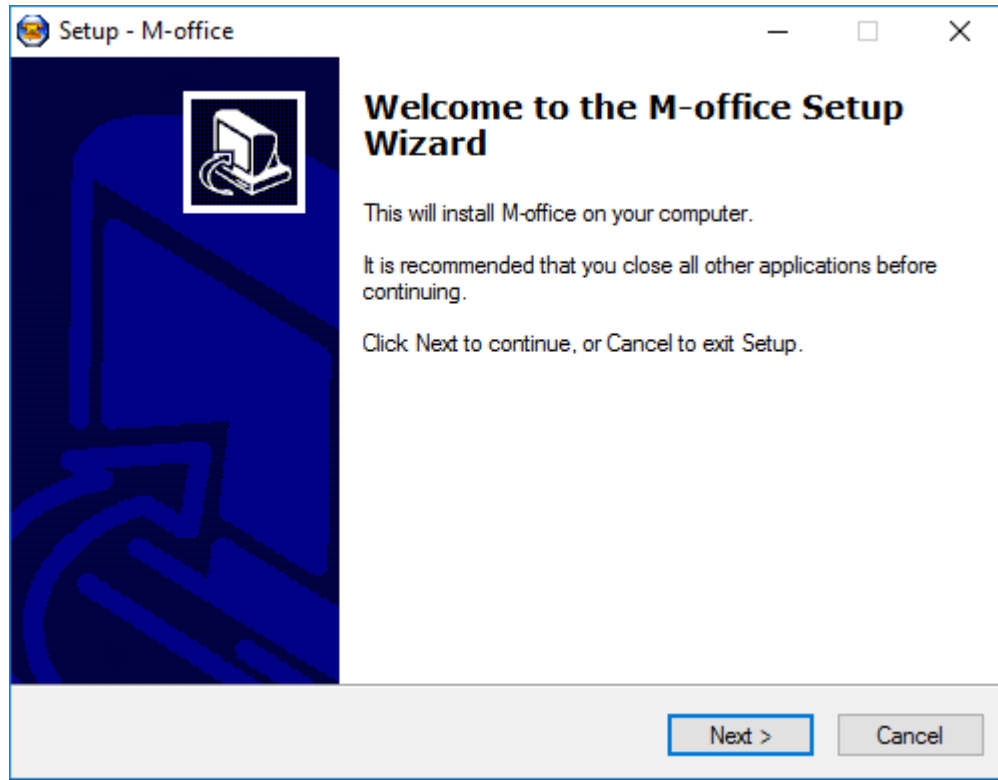
To install the M-office setup program:

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



2. Insert the M-office Installation CD into the CD-ROM drive of the computer. Double click the M-office setup.exe file. Then follow the instructions to install the M-office setup program.

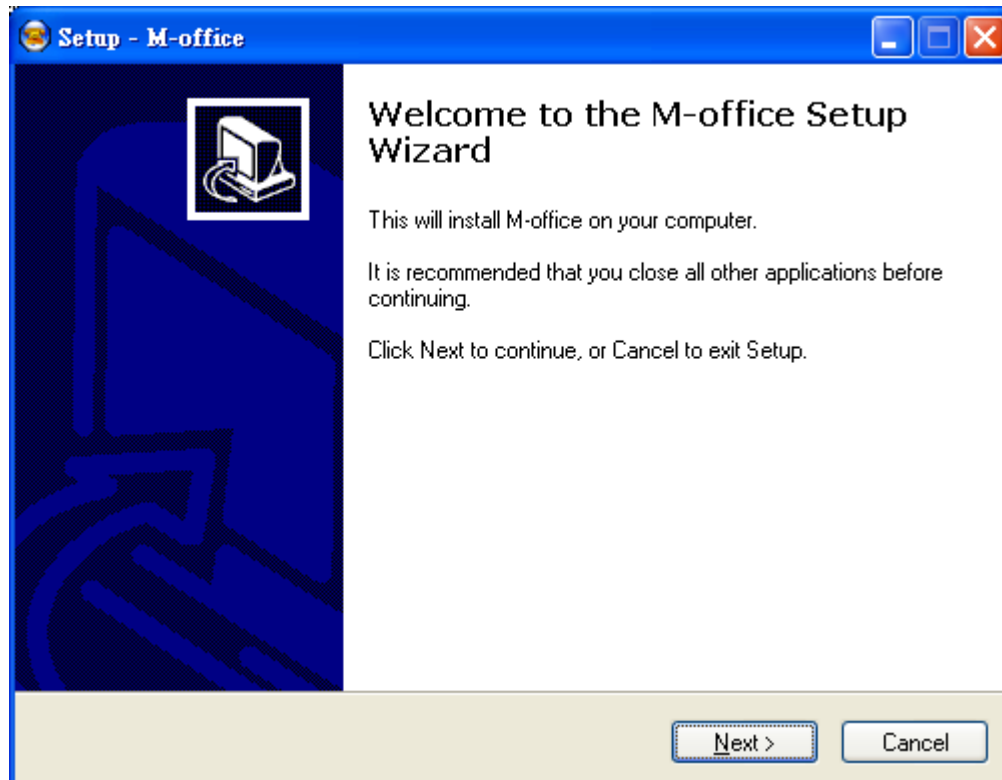
3. Then next window will recommend user to close other application programs before continuing to install. After other applications are closed, click Next.



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

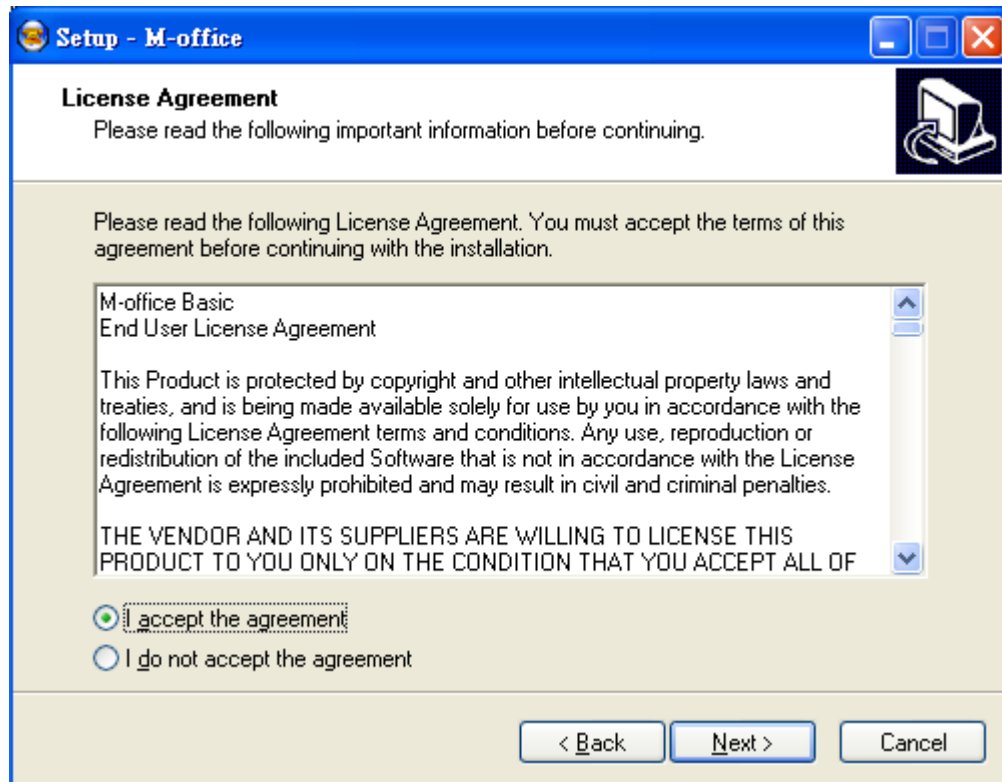


5. The “**Welcome to the M-office Setup Wizard**” appears. Read the screen instructions and click Next.

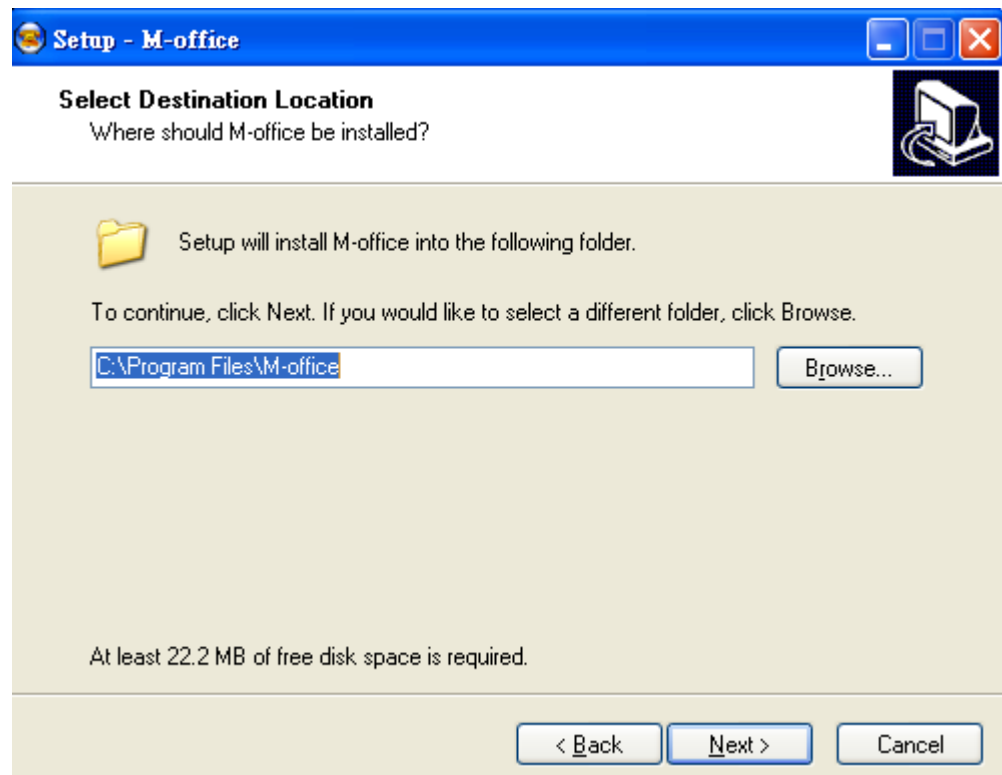


6. In the next window, check the box of **"I accept the agreement"** after reading the agreement carefully. Then Click Next.

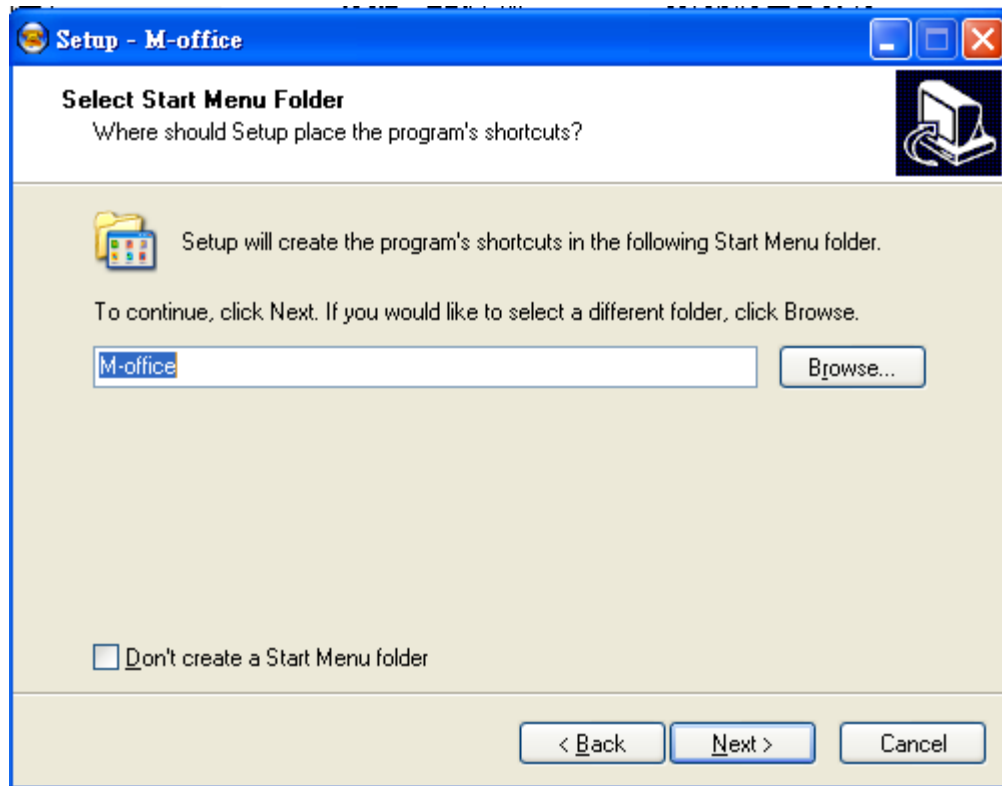
Note: User can click Back to go back to the previous step anytime during installation.



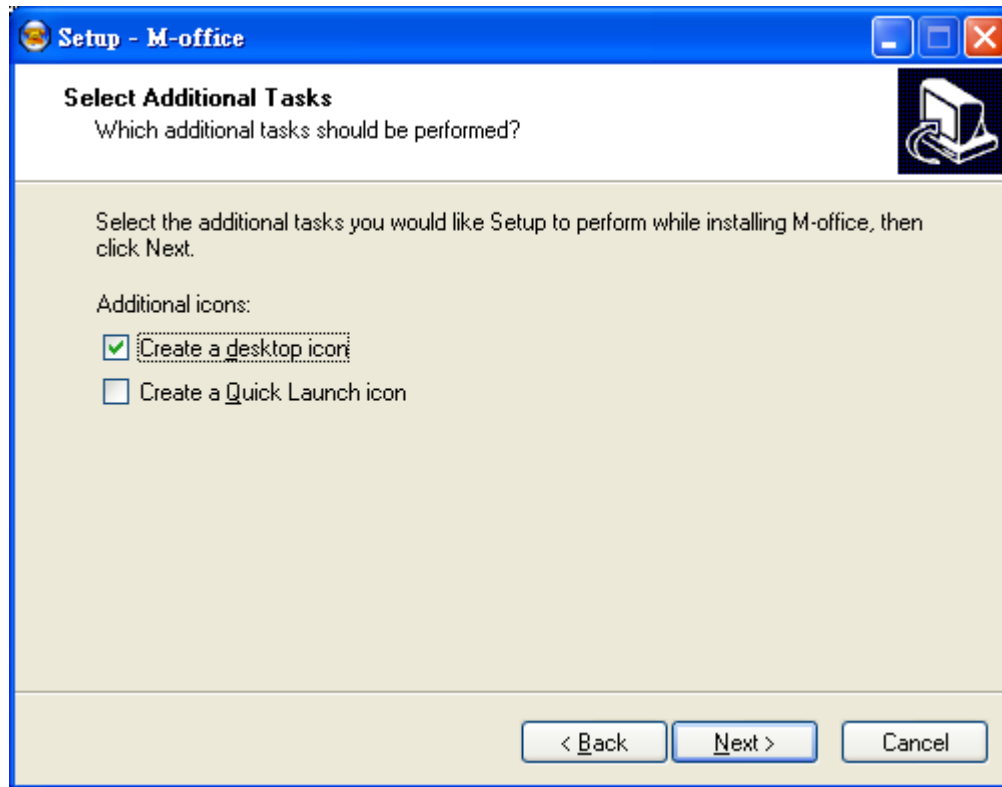
7. In the next window, designate a folder for the installation. A default folder will appear. If this is not a preferred folder for user, click Browse and choose a folder from the list. After deciding folder for the installation, click Next.



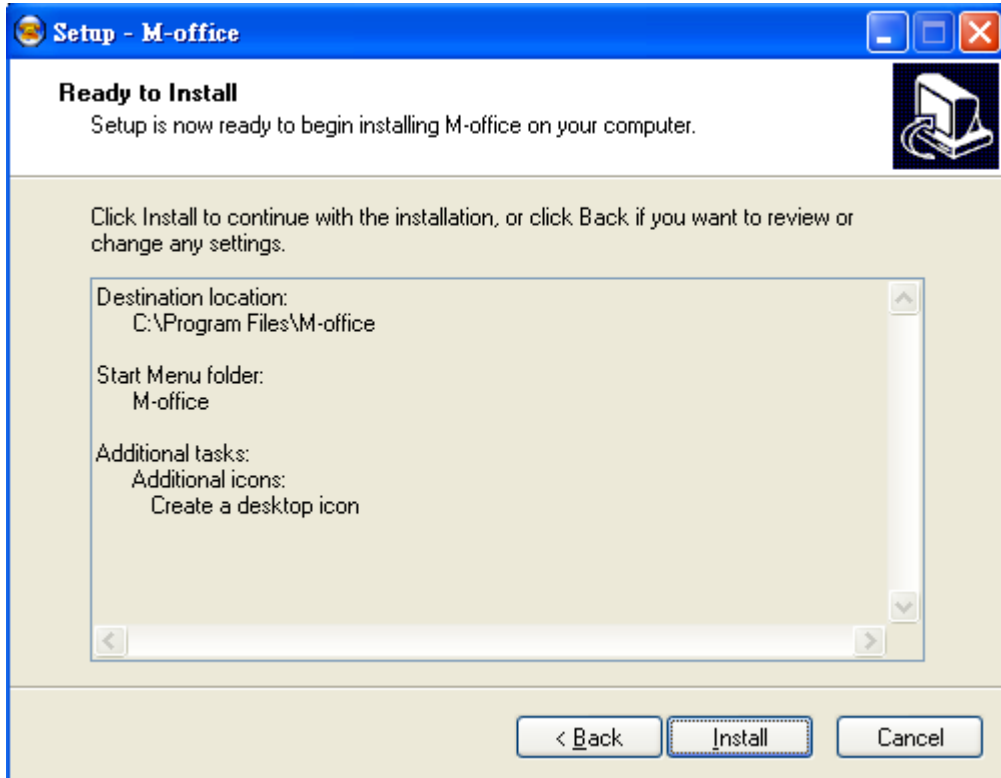
8. In the next window, choose a preferred folder for M-office program's shortcuts in Start Menu folder. A default folder will appear. If this is not a preferred folder, click Browse and choose a folder from the list. User can choose not to create a Start Menu folder. If this is the case, check the box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



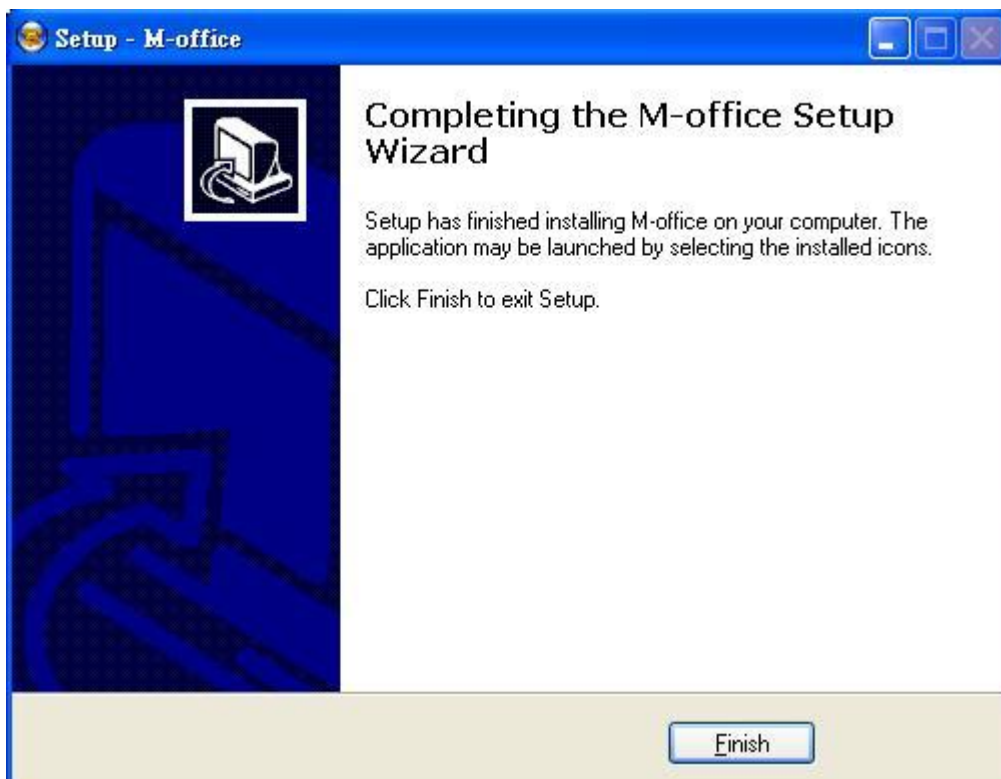
9. The next window is to create the Desktop icon or the Quick Launch icon. Check the appropriate box as desired. After M-office software is launched, the Desktop icon will appear on the computer desktop and the Quick Launch icon will appear in the left bottom corner of the Windows screen. Click Next.



10. The next window contains the related installation information and allows the 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. In the next window, user can click Finish to finish the setup.



4. Use M-office

4.1 Before Making a Call

Before making a call with M-office, make sure the following requirements have been met:


- The whole computer system and internet connection meet or exceed the minimum system requirements in [1.5 Minimum System Requirements](#)
- The computer is connected to the Internet
- M-office dongle is connected to the computer USB port
- M-office RJ11 port is connected to carrier landline or PBX analogue extension line
- Skype program version 8.30.0.50~ 8.34.0.78 is installed and launched in the computer
- Two Skype accounts have been created and contacts have been added
- User can set a Skype Speed-Dial number for a contact. Please refer [4.3.5 Speed Dial Setting Page](#)
- M-office software is installed and launched successfully by checking if M-office system tray icon at the right-bottom corner of Windows desktop shows 
- Green LED display:

slow blinking	when M-office is ready
solid-on	when the phone is off-hook
fast blinking	when the phone rings
off	when M-office has any problem

Important setting before start

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

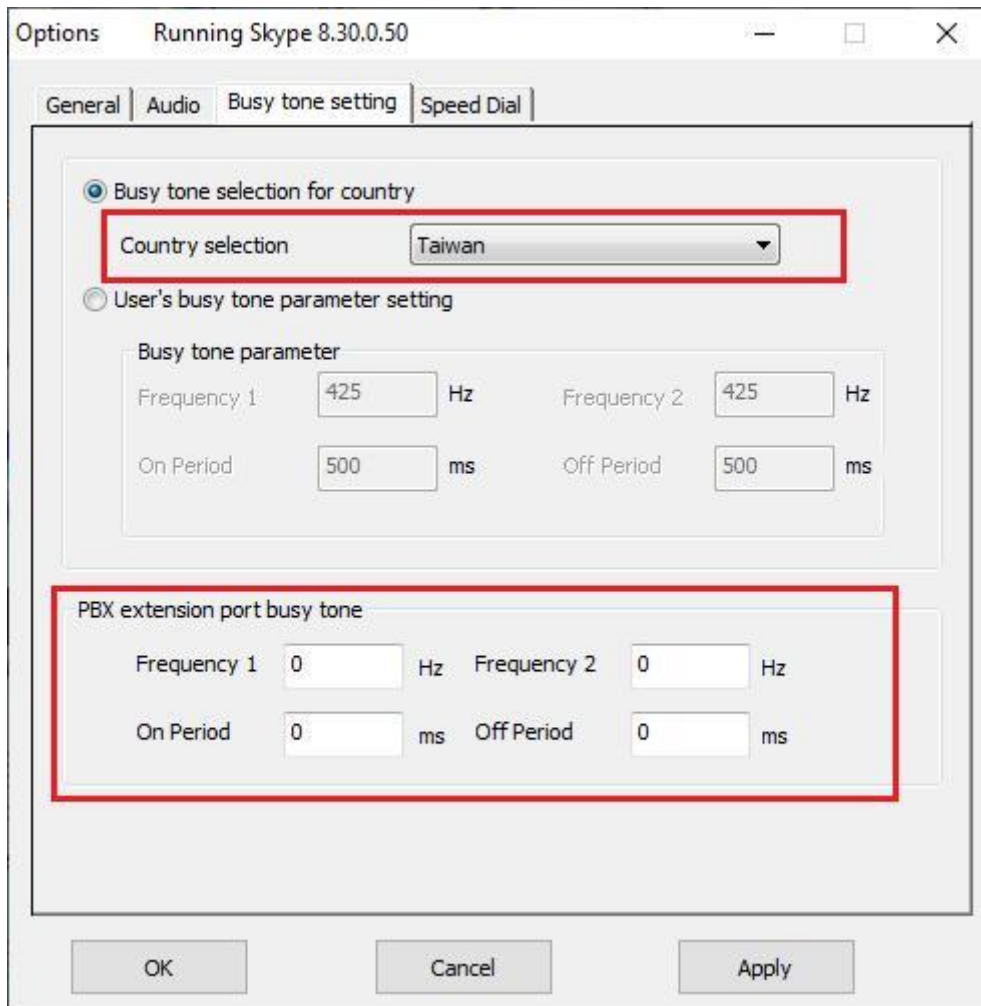
be closed.

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 show .

Busy tone settings

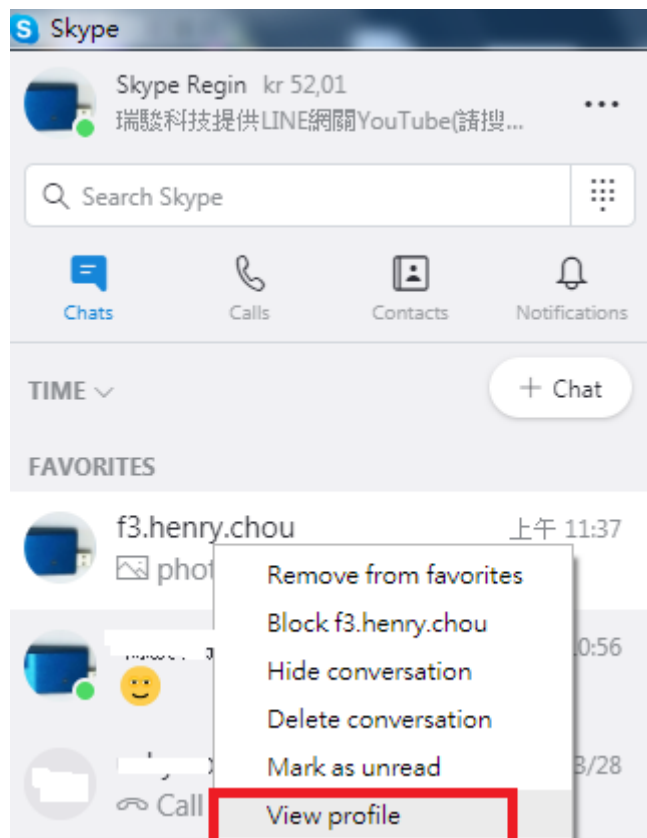
Before starting to use M-office, user needs to make sure busy tone setting is correct, otherwise M-office might keep hook off after the first incoming landline call and won't take later landline calls. Please select your local country as below figure and fill in the correct PBX extension line busy tone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

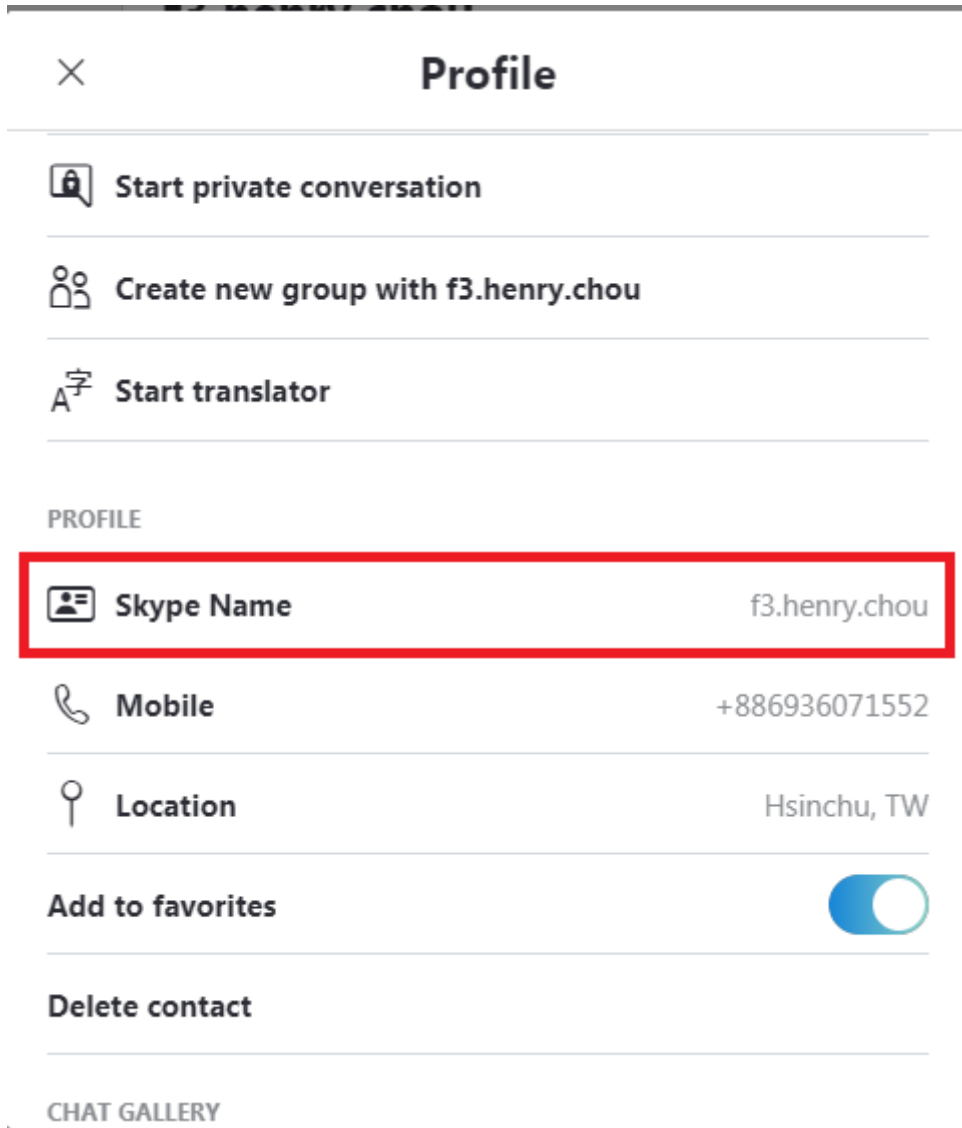
User can check with PBX vendor for PBX extension line busy tone or there is a PBX extension line busy tone tool in the M-office installation CD. If there is any problem to use the tool, please contact us. For details of busy tone setting, please refer M-office user manual [Sec. 4.3.4 Busy Tone Setting Page](#).



E-mail or mobile phone number Skype account

At forward mode, user needs to fill in the fixed forward Skype account Name. At PBX mode, user needs to fill in the forward Skype account Name for each extension under Extension table. If the filled in Skype account name 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 Name and fill in M-office for application.

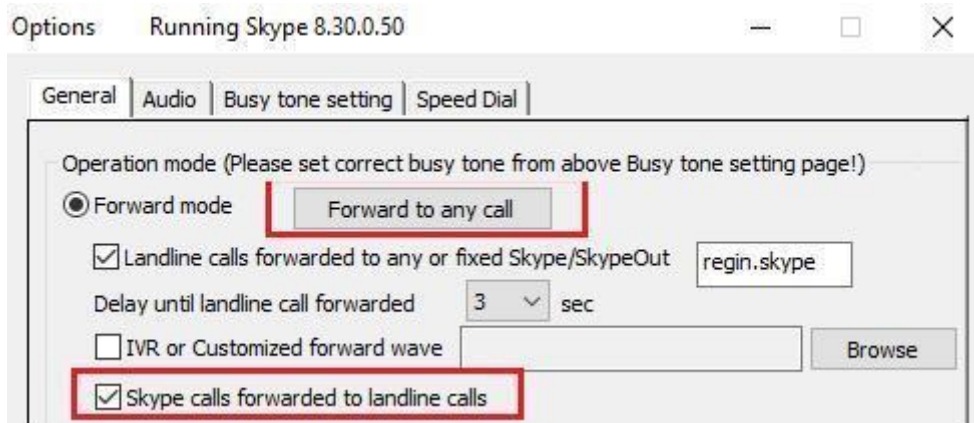




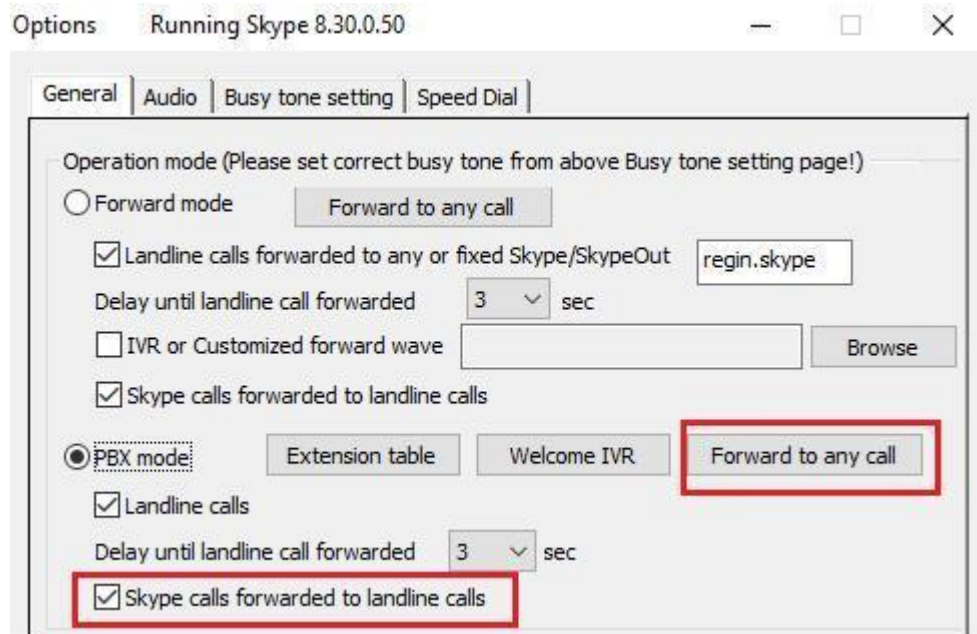
Forward incoming Skype calls to any landline calls

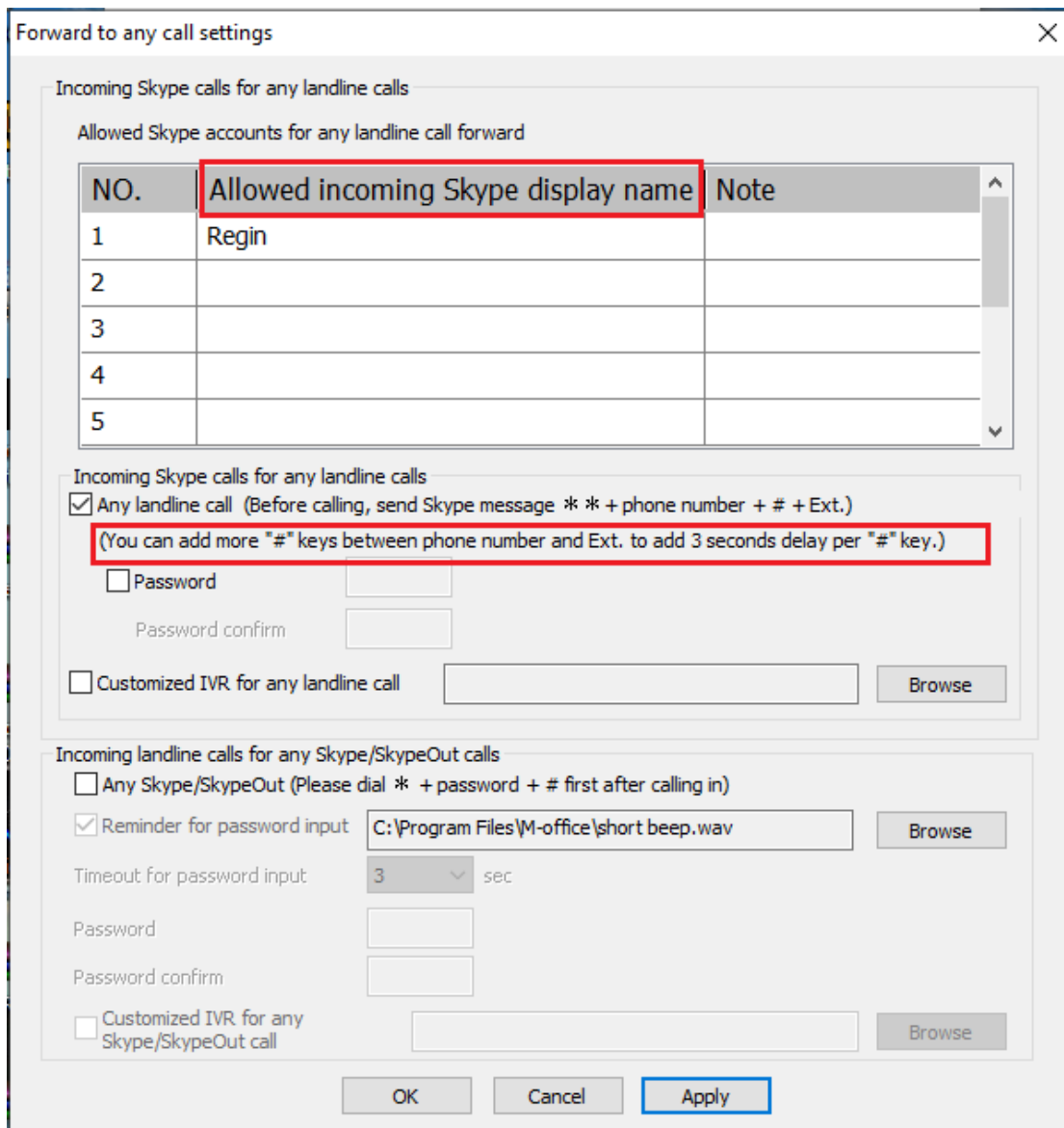
Incoming Skype calls can be forwarded to any landline calls.

Check Skype calls forwarded to landline calls and click “Forward to any call” under Forward mode.



Below is for PBX mode.

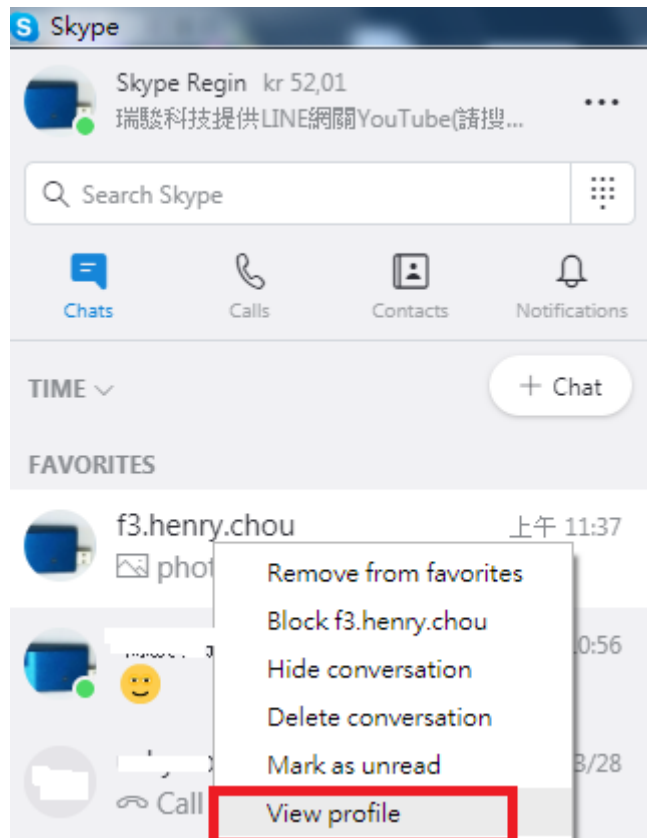




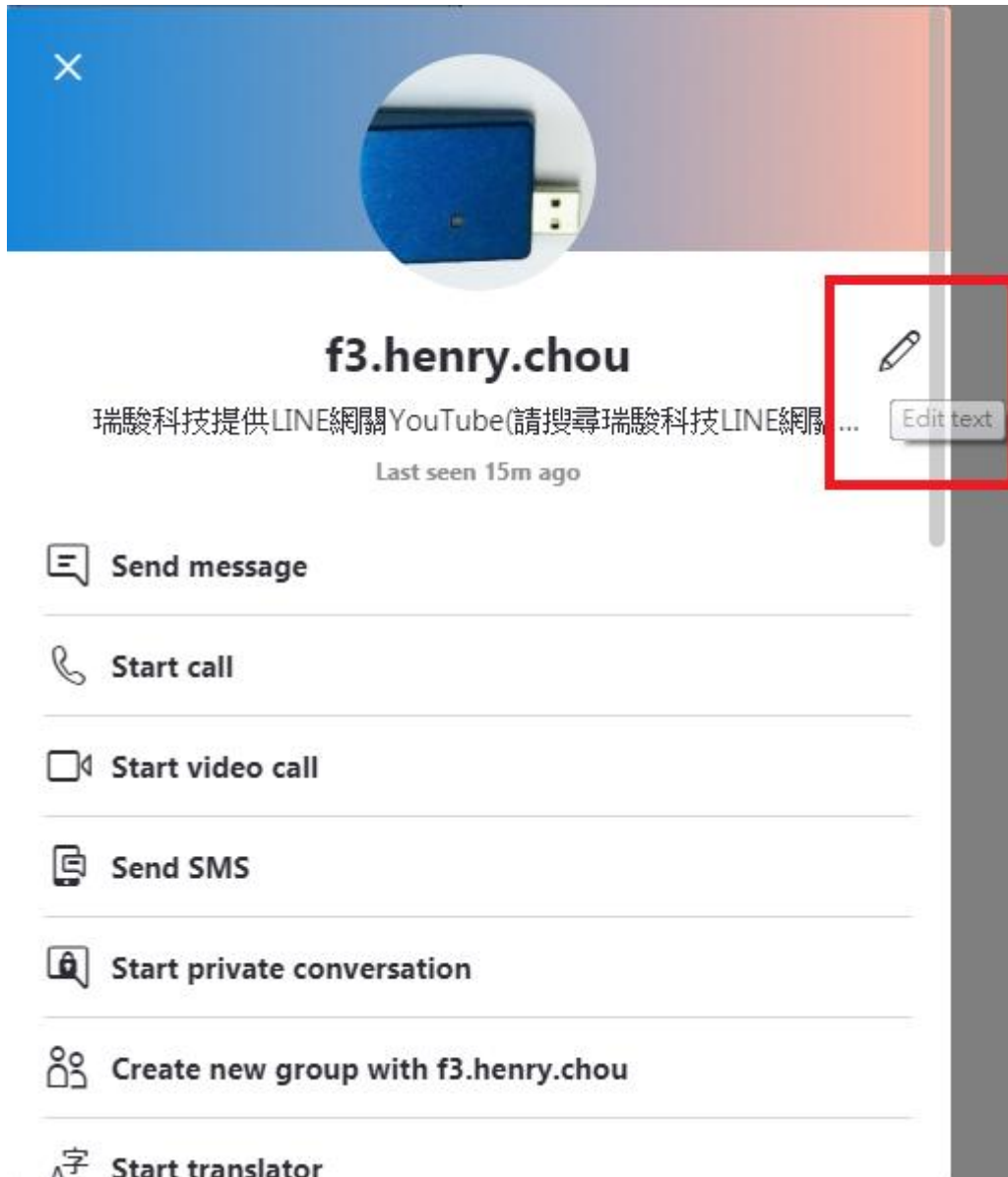
Note: "Allowed incoming Skype display name" needs to be filled with Skype display name as shown in Skype GUI instead of Skype Name.

And the Skype contacts need to become friends of M-office Skype account for call forward application.

User can refer below two figures to copy "Skype display name" and paste on above "Allowed incoming Skype display name" GUI. As below figure, click with right mouse on the Skype friend and choose "View profile".



Copy Skype display name as below figure and paste on “Allowed incoming Skype display name” GUI.



Because recent Skype software either fails to send DTMF tones 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 PBX extension number or make any landline call forward. Such implement can replace Skype dial pad function for Skype to Skype call application. Skype callers can send Skype message like “**408XXXXXXX” to M-office Skype account 60 seconds before making a Skype call to M-office Skype account or during the Skype call. M-office will make a 408XXXXXXX landline call via M-office’s connecting landline. Please refer [Incoming Skype calls for any forward](#) (Forward mode) or [Incoming Skype calls for any forward](#) (for PBX mode) for details.



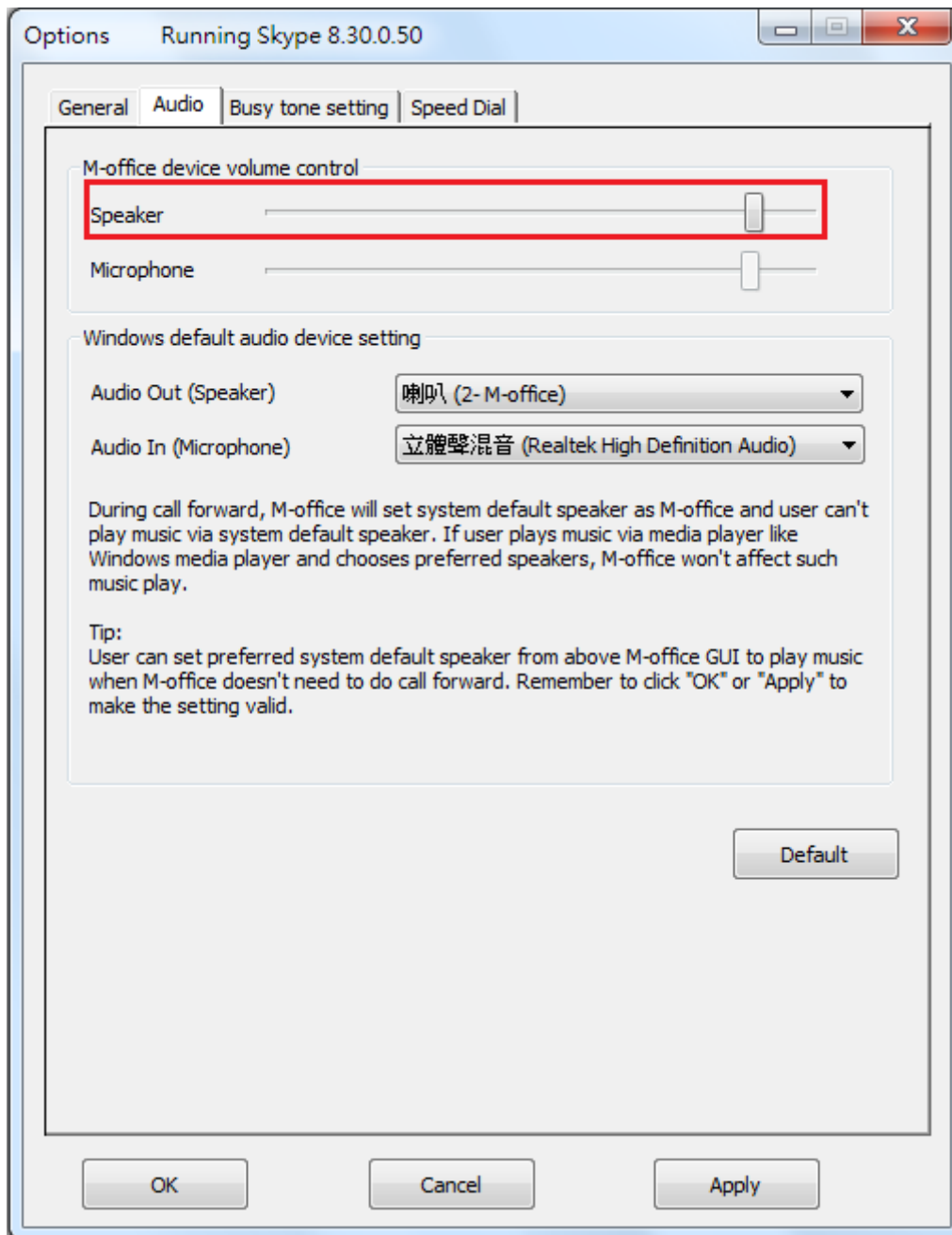
Warning:

- 1. 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.
- 2. Incoming landline callers can make Skype/SkypeOut call forward via phone keypad.**

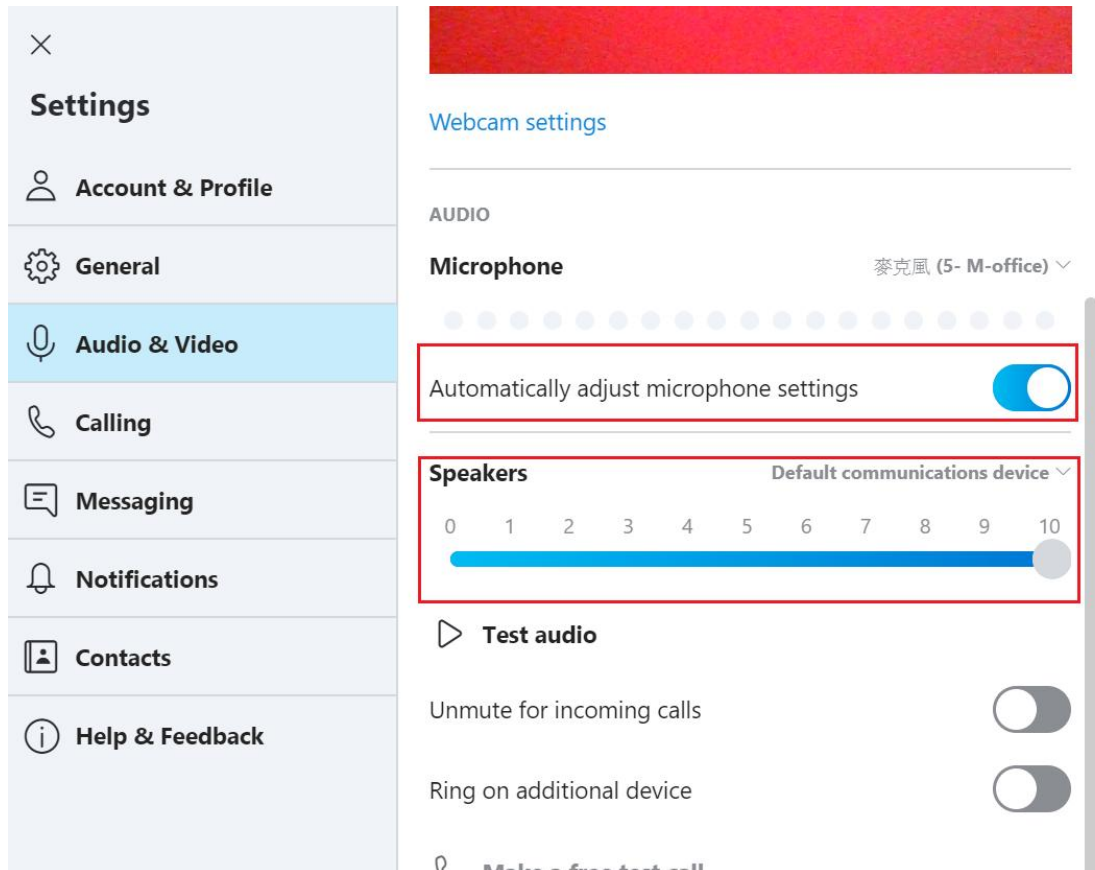
How to make M-office forwarding call voice volume louder

M-office's call forwarding Skype receiver can turn their mobile phone volume higher. Besides, user can check below two settings.

- (a) Set higher speaker volume of M-office audio page from system tray icon.
Microphone only displays volume status.



- (b) Check Skype Audio & Video setting and make sure “Automatically adjust microphone settings” is on and Speakers setting is at higher volume. If Skype Speakers setting is too low, M-office call forward voice volume will be mute or very low.







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.

4.2 M-office Icons

Desktop and Quick Launch icon 

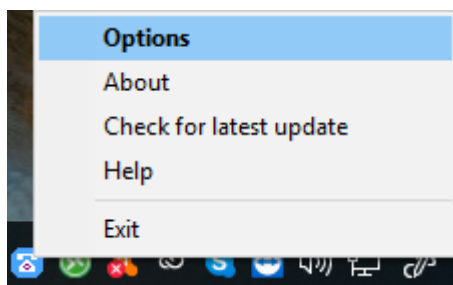
System tray icons at the right-bottom corner of Windows desktop

Initializing	
Ready	
Call Active	
Hardware failure	



4.3 M-office GUI

There are five choices (**Options**, **About**, **Check for latest update**, **Help**, and **Exit**) when user clicks M-office system tray icon at the right-bottom corner of Windows desktop. **Options** has all settings for M-office. **About** will tell user M-office software version. **Check for latest update** will allow user to check and download the latest M-office software. The on-line help will be launched when user chooses **Help** from M-office system tray icon. On-line help supports three languages - English, Traditional Chinese and Simplified Chinese. **Exit** will close M-office software.



Following are detailed descriptions about **Options** for M-office settings.

4.3.1 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 M-office again. User can use Cancel button to cancel the changes and Options dialogue closes immediately.

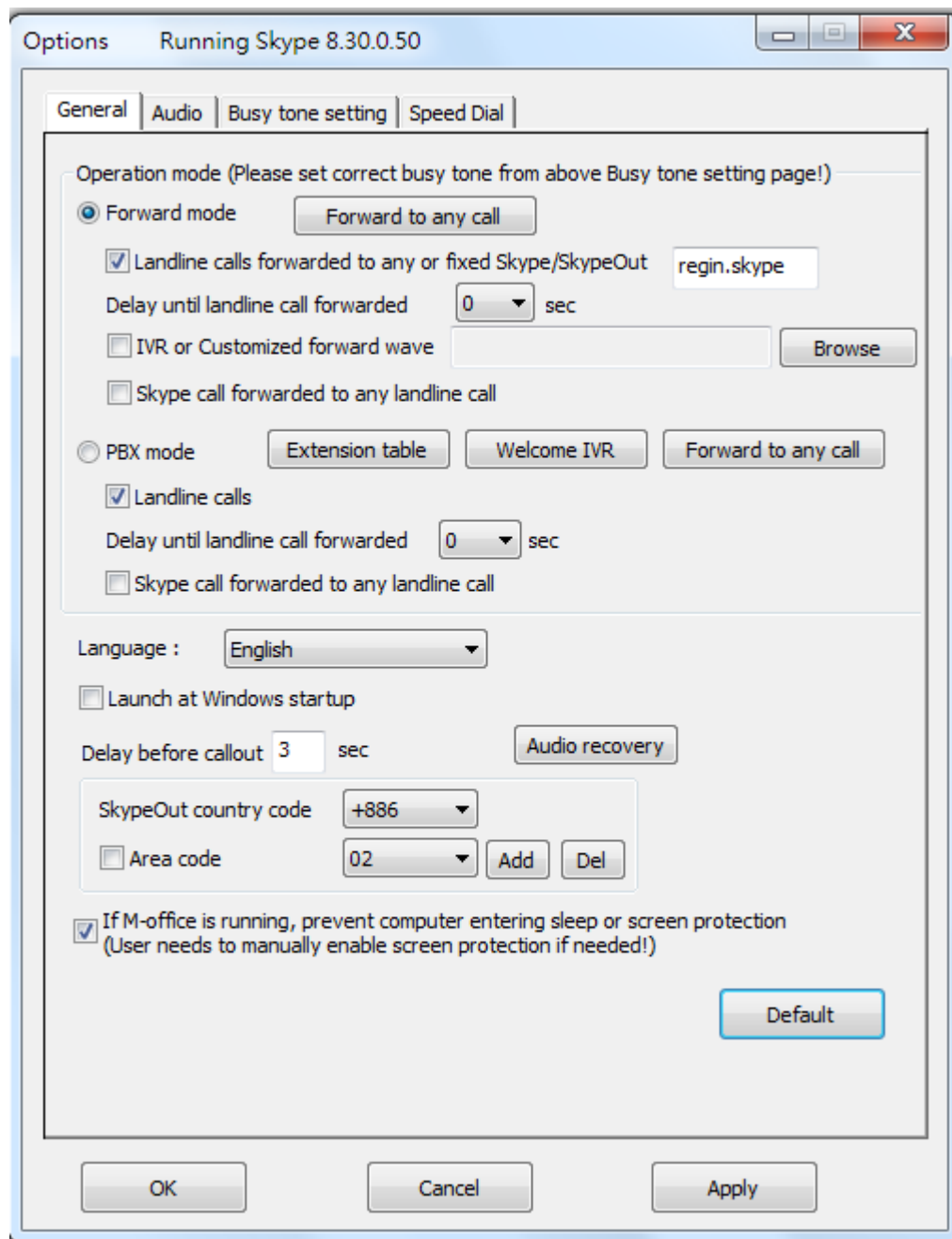
Besides, user can click Default button to refresh settings to default settings in every pages. There are four Options pages:

[General Setting Page](#)

[Audio Setting Page](#)

[Busy Tone Setting Page](#)

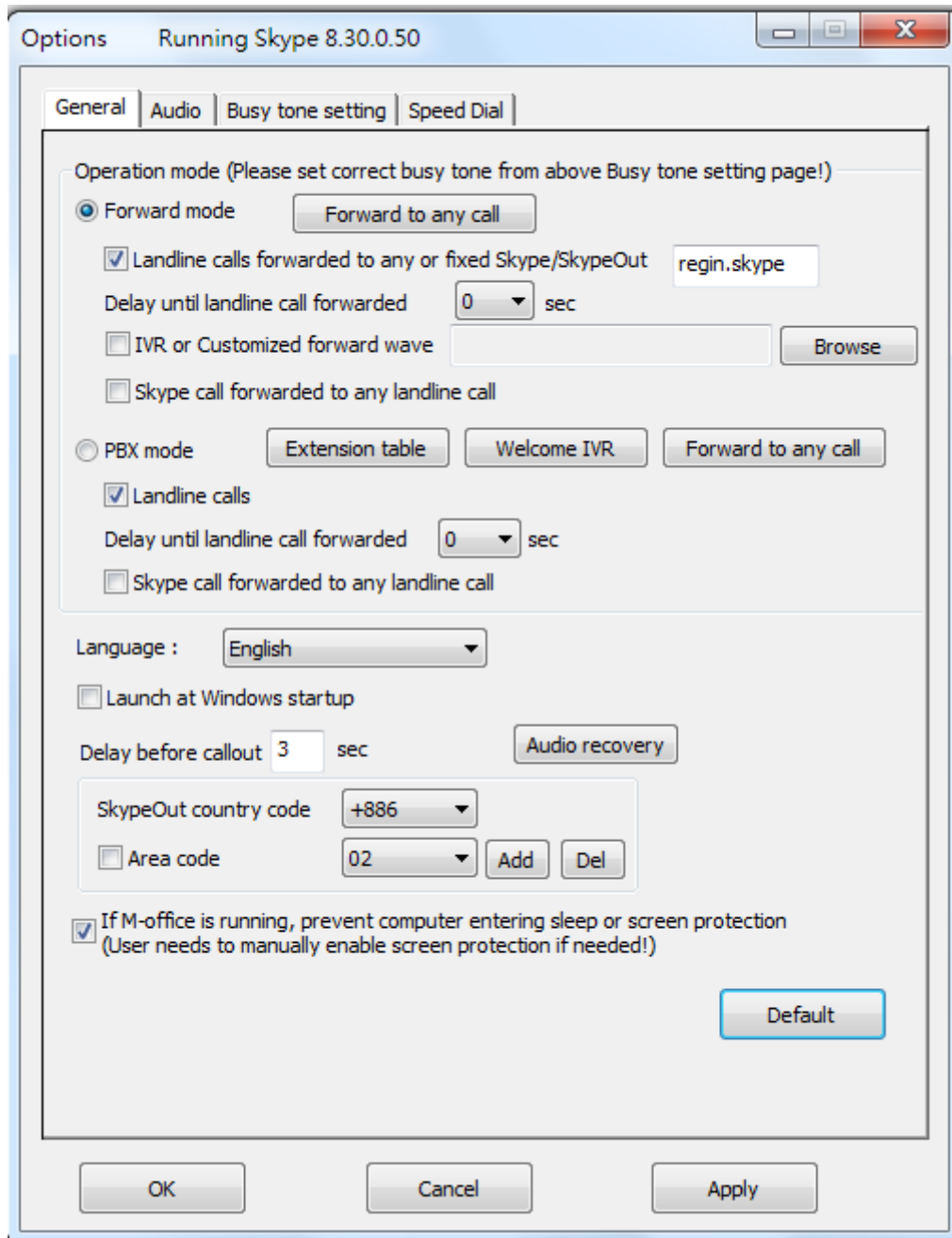
[Speed Dial Setting Page](#)



4.3.2 General Setting Page

This option dialogue provides the main operation settings, including Operation mode, Forward mode (Forward to any call, Landline calls forwarded to any or fixed Skype/SkypeOut, Delay until landline call forwarded, IVR or Customized forward wave and Skype calls forwarded to landline calls), PBX mode (Extension table, Welcome IVR, Forward to any call, Landline calls, Delay until landline call forwarded and Skype calls forwarded to landline calls), Language selection, Launch at Windows startup, Delay before callout,

Audio recovery, SkypeOut country code, Area code and If M-office is running, prevent computer entering sleep or screen protection.



1. **Operation mode:** Forward mode and PBX mode. The default setting is Forward mode.
2. **Forward mode:** Incoming landline calls can be forwarded to mobile phone Skype or mobile phone via SkypeOut.
 Landline calls forwarded to any or fixed Skype/Skypeout: Incoming landline calls can be forwarded to mobile phone Skype or mobile phone via SkypeOut.

Forward to any call: M-office allows some assigned Skype accounts to call in and then dial PBX extension number or any phone number through M-office connecting landline. And incoming landline calls can be forwarded to any Skype/SkypeOut calls.

Delay until landline call forwarded: This setting only applies to incoming landline calls, not incoming Skype calls. If the forward delay is set like 3 seconds, the incoming landline call will be delayed 3 seconds for call forward. User can have 3 seconds time to pick up the parallel phone which is connected with the landline. The default setting is 0 second.

IVR or Customized forward wave: M-office supports landline like ring back tone at default. User can have own ringback wave such as your mobile phone ringback tone. Or user can have own welcome IVR in wave format.

3. **PBX mode:** User needs to check this box to enable PBX mode. Default operation mode is Forward mode.

Extension table: There are up to 10 extension numbers support. Each extension number maps to one Skype Name or SkypeOut number. Incoming landline calls will be forwarded based on the extension table setting.

Welcome IVR: M-office provides Welcome, Wrong EXT reminder and Thanks for calling Mandarin and English IVRs at default, but user can create own customized IVRs.

Forward to any call: M-office allows some assigned Skype accounts to call in and then dial PBX extension number or any phone number through landline. And incoming landline calls can be forwarded to any Skype/SkypeOut calls.

Landline calls: If user needs incoming landline calls forwarded for any Skype/SkypeOut function, this setting needs to be enabled. Default setting is enabled.

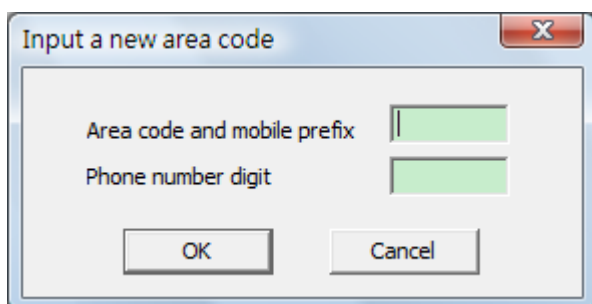
Skype calls forwarded to landline calls: If use needs incoming Skype calls forwarded for any PBX extension number or any phone number, this setting needs to be enabled. Default setting is disabled.

Delay until landline call forwarded: This setting only applies to incoming landline calls, not incoming Skype calls. If the forward delay is set like 3 seconds, the incoming landline call will be delayed 3 seconds for call forward. User can have 3 seconds time to pick up the parallel phone which is connected with the landline. The default setting is 0 second.

4. **Language:** Three languages are supported - English, Simplified Chinese,

and Traditional Chinese. The default language is determined by the "Select Setup Language" setting during M-office setup program is installing.

5. **Launch at Windows startup:** If this setting is enabled, the M-office program will be automatically loaded and executed when the computer operating system is started. The default setting is enable.
6. **Delay before callout:** "Delay before callout" means how long the dialing call will be dialing out if user doesn't add "#" key after pressing the dialing number. User can input number like 5, then the dialing number will be dialed out after 5 seconds if user doesn't add "#" key after the dialing number. The default setting is 3 seconds.
7. **Audio recovery:** Resolve Skype call party can't hear each other problem.
8. **SkypeOut country code:** User can choose the country code number where the user stays and user doesn't need to add country code when user makes a domestic SkypeOut call. The default setting depends on user's Window operation system language. For example, the default SkypeOut country code setting is +1 (USA & Canada) for English Windows operation system.
9. **Area code:** Only Taiwan, China, USA and Canada area code are supported now. User needs to click Area code checkbox and choose the appropriate area code. After that, user doesn't need to dial the area code for a domestic SkypeOut call. M-office program tries to collect the complete area code numbers, but user needs to add extra area code by himself in case there is any area code missing or new added to prevent possible wrong number dialed out. After user clicks "Add" button, there will be one "Input a new area code" window pop out and user needs to fill in the area code or mobile prefix number and the digit of the local number or mobile number. Then click OK to make it valid.



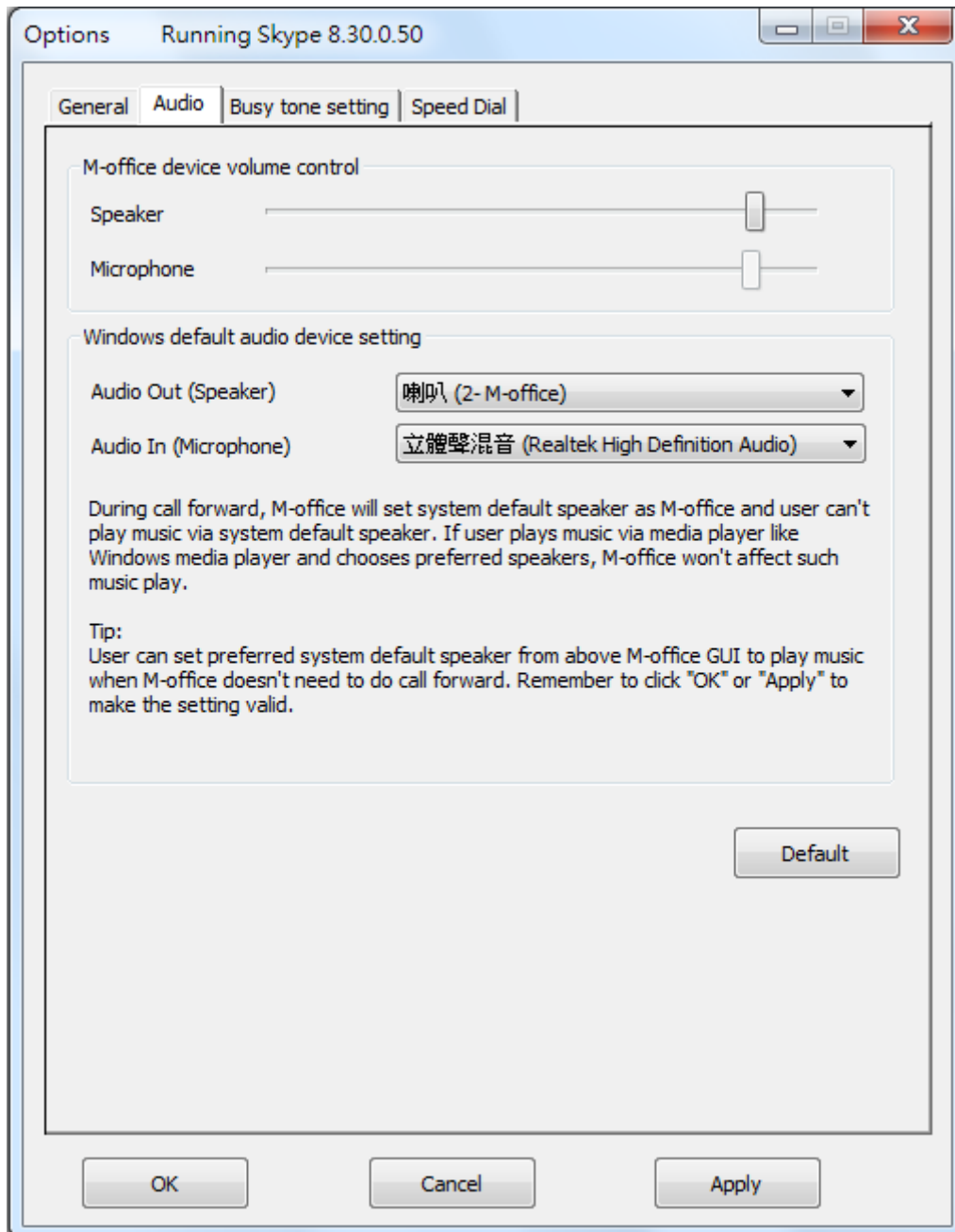
10. If M-office is running, prevent computer entering sleep or screen protection

User can disable this setting and M-office won't work when the computer

enters sleep. User needs to wake up the PC when he wants to use M-office for call forward. Default setting is enable.

4.3.3 Audio Setting Page

In Audio setting page, user can change audio settings including M-office device volume control and Windows default audio device setting.



M-office device volume control

User can slightly adjust the speaker volume of M-office. To adjust the audio

wave output volume, drag the speaker volume scroll bar. M-office Microphone only display volume setting status. It can't be adjusted.

Note: If user attempts to change M-office's speaker volume from Sounds and Audio Devices in control panel and the volume exceeds M-office's setting maximum value, M-office will adjust the volume to its setting maximum value.

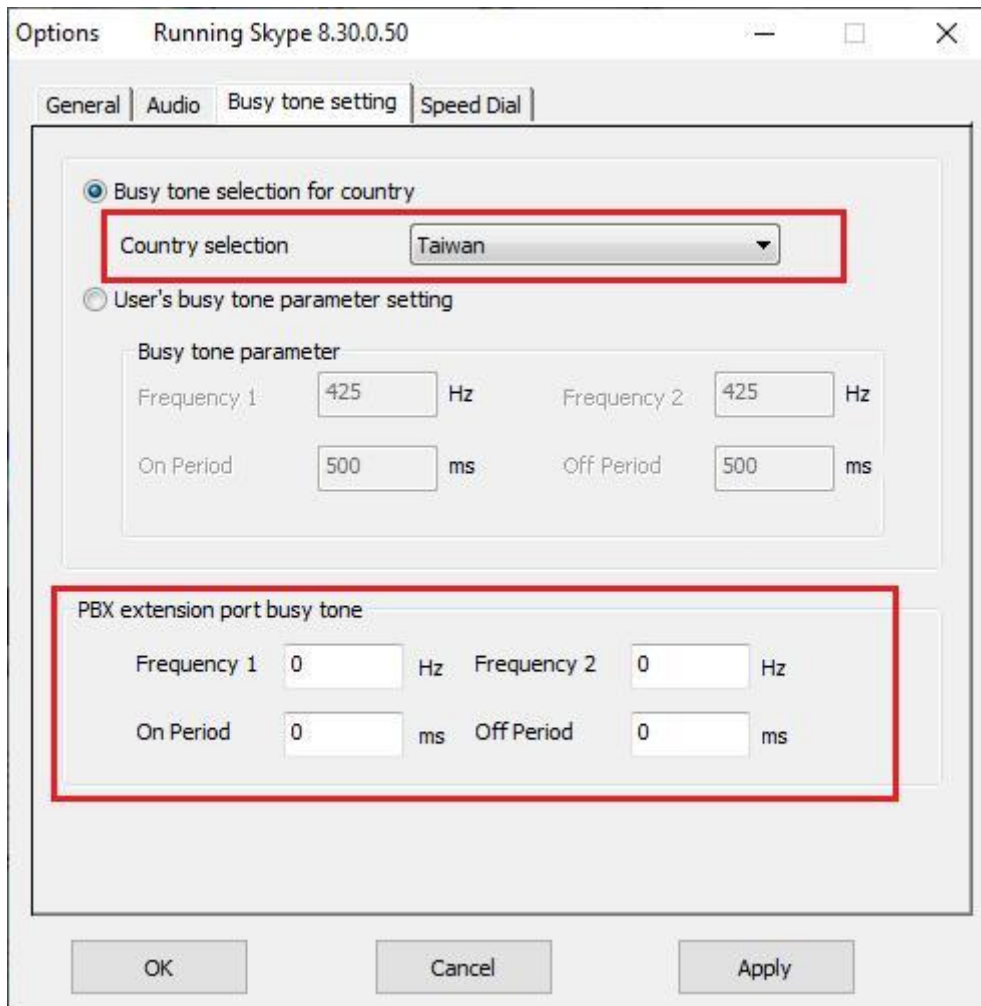
Windows default audio device setting

During call forward, M-office will set system default speaker as M-office and user can't play music via system default speaker. If user plays music via media player like Windows media player and chooses preferred speakers, M-office won't affect such music play.

User can set preferred system default speaker from above M-office GUI to play music when M-office doesn't need to do call forward. Remember to click "OK" or "Apply" to make the setting valid.

4.3.4 Busy Tone Setting Page

This page provides the related configurations about phone settings, such as International busy tone setting, User's busy tone parameter setting and PBX Extension port busy tone.



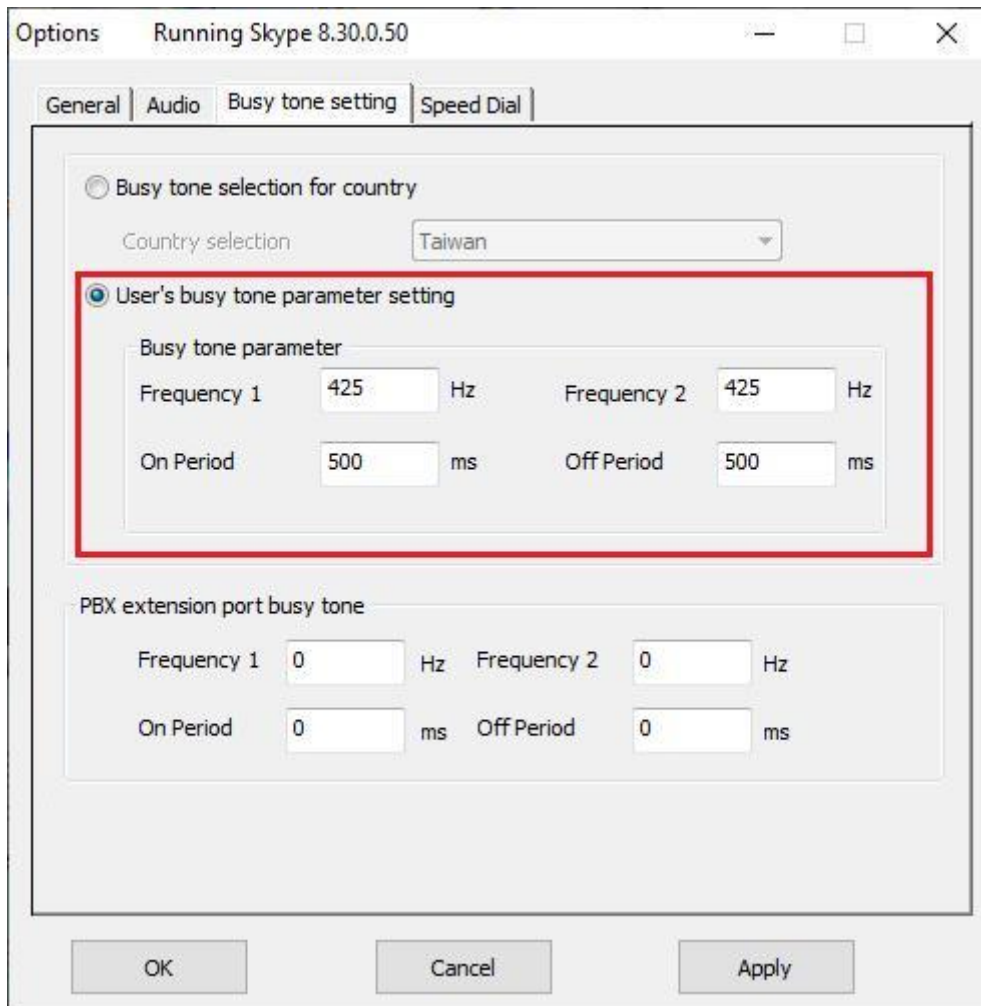
International busy tone setting

User can choose own living country from country selection list. Then click OK or Apply. M-office will hook on landline when it detects that country's busy tone based on user's country selection or "User's busy tone parameter setting". Incorrect busy tone setting will make your landline keeping hook off after an incoming landline got call forwarding and remote call party has hung up the call.

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

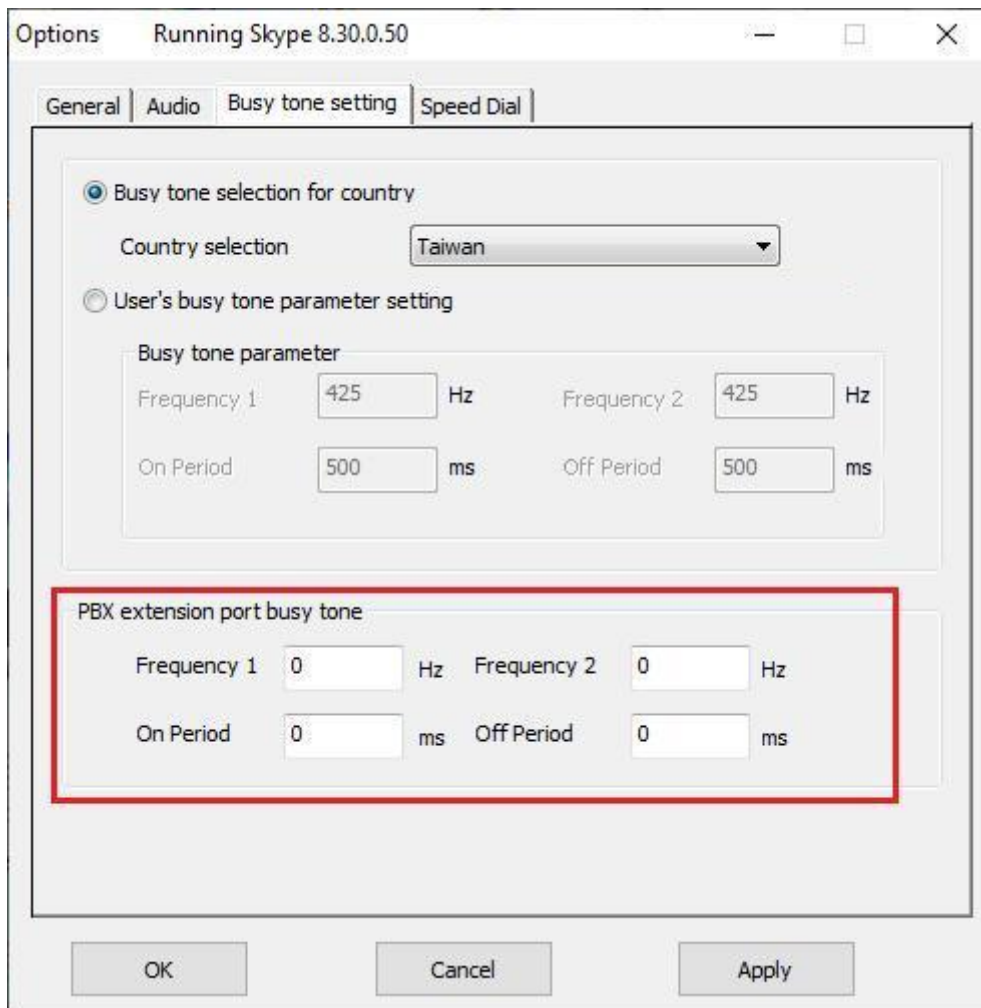
User's busy tone parameter setting

When user can't find own living country from the list or the country busy tone setting can't work properly, user can configure the busy tone parameters if he/she knows the appropriate setting. There is no need to set this option if the country selection for busy tone works.



PBX extension port busy tone

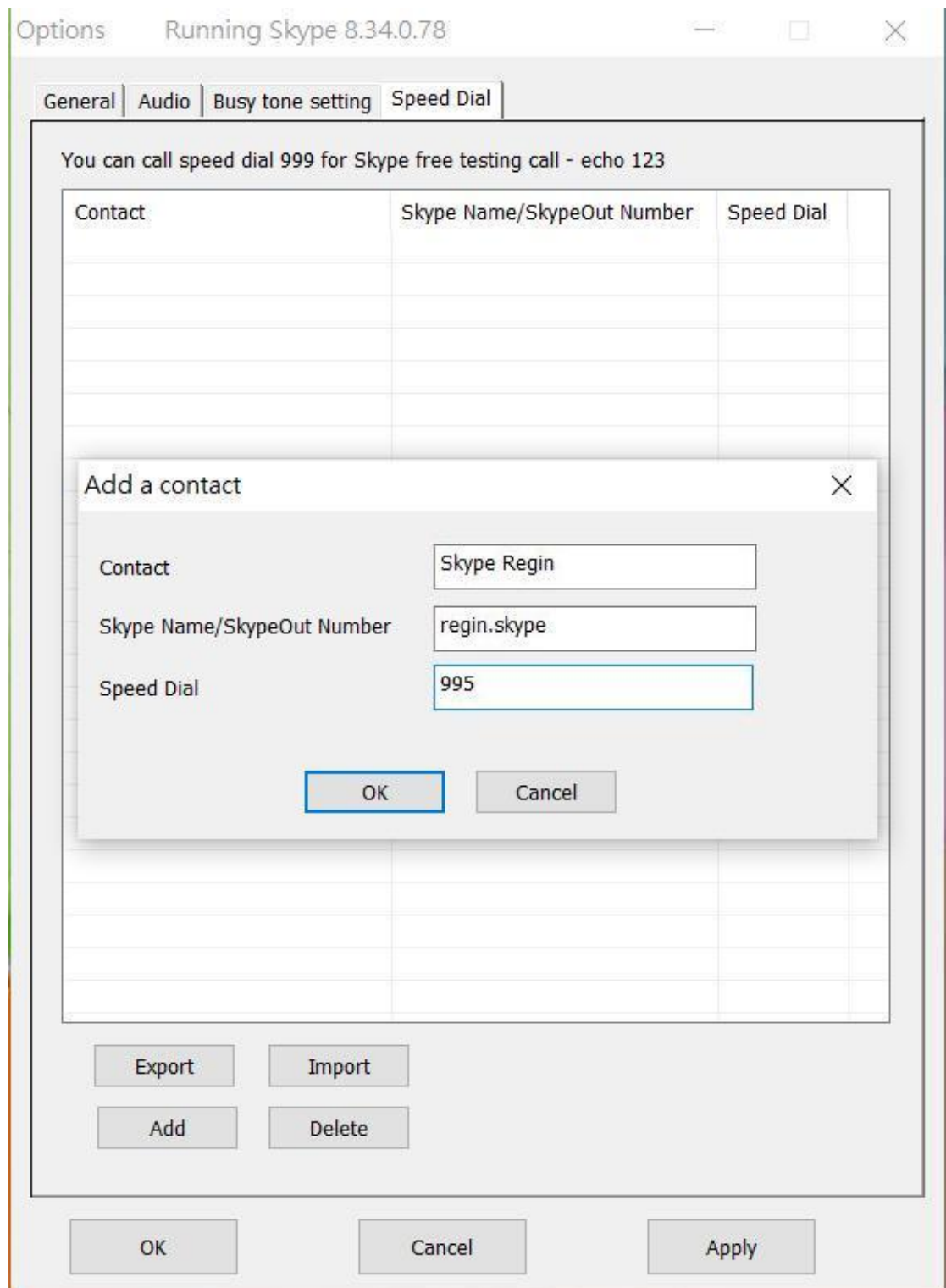
If M-office is connected to PBX analogue extension port, user needs to fill in the PBX extension line busy tone frequency and on/off period (cadence) by checking with PBX vendor. If user doesn't have the busy tone parameters, there is one busy tone detect tool within the M-office installation CD. After running this tool, there is a "Help" button to click to get how to use this tool. It is important to fill in the correct busy tone parameters, otherwise M-office might not work again after the first incoming landline call.



4.3.5 Speed Dial Setting Page

Skype 8.x doesn't have any developer API to get Skype contacts information.

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 Name 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 Name/SkypeOut Number" 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.




4.4 Forward Mode

Application



Important setting before start

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

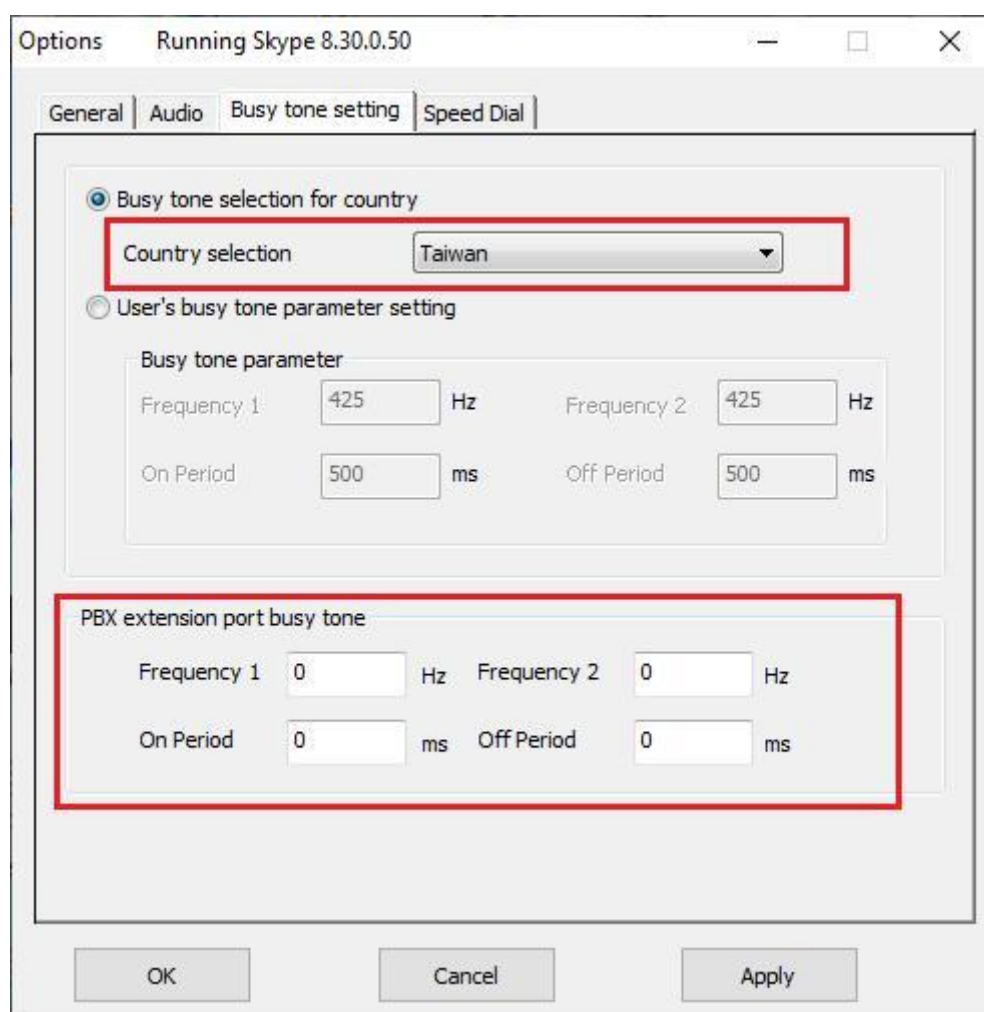
Under Skype 8.x, M-office just supports Traditional Chinese, Simplified Chinese and English Skype GUI now. If the setting of Skype Language is not belonged to above three settings, then M-office might have the problem to access Skype GUI and show .

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

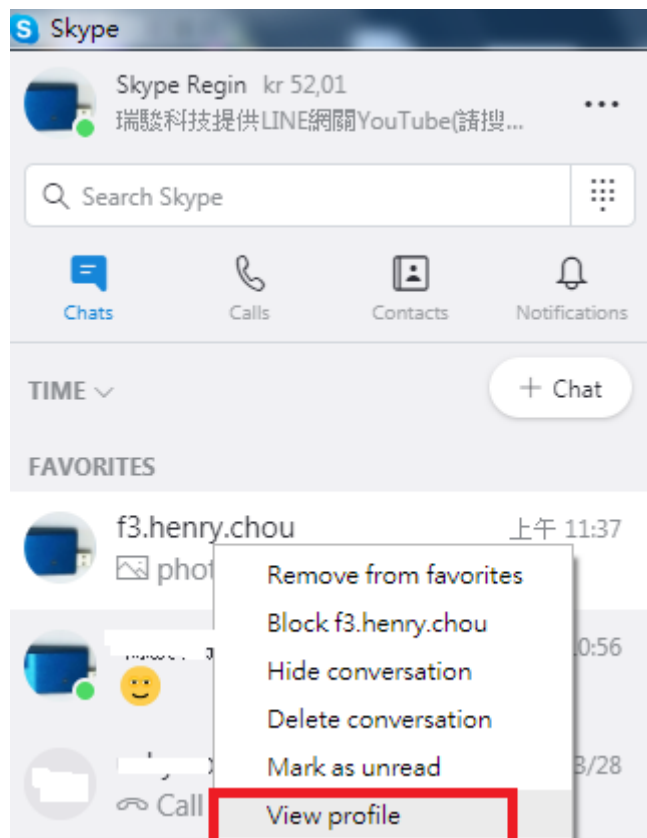
connected to PBX analog extension line. Always remember to press “OK” or “Apply” button to save your setting and make it valid.

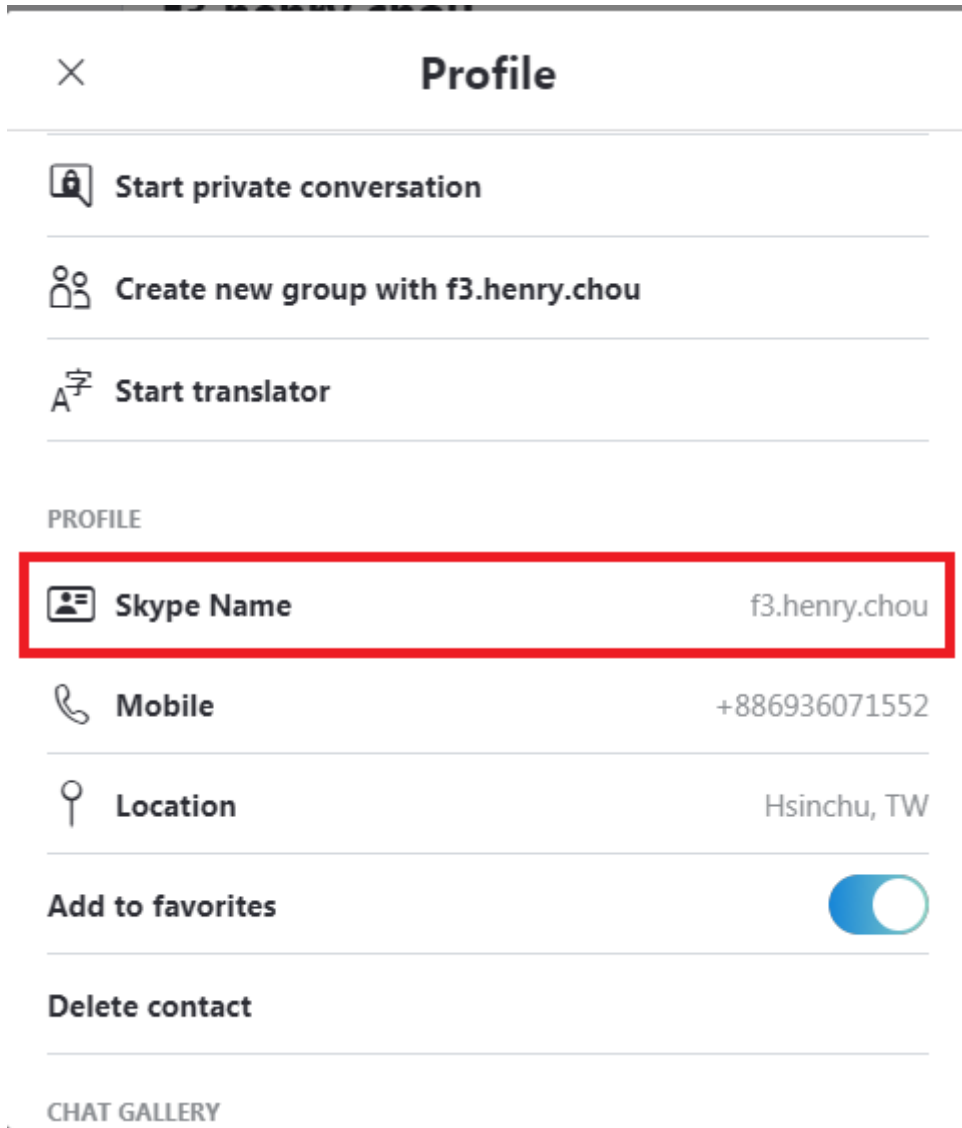
User can check with PBX vendor for PBX extension line busy tone or there is a PBX extension line busy tone tool in the M-office installation CD. If there is any problem to use the tool, please contact us. For details of busy tone setting, please refer M-office user manual [Sec. 4.3.4 Busy Tone Setting Page](#).



E-mail or mobile phone number Skype account

At forward mode, user needs to fill in the fixed forward Skype account Name. If the filled in Skype account name 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 Name and fill in M-office for application.

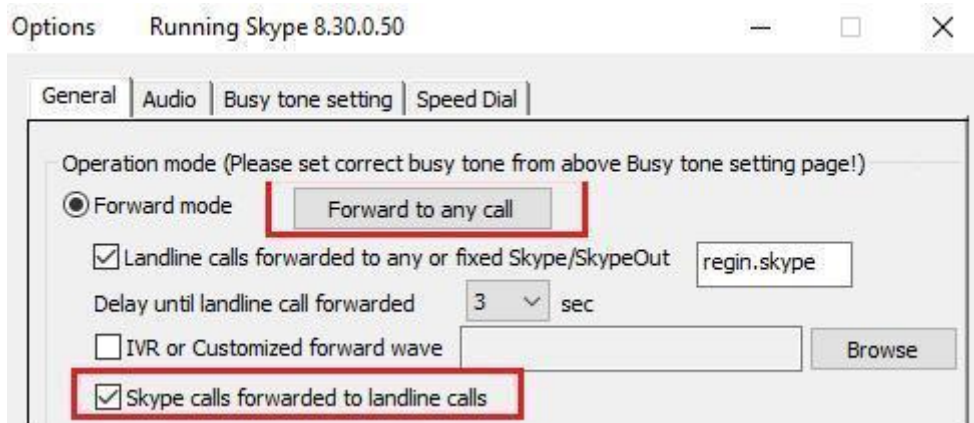




Forward incoming Skype calls to any landline calls

Incoming Skype calls can be forwarded to any landline calls.

Check Skype calls forwarded to landline calls and click “Forward to any call” under Forward mode.



Forward to any call settings

Incoming Skype calls for any landline calls

Allowed Skype accounts for any landline call forward

NO.	Allowed incoming Skype display name	Note
1	Regin	
2		
3		
4		
5		

Incoming Skype calls for any landline calls

Any landline call (Before calling, send Skype message * * + phone number + # + Ext.)
 (You can add more "*" keys between phone number and Ext. to add 3 seconds delay per "*" key.)

Password

Password confirm

Customized IVR for any 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 sec

Password

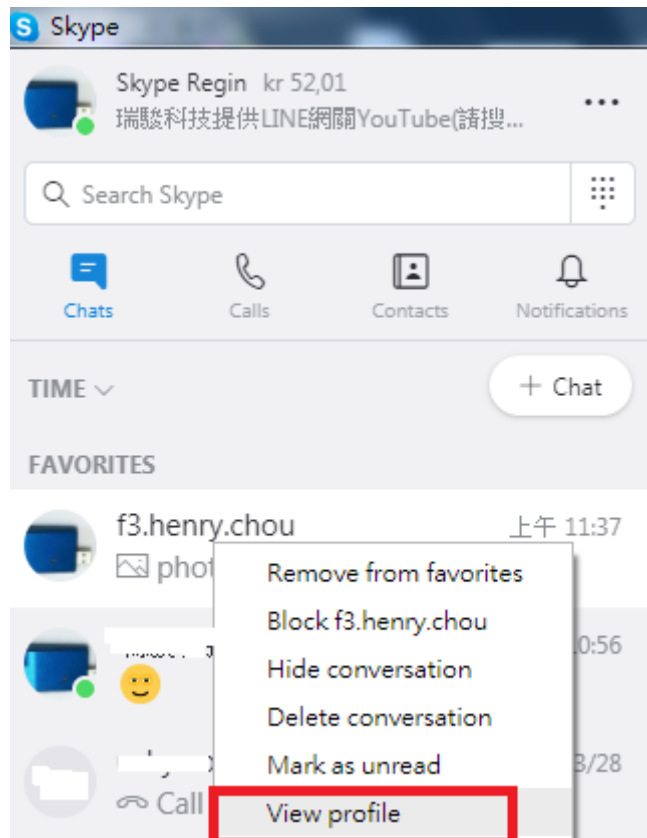
Password confirm

Customized IVR for any Skype/SkypeOut call

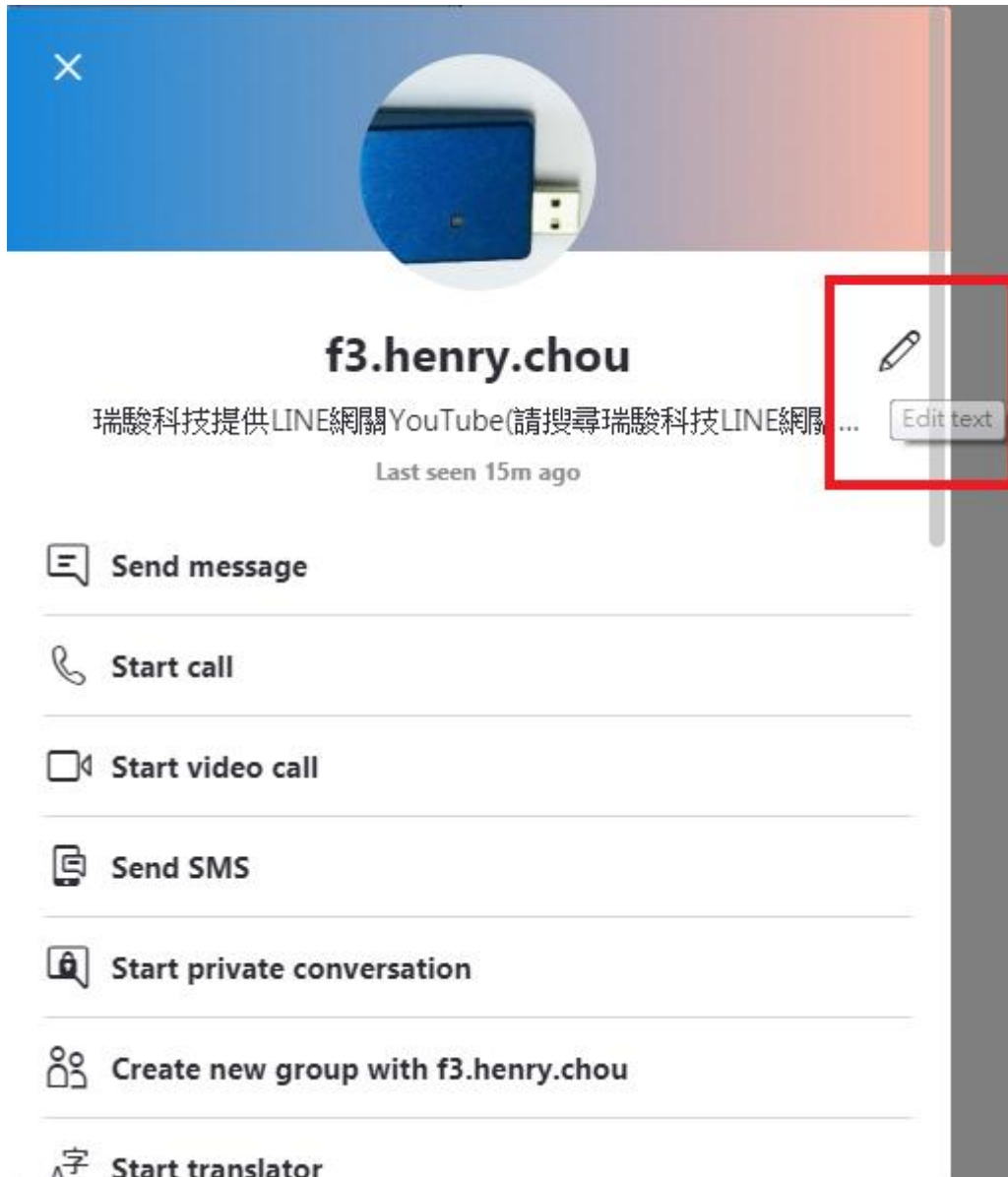
Note: “Allowed incoming Skype display name” needs to be filled with Skype display name as shown in Skype GUI instead of Skype Name.

And the Skype contacts need to become friends of M-office Skype account for call forward application.

User can refer below two figures to copy “Skype display name” and paste on above “Allowed incoming Skype display name” GUI. As below figure, click with right mouse on the Skype friend and choose “View profile”.



Copy Skype display name as below figure and paste on “Allowed incoming Skype display name” GUI.



Because recent Skype software either fails to send DTMF tones 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 PBX extension number or make any landline call forward. Such implement can replace Skype dial pad function for Skype to Skype call application. Skype callers can send Skype message like “**408XXXXXXX” to M-office Skype account 60 seconds before making a Skype call to M-office Skype account or during the Skype call. M-office will make a 408XXXXXXX landline call via M-office’s connecting landline. Please refer [Incoming Skype calls for any forward](#) for details.



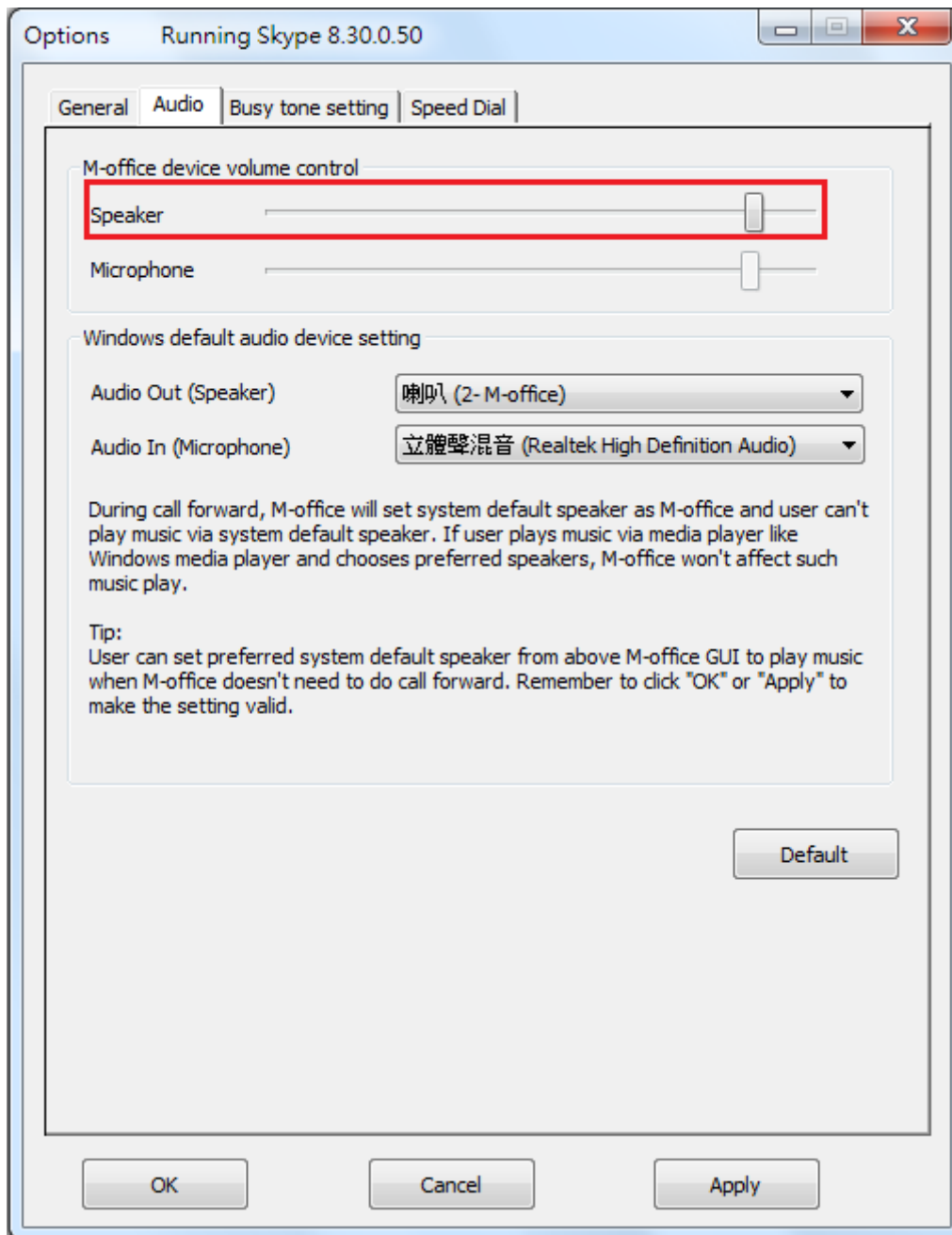
Warning:

- 1. 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.
- 2. Incoming landline callers can make Skype/SkypeOut call forward via phone keypad.**

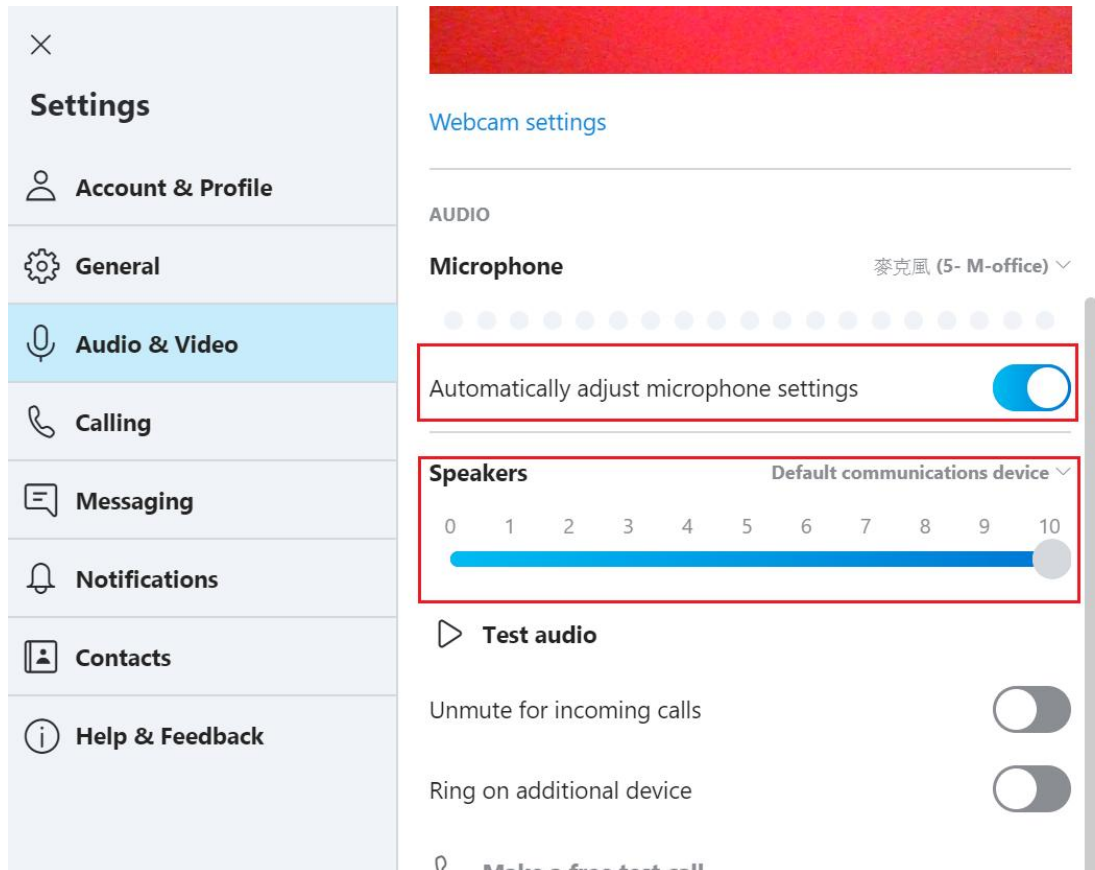
How to make M-office forwarding call voice volume louder

M-office's call forwarding Skype receiver can turn their mobile phone volume higher. Besides, user can check below two settings.

- (a) Set higher speaker volume of M-office audio page from system tray icon.
Microphone only displays volume status.



- (b) Check Skype Audio & Video setting and make sure “Automatically adjust microphone settings” is on and Speakers setting is at higher volume. If Skype Speakers setting is too low, M-office call forward voice volume will be mute or very low.

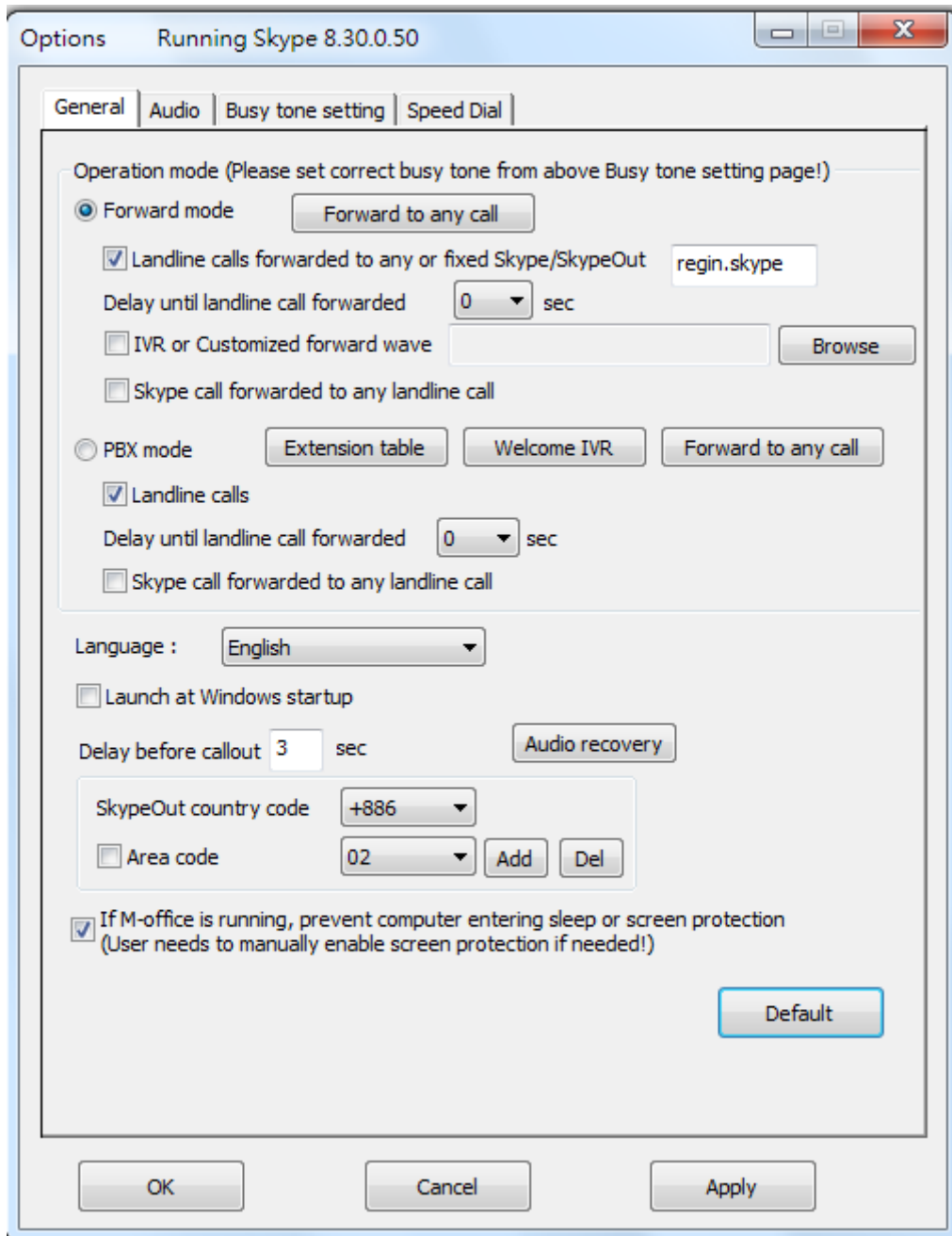
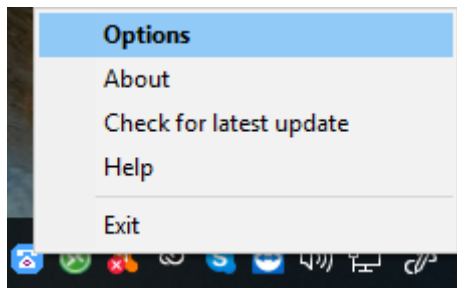


Restart M-office PC regularly

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.

Setting and usage

Plug M-office device into PC USB port and install M-office setup program. After launching M-office software, user can find M-office system tray icon at the right bottom corner of Windows desktop and click with right mouse and choose Options as below. Then General page of Options pops out.



4.4.1 Landline calls forwarded to Skype/SkypeOut

Default operation mode is Forward mode
Forward mode

The default setting only allows Landline calls forwarded to any or fixed Skype/SkypeOut. User can enable Skype calls forwarded to landline calls for incoming Skype calls forwarded to any landline calls.

Landline calls forwarded to any or fixed Skype/SkypeOut

Default setting is Landline calls forwarded to any or fixed Skype/SkypeOut. Landline calls include PBX extension calls.

Please fill in your assigned forward Skype account Name or SkypeOut number and click OK or Apply to make the setting valid. Landline call forwarded 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. If you need forward to a SkypeOut number, you must ensure M-office's login Skype account has SkypeOut credits or applicable Skype subscription programs. **It is important to make sure the forward Skype account is different with the Skype account running with M-office and both Skype accounts can't be run in other devices when you need this call forward application. You need to have at least two Skype accounts for such application.**

Please connect the landline with M-office RJ11 port when you need this forward function. You can try to call the assigned Skype or SkypeOut from your M-office PC's Skype account GUI to do a simple test to ensure all settings are correct.

Forwarding incoming landline calls to mobile phone Skype might have problems to work for following cases:

1. Please make sure the landline is well connected with M-office RJ11 port.
2. Please check if M-office is running properly (Please refer [FAQ 3](#)) and forward setting is correct or not.
3. **Sometimes there might be connection problems between M-office PC Skype to mobile phone Skype. It is good if you can test the forward function by calling from M-office PC Skype GUI to mobile phone Skype with mobile phone screen lock. If user finds M-office Skype can't call mobile phone Skype although the reverse direction call works, this problem might be caused by M-office Skype. For that case, user can reset router or ADSL modem for M-office's computer internet connection. If the Skype to Skype connection problem happens often, it is suggested to upgrade Skype version of M-office PC and mobile phone or mobile phone software version.**
4. If mobile phone screen is locked and Skype inform of mobile APP is not set

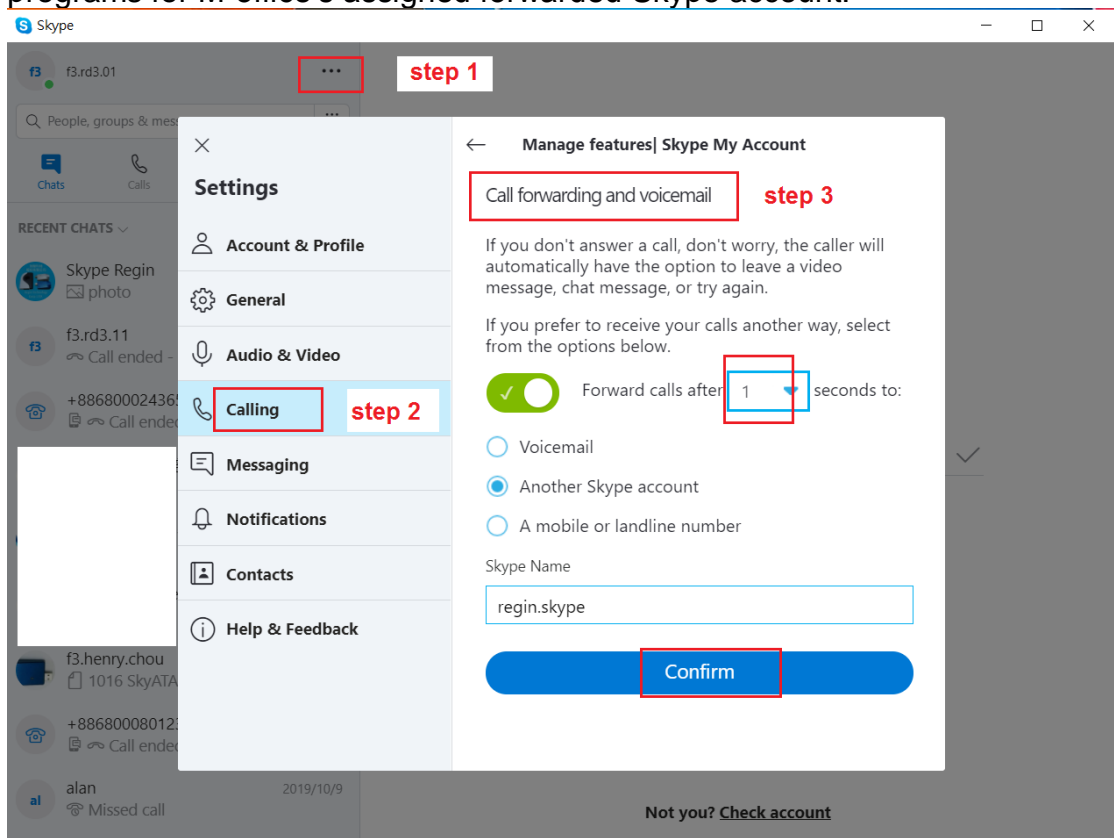
correctly, you won't be informed of the incoming Skype call. Please refer [FAQ 10](#).

5. Please check if your M-office connecting computer enters sleep or not. The default setting of M-office will prevent computer entering sleep. You need to make sure the default setting If M-office is running, prevent computer entering sleep or screen protection is enabled, then M-office forward function should work .
6. Mobile phone internet connection quality will seriously affect the forwarded mobile phone Skype call. If necessary, it is suggested to set SkypeOut as your forward setting.

Tip: How can office or home incoming calls be forwarded to multiple Skype accounts or phone numbers?

Skype has built-in “Call forwarding and voicemail” function. M-office's assigned forwarded Skype account either in Forward mode or PBX mode can be forwarded to up to three Skype accounts or SkypeOut numbers once the M-office forwarded Skype account has been set “Call forwarding and voicemail” as below figure. Please pay attention to the settings circled in red and remember to click “Confirm” button to save your settings.

Skype to Skype forward is free. If you want to forward to SkypeOut number, you need to purchase Skype credits or subscribe Skype programs for M-office's assigned forwarded Skype account.



M-office will forward office or home incoming calls to the assigned Skype account no matter M-office is set at Forward mode or PBX mode. If the M-office assigned forward Skype account has enabled "Call forwarding and voicemail" function and make forwarding settings, Skype will forward the M-office forward Skype account to multiple destination as the settings. If any destination call is picked up, other forwarding calls will be cancelled.

Delay until landline call forwarded

Setting of "Delay until landline call forwarded" only applies to incoming landline calls. It won't apply to incoming Skype calls. If user wants to use forward function and also wants to pick up the incoming landline call directly when he/she is near the phone. User can consider to use the attached 1 to 2 female phone plug jointer to connect carrier landline (or PBX analog extension line), phone (or desk phone or fax machine) and M-office RJ11 port as below figure. With "Delay until landline call forwarded" set at an appropriate number like 3 seconds, the incoming call will be forwarded if user doesn't pick up the paralleled phone within 3 seconds. The "Delay until landline call forwarded" time can't be set too long; otherwise, landline caller might hang up calls because of long wait. It is good to have the setting at 0 when you are far away from the phone, then the incoming landline calls will be forwarded immediately. The default setting is 0 second.

For M-office's co-work with fax machine, user needs to adjust "Delay until landline call forwarded" time to ensure fax machine can work properly.



IVR or Customized forward wave

M-office supports landline-like ring back tone. User can have own ringback wave such as your mobile phone ringback tone. Or you can have own welcome IVR in wave format. To use own IVR, please enable IVR or customized forward wave and press “Browse” button to choose your wave file. Remember to click OK or Apply button to make it valid.

If M-office is running, prevent computer entering sleep or screen protection

M-office computer can't enter sleep mode when M-office is in operation. For the sake of PC security, user can lock screen of the computer or use screensaver when user will be away from the computer. When the computer screen is locked or screensaver is active, M-office function can still work. For details, please refer [FAQ 12](#) of this manual.

The default setting is enable.

How to make or receive Skype calls on the computer with M-office running?

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

Make Skype calls:

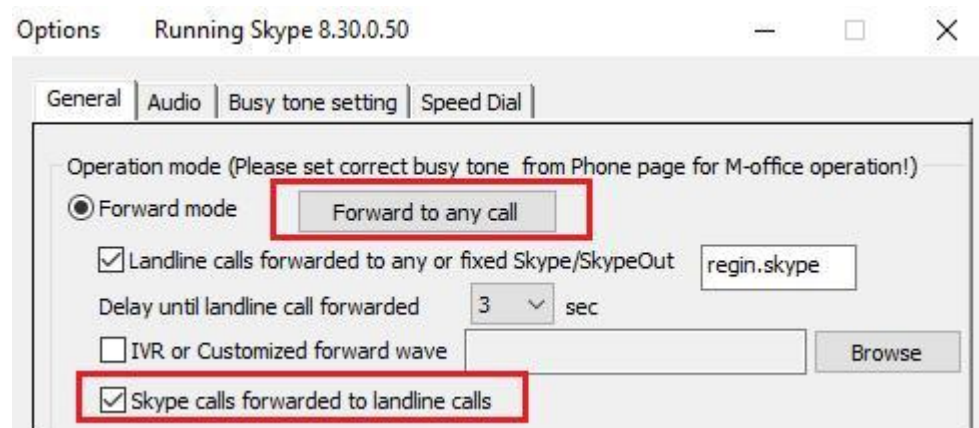
- a. If user wants to make Skype calls, M-office software needs to be closed (No need to remove M-office device from PC). User can choose preferred Skype microphone and speaker to make Skype calls via Skype GUI. User can buy our SkyATA, SkyBox S1 or enterprise multiple ports Skype gateway if user prefers to have Skype calls via a phone.
- b. When M-office is connected with PBX analog extension line or carrier landline, employees can call M-office's connecting extension number from desk phone or this landline number from outside and make any Skype/SkypeOut calls with password if "Incoming landline calls for any Skype/SkypeOut calls" function is enabled. Please refer [Incoming landline calls for any forward](#).

Receive Skype calls:

User can end M-office software (No need to remove M-office device from PC) and use choose preferred Skype microphone and speaker to receive Skype calls.

4.4.2 Forward to any call setting

M-office allows some Skype accounts to call in and then dial any phone number through landline. Under Forward mode, press "Forward to any call" button and "Forward to any call settings" window pops out.



Forward to any call settings

Incoming Skype calls for any landline calls

Allowed Skype accounts for any landline call forward

NO.	Allowed incoming Skype display name	Note
1	Regin	
2		
3		
4		
5		

Incoming Skype calls for any landline calls

Any landline call (Before calling, send Skype message * * + phone number + # + Ext.)
(You can add more "*" keys between phone number and Ext. to add 3 seconds delay per "*" key.)

Password

Password confirm

Customized IVR for any 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 sec

Password

Password confirm

Customized IVR for any Skype/SkypeOut call

Incoming Skype calls for any forward

If user wants to call M-office Skype and make any landline calls, Skype calls forwarded to landline calls setting needs to be enabled.

Because recent Skype software either fails to send DTMF tones or lacks of Skype dial pad during a Skype-to-Skype call, M-office software later than version 1.0.0.15 allows Skype callers to send Skype chat message to call any landline calls or PBX extension number. Such implement can replace Skype dial pad function for Skype to Skype call application. Allowed Skype callers can send Skype message like “* *408XXXXXXX” to M-office Skype account 60 seconds before making a Skype call to M-office Skype account or during the Skype call. M-office will make a 408XXXXXXX landline call via its connecting carrier line.

Allowed Skype accounts for any landline call forward

Administrator can set ten Skype accounts which are allowed for Skype call in and then send Skype message for any landline calls.

Forward to any call settings

Incoming Skype calls for any landline calls

Allowed Skype accounts for any landline call forward

NO.	Allowed incoming Skype display name	Note
1	Regin	
2		
3		
4		
5		

Incoming Skype calls for any landline calls

Any landline call (Before calling, send Skype message * * + phone number + # + Ext.)
 (You can add more "*" keys between phone number and Ext. to add 3 seconds delay per "*" key.)

Password

Password confirm

Customized IVR for any 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 sec

Password

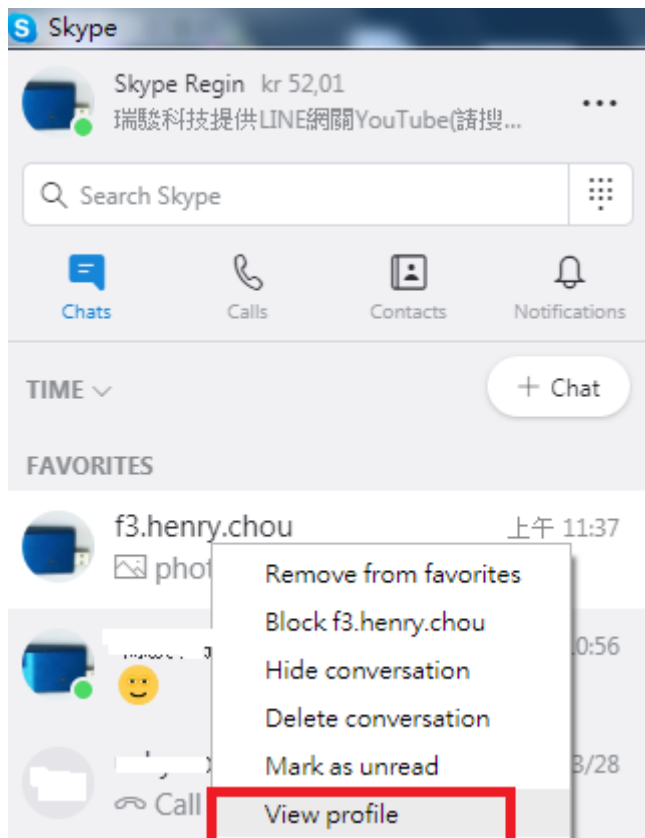
Password confirm

Customized IVR for any Skype/SkypeOut call

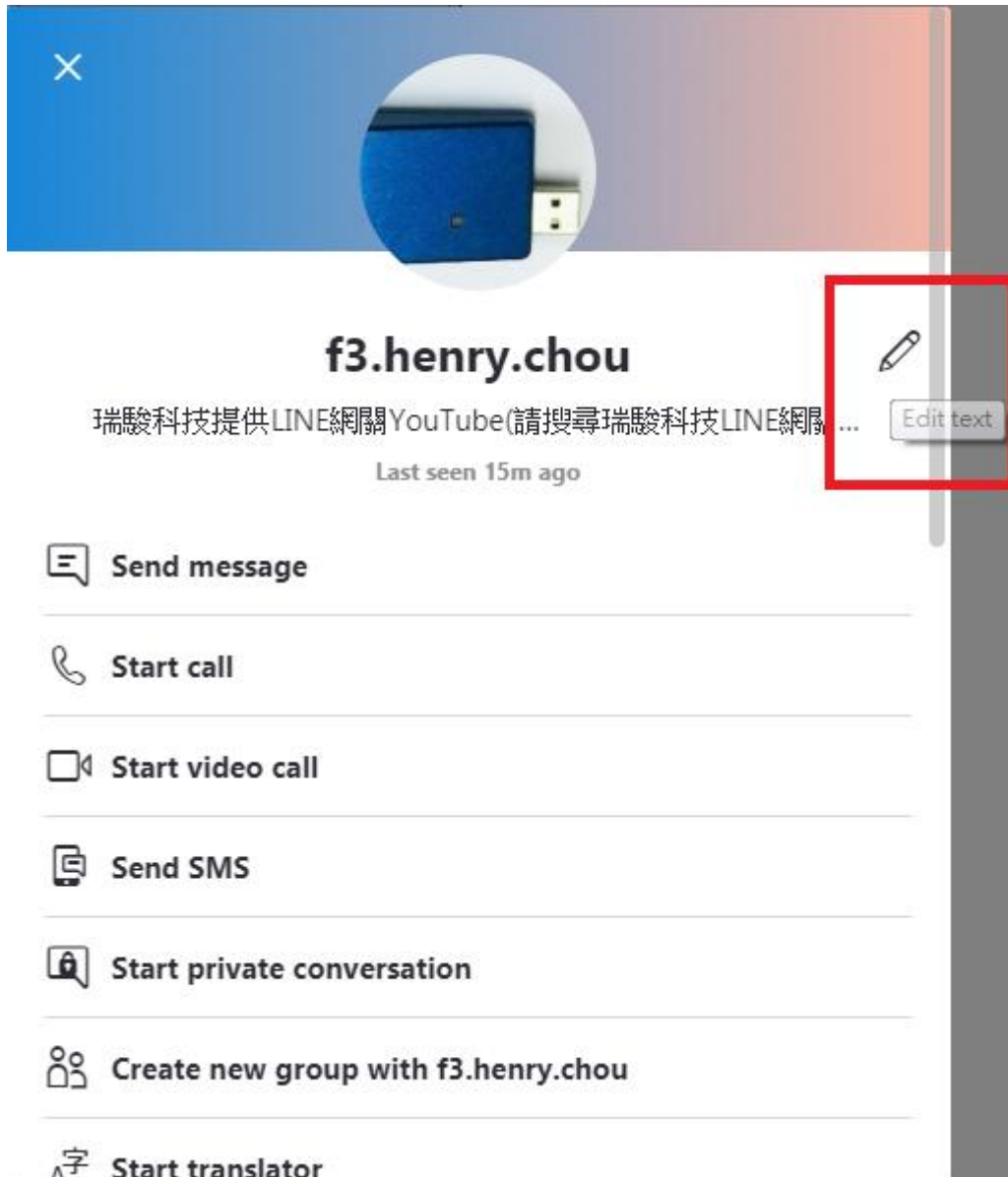
Note: “Allowed incoming Skype display name” needs to be filled with Skype display name as shown in Skype GUI instead of Skype Name.

And the Skype contacts need to become friends of M-office Skype account for call forward application.

User can refer below two figures to copy “Skype display name” and paste on above “Allowed incoming Skype display name” GUI. As below figure, click with right mouse on the Skype friend and choose “View profile”.



Copy Skype display name as below figure and paste on “Allowed incoming Skype display name” GUI.



Any landline call

This option needs to be checked to enable this function. Password set is optional and up to 6 digits 0~9 Arabic numerals since this function only applies to the allowed Skype accounts for any landline call forward. When the incoming Skype caller is belonged to “Allowed Skype accounts for any landline call forward” list, the caller can call any phone number through landline with or without password protection. Within 60 seconds before calling to the M-office Skype account, callers can send Skype message “* * + password + # + phone number + # + EXT” or “* * + phone number + # + EXT” (for no password case). Sometimes user might need to add extra “#” keys between phone number and extension number for good extension dialing timing since

Skype calls usually take a while to be stable and it is good to send extension number after PBX IVR announcement. Each “#” key will add 3 second 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 with Skype message “* + EXT”. There is a second chance to pass the password verify. Calling any landline under PBX, Skype caller needs to send trunk number and dialing number. There might be one # key or more # keys added between trunk number and dialing number in order to dial successfully.

For M-office connecting with PBX analog extension line, user had better check how long the PBX extension line won't work if user doesn't dial any number after picking up the desk phone. For some PBX, user might just have 4 seconds to dial extension number. It is good to ask your PBX vendor's help to adjust the time to be longer, otherwise you might hear busy tone if you don't send Skype message for extension number soon after the Skype call is in progress.

Customized IVR for any landline call

There is no default IVR for this customized IVR. If “Any landline call” is enabled, Administrator can record own wave file as customization IVR to remind the Skype callers to call any phone number through landline. Press “Browse” button and choose the wave file. Remember to click OK or Apply button to make it valid.

This IVR only plays when the incoming Skype caller is belonged to the “Allowed Skype accounts for any landline call forward” list.

Incoming landline calls for any forward

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

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 C:\Program Files\M-office\short beep.wav

Timeout for password input 3 sec

Password

Password confirm

Customized IVR for any Skype/SkypeOut call

OK Cancel Apply

Any Skype/SkypeOut call

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, 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 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 Options-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. 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.

Reminder for password input

Default is enable

M-office will have two beep voice IVR at default to remind the incoming landline caller to press password to verify for call forward. If user doesn’t like this default beep IVR, he/she can either cancel this setting or press “Browse” button to choose own recording IVR. If default beep IVR is cancelled, user needs to take care of the timing to send out password for call forward, otherwise that call will be forwarded to the assigned Skype/SkypeOut.

Timeout for password input

Incoming landline caller for Skype/SkypeOut call forward will hear two default beep and the caller needs to press “* + password + #” for password verify before the timeout setting for password input (default is 3 seconds). The incoming landline call will be hung up if password-verify fails for two times. If caller doesn’t input password-verify within 3 seconds and there is setting for landline to Skype /SkypeOut forward, this call be forwarded to the assigned Skype/SkypeOut. Options of Timeout for password input are 2~5 seconds.

Default is 3 seconds

Customized IVR for any Skype/SkypeOut

There is a default IVR to remind the landline caller to call any Skype/SkypeOut after passing password verify. Administrator can record own wave file to remind callers to press Skype speed dial or SkypeOut number when the user passed password verify. Press “Browse” button and choose the wave file. Remember to click OK or Apply button to make it valid.


4.5 PBX mode

Application



Important setting before start

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

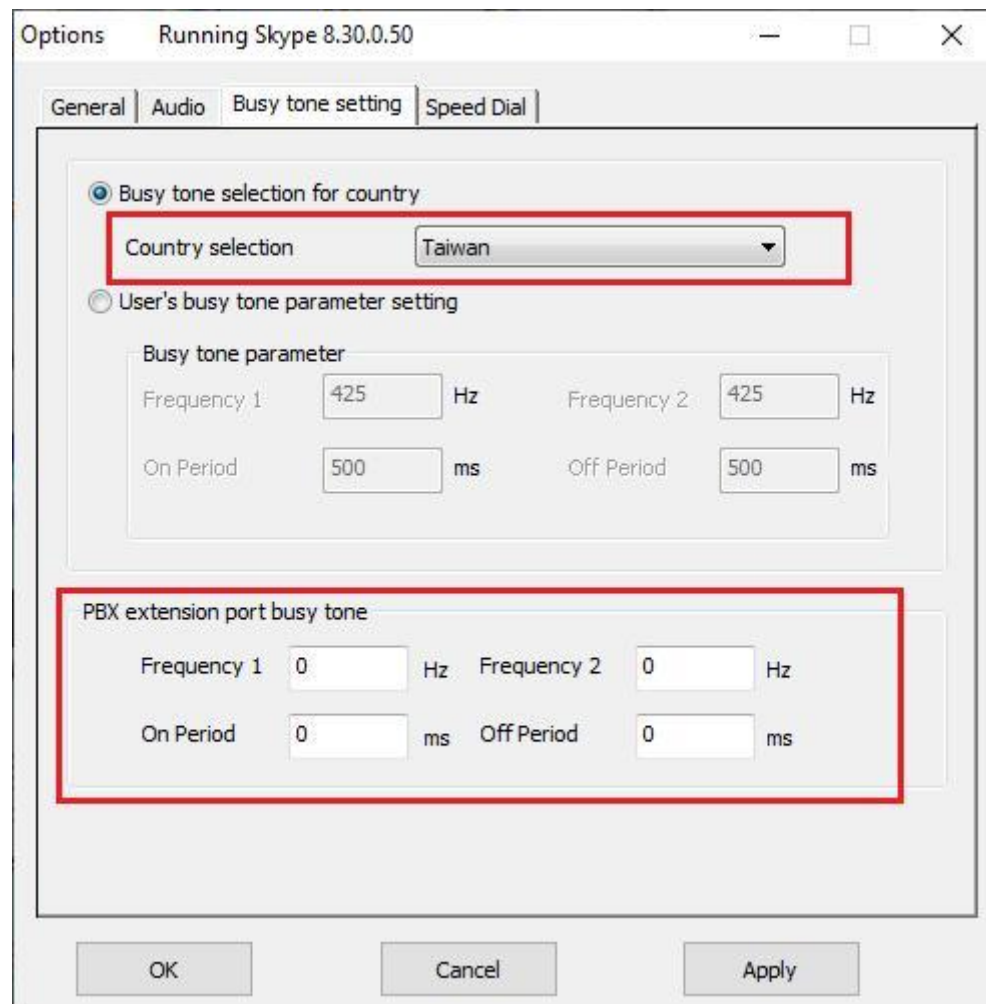
Under Skype 8.x, M-office just supports Traditional Chinese, Simplified Chinese and English Skype GUI now. If the setting of Skype Language is not belonged to above three settings, then M-office might have the problem to access Skype GUI and show .

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

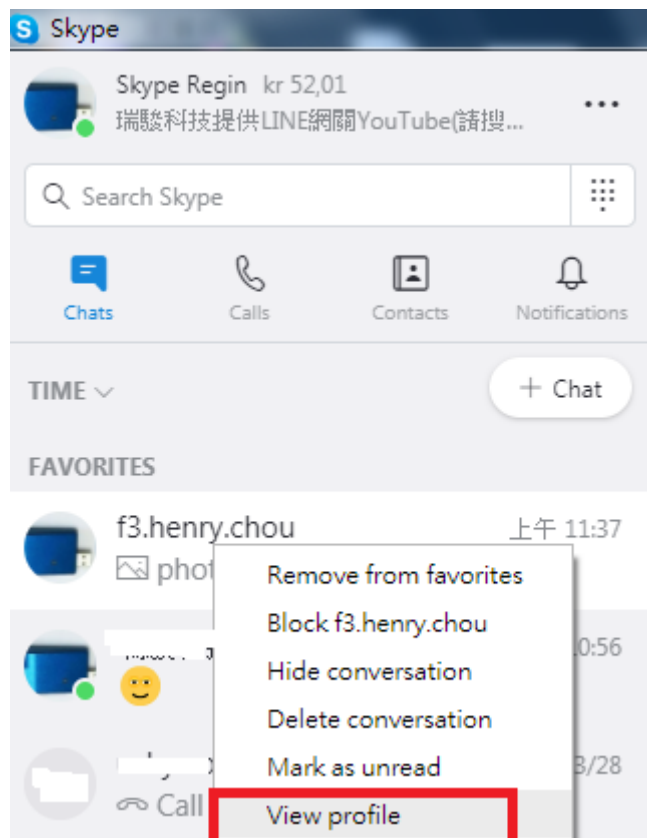
“Apply” button to save your setting and make it valid.

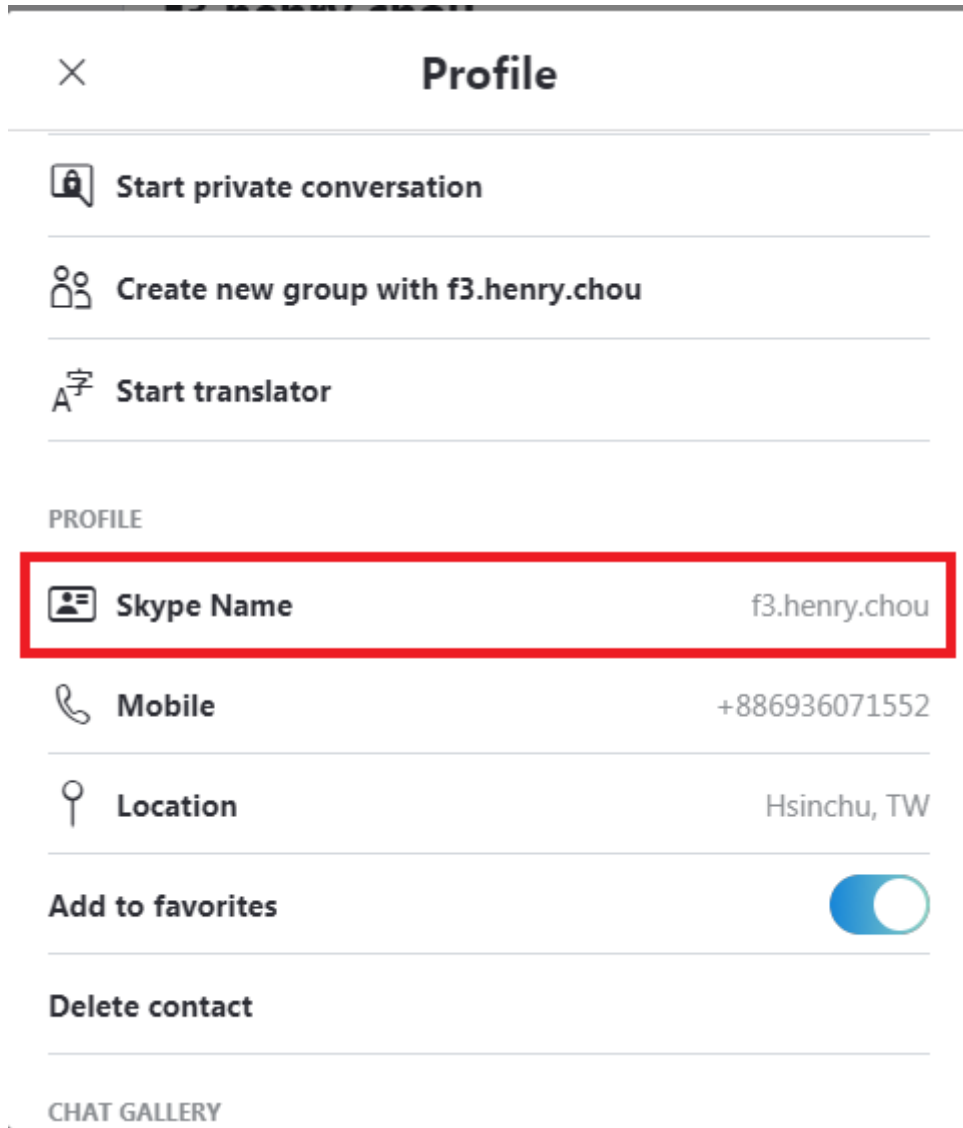
User can check with PBX vendor for PBX extension line busy tone or there is a PBX extension line busy tone tool in the M-office installation CD. If there is any problem to use the tool, please contact us. For details of busy tone setting, please refer M-office user manual [Sec. 4.3.4 Busy Tone Setting Page](#).



E-mail or mobile phone number Skype account

At PBX mode, user needs to fill in the forward Skype account Name for each extension under Extension table. If the filled in Skype account name 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 Name and fill in M-office for application.





Forward incoming Skype calls to any landline calls

General | Audio | Busy tone setting | Speed Dial

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

Forward mode Forward to any call

Landline calls forwarded to any or fixed Skype/SkypeOut regin.skype

Delay until landline call forwarded 3 sec

IVR or Customized forward wave Browse

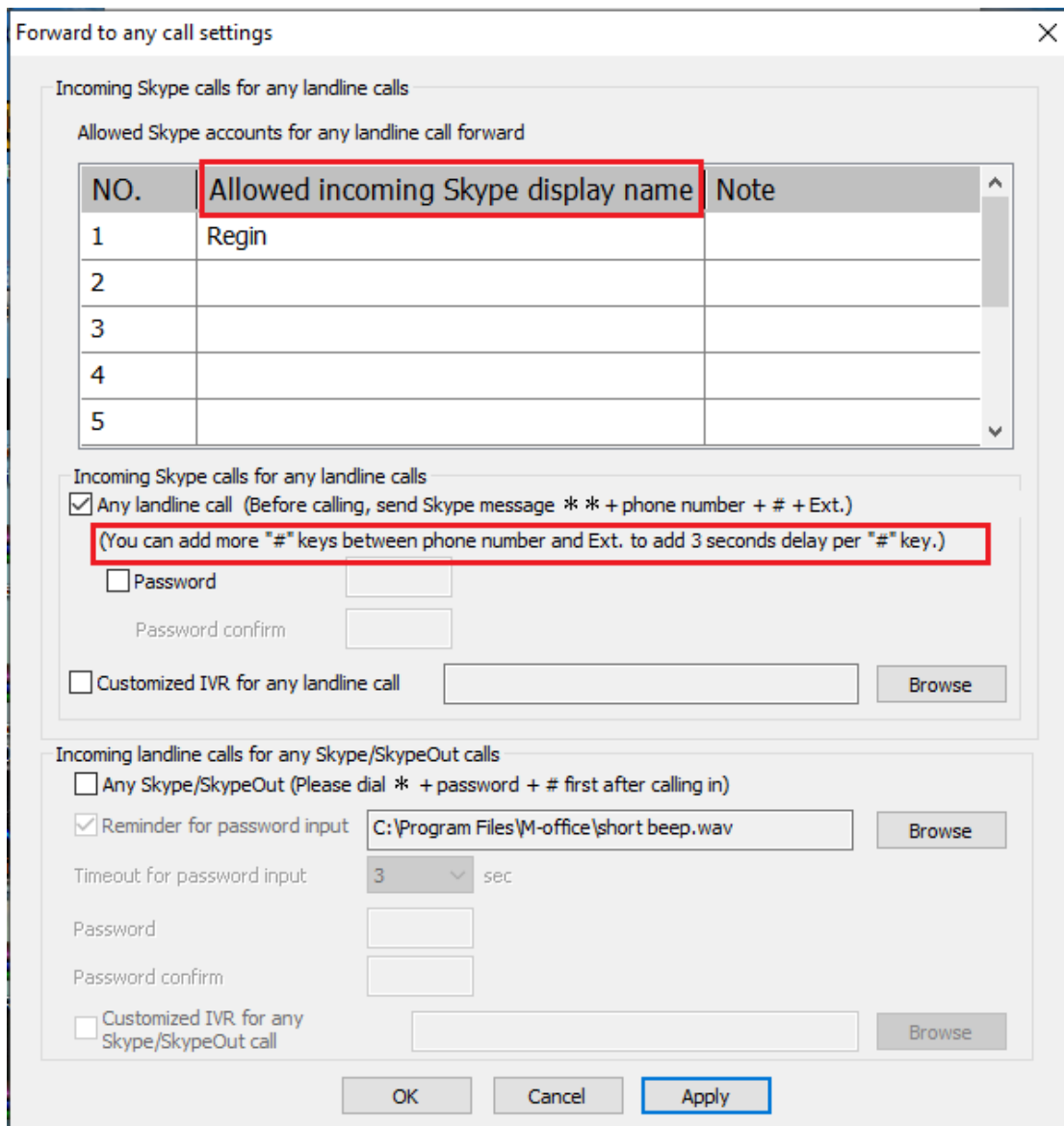
Skype calls forwarded to landline calls

PBX mode: Extension table Welcome IVR Forward to any call

Landline calls

Delay until landline call forwarded 3 sec

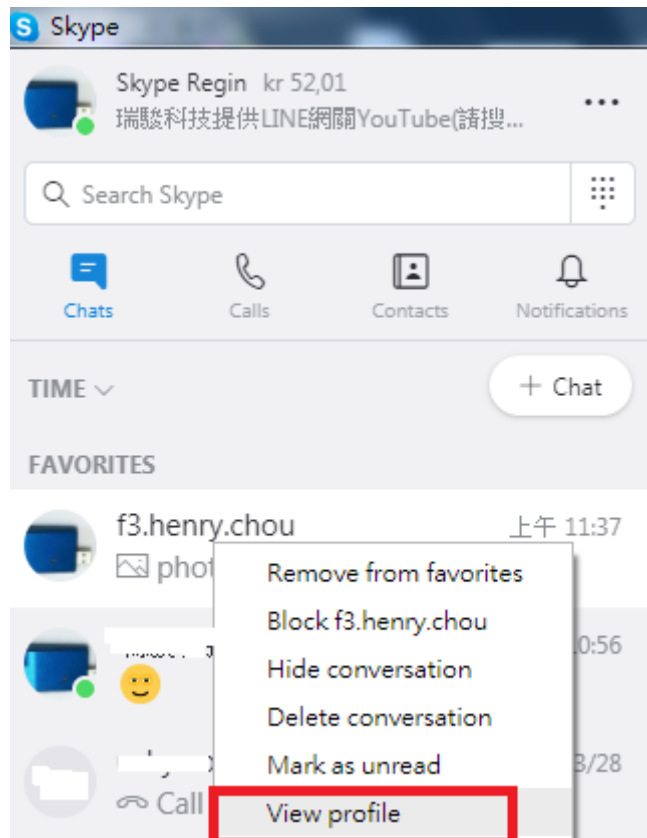
Skype calls forwarded to landline calls



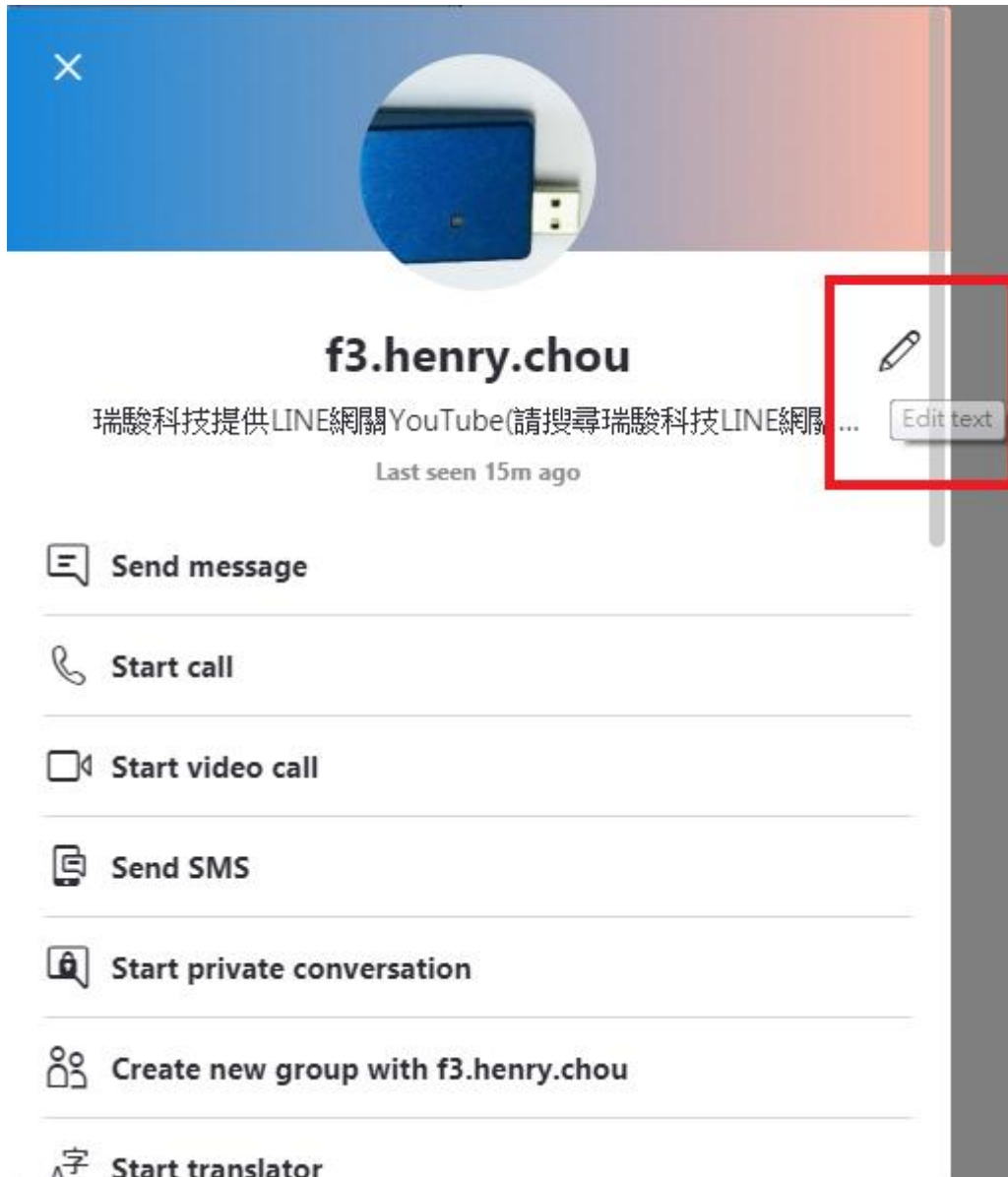
Note: “Allowed incoming Skype display name” needs to be filled with Skype display name as shown in Skype GUI instead of Skype Name.

And the Skype contacts need to become friends of M-office Skype account for call forward application.

User can refer below two figures to copy “Skype display name” and paste on above “Allowed incoming Skype display name” GUI. As below figure, click with right mouse on the Skype friend and choose “View profile”.



Copy Skype display name as below figure and paste on “Allowed incoming Skype display name” GUI.



Because recent Skype software either fails to send DTMF tones 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 PBX extension number or make any landline call forward. Such implement can replace Skype dial pad function for Skype to Skype call application. Skype callers can send Skype message like “**408XXXXXXX” to M-office Skype account 60 seconds before making a Skype call to M-office Skype account or during the Skype call. M-office will make a 408XXXXXXX landline call via M-office’s connecting landline. Please refer [Incoming Skype calls for any forward](#) for details.



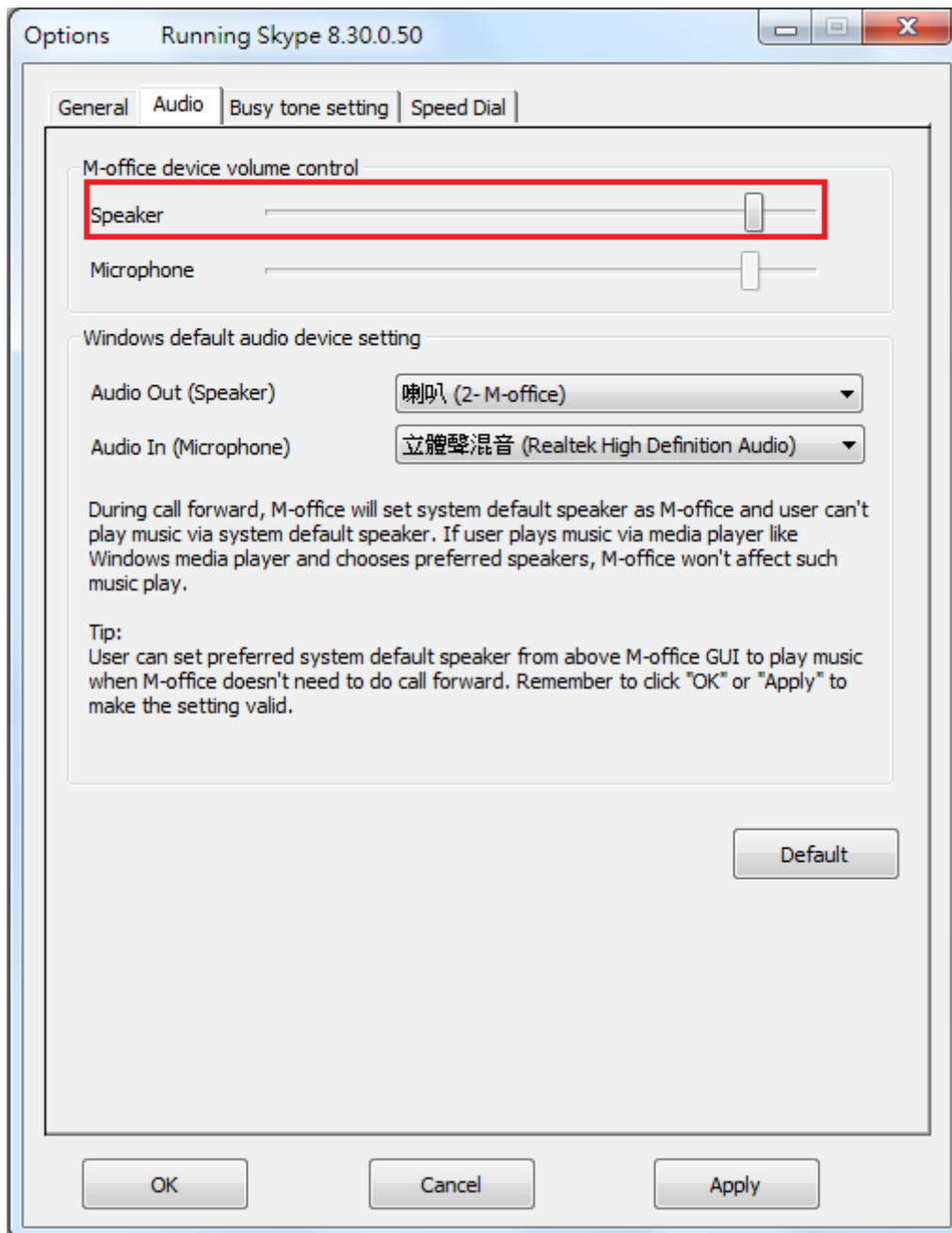
Warning:

- 1. 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.
- 2. Incoming landline callers can make Skype/SkypeOut call forward via phone keypad.**

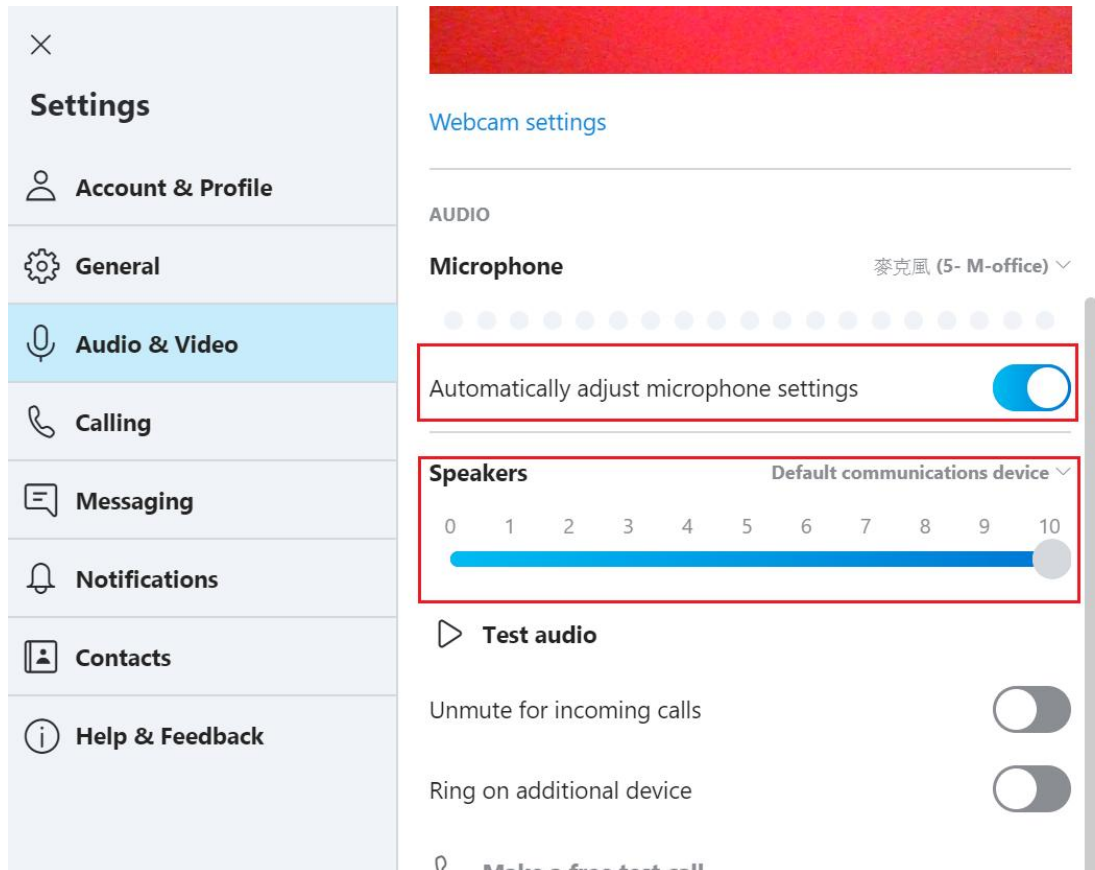
How to make M-office forwarding call voice volume louder

M-office's call forwarding Skype receiver can turn their mobile phone volume higher. Besides, user can check below two settings.

- (a) Set higher speaker volume of M-office audio page from system tray icon.
Microphone only displays volume status.



- (b) Check Skype Audio & Video setting and make sure “Automatically adjust microphone settings” is on and Speakers setting is at higher volume. If Skype Speakers setting is too low, M-office call forward voice volume will be mute or very low.

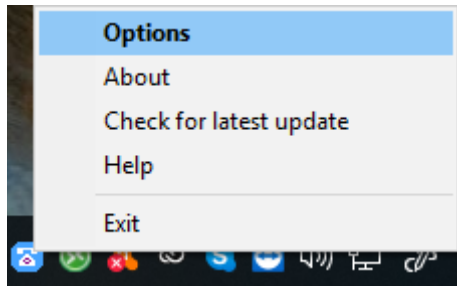


Restart M-office PC regularly

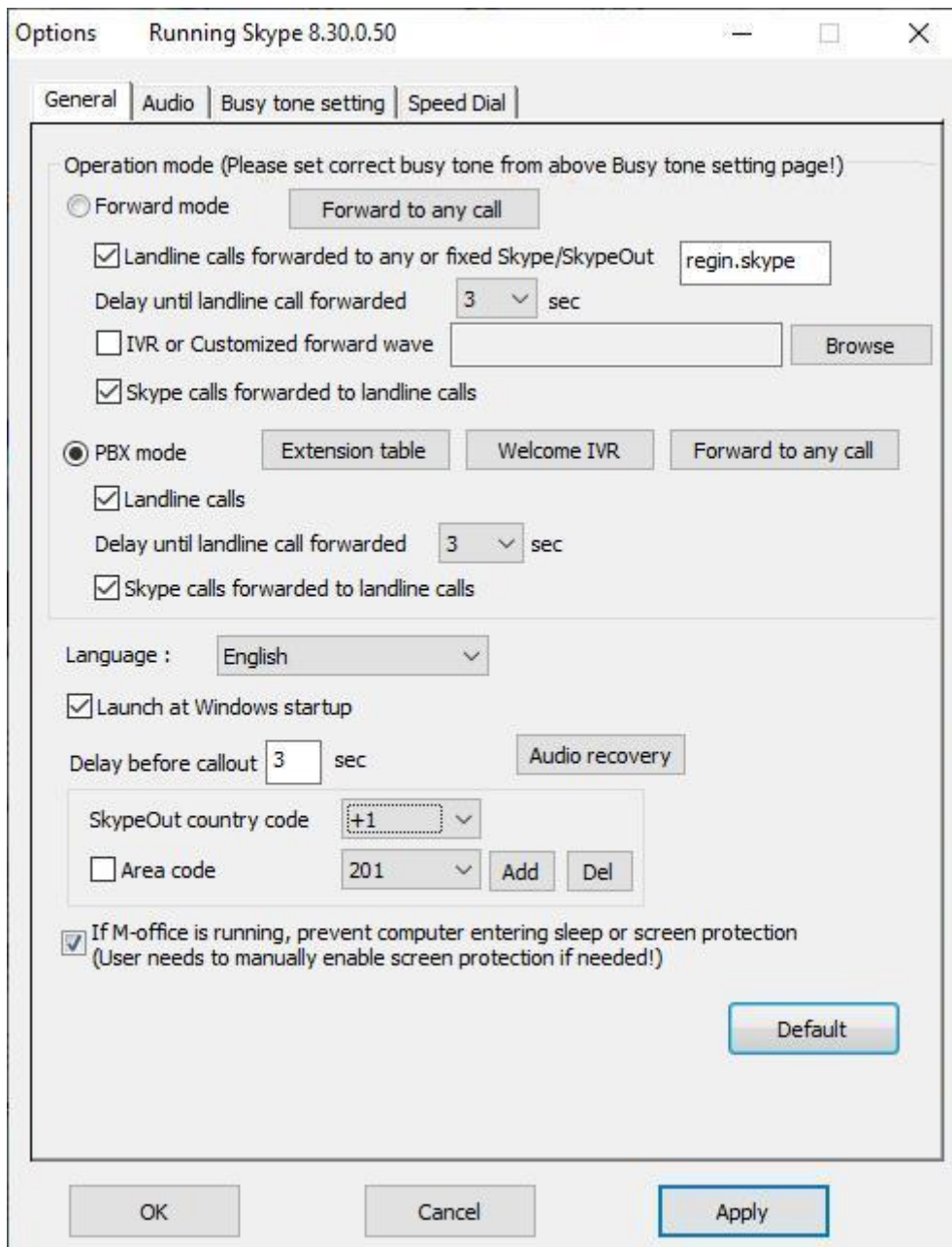
Windows PC will become less efficient and slow response. It is good to use Windows task scheduler (Please refer Microsoft link [https://technet.microsoft.com/en-gb/library/cc748993 \(v=ws.11\).aspx](https://technet.microsoft.com/en-gb/library/cc748993 (v=ws.11).aspx)) to arrange a PC restart every two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

Setting and usage

Plug M-office device into PC USB port and install M-office setup program. After launching M-office software, find M-office system tray icon at the right bottom corner of Windows desktop and click with right mouse and choose Options as below.



Then General page of Options pops out.



4.5.1 PBX mode forward

PBX mode

PBX mode option needs to be checked for PBX mode. **Extension table** setting is basic and required. **Welcome IVR** and **Forward to any call** are optional settings.

The default setting only supports Landline calls. User can add Skype calls support by enable Skype calls forwarded to landline calls

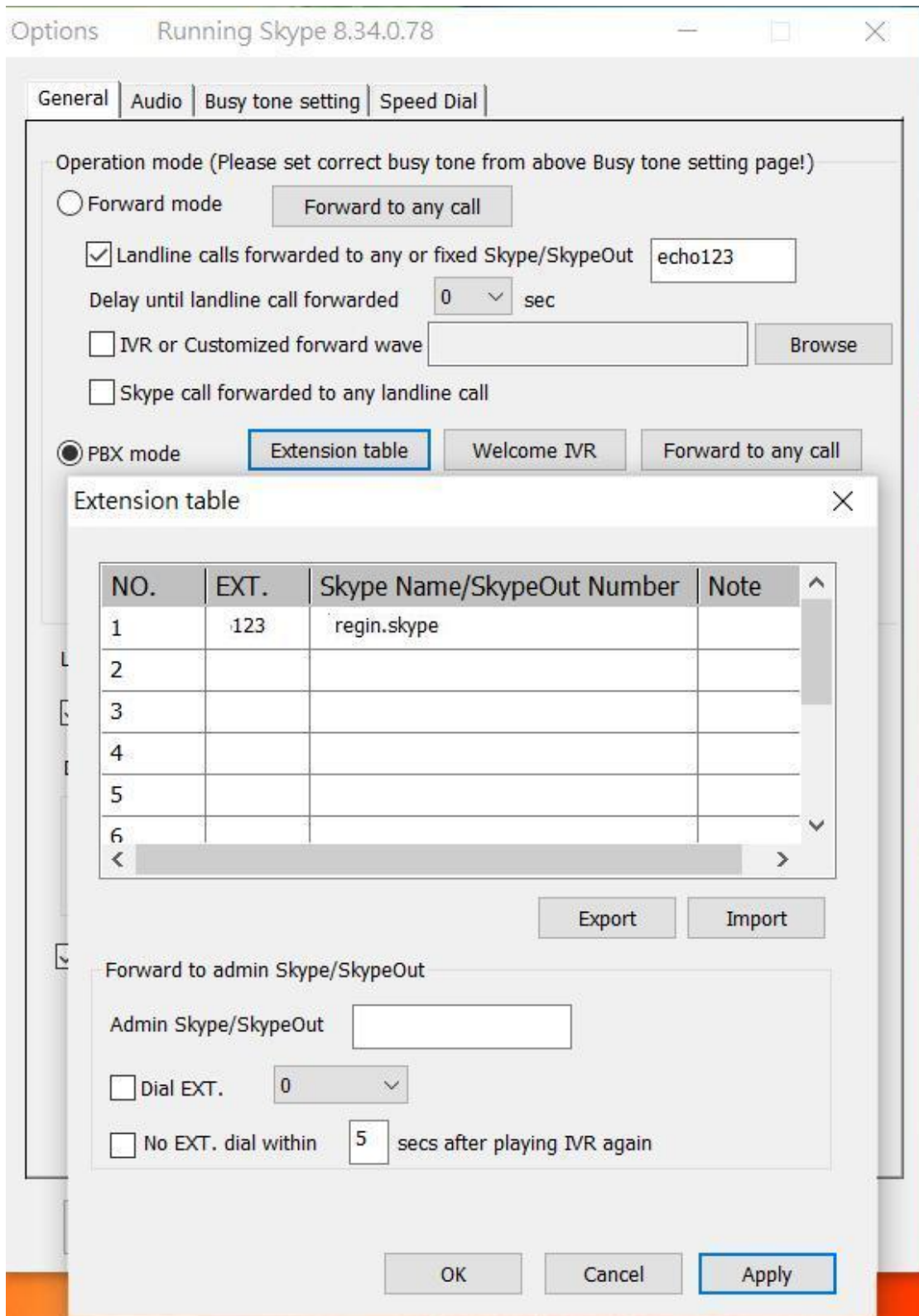
Delay until landline call forwarded

Setting of “Delay until landline call forwarded” is only for landline incoming calls. It doesn’t apply to incoming Skype calls. If user wants to use forwarding function and also wants to pick up the incoming landline call directly when he/she is near the phone. User can consider to use the attached one 1 to 2 female phone plug jointer to connect carrier landline (or PBX analog extension line), phone (or desk phone or fax machine) and M-office RJ11 port as below figure. With “Delay until landline call forwarded” set at an appropriate number like 3 seconds, the incoming call will be forwarded if user doesn’t pick up the paralleled phone within 3 seconds. The “Delay until landline call forwarded” time can’t be set too long; otherwise, landline caller might hang up calls because of long wait. It is good to have the setting at 0 when you are far away from the phone, then the incoming landline calls will be forwarded immediately. The default setting is 0 second.

For M-office’s co-work with fax machine, user needs to adjust “Delay until landline call forwarded” time to ensure fax machine can work properly.



Extension table



To operate at PBX mode, user needs to enable “PBX mode”. Press “Extension table” button to have extension table as the above figure. There are 10 extension numbers to be set. All the assigned Skype accounts Name need to

become friends (contacts) with the Skype account in your PC installed M-office. 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 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 Skype account Name or SkypeOut number. Click OK or Apply to make the setting valid. **It is important to make sure the forward Skype account is different with the Skype account running with M-office and both Skype accounts can't be run in other devices when you need this forward application. You need to have at least two Skype accounts for such application.** Remember to connect the landline to M-office RJ11 port and employees can pick up office calls via mobile phones.

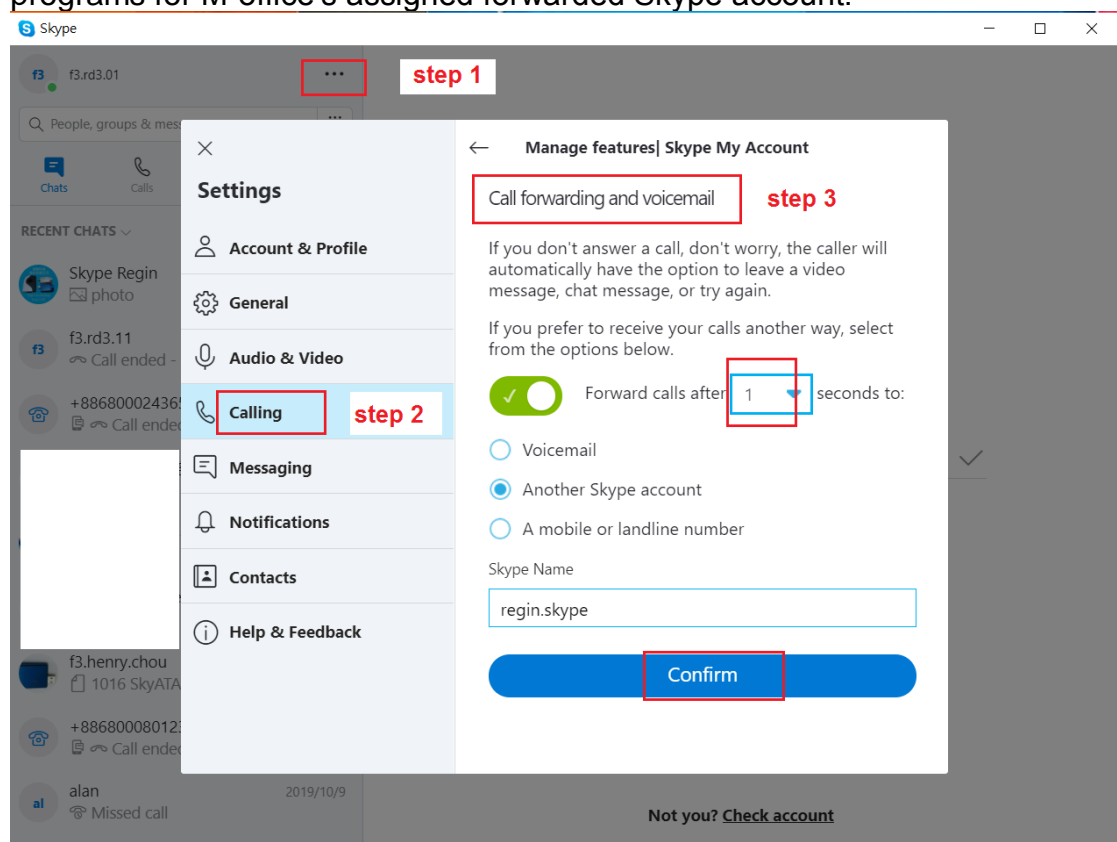
Below are cases that forwarding incoming landline calls to mobile phone Skype might have problems:

1. Please make sure the landline is well connected with M-office RJ11 port.
2. Please check if M-office is running properly (Please refer [FAQ 3](#)) and forward setting is correct or not.
3. **Sometimes there might be connection problems between M-office PC Skype to mobile phone Skype. It is good if you can test the forward function by calling from M-office PC Skype GUI to mobile phone Skype with mobile phone screen lock. If user finds M-office Skype can't call mobile phone Skype although the reverse direction call works, this problem might be caused by M-office Skype. For that case, user can reset router or ADSL modem for M-office's computer internet connection. If the Skype to Skype connection problem happens often, it is suggested to upgrade Skype version of M-office PC and mobile phone or mobile phone software version.**
4. If mobile phone screen is locked and Skype inform of mobile APP is not set correctly, you won't be informed of the incoming Skype call. Please refer [FAQ 11](#).
5. Please check if your M-office connecting computer enters sleep or not. The default setting of M-office will prevent computer entering sleep. You need to make sure the default setting If M-office is running, prevent computer entering sleep or screen protection is enabled and M-office forward function should work .
6. Mobile phone internet connection quality will seriously affect the forwarded mobile phone Skype call. If necessary, it is suggested to set SkypeOut as your forward setting.

Tip: How can office or home incoming calls be forwarded to multiple Skype accounts or phone numbers?

Skype has built-in “Call forwarding and voicemail” function. M-office’s assigned forwarded Skype account either in Forward mode or PBX mode can be forwarded to up to three Skype accounts or SkypeOut numbers once the M-office forwarded Skype account has been set “Call forwarding and voicemail” as below figure. Please pay attention to the settings circled in red and remember to click “Confirm” button to save your settings.

Skype to Skype forward is free. If you want to forward to SkypeOut number, you need to purchase Skype credits or subscribe Skype programs for M-office’s assigned forwarded Skype account.

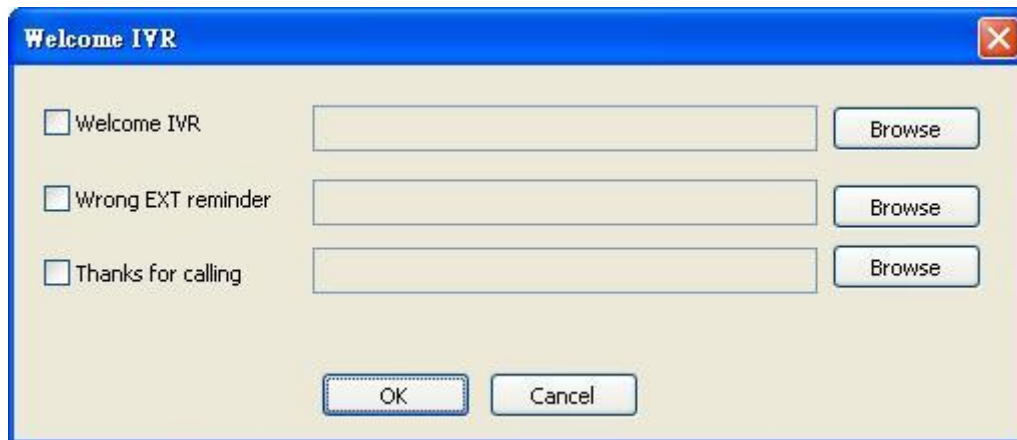


M-office will forward office or home incoming calls to the assigned Skype account no matter M-office is set at Forward mode or PBX mode. If the M-office assigned forward Skype account has enabled “Call forwarding and voicemail” function and make forwarding settings, Skype will forward the M-office forward Skype account to multiple destination as the settings. If any destination call is picked up, other forwarding calls will be cancelled.

Welcome IVR

M-office 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 as below figure. Enable the IVR function you want and press "Browse" button to choose the IVR wave you recorded. Remember to click OK to save it.



☑ If M-office is running, prevent computer entering sleep or screen protection

M-office computer can't enter sleep mode when M-office is in operation. For security concern, user can lock screen of the computer or use screensaver when user will be away from this computer. When the computer screen is locked or screensaver is active, M-office function still works. For details, please refer [FAQ 12](#).

The default setting is enable.

How to make or receive Skype calls on the computer with M-office running?

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

Make Skype calls:

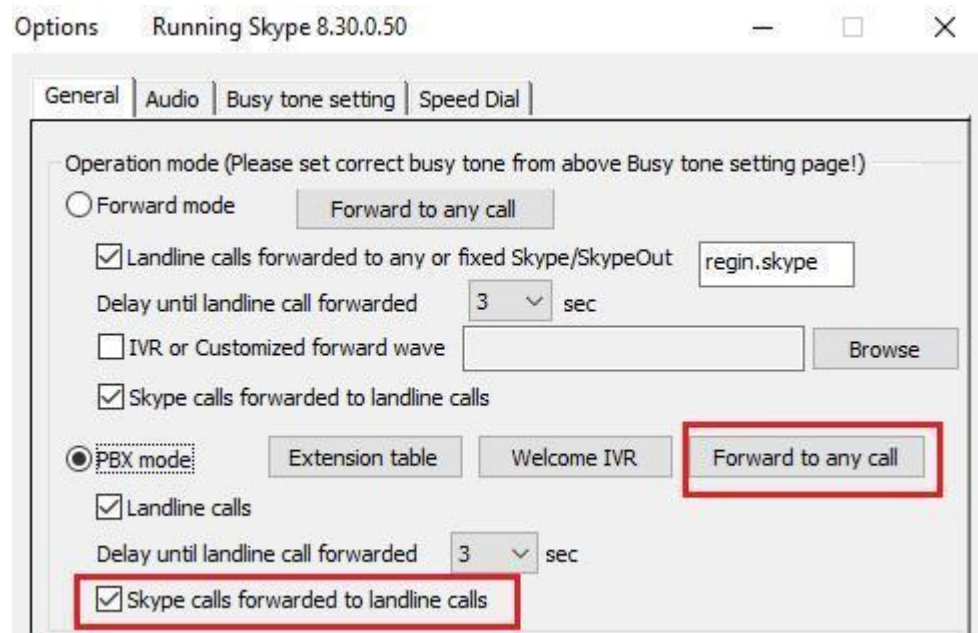
- a. If user wants to make Skype calls, M-office software needs to be closed (No need to remove M-office device from PC). User can choose preferred Skype microphone and speaker to make Skype calls via Skype GUI. User can buy our SkyATA or SkyBox S1 or enterprise multiple ports Skype gateway if user prefers to have Skype calls via a phone in office.
- b. When M-office is connected with PBX analog extension line or carrier landline, employees can call the extension number from desk phone or the landline number from outside and make any Skype/SkypeOut calls with password if "Incoming landline calls for any Skype/SkypeOut calls" function is enabled. Please refer [Incoming landline calls for any Skype/SkypeOut](#).

Receive Skype calls:

User can end M-office software (No need to remove M-office device from PC) and choose preferred Skype microphone and speaker to receive Skype calls.

4.5.2 Forward to any call setting

M-office allows some assigned Skype accounts to call in and then dial any phone number through connecting landline in addition to dialing PBX extension number. At PBX mode, press “Forward to any call” button and “Forward to any call settings” window pops out.



Forward to any call settings

Incoming Skype calls for any landline calls

Allowed Skype accounts for any landline call forward

NO.	Allowed incoming Skype display name	Note
1	Regin	
2		
3		
4		
5		

Incoming Skype calls for any landline calls

Any landline call (Before calling, send Skype message * * + phone number + # + Ext.)
 (You can add more "#" keys between phone number and Ext. to add 3 seconds delay per "#" key.)

Password

Password confirm

Customized IVR for any landline call

Incoming landline calls for any Skype/SkypeOut calls

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

Password

Password confirm

Customized IVR for any Skype/SkypeOut call

Incoming Skype calls for any forward

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

Because recent Skype software either fails to send DTMF tones or lacks of Skype dial pad during a Skype-to-Skype call, M-office software later than version 1.0.0.15 allows Skype callers to send Skype chat message to call PBX extension number or make landline call forward. Such implement can replace previous Skype dial pad function for Skype to Skype call application. Skype users can send Skype message like “* *408XXXXXXX” to M-office Skype account 60 seconds before making a Skype call to M-office Skype account or during the Skype call. M-office will make a 408XXXXXXX landline call via the

M-office connecting carrier line.



Allowed Skype accounts for any landline call forward

Administrator can set ten Skype accounts which are allowed for Skype call in and then send Skype message for dialing PBX extension or any landline calls.

The screenshot shows a dialog box titled "Forward to any call settings". It is divided into several sections:

- Incoming Skype calls for any landline calls**
 - Allowed Skype accounts for any landline call forward**: A table with 5 rows and 3 columns: "NO.", "Allowed incoming Skype display name", and "Note". The first row contains "1", "Regin", and an empty cell.
 - Incoming Skype calls for any landline calls**:
 - Any landline call (Before calling, send Skype message * * + phone number + # + Ext.)
 - (You can add more "*" keys between phone number and Ext. to add 3 seconds delay per "*" key.)
 - Password
 - Password confirm
 - Customized IVR for any landline call
- Incoming landline calls for any Skype/SkypeOut calls**
 - Any Skype/SkypeOut (Please dial * + password + # first after calling in)
 - Password
 - Password confirm
 - Customized IVR for any Skype/SkypeOut call

At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Apply".

Any landline call

This option needs to be checked to enable this function. Password set is

optional and up to 6 digits 0~9 Arabic numerals since this function only applies to the allowed Skype accounts for any landline call forward. When the incoming Skype caller is belonged to “Allowed Skype accounts for any landline call forward” list, the caller can call any phone number through M-office connecting landline with or without password protection. Within 60 seconds before calling to the M-office Skype account or during the Skype call, callers can send Skype message “* * + password + # + phone number + # + EXT” or “* * + phone number + # + EXT” (for no password case). Sometimes user might need to add extra “#” keys between phone number and extension number for good extension dialing timing since Skype calls usually take a while to be stable and it might be good to send extension number after PBX IVR announcement. Each “#” key will add 3 second 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 with Skype message “* + EXT”. There is a second chance to pass the password verify. Calling any landline under PBX, Skype caller needs to send trunk number and dialing number. There might be one # key or more # keys added between trunk number and dialing number in order to dial successfully.

For M-office connecting with PBX analog extension line, user had better check how long the PBX extension line won't work if user doesn't dial any number after picking up the desk phone. For some PBX, user might just have 4 seconds to dial extension number. It is good to ask your PBX vendor's help to adjust the time to be longer, otherwise you might hear busy tone if you don't send Skype message for extension number soon after the Skype call is in progress.

Customized IVR for any landline call

There is no default IVR for this customized IVR. If “Any landline call” for incoming Skype calls is enabled, administrator can record own wave file as customization IVR to remind the Skype callers to call PBX extension number or any phone number through landline. Press “Browse” button and choose the wave file. Remember to click OK or Apply button to make it valid.

This IVR only plays when the incoming Skype caller is belonged to the “Allowed Skype accounts for any landline call forward” list.

Incoming landline calls for any Skype/SkypeOut

call

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

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		
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)

 Password

 Password confirm

Customized IVR for any Skype/SkypeOut call

Any Skype/SkypeOut call

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, 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 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 Options-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. 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.

Customized IVR for any Skype/SkypeOut call

There is a default IVR to remind the landline caller to call any Skype/SkypeOut after passing password verify. Administrator can record own wave file to remind callers to press Skype speed dial or SkypeOut number when the user passed password verify. Press “Browse” button and choose the wave file. Remember to click OK or Apply button to make it valid.

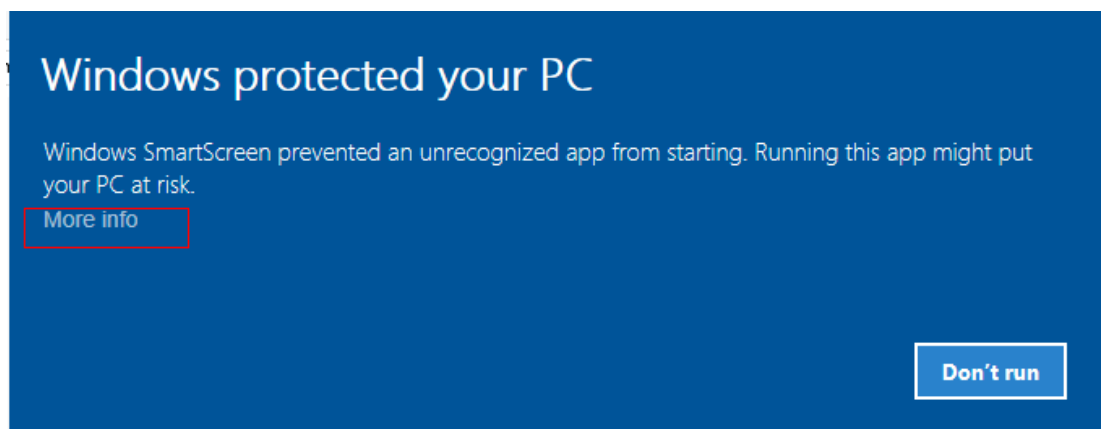
5. FAQs

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).

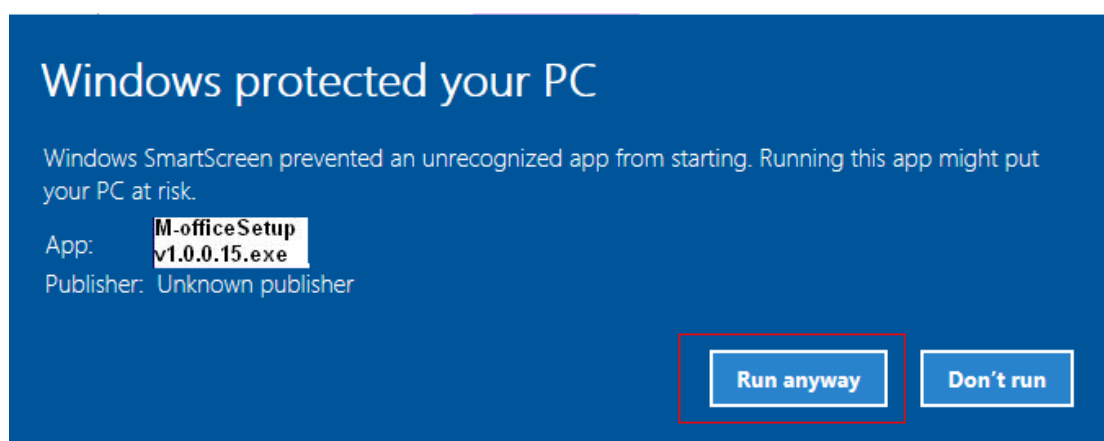
Q1: Why does M-office setup program have problem to be installed? Or get Windows SmartScreen program warning of “Don’t run”?

A: Below are two possible cases why M-office can't be installed.

- (a) M-office 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.



And below window pops out. Click “Run anyway” to continue installation.

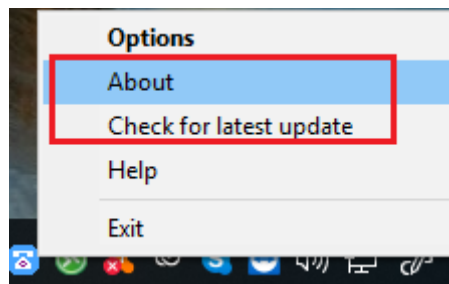


Then you will get UAC (User Access Control) window to warn you “Do you want to allow this APP from an unknown publisher to make changes to your device?” Please click “Yes” to continue installation. Then just follow screen instruction for installation.


Q2: How to get latest M-office software?

A: User will get upgrade remind whenever there is an updated M-office

software release and make the decision whenever M-office upgrade remind pops out. If user chooses “Do not upgrade and don't remind me”, user won't get the upgrade remind again unless user uninstalls M-office software and installs again. However, user can check and download the latest version from “Check for latest update” of M-office system tray icon at the right bottom corner of Windows desktop as below when M-office is running. User can find M-office software version from “About” in below tray icon.




Q3: How do I know that M-office is successfully installed?

A: The easy way is to check the status of M-office system tray icon at the right-bottom corner of Windows desktop after M-office is running. If you can see the M-office system tray icon presented as  or system tray icon shows “M-office” when mouse cursor is put on M-office system tray icon. Another check is if M-office device green LED blinks slowly. If the LED slowly blinks, M-office should be successfully running.

Q4: Why does M-office system tray icon (at the right-bottom corner of Windows desktop) show Skype unavailable ?

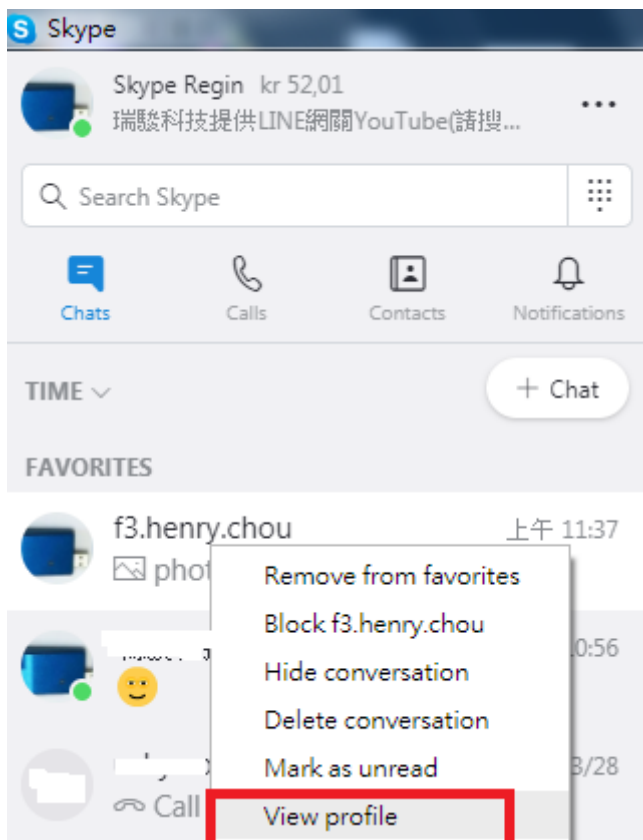
A: Please make sure Skype is launched and online. User can refer to the following possible cases.

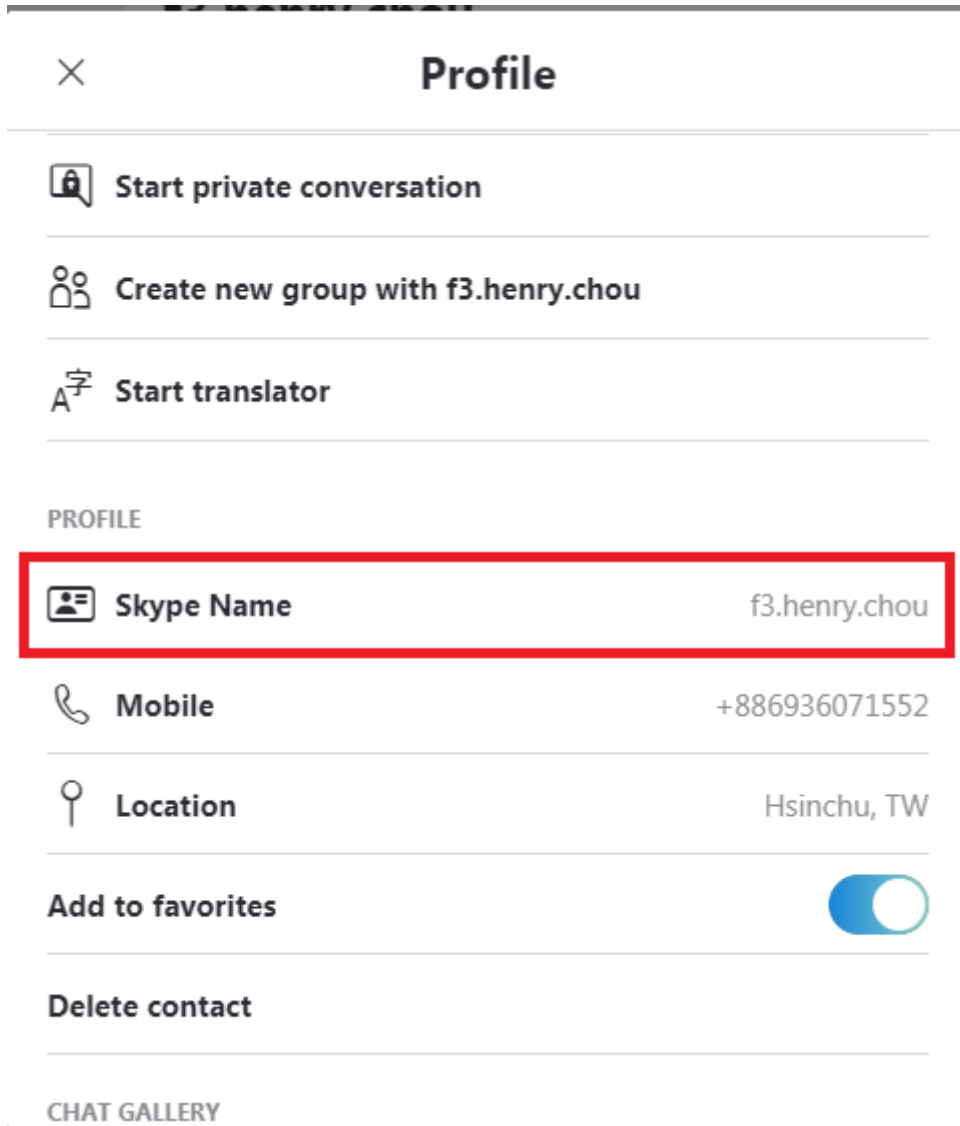
- (a) Skype is not active due to no internet access.
- (b) Skype program is offline or closed after M-office program is launched.
- (c) Under Skype 8.x, M-office just supports Traditional Chinese, Simplified Chinese and English Skype GUI now. If the setting of Skype Language is not belonged to above three settings, then M-office might have the problem to access Skype GUI and show .
- (d) Skype might be run with administrator privileges, but M-office is run with general user privileges at default. It creates a conflict. User can end Skype and wait for M-office to invoke Skype and it should work. Besides, If Skype is running at compatible mode, it will create a conflict with M-office. Please don't run Skype at compatible mode.

Q5: Why does M-office show the forward Skype account setting can't be

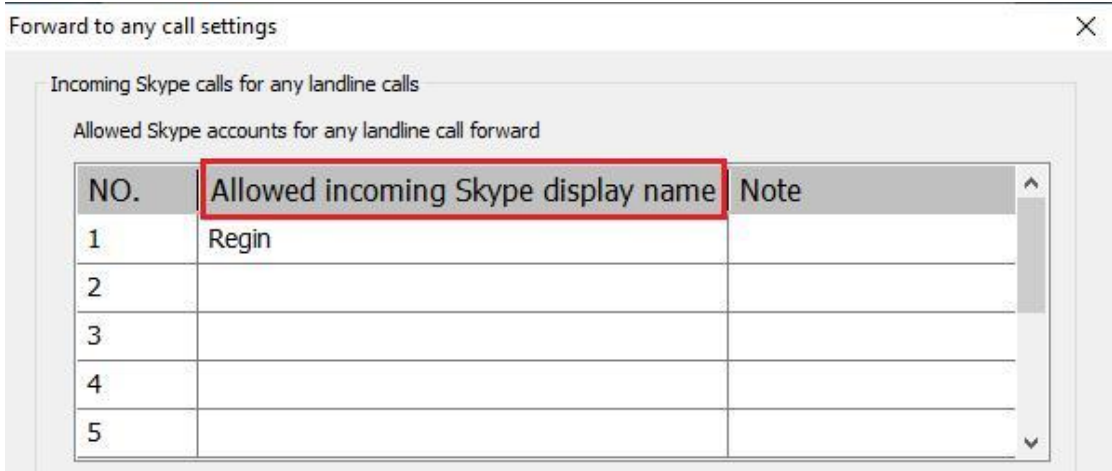
used when I fill in e-mail or mobile phone number Skype accounts at “Landline calls forwarded to fixed Skype/SkypeOut”, ”Extension table” or “Allowed Skype accounts for any landline call forward” list?

A: If the filled in Skype account name 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 Name and fill in M-office for “Landline calls forwarded to fixed Skype/SkypeOut” and ”Extension table”.

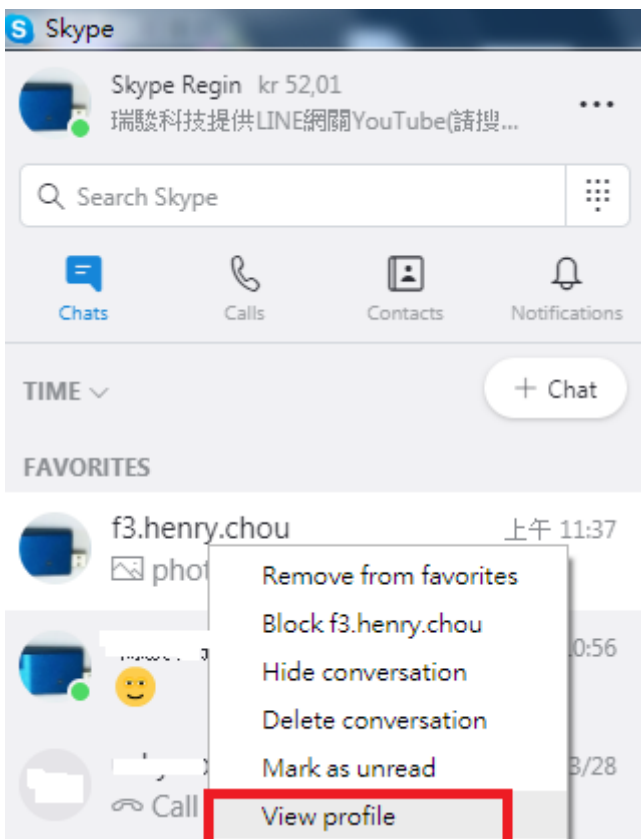




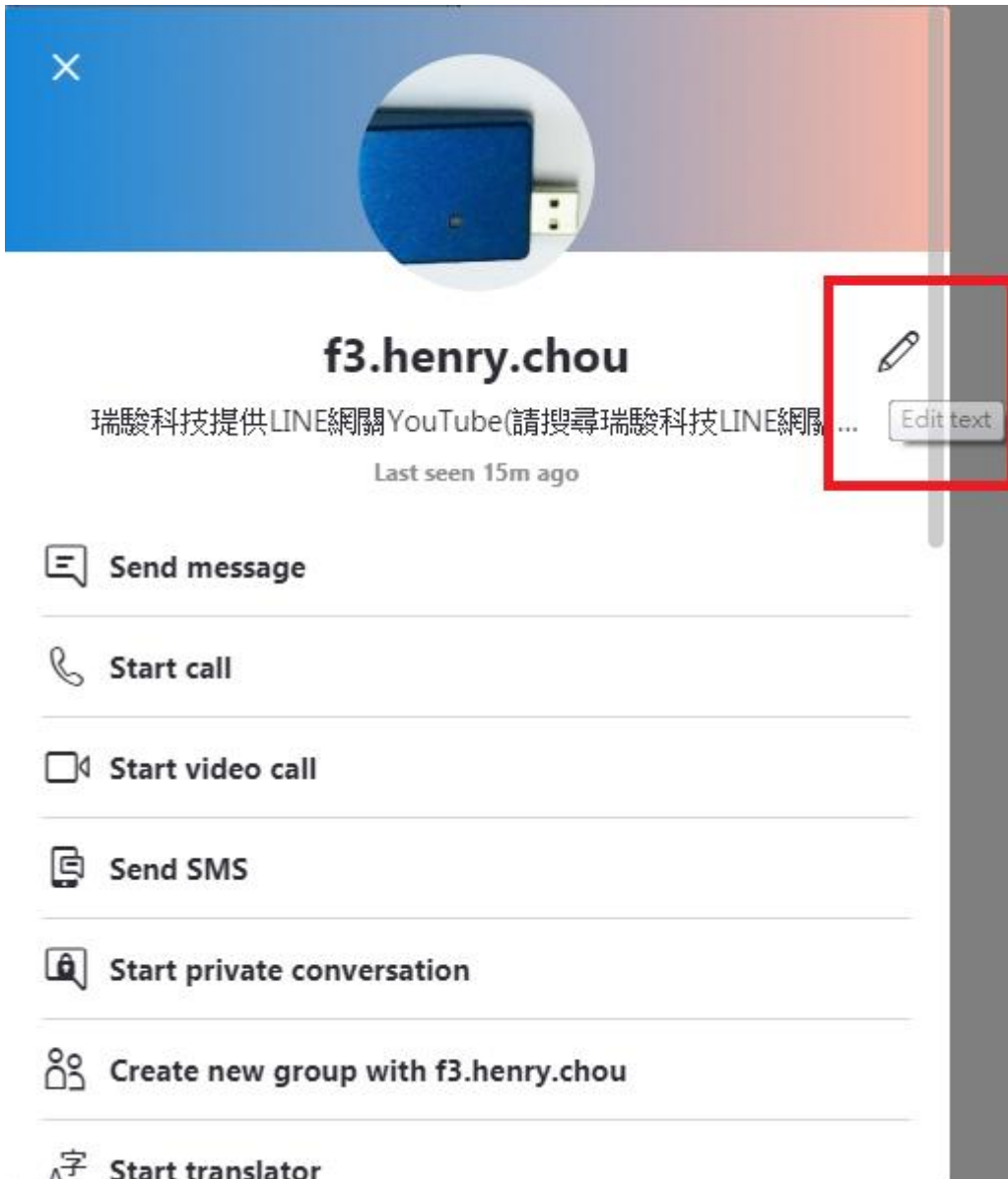
“Allowed incoming Skype display name” for allowed Skype accounts for any landline call forward list needs to be filled with **Skype display name as shown in Skype GUI instead of Skype Name.** And the Skype contacts need to become friends of your M-office Skype account for call forward application.



User can refer below two figures to copy “Skype display name” and paste on above “Allowed incoming Skype display name” GUI. As below figure, click with right mouse on the Skype friend and choose “View profile”.



Copy Skype display name as below figure and paste on “Allowed incoming Skype display name” GUI.



Q6: How can I know the M-office software version?

A: Right-click M-office system tray icon at the right-bottom corner of Windows desktop and choose "About".

Q7: How can I still use phone or fax machine to make/receive landline after installing M-office for landline to Skype forwarding function?

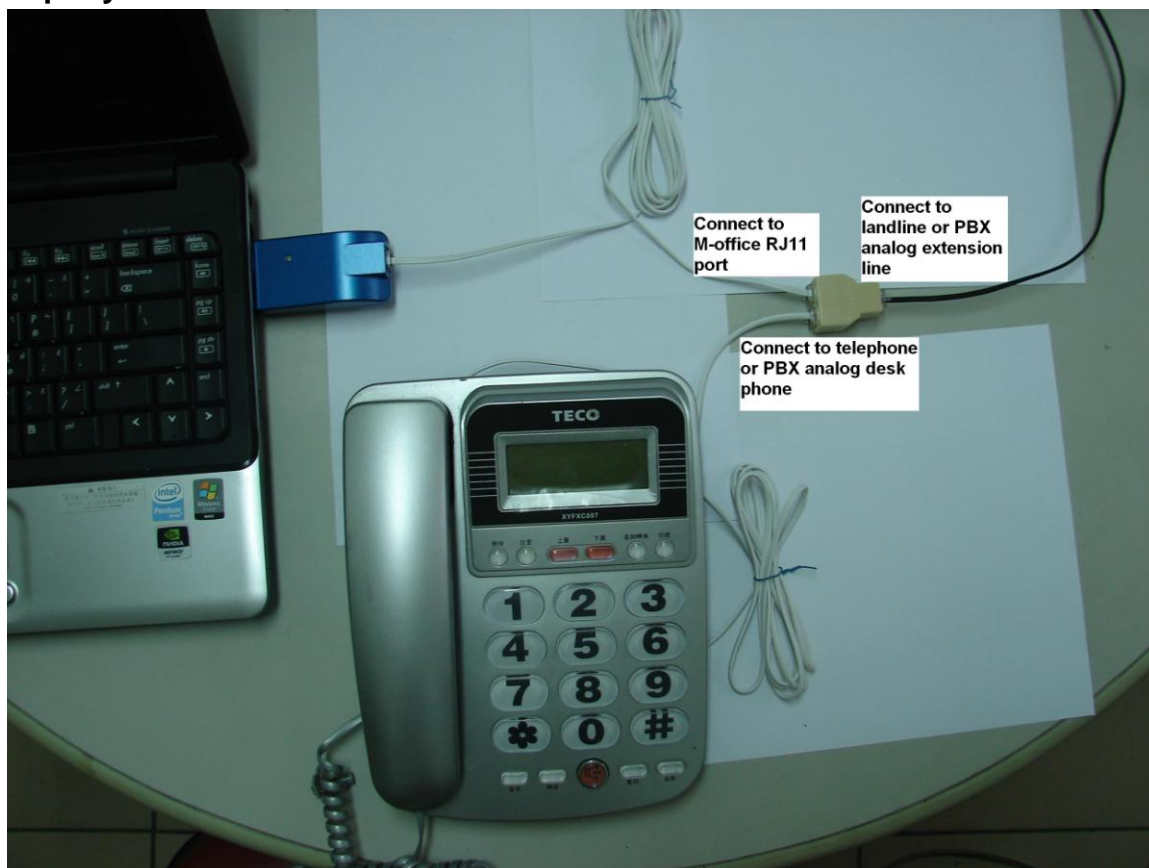
A: User needs to connect landline or PBX analog extension line to the input (single RJ11 site) of the attached 1 to 2 RJ11 female plug jointer and connect your phone (or fax machine) and M-office RJ11 port to the output (two RJ11 site) of the jointer as below figure.

M-office supports landline to Skype forward delay. For example, user can set the "Delay until landline call forwarded" 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 callers will have longer waiting time and hang up the call if the "Delay until landline call forwarded" is set too long.

"Delay until landline call forwarded" only applies to incoming landline calls. It won't apply to incoming Skype calls.

For M-office's co-work with fax machine, user needs to adjust "Delay until landline call forwarded" time to ensure fax machine can work properly.



Q8: How can I make/receive Skype calls after M-office is running?

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

(a) Make Skype calls

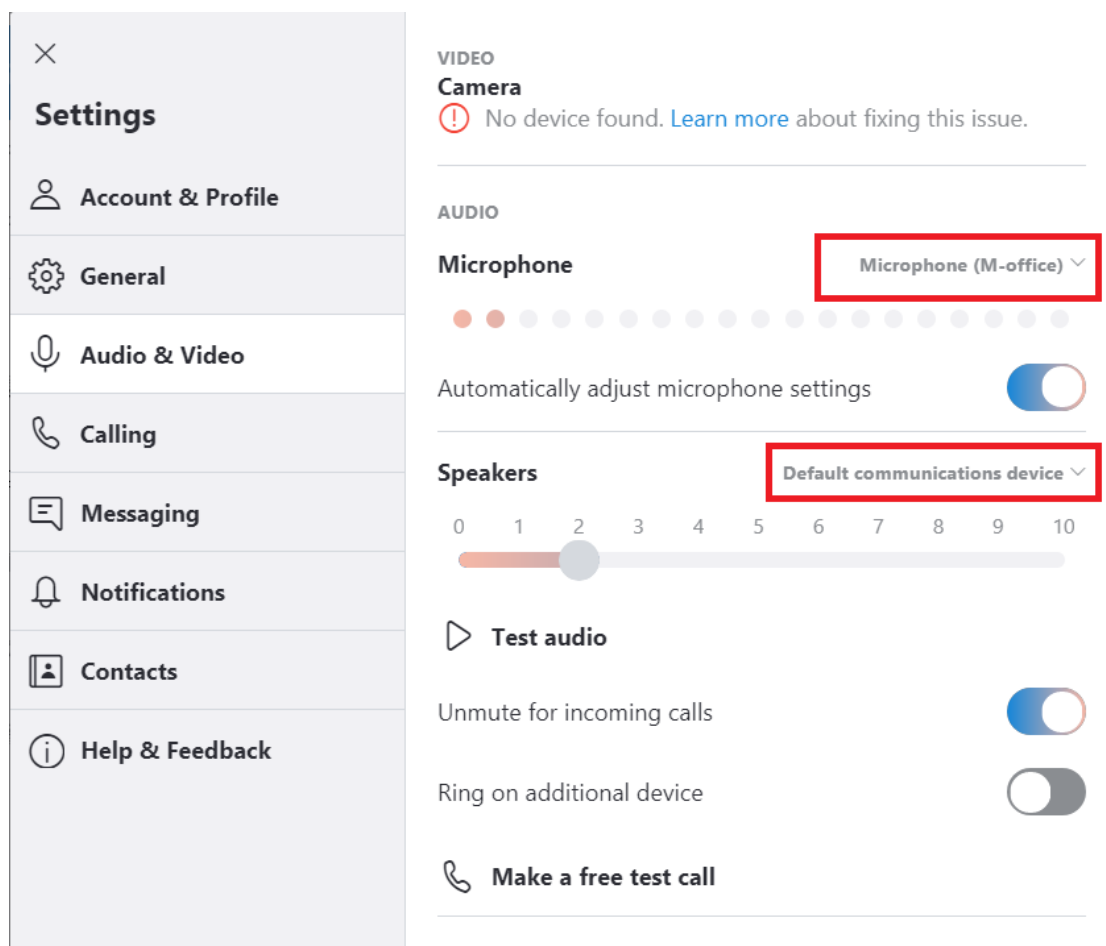
If user wants to make Skype calls, the simple way is to close M-office software (No need to remove M-office device from PC). User can choose preferred Skype microphone and speaker to make Skype calls via Skype GUI. User can buy our SkyATA, SkyBox S1 or enterprise multiple port Skype gateway if user prefers to have Skype calls via a phone.

After 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.

(b) Receive Skype calls

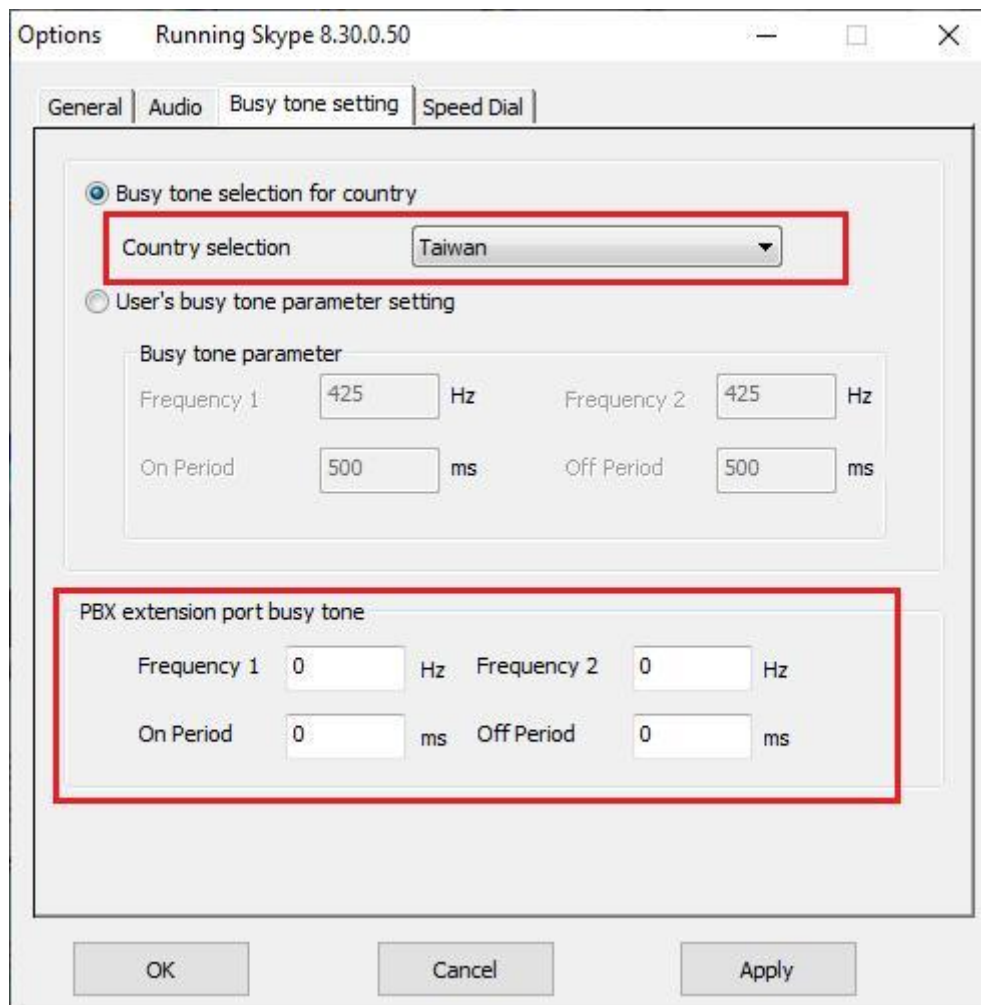
User can end M-office software (No need to remove M-office device from PC) and choose preferred Skype microphone and speaker to receive Skype calls.



Q9: Why can't M-office accept a new landline call after the first landline call is forwarded?

A: If user doesn't select correct country for busy tone at the Busy tone setting page of “Options” selection from M-office system tray icon, M-office can't have correct busy tone detect. So the connecting landline might not be hung up when the landline caller hangs up the call. Correct country selection is very important for M-office operation.

When M-office is connected with PBX extension line, user needs to fill in the correct frequency and cadence for busy tone of PBX extension line. Or similar failure will happen and cause M-office malfunction. For details, please refer [4.3.4 Busy Tone Setting Page](#) of this manual.

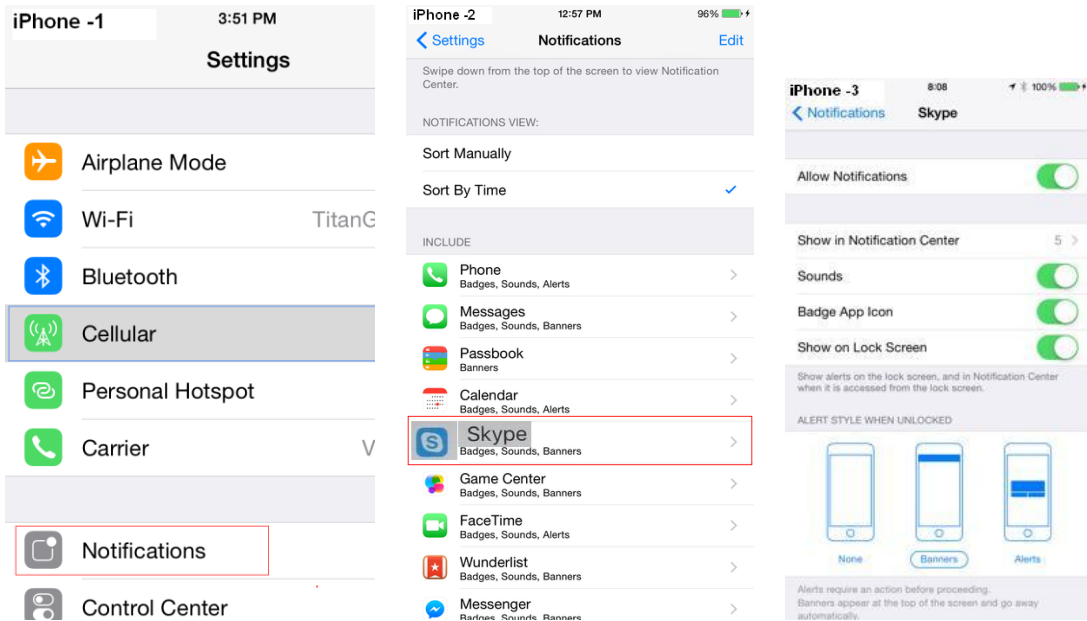


Q10: Why is there no Skype incoming call notification when my mobile phone screen is locked?

A: Why Mobile phone doesn't have Skype incoming call notification is due to lack of setting Skype notification in mobile phone setting. Iphone or Android users can refer below setting pictures.

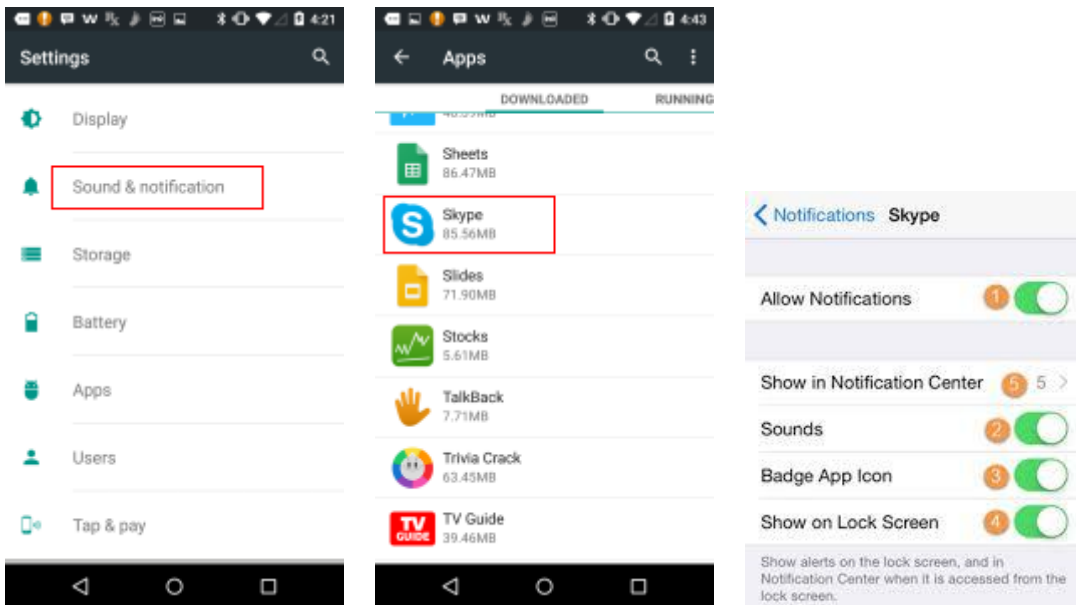
iPhone

Settings -> Notifications -> Skype APP -> Sound and others



Android

Settings -> Sound & notification -> Apps Notification -> Skype Notification



Q11: Why don't I get the Skype calls from M-office sometimes?

- A:** (a) Please make sure the landline is well connected with M-office RJ11 port.
- (b) Please check if M-office is running properly (Please refer Q3) and forward setting is correct or not.
- (c) Sometimes there might be connection problems between M-office PC Skype to mobile phone Skype. It is good if you can test the forward function by calling from M-office PC Skype GUI to mobile phone Skype with mobile phone screen lock. If user**

finds M-office Skype can't call mobile phone Skype although the reverse direction call works, such problem might be caused by M-office Skype. For that case, user can reset router or ADSL modem for M-office's computer internet connection.


If the Skype to Skype connection problem happens often, it is suggested to upgrade Skype version of M-office PC and mobile phone or mobile phone software version.

- (d) If mobile phone screen is locked and Skype inform of mobile APP is not set correctly, you won't be informed of the incoming Skype call. Please refer Q10.
- (e) Please check if your M-office connecting computer enters sleep or not. The default setting of M-office will prevent computer entering sleep. You need to make sure the default setting If M-office is running, prevent computer entering sleep or screen protection is enabled and M-office forward function should work .
- (f) Mobile phone internet connection quality will seriously affect the forwarded mobile phone Skype call. If necessary, it is suggested to set SkypeOut as your forward setting.

Q12: M-office needs your computer to be always on for operation. How to keep your computer secure?

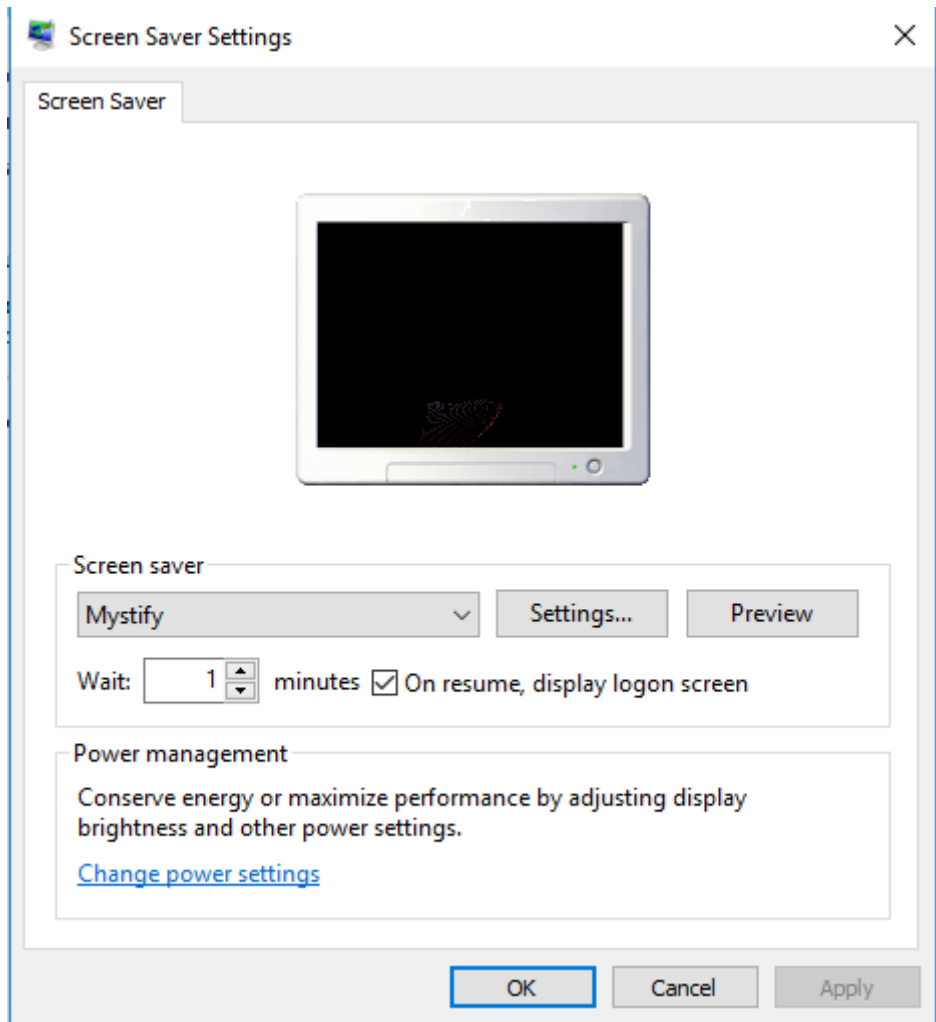
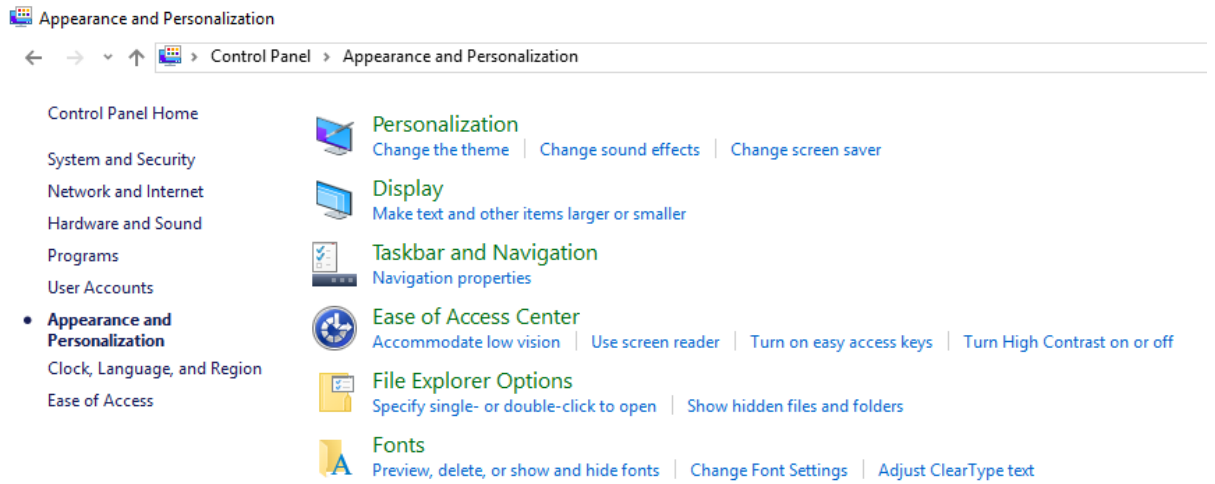
A: We suggest two methods to prevent people's possible access or peep of your computer and still keep M-office operate. They are "Lock your screen with login password protect" and "Screensaver".

- (a) Lock screen with login password protect

When M-office is in operation, it will prevent the connecting PC from entering power saving mode in order to make sure the call forward function can work. It might run the risk of your PC being accessed or peeped. You can lock your computer by using the **Ctrl+Alt+Del** keyboard combination and then selecting **Lock screen**. Or you can use the **Windows ()+L** keyboard combination to automatically lock the screen. When the PC is locked, M-office can still work.

- (b) Screensaver

When setting "If M-office is running, prevent computer entering sleep or screen protection" is enabled, screensaver won't work. User can enable screensaver with resume display logon screen as followings.



Q13: Why do I often get busy tone after I use Skype to call M-office for another office extension ?

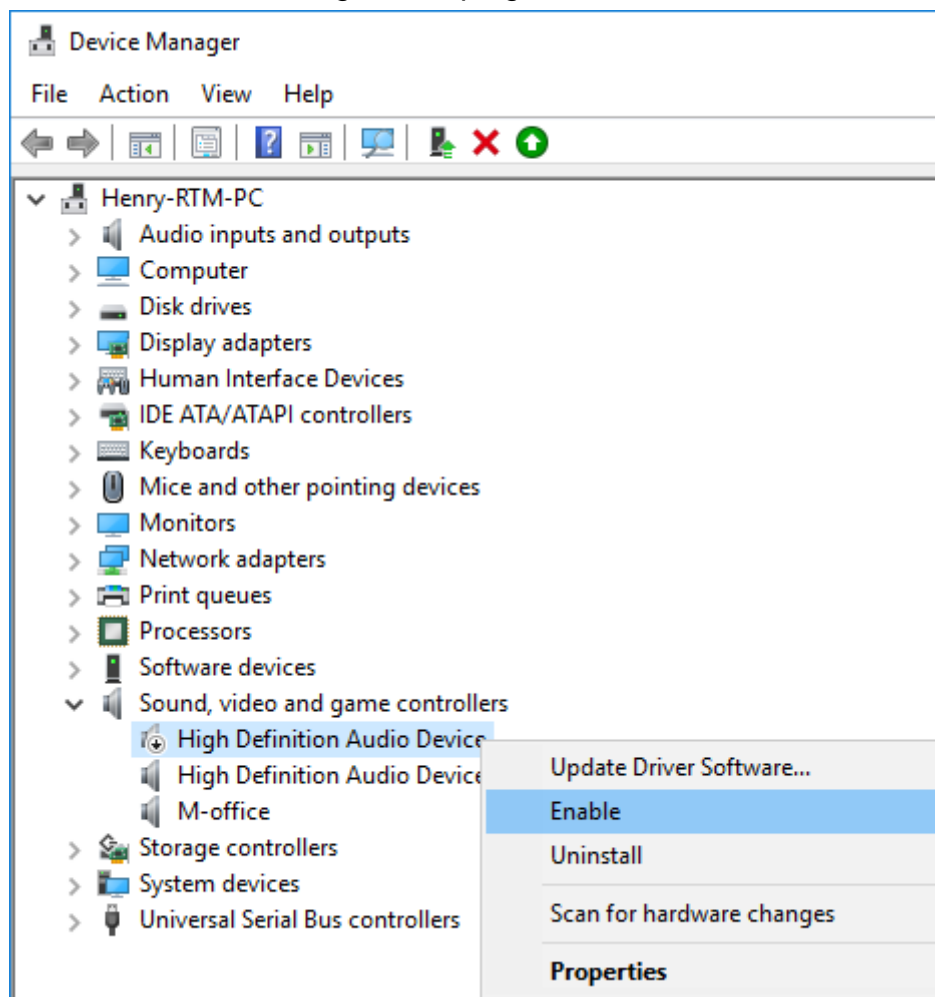
A: For M-office connecting with PBX analog extension line, user need to check how long the office PBX extension line won't work if user doesn't dial

any number after picking up the desk phone.

For some PBX, user might just have 4 seconds to dial extension number. It is good to ask your PBX vendor's help to adjust the time to be longer, otherwise you might hear busy tone if you don't send Skype message for extension number soon after the Skype call is in progress. User can send Skype chat for extension 60 seconds before making the call to M-office Skype account.

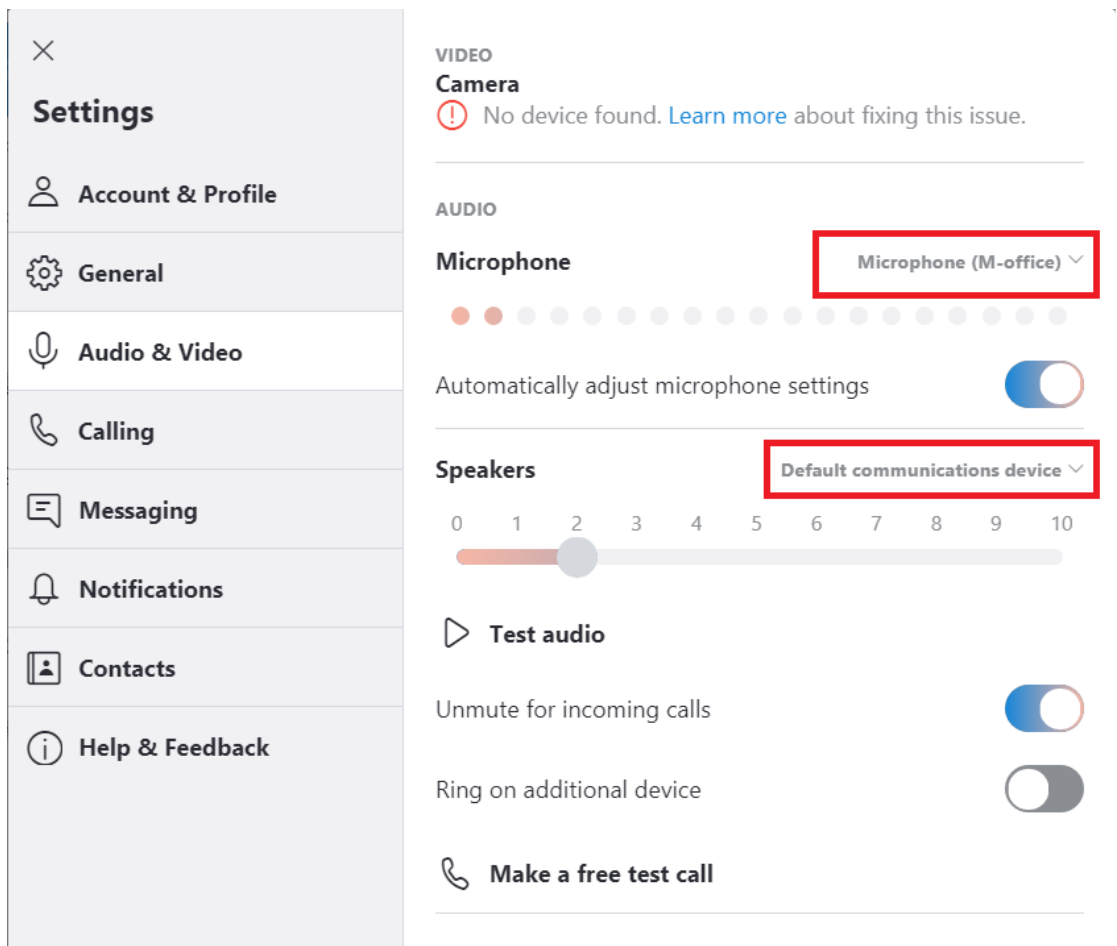
Q14: Why can't I hear M-office reminding IVR when I call M-office Skype for call forward?

A: When there is a Skype incoming call, M-office will invoke one reminder IVR for the Skype caller. In order to do that, M-office needs to temporarily set default system speakers to be any device except M-office. In your case, M-office software might not find other audio out device except M-office in your system. Please go to system device manager to enable other system audio device as below figure. Or plug in one headset.

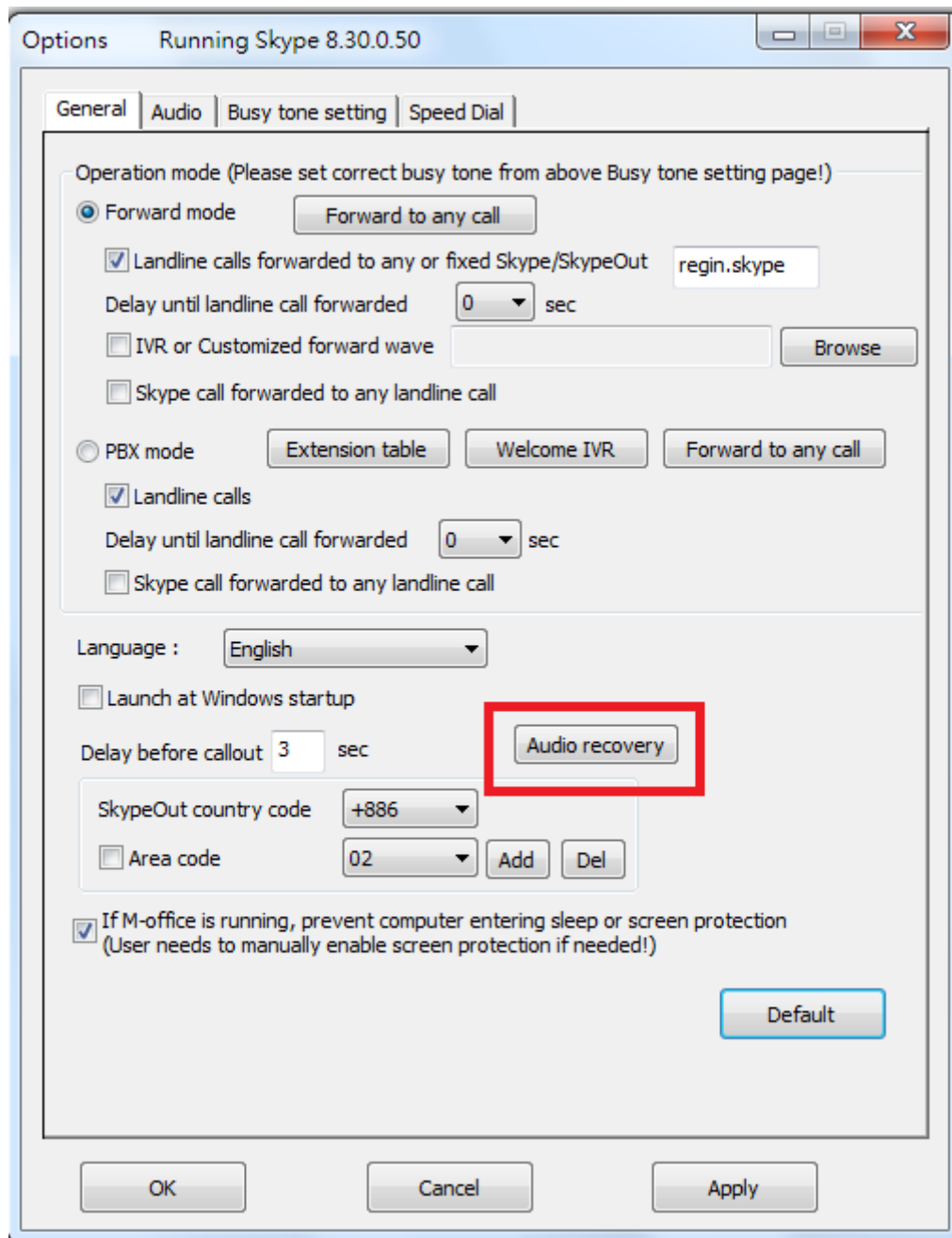


Q15: Why can't I hear the voice of Skype forwarding call from landline although I can see the Skype forwarding call in process?

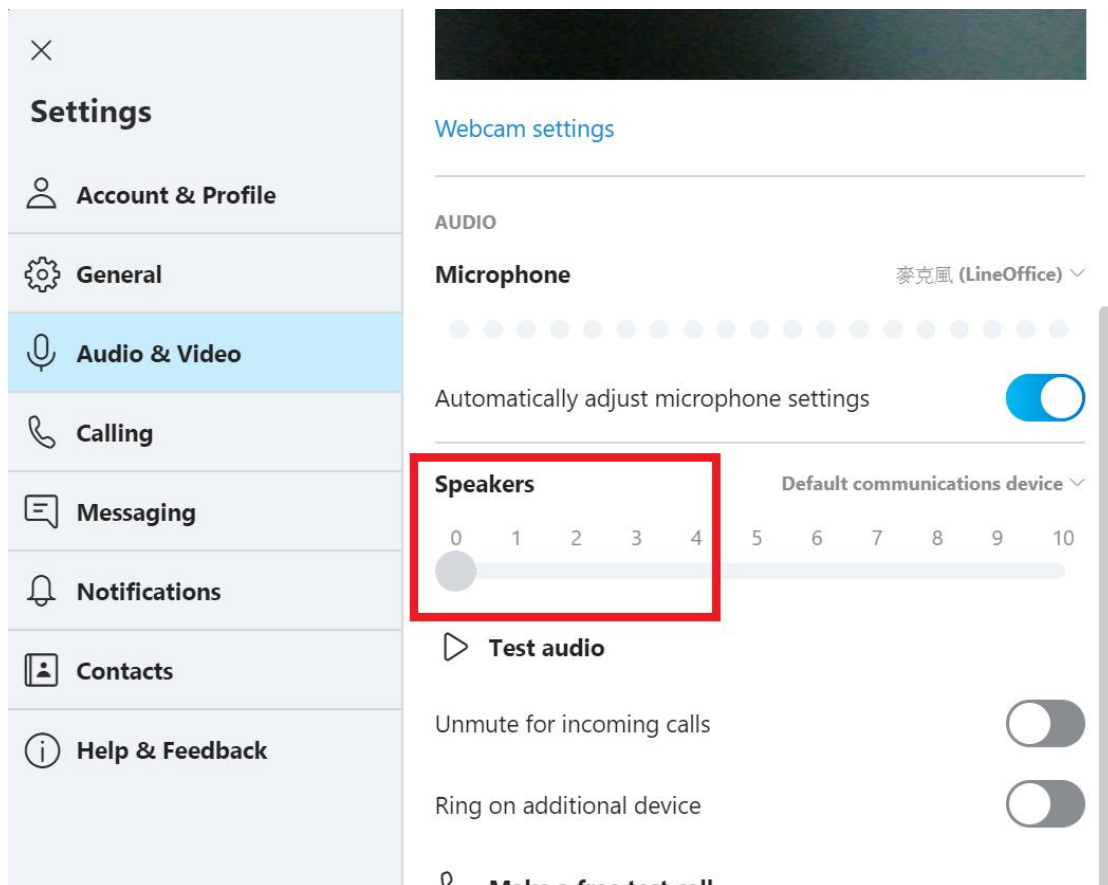
A: (a) For such application, please make sure M-office has been chosen as the Skype Microphone and Skype Speakers is set at Default communications device as below figures.



(b) This problem might be due to internet quality. If this problem exists continuously, user can try to click “Audio recovery” button from General page of M-office system tray “Options”.



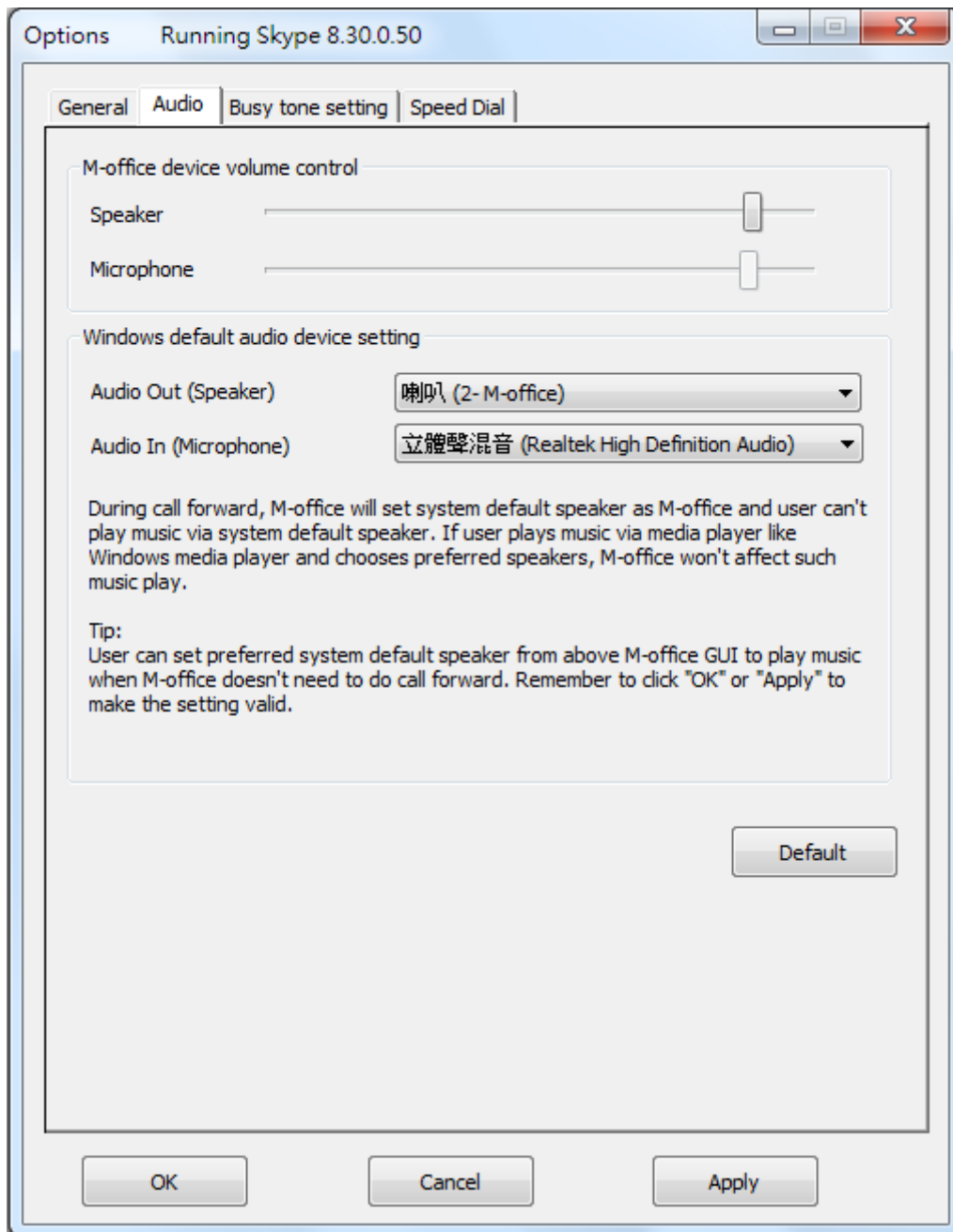
(c) Don't set Skype Speakers volume mute or too low!



Q16: After I connected M-office 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 preset sound device?

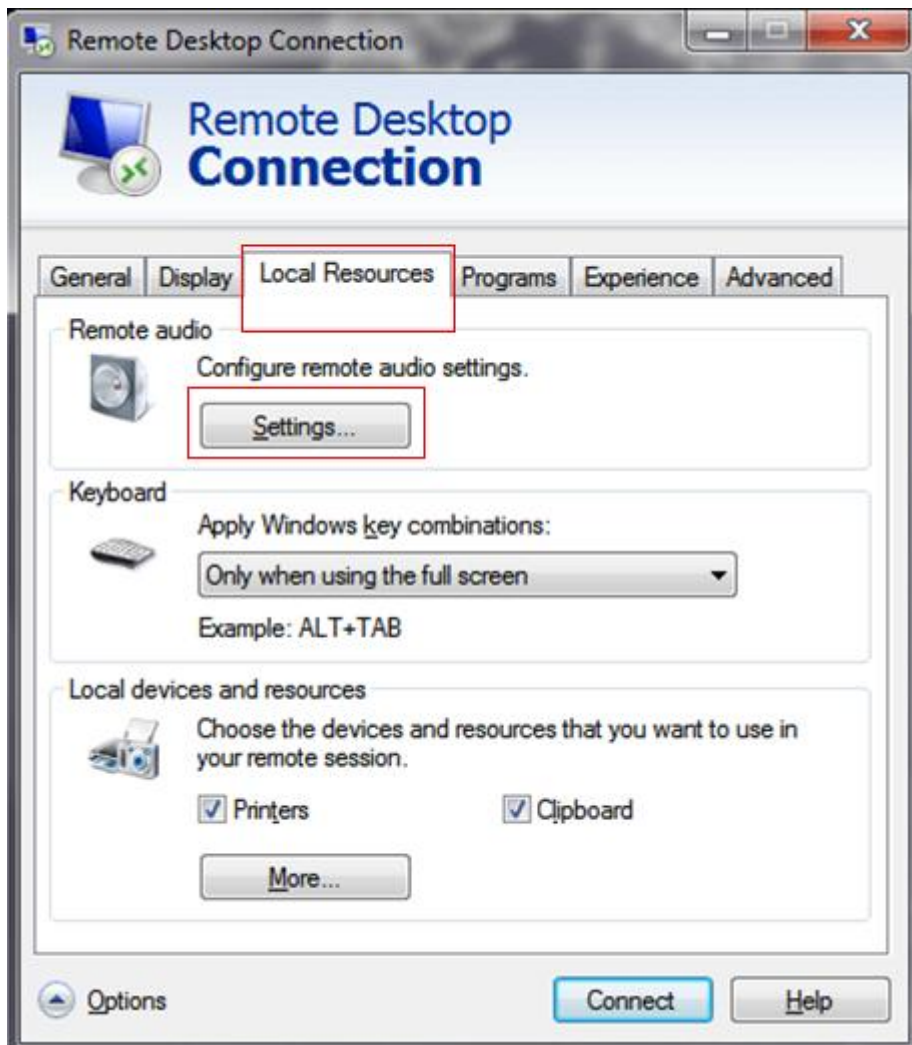
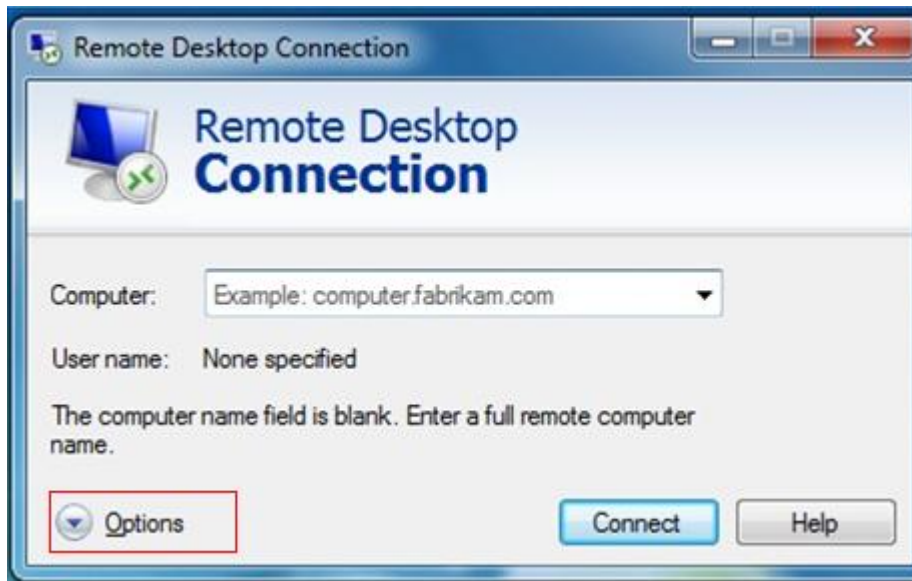
A: During call forward, M-office will set system default speaker as M-office and user can't play music via system default speaker. If user plays music via media player like Windows media player and chooses available preferred speakers, M-office won't affect such music play.

User can set preferred system default speaker from below M-office GUI to play music when M-office doesn't need to do call forward. Remember to click "OK" or "Apply" to make the setting valid.



Q17: Why does M-office software report Skype audio setting error and indicate the problem might be caused by another machine with Windows remote desktop connection?

A: When one machine connects the PC with M-office via Windows remote Desktop connection, the default setting might leave M-office under the control of the remote connecting machine and cause Skype audio setting error for M-office. Before connecting the PC with M-office via Windows remote desktop connection, user needs to make sure M-office won't be used by the remote machine by following the steps circled in red as below figures.





Q18: Why can't M-office work properly after M-office is correctly installed in my PC USB port?

A: M-office is quite different with regular USB devices like USB keyboard or mouse. It needs certain power from the USB port. If M-office can't work properly after this device is successfully installed, please unplug this device and plug into another PC USB port.

We found that some PC USB port is extended from motherboard through extension connector/cable and sometimes the connector/cable is at bad quality, it will cause M-office malfunction. For such case, we recommend you to plug M-office into another USB port or use one USB hub with enough power to connect M-office to PC USB port.

Q19: Why does M-office fail to initialize?

A: Please unplug M-office device and plug in another USB port and run M-office again. If it doesn't work, it is possible that M-office is damaged. Please contact our distributor or us.

Q20: Why does M-office system tray icon disappear sometimes?

A: Sometimes M-office system tray icon at the right bottom corner of Windows desktop might disappear suddenly. Run M-office again doesn't work. For such case, user needs to press Alt, Del and Ctrl buttons of keyboard simultaneously to have task manager menu. Delete M-office.exe and SkypeAccess.exe. Then run M-office again. Or restart M-office PC.

Q21: How can I uninstall M-office software?

A: Please follow below two steps.

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

(b) Use Windows Start menu, choose "All Programs" and find M-office. There is "Uninstall" option. Choose it and then click Yes button.

Q22: Do I need to restart my computer whenever I re-plug the M-office dongle?

A: There is no need to restart the computer.

Q23: Why can't I power on my computer after I plug in M-office 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 manual to change USB boot up setting.

Q24: Why doesn't M-office support Skype recording function now?

A: Skype has built-in audio and video recording function after version 8.34.0.78.

Because Skype 8.x doesn't support Skype API for Skype recording, M-office doesn't support recording function now.

Q25: How can I dial "+" sign when making a SkypeOut call?

A: You can use "00" to stand for "+".

Q26: Can I use Skype version later than M-office claims to support in M-office User manual [section 1.5 Minimum System Requirements](#)?

A: Since Skype might change GUI for the new release, we can't guarantee our M-office software can work with the new update Skype seamlessly. M-office only supports Skype 8.30~8.34 now. If your Skype version is not in Our support list, please go to our web site <https://www.regintech.com.tw/download.htm> to get Skype 8.34.0.78 for overwrite-installation. It is not necessary to uninstall Skype and install Skype 8.34. The latest M-office software is also in our web site.

Q27: Why can't I make a Skype call to M-office Skype and then make any landline call forward or dial PBX extension number?

A: Because Skype has problem to send DTMF tones during a Skype to Skype call. If user wants to make a Skype call to M-office Skype and then make any landline call forward, please refer section [Incoming Skype calls for any forward](#) at Forward mode or [Incoming Skype calls for any forward](#) at PBX mode of this manual.

With M-office connected with PBX extension line, allowed employees can pick up desk phones to make and receive Skype calls. M-office incoming

Skype callers might have problem to dial extension number successfully. This problem is because Skype 8.x doesn't have Skype dial pad during a Skype to Skype call. M-office supports extension dialing during Skype to Skype calls via Skype chat after version 1.0.0.15 as the replacement for Skype dial pad. During Skype to Skype calls, Skype callers can send Skype chat message like "***123" to M-office Skype account 60 seconds before making the Skype call or during the Skype call as below figure. M-office software will help the caller to dial extension 123.

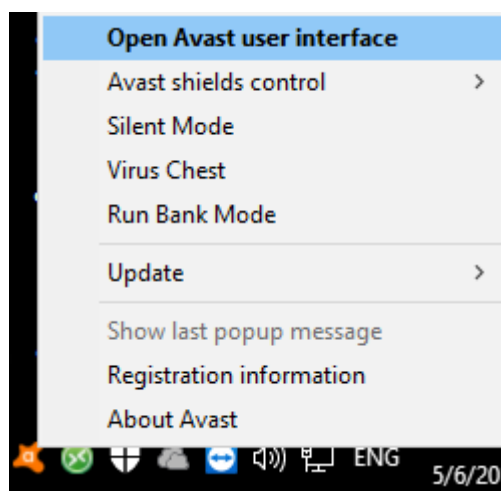


Q28: Why don't I set Skype auto upgrade, but my Skype was upgraded after PC start?

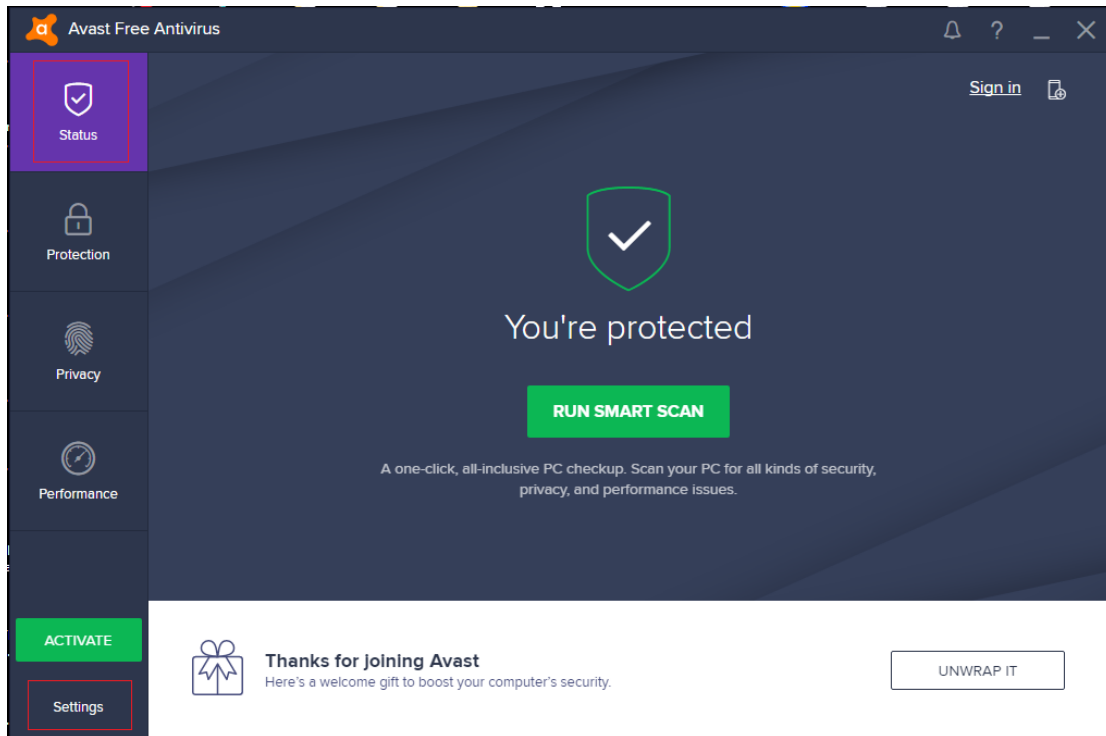
A: User can do overwrite-installation of Skype version 8.34.0.78 if Skype version is upgraded to later version. It is not necessary to uninstall Skype and install again. User can go to our web site <https://www.regintech.com.tw/download.htm> to download Skype 8.34.0.78.

- (a) Under Skype 8.x, M-office software version 3.0.0.10 or later will prevent Skype auto-upgrade. If Skype version is upgraded when your computer is power up, one possibility is Skype upgrade patch is within Windows upgrade patch.
- (b) Another possibility is caused by ant-virus software like Avast updater. You can follow below three steps to uninstall Avast software updater. Then re-install your preferred Skype version.

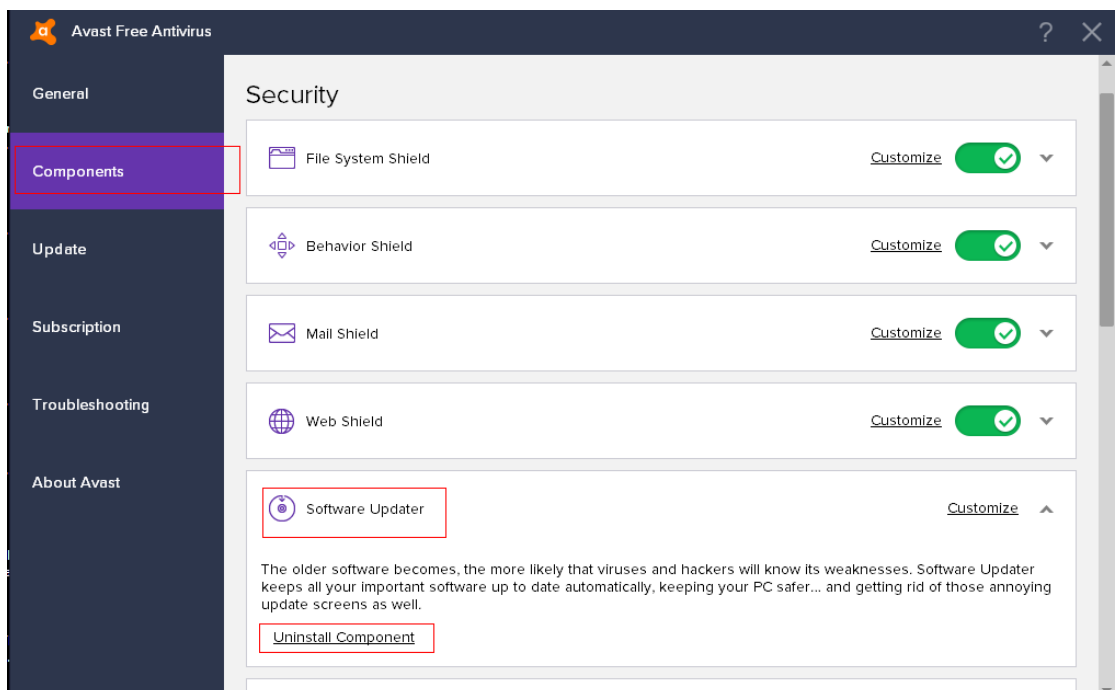
Step1: Right-click Avast tray icon at Windows desktop right-bottom corner and choose "Open Avast user interface".



Step2: Press "Settings" as below



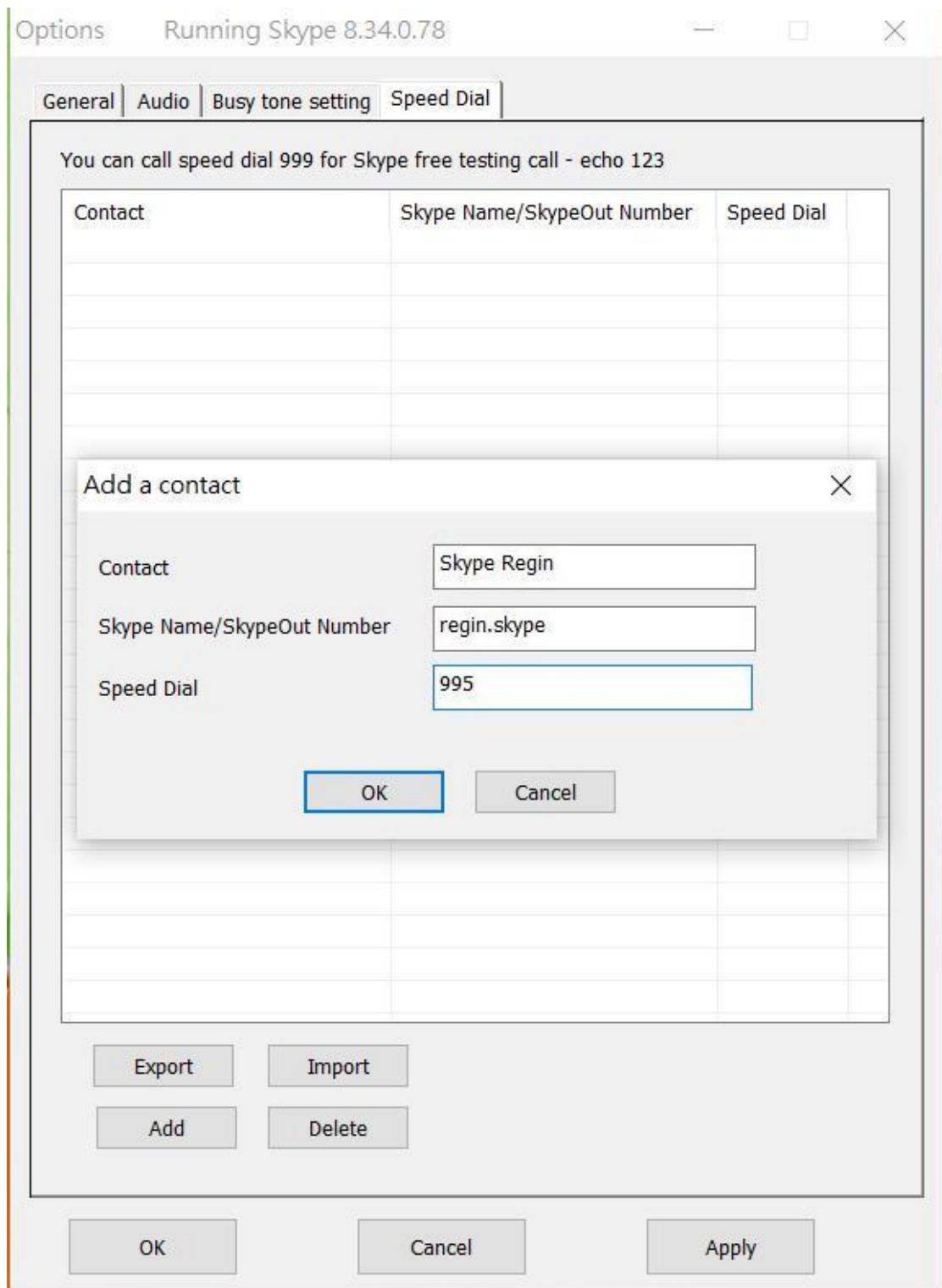
Step 3: Press "Components" in the left site and "Uninstall Component" to uninstall software updater. If "Uninstall Component" is not seen, please press "Software Updater" to find it. Remember to save the change before your leave.



Q29: How to setup M-office Speed Dial page?

A: 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. Contact

is the name for you to distinguish this contact. Skype Name 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 Name/SkypeOut Number" 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.

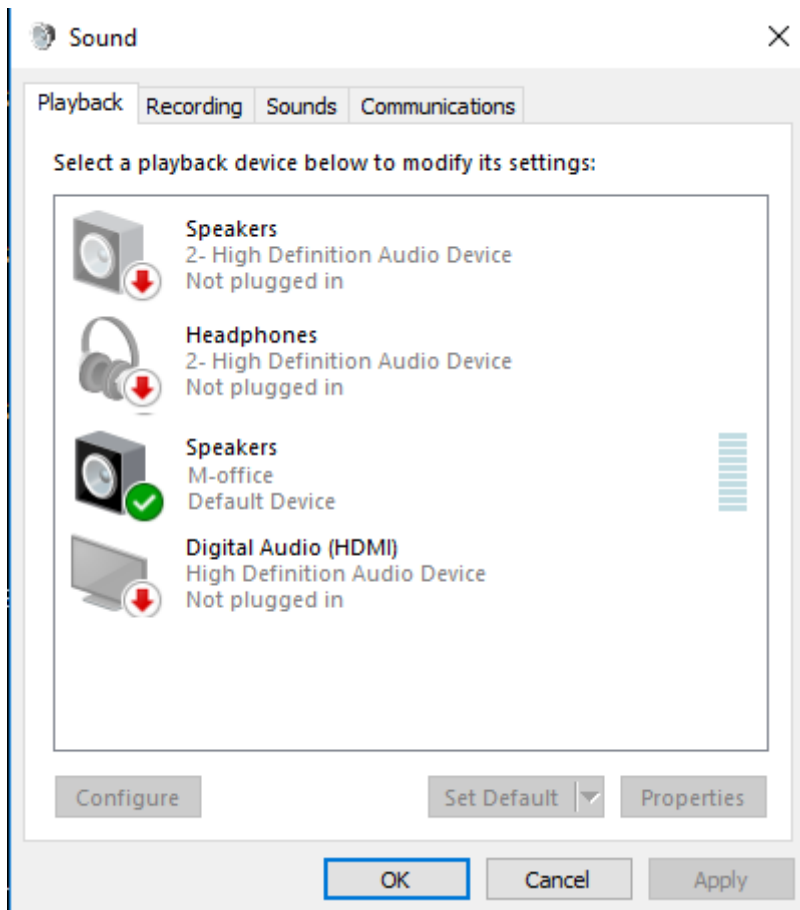
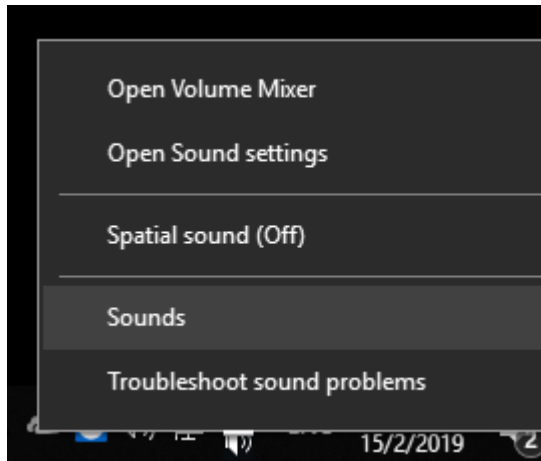


Q30: Why will landline caller hear Skype call out connecting tone when he/she calls in M-office for Skype or SkypeOut call forward?

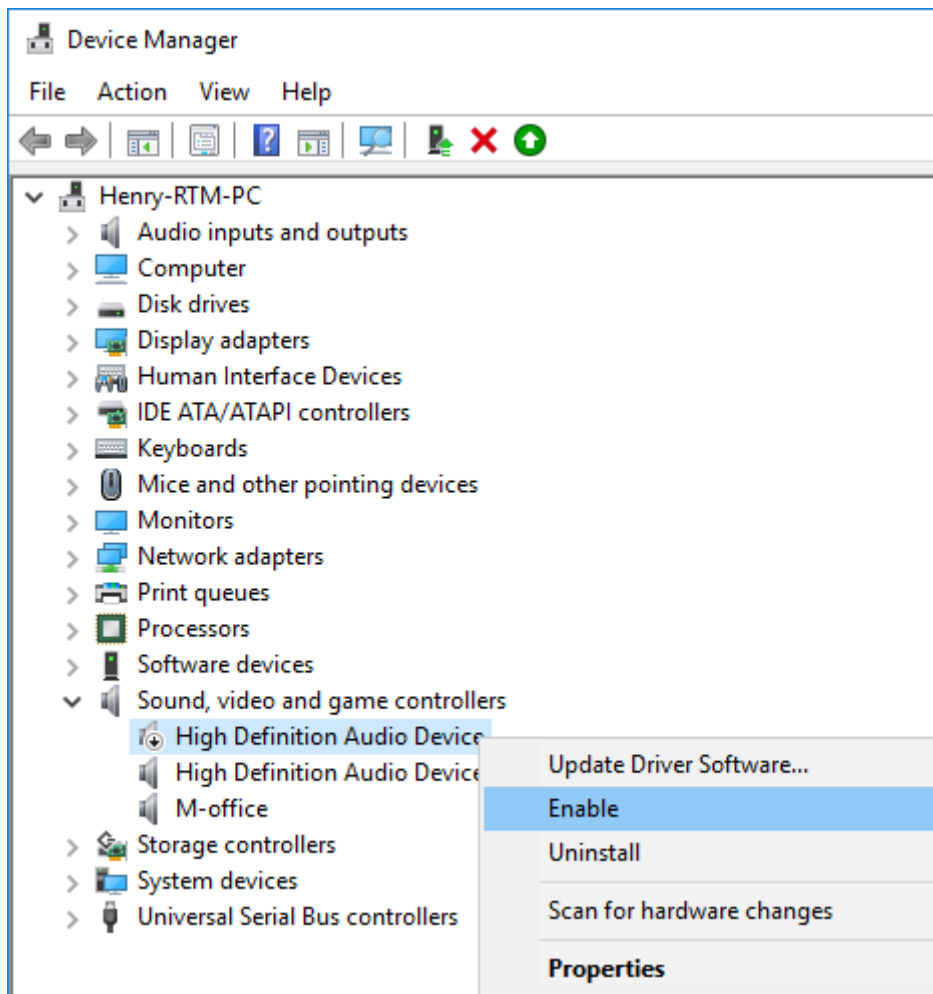
A: When M-office needs to do a landline call for Skype/SkypeOut call forward, M-office will temporarily set system speaker as any available device except M-office and then the landline caller won't hear Skype call out connecting tones. If the landline caller hears Skype connecting tones, it is because

M-office software can't find other speaker device except M-office in your system.

Click system audio tray icon under right bottom corner of Windows desk with right mouse.



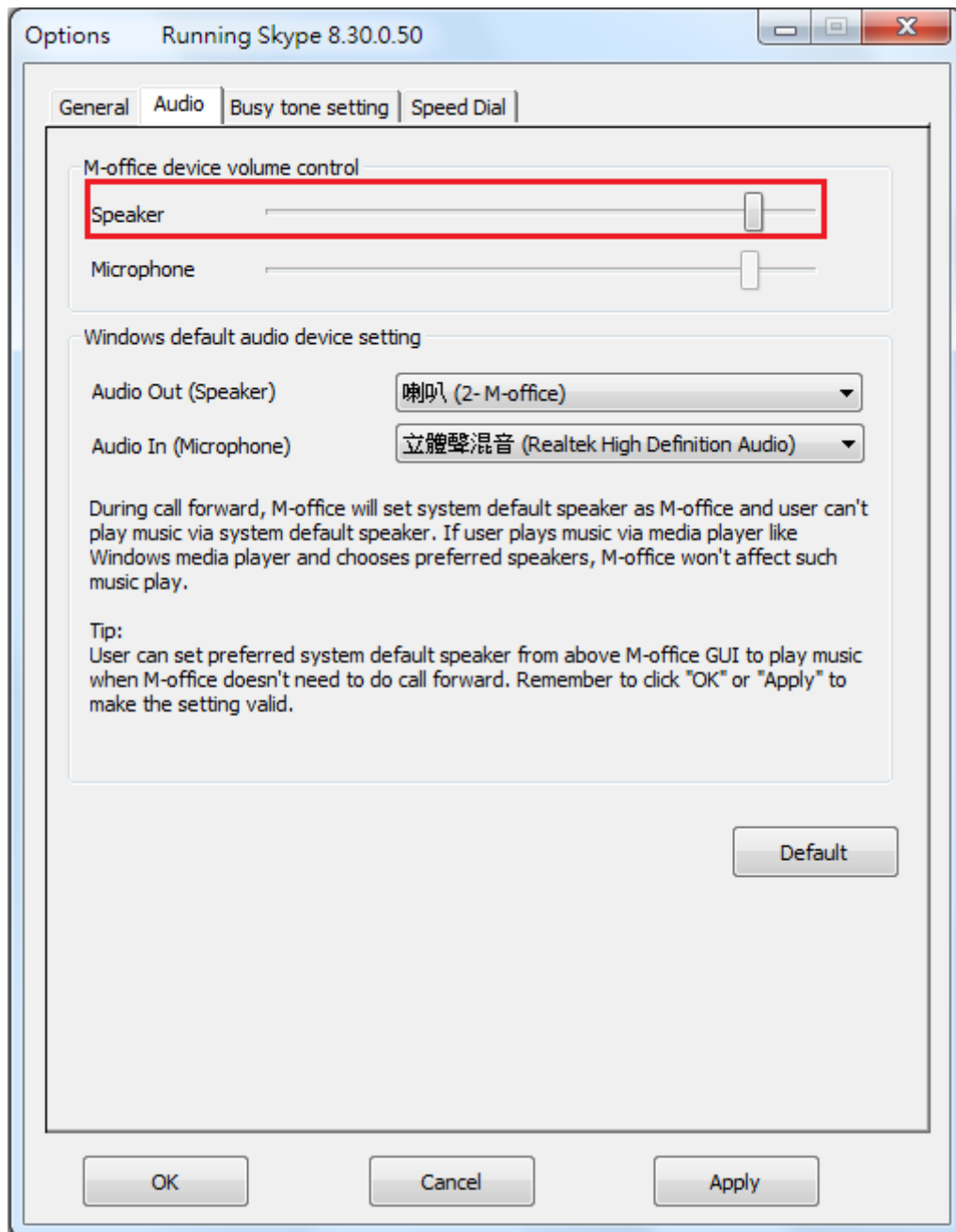
Please enable other speaker device in your system via device manager as below. Or plug in one headset into your computer.



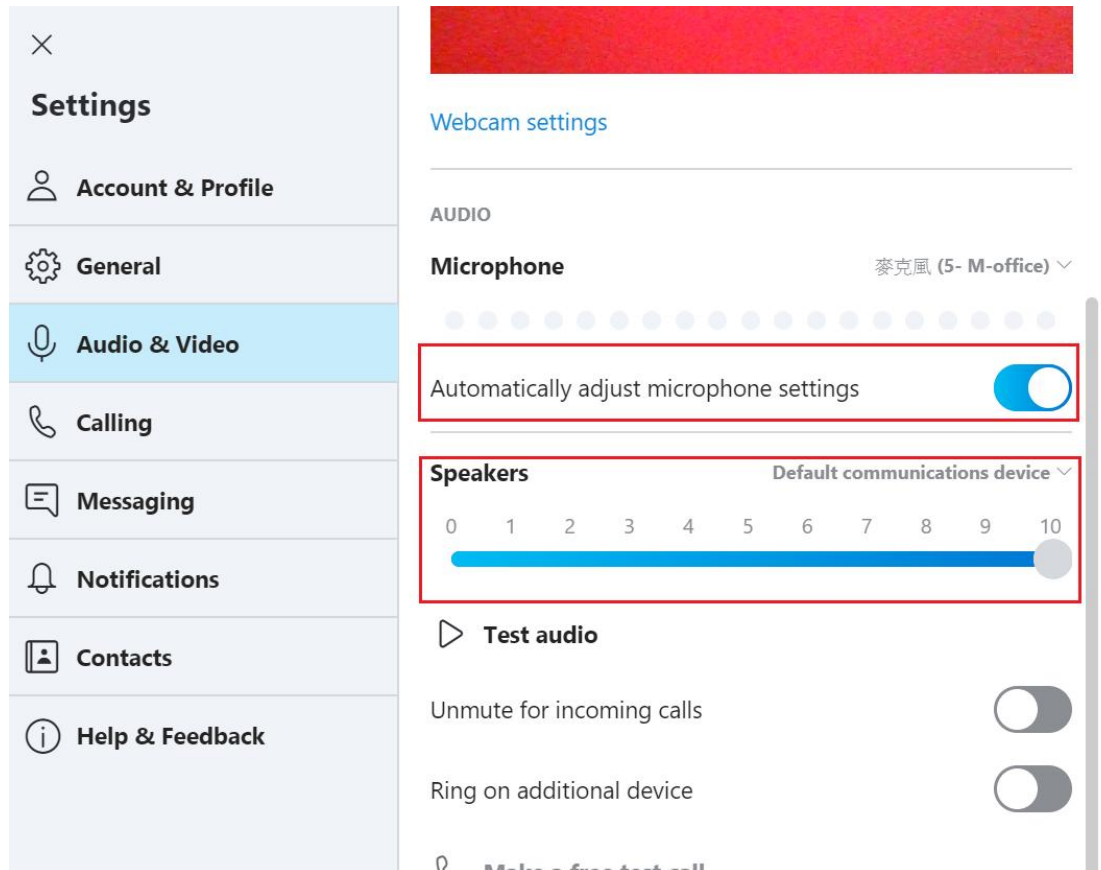
Q31: What can I do if M-office call forwarding voice volume is too low?

A: M-office's call forwarding Skype receiver can turn their mobile phone volume higher. Besides, user can check below two settings.

- (a) Set higher speaker volume of M-office audio page from system tray icon. Microphone only displays volume status.

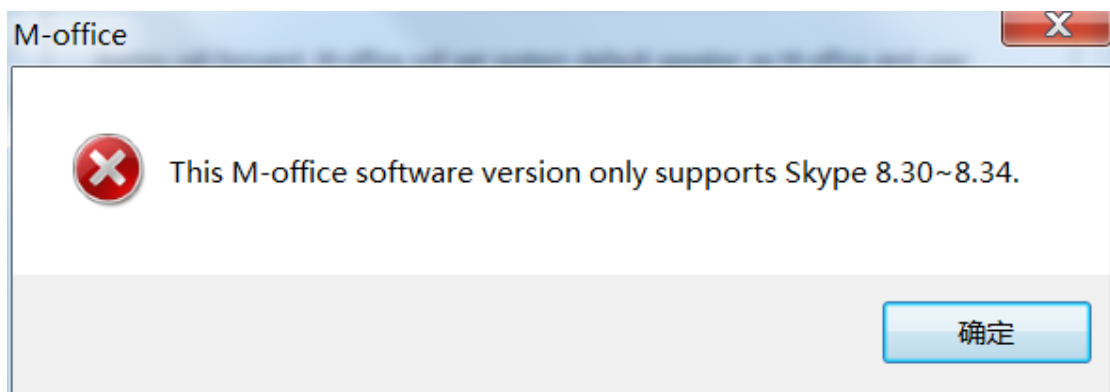


- (b) Check Skype Audio & Video setting and make sure “Automatically adjust microphone settings” is on and Speakers setting is at higher volume. If Skype Speakers setting is too low, M-office call forward voice volume will be mute or very low.



Q32: I have been running Skype 8.30 ~ 8.34 version, but M-office still shows that the Skype version is wrong. How to avoid this error?

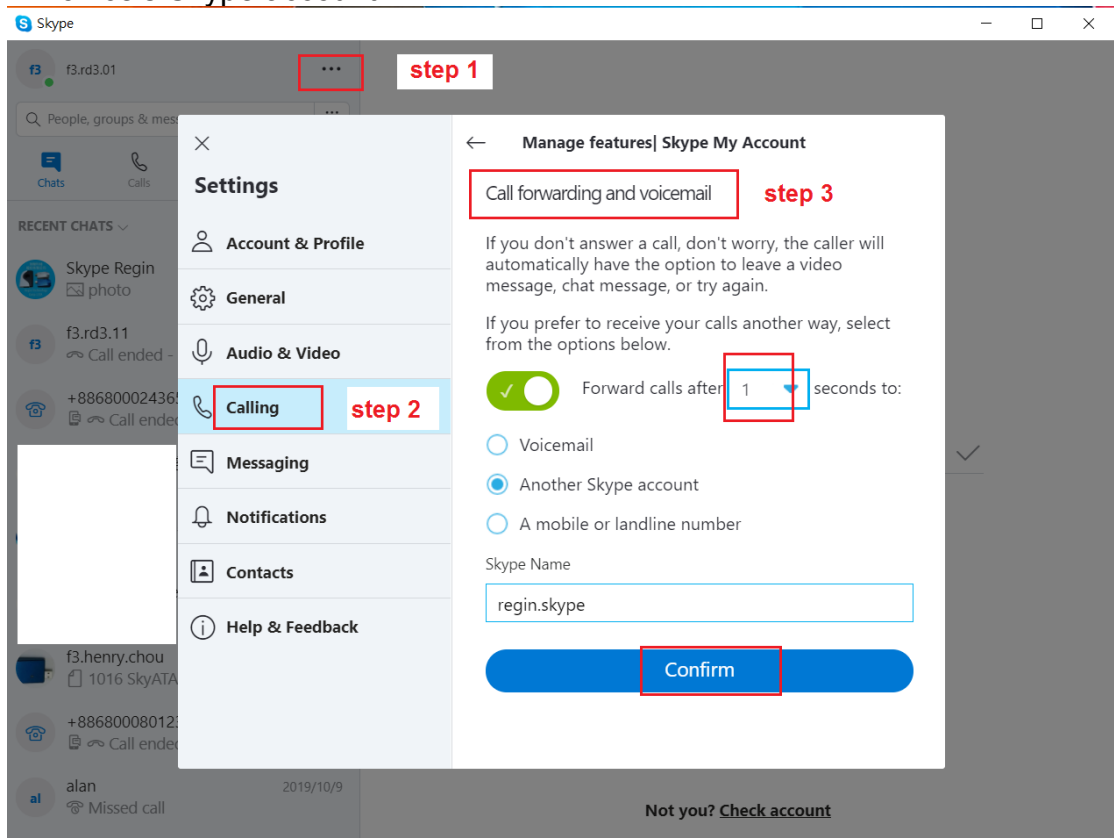
A: When you run M-office software with Skype version 8.30 ~ 8.34 and the below message indicating incorrect Skype version pops out, this might be due to the Skype APP version running on your computer. You can go to the system tray icon at the right bottom corner of the Windows desktop to see if there are two versions of Skype running at the same time. You can remove the Skype APP version to ensure that similar problems will not occur for future use!



Q33: How can office or home incoming calls be forwarded to multiple Skype accounts or phone numbers?

A: Skype has built-in “Call forwarding and voicemail” function. M-office’s assigned forwarded Skype account either in Forward mode or PBX mode can be forwarded to up to three Skype accounts or SkypeOut numbers once the M-office forwarded Skype account has been set “Call forwarding and voicemail” as below figure. Please pay attention to the settings circled in red and remember to click “Confirm” button to save your settings.

Skype to Skype forward is free. If you want to forward to SkypeOut number, you need to purchase Skype credits or subscribe Skype programs for M-office’s Skype account.



M-office will forward office or home incoming calls to the assigned Skype account no matter M-office is set at Forward mode or PBX mode. If the M-office assigned forward Skype account has enabled “Call forwarding and voicemail” function and make forwarding settings, Skype will forward the M-office forward Skype account to multiple destination as the settings. If any destination call is picked up, other forwarding calls will be cancelled.

6. 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.