M-office Quick Guide

Package Contents

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

M-office - Must-have phone secretary for frequent travelers!
Landline & Skype dual direction call forward box introduction YouTube
https://youtu.be/9f2vF7Ae0xI (You can enable YouTube caption setting.)

Quick Installation Procedure

1. Make sure that your PC has internet access and Skype version 8.30.0.50 ~ 8.34.0.78 (available from https://www.regintech.com.tw/download.htm). **M-office just supports Traditional Chinese, Simplified Chinese and English Skype GUI for Skype 8 now.** User can do-overwrite installation of Skype version 8.34.0.78 if your current Skype version is not within above support list. It is not necessary to uninstall Skype and install again.
2. Remove M-office dongle, cable and setup wizard CD from M-office package.
3. Plug M-office dongle into your computer USB port.
4. Connect the attached telephone cable between M-office RJ-11 port and a carrier landline or a PBX analog extension line as following two figures. (Figure 1 Forward mode application, Figure 2 PBX mode application)

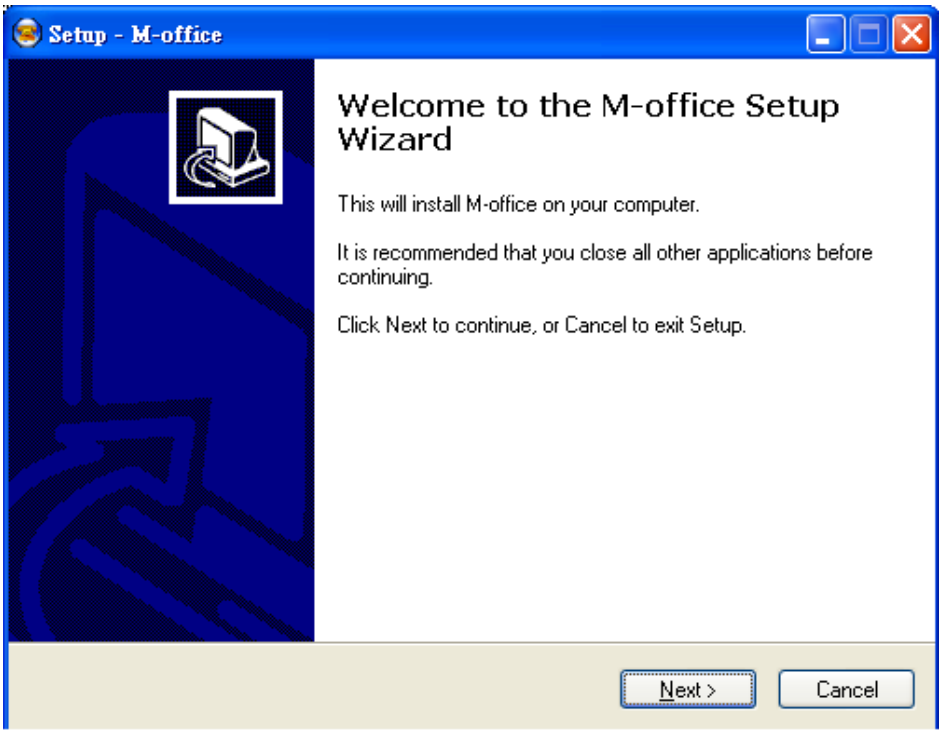
5. Delay until landline call forwarded only applies to incoming landline calls. It won't apply to incoming Skype calls. If user wants to use landline-to-Skype forward function and also wants to use a phone for the landline calls, user needs to connect landline or PBX analog extension line to the one RJ11site of attached one to two RJ11 female plug jointer and connect phone (desk phone or fax machine) and M-office RJ11 port to the two RJ11 site of the jointer as below figure. M-office supports landline to Skype forward delay. For example, user can set the forward delay as 3 second and the forward action will be

delayed for 3 seconds. Once user picks up the incoming landline calls via the paralleled phone within 3 seconds, the incoming calls won't be forwarded. User needs to know the caller will have longer waiting time if the forward delay is set too long and hang up the call.

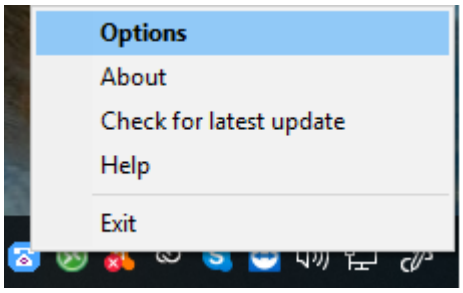
For M-office's co-work with fax machine, user needs to adjust "Delay until landline call forwarded" time to ensure fax machine can work properly.

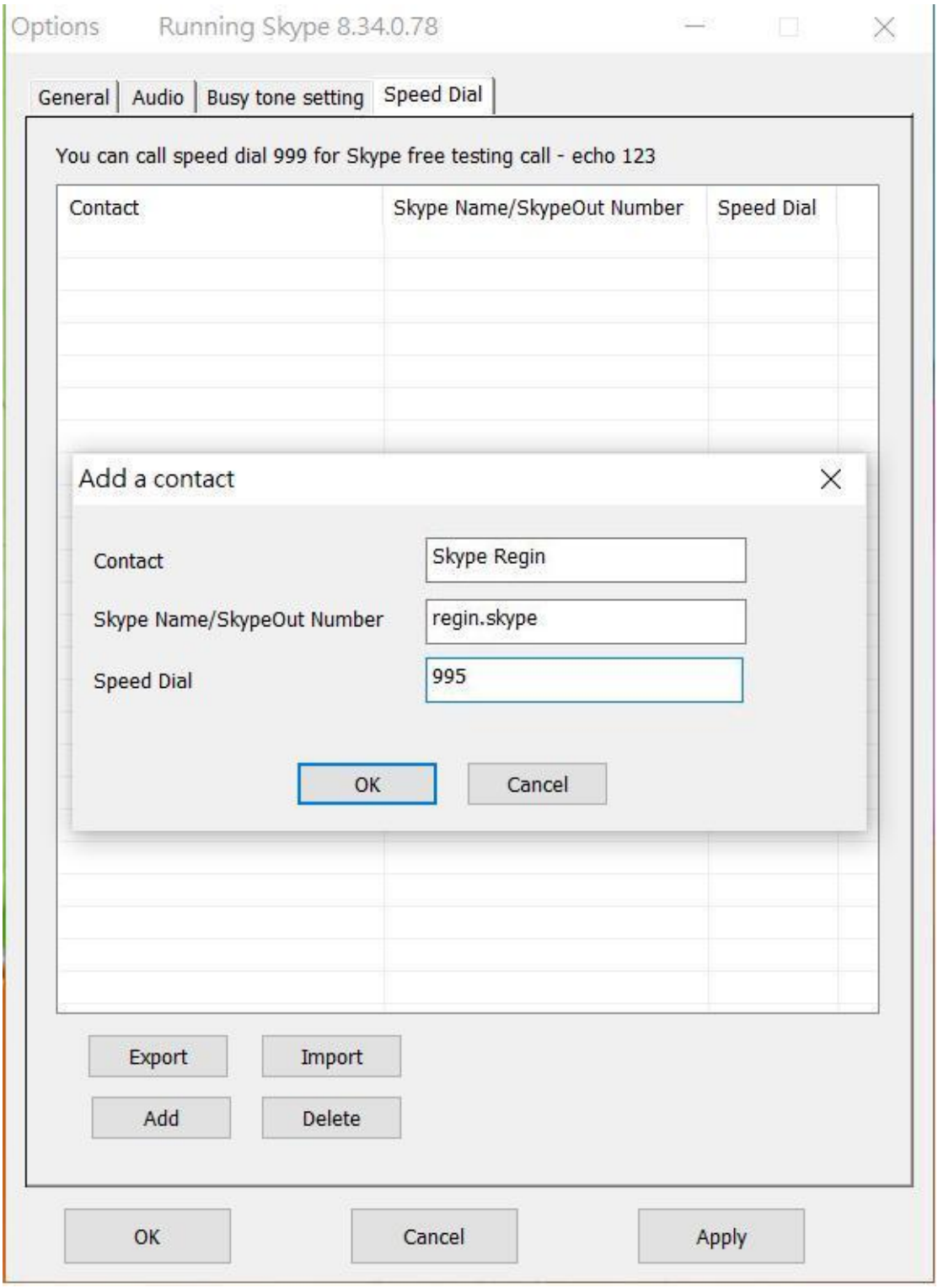
6. Put M-office setup wizard CD into your computer CD ROM and double-click M-office Setup program.
7. The "**Select Setup Language**" window pops up. Choose a preferred language by scrolling down the selection bar. After choosing the language, click OK.

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



9. **After M-office installation, please plug in M-office and run M-office and Skype program. If everything is smooth, user can find M-office system tray icon shown as and M-office green LED is slowly blinking. If M-office tray icon shows as, it means M-office has problem to connect with Skype. Please refer FAQ 4 of M-office online help or user manual for details.**
10. User can right-click M-office tray icon with mouse at the right bottom corner of Windows desktop and choose “Options” as below figure. Then switch to 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.


Options
About
Check for latest update
Help
Exit



11. **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. 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

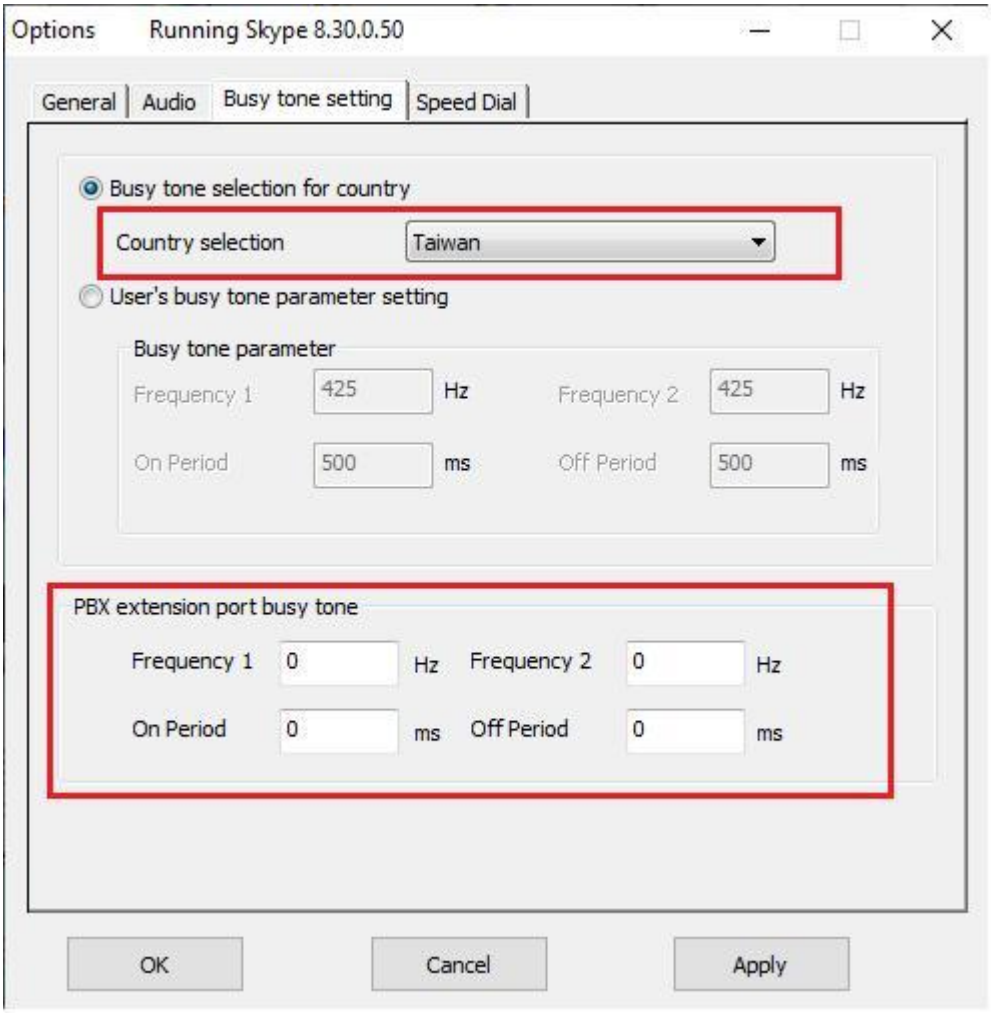
might not work correctly. User can use the computer during the Skype talk, but the calling window can't be closed.

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

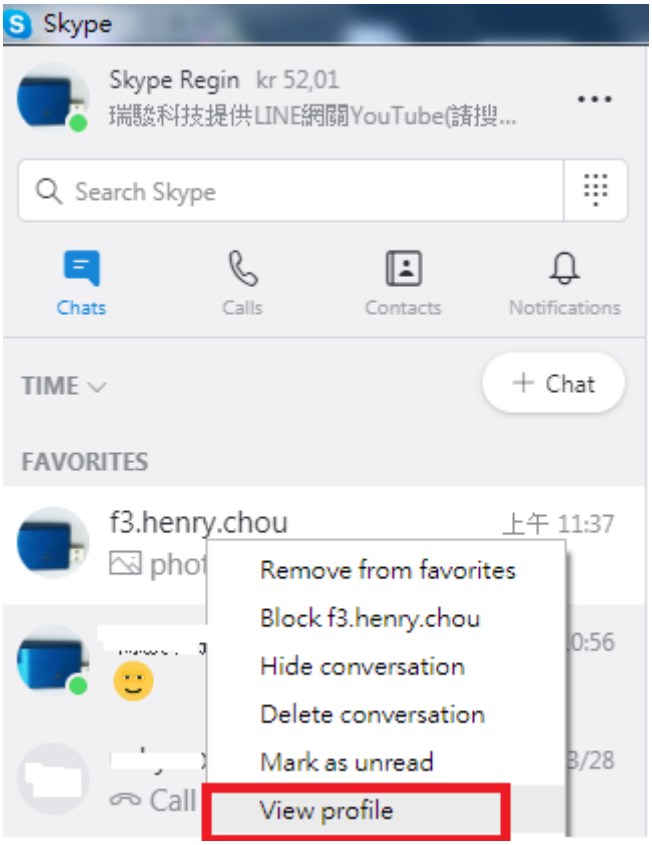
Before starting to use M-office, user needs to make sure busy tone setting is correct, otherwise M-office might keep hook off after the first incoming landline call and won't take later landline calls. Please select your local country as below figure and fill in the correct PBX extension line busy tone 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.

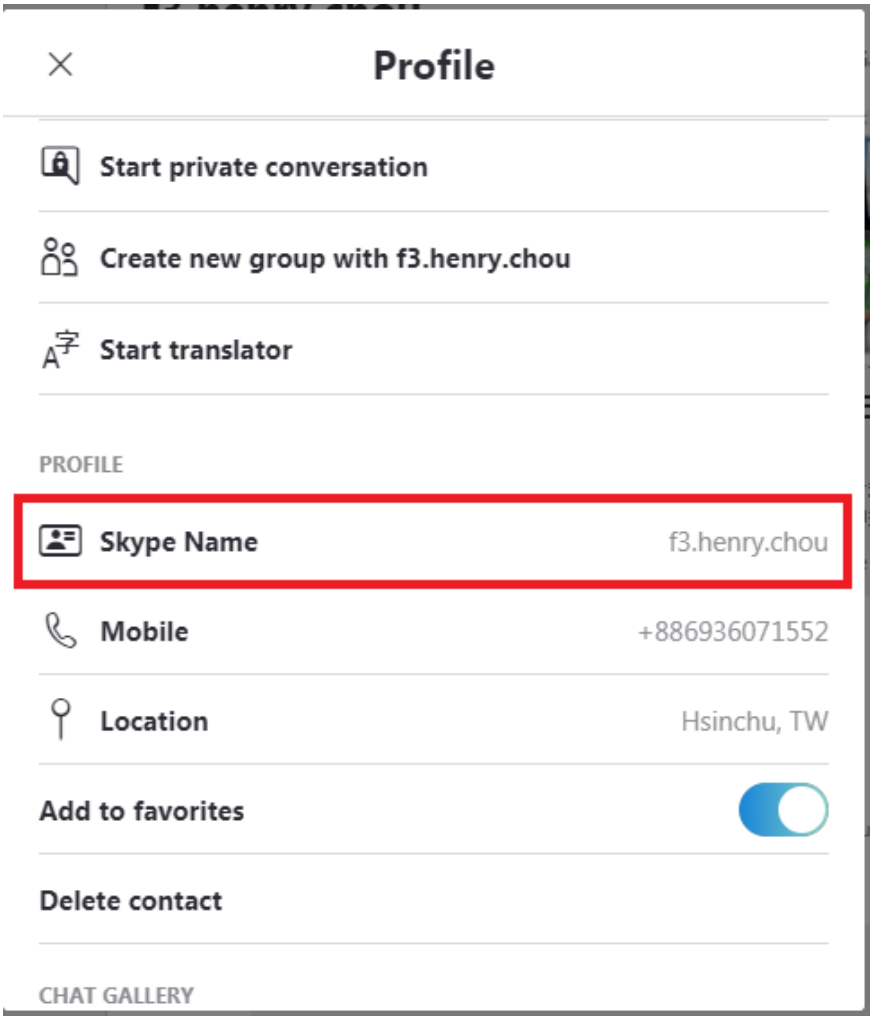
User can check with PBX vendor for PBX extension line busy tone or there is a PBX extension line busy tone tool in the M-office installation CD. If there is any problem to use the tool, please contact us. For details of busy tone setting, please refer M-office user manual sec. 4.3.4 Busy Tone Setting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

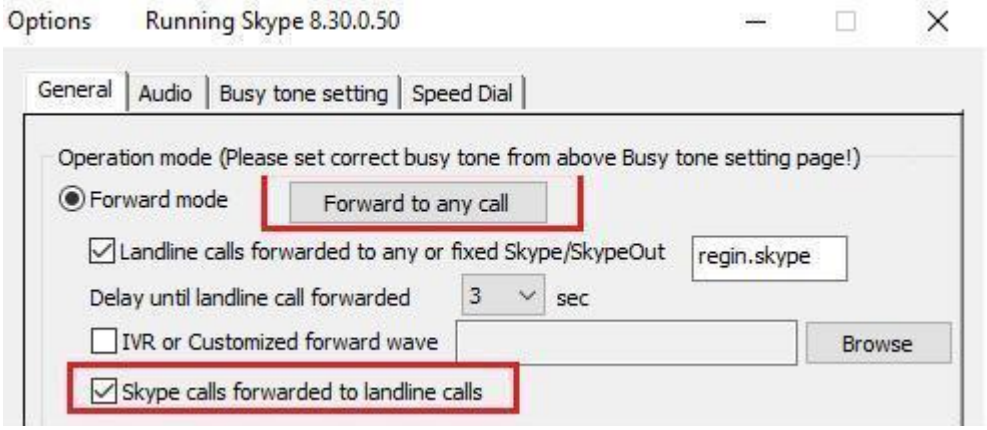

Skype
Skype Regin kr 52,01
瑞駿科技提供LINE網關YouTube(請搜...
Search Skype
Chats
Calls
Contacts
Notifications
TIME
+ Chat
FAVORITES
f3.henry.chou
上午 11:37
Remove from favorites
Block f3.henry.chou
Hide conversation
Delete conversation
Mark as unread
View profile
Call



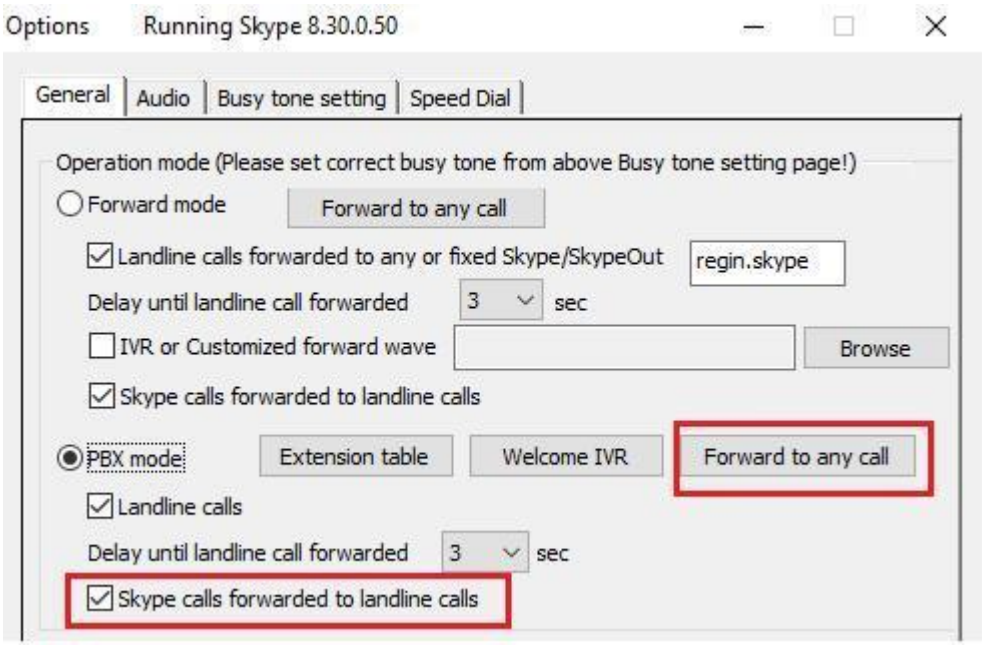
Forward incoming Skype calls to any landline calls

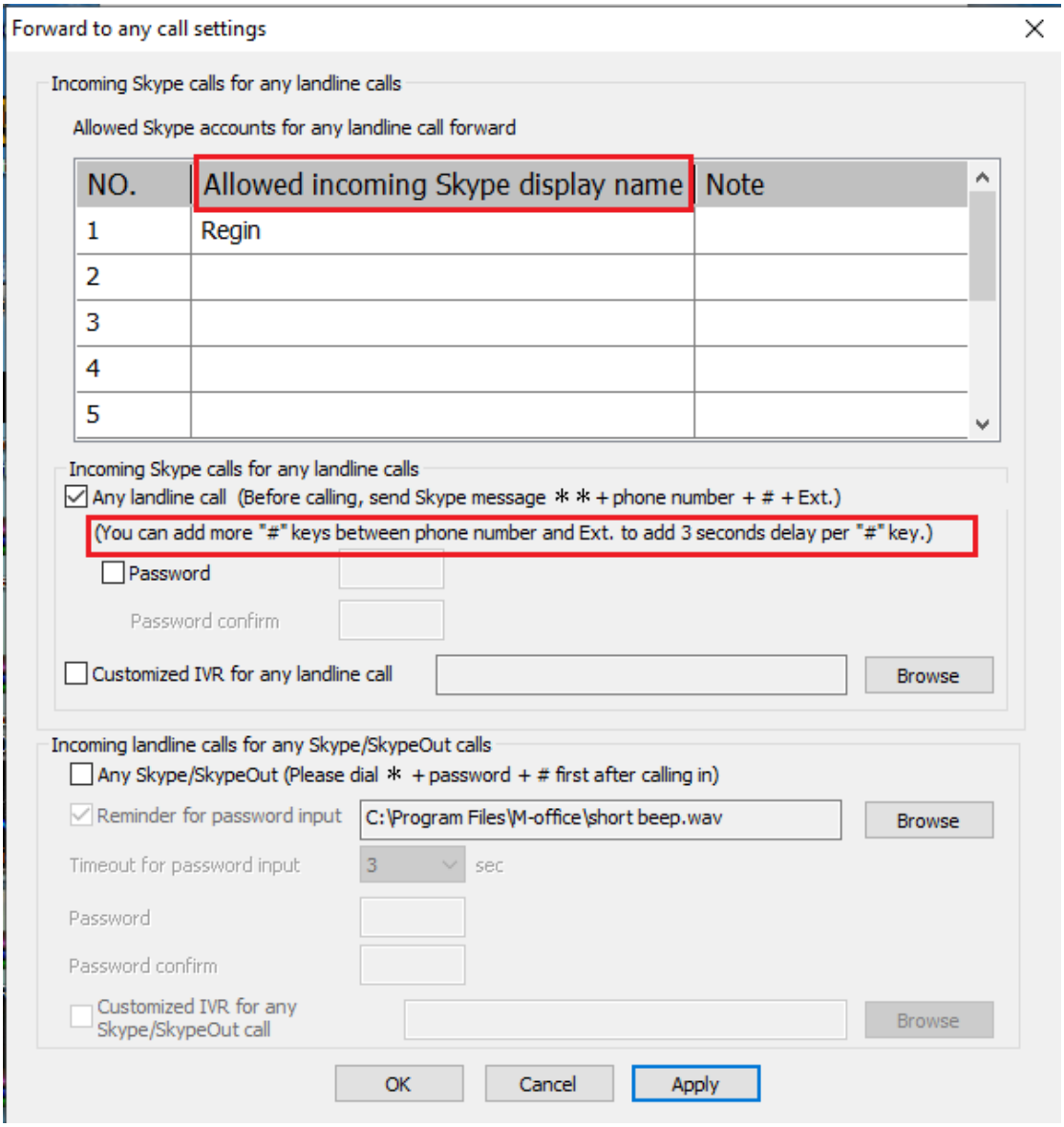
Incoming Skype calls can be forwarded to any landline calls.

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



Under PBX mode is as below.

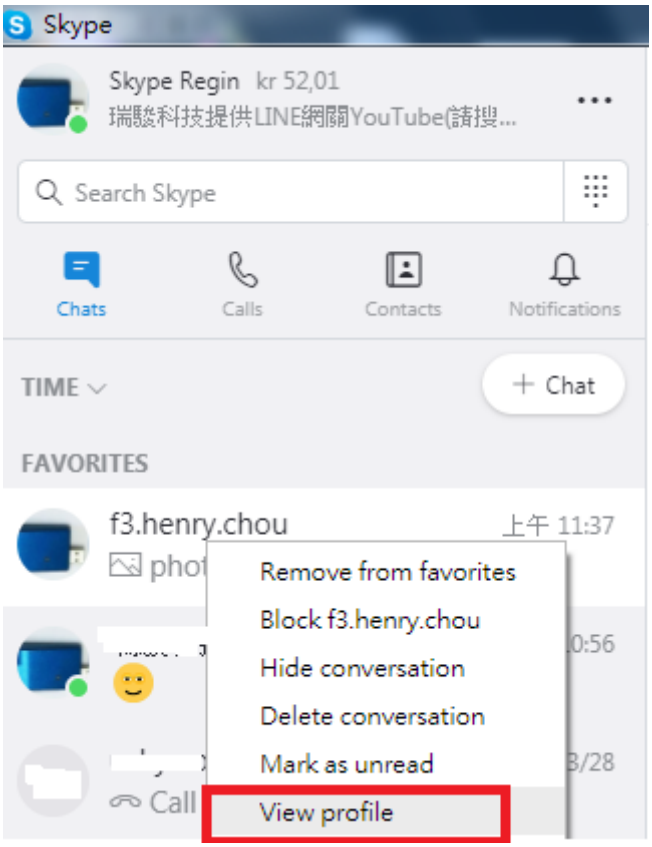

Options
Running Skype 8.30.0.50
General
Audio
Busy tone setting
Speed Dial
Operation mode (Please set correct busy tone from above Busy tone setting page!)
Forward mode
Forward to any call
Landline calls forwarded to any or fixed Skype/SkypeOut
regin.skype
Delay until landline call forwarded
3
sec
IVR 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


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
Browse
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
Browse
Timeout for password input
3
sec
Password
Password confirm
Customized IVR for any Skype/SkypeOut call
Browse
OK
Cancel
Apply

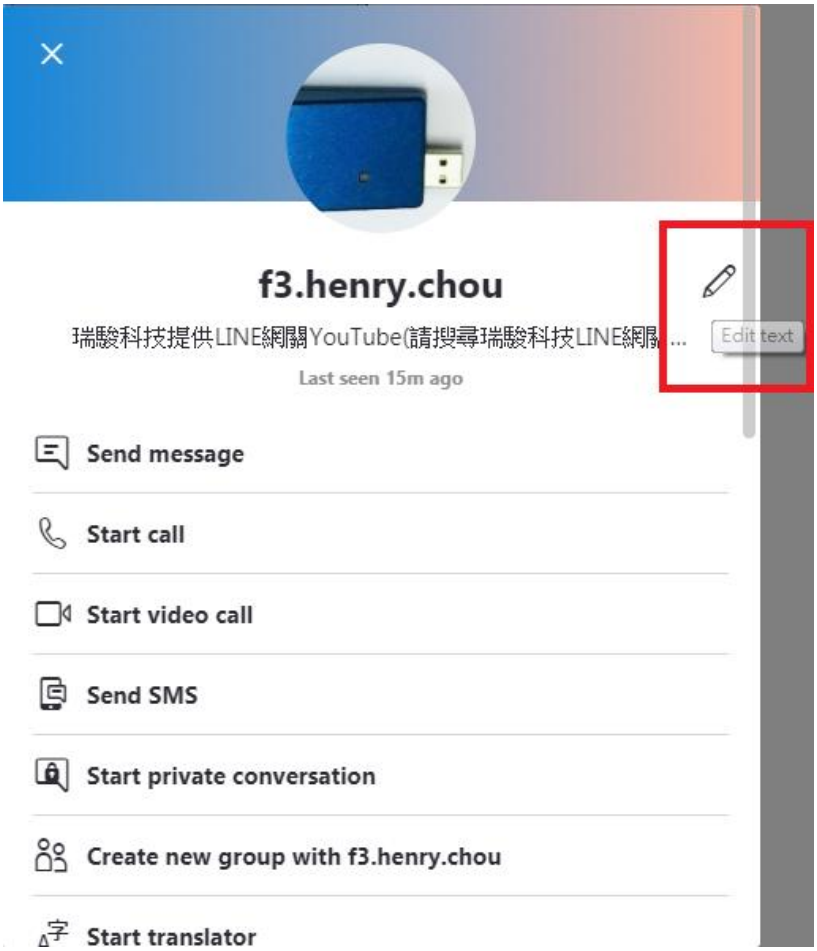
Note: “Allowed incoming Skype display name” needs to be filled with Skype display name as shown in Skype GUI instead of Skype Name.

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 M-office user manual 4.4.2 Incoming Skype calls for any forward (Forward mode) or 4.5.2 Incoming Skype calls for any forward (for PBX mode) for details.

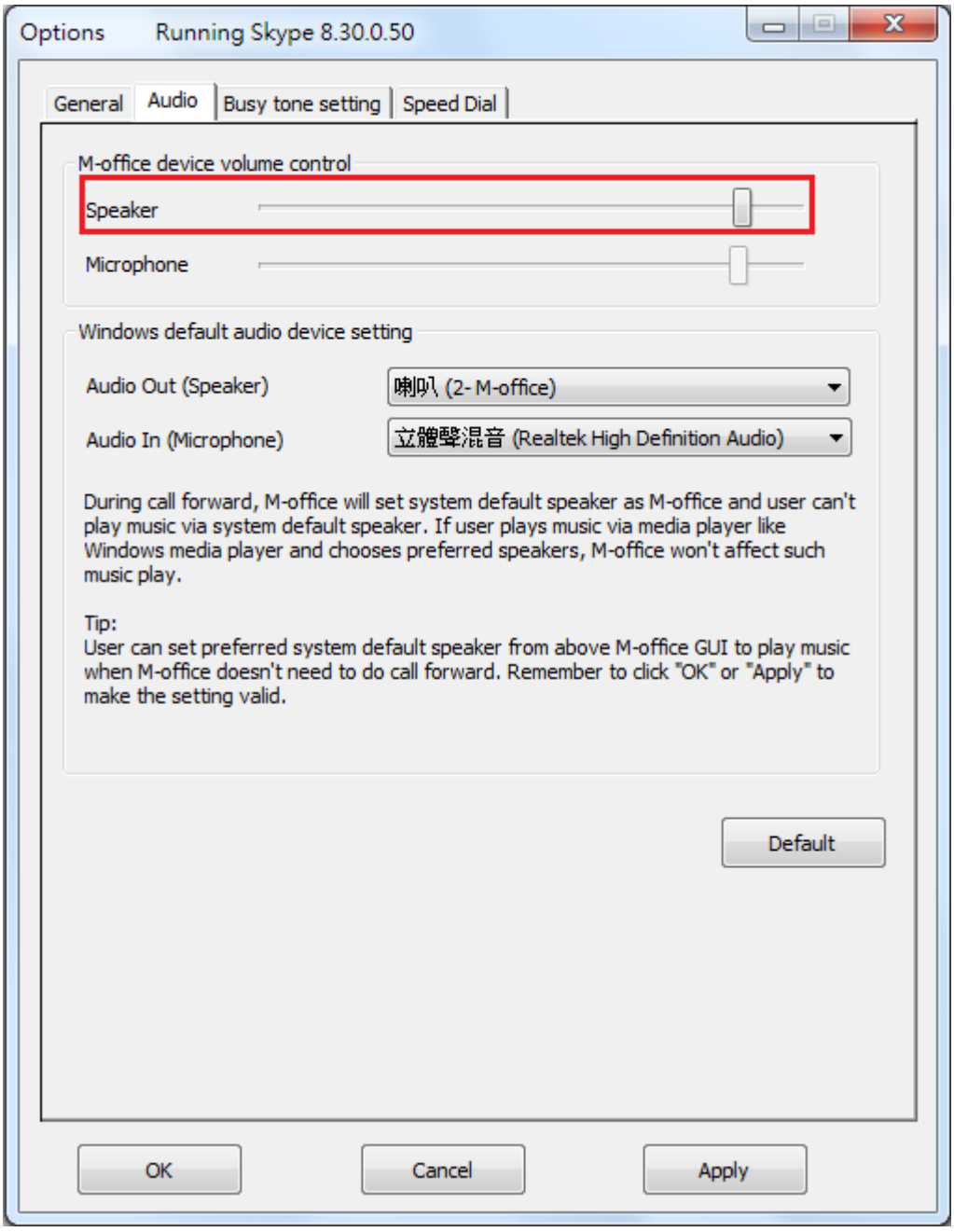
Warning:

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.**

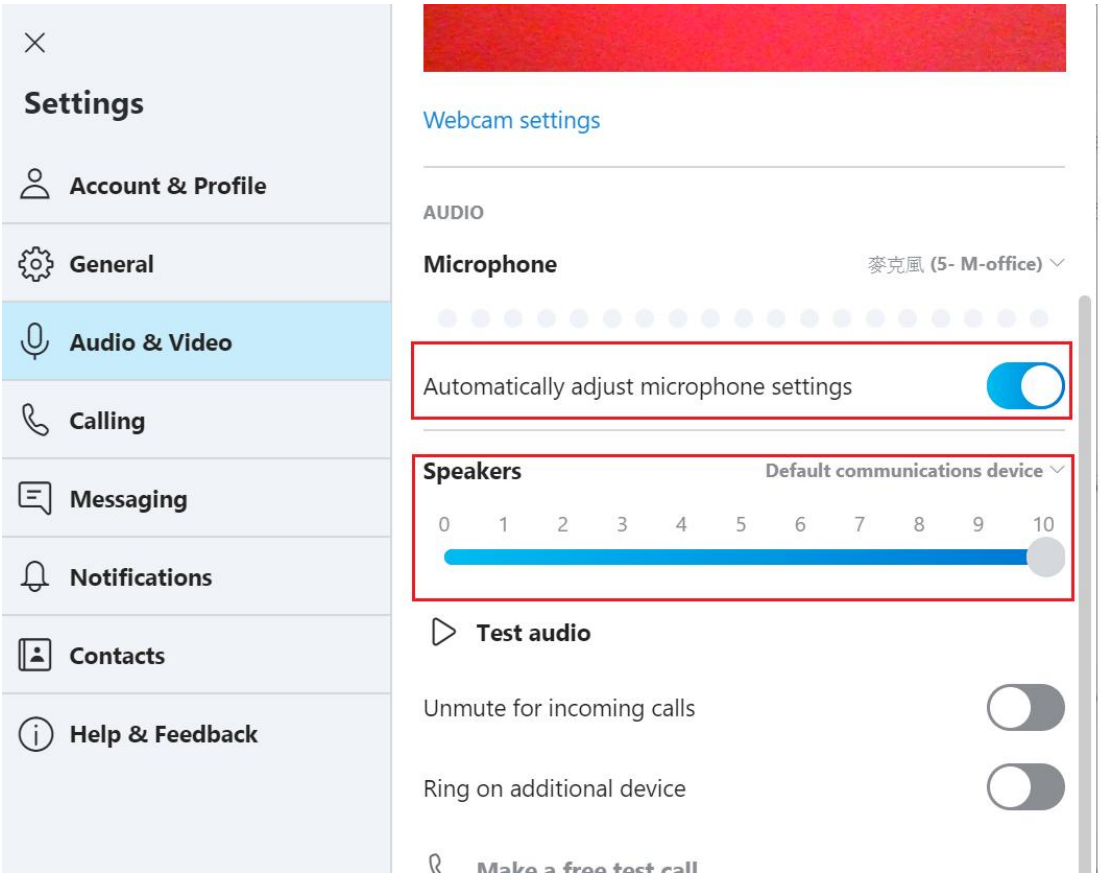
How to make M-office forwarding call voice volume louder

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.



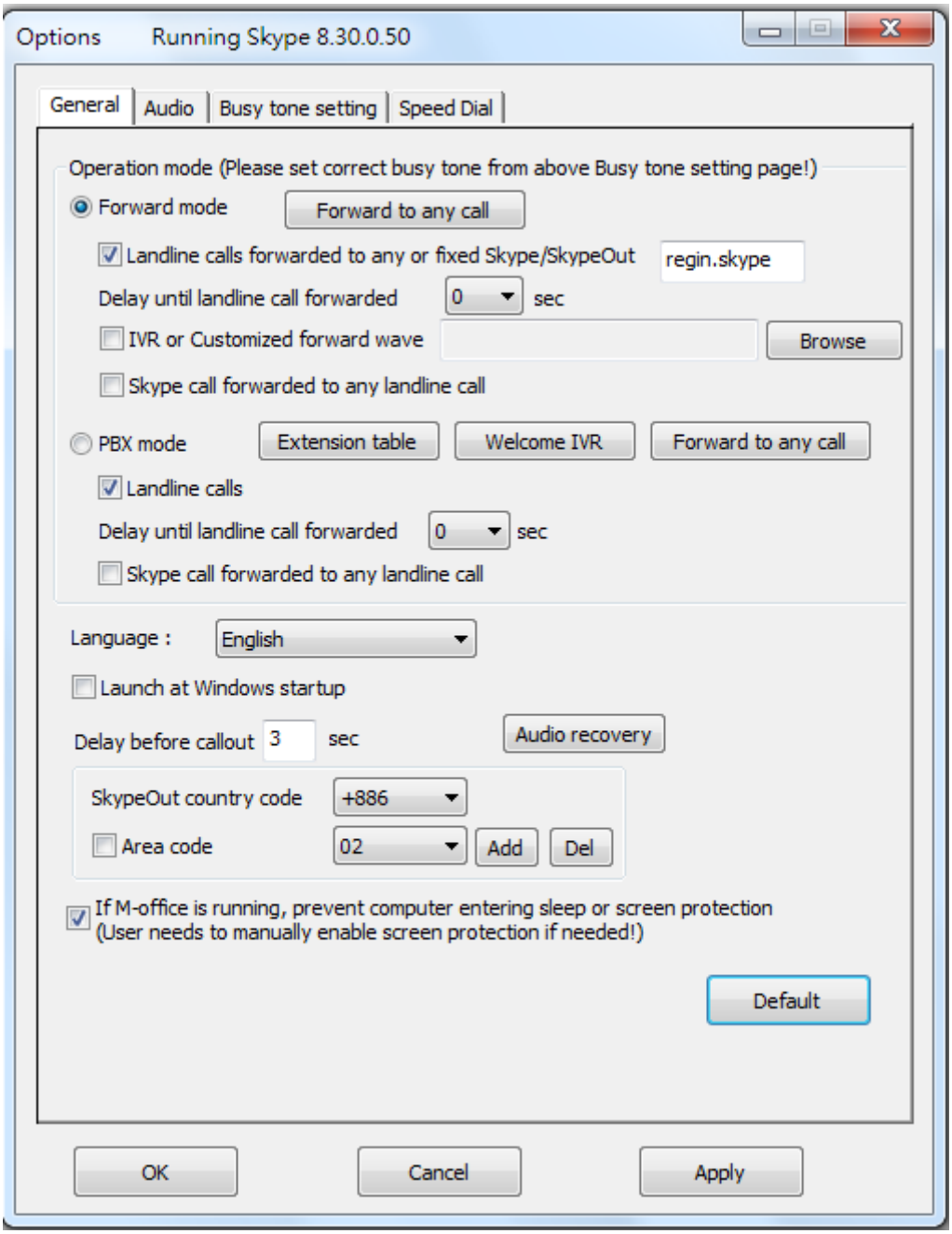
(b) Check Skype Audio & Video setting and make sure “Automatically adjust microphone settings” is on and Speakers setting is at higher volume. If Skype Speakers setting is too low, M-office call forward voice volume will be mute or very low.



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) to arrange a PC restart every two weeks when M-office should not be in use.

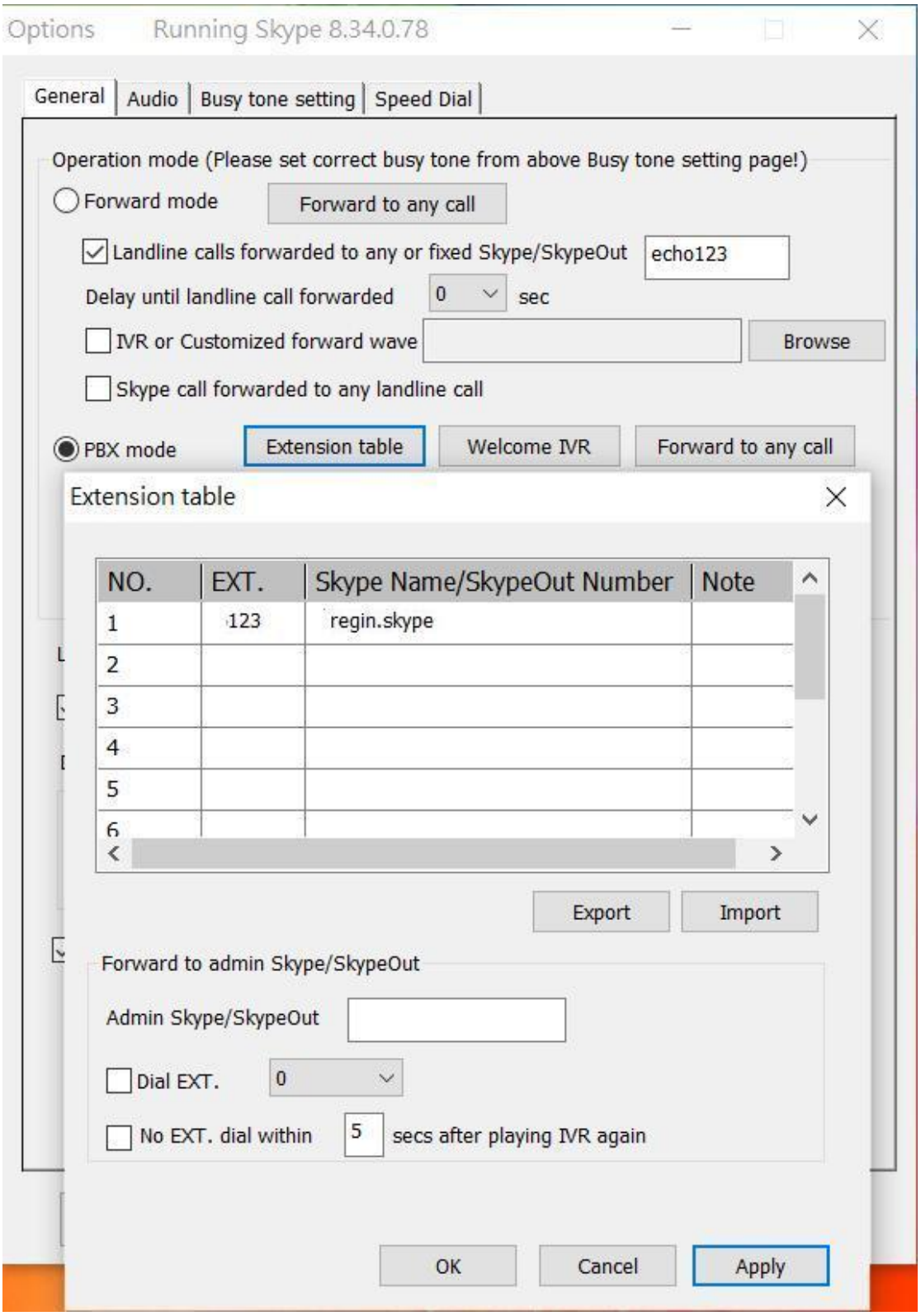
12. Default operation mode is “Forward mode” and default setting is ☑ Landline calls forwarded to any or fixed Skype/SkypeOut. Landline calls include PBX extension calls. Please fill in your preferred forward Skype account Name or SkypeOut number and click OK or Apply to make the setting valid. Forwarding to Skype account is free. The assigned forward Skype account needs to become a friend (contact) with the Skype account in your M-office PC. If you need forwarding to SkypeOut number, you must make sure current PC’s login Skype account has SkypeOut credits or applicable Skype subscription programs. User can consider to enable ☐Skype calls forwarded to landline calls. Remember to press “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. In a word, user needs to have at least two Skype accounts for such application.**



13. PBX mode option needs to be checked for PBX application.
Extension table setting is basic and required. **Welcome IVR** and **Forward to any call** are optional settings.
Press “Extension table” button to have extension table as the below figure. There are 10 extension numbers to be set. All the assigned Skype accounts need to become a friend (contact) with the Skype account in your PC installed M-office. If you want to set a SkypeOut number for call forward, you must ensure M-office’s 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/SkypeOut – admin Skype Name or SkypeOut number. Click OK or Apply to make the setting valid.

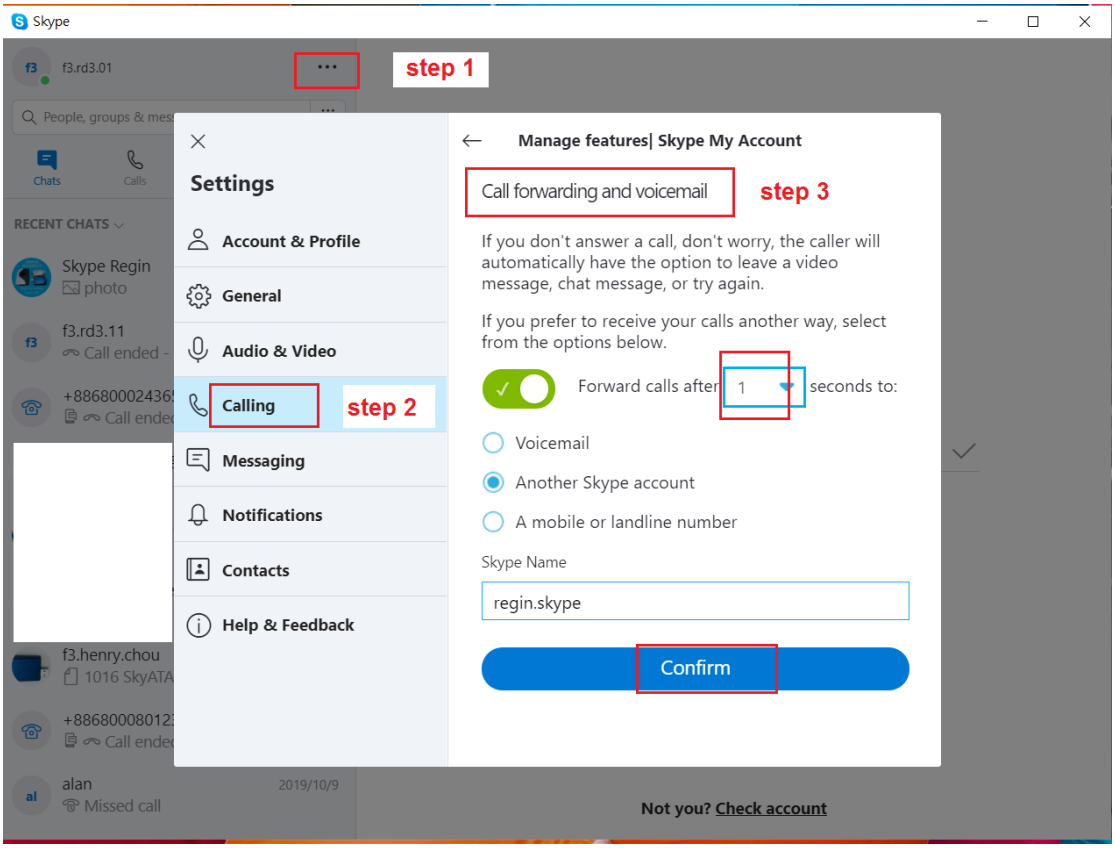
M-office provides Mandarin and English IVRs for Welcome, Wrong EXT (Dialed extension number doesn't exist!) reminder and Thanks for calling, but user can create own customized IVRs



14. **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

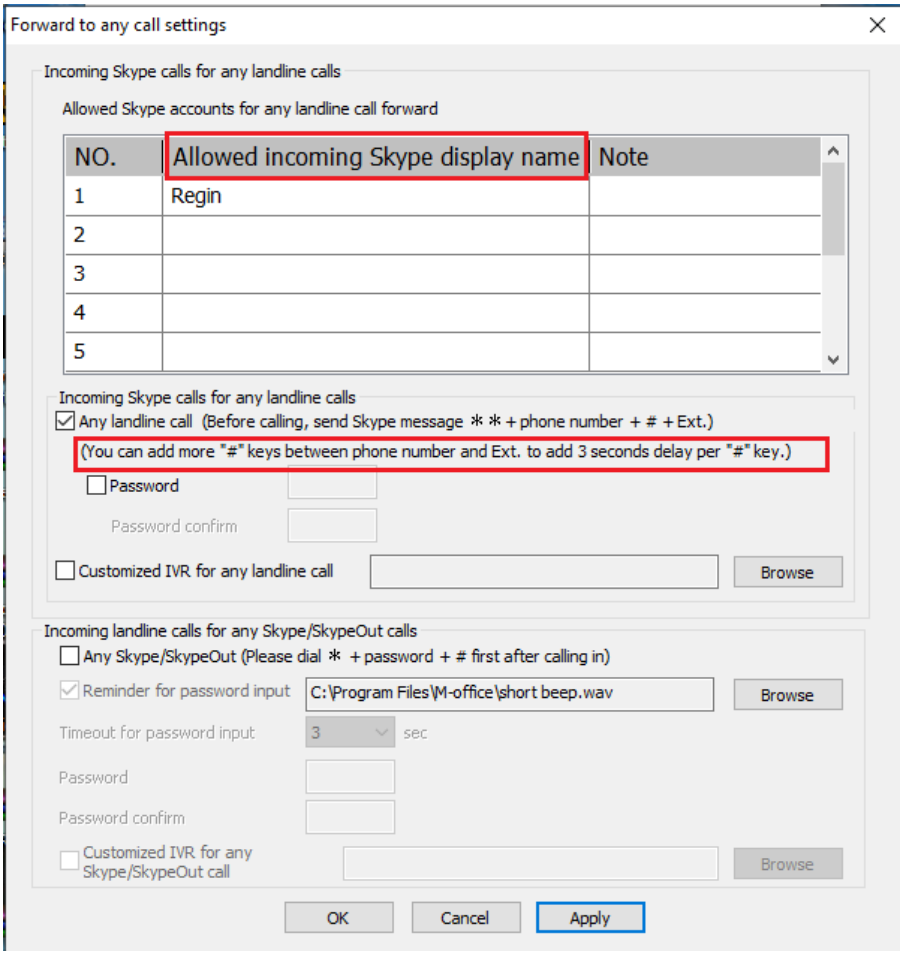
“Call forwarding and voicemail” as below figure. Please pay attention to the settings circled in red and remember to click “Confirm” button to save your settings.

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.

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



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 calls needs to be enabled.

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

Incoming landline calls for any forward

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

This option needs to be checked to enable its function. Password set is necessary to prevent possible landline call stealing. Password can be set up to 6 digits 0~9 Arabic numerals. During the IVR announcement of a landline incoming call, caller needs to press "＊ + password + # keys" (pound key # can be saved and one reminder IVR will be heard after 1 second). If password is correct, there will be another IVR to remind caller to press 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.

16. How to make or receive Skype calls after running M–office?

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

    a. If user wants to make Skype calls, M-office hardware is not necessary to remove, but M-office software needs to be closed and make Skype calls via Skype GUI after choosing preferred microphone and speaker from Skype GUI.

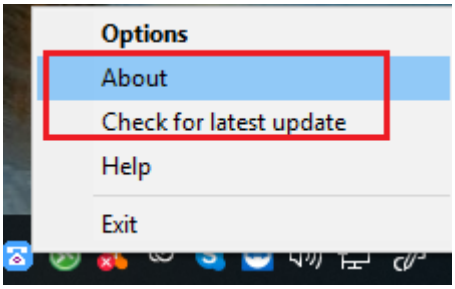
       User can buy enterprise multiple ports Skype gateway, SkyATA or SkyBox S1 if user prefers to have Skype calls via a phone.

    b. User can end M-office software (No need to remove M-office device from PC) and use previous Skype receiving ways like headset to receive Skype calls.

Note:

1. M-office setup installation needs to be under user with administrator privilege.
2. After M-office software is running, user can click M-office tray icon with right mouse from right-bottom of PC desktop for "Check for latest update" and

“About”. About will tell you what’s the M-office software version you installed. If the result of checking latest update has newer version than your current installation, you can download for use. “Help” is M-office online help.



Customer support

Regin Technology Corp. LTD.
Web: https://www.regintech.com.tw
TEL: 886-3-5735360
FAX: 886-3-5739231
Mobile: 886-936071552
E-mail: henry@regintech.com.tw
Skype: regin.skype
Service hours: 0900~1800 (GMT+08:00 Taipei) office hour

Regin Tech Web