

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 RegintechTechnology 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://www.youtube.com/watch?v=l9wuHPk1_gl&feature=youtu.be (You can enable YouTube caption setting.)

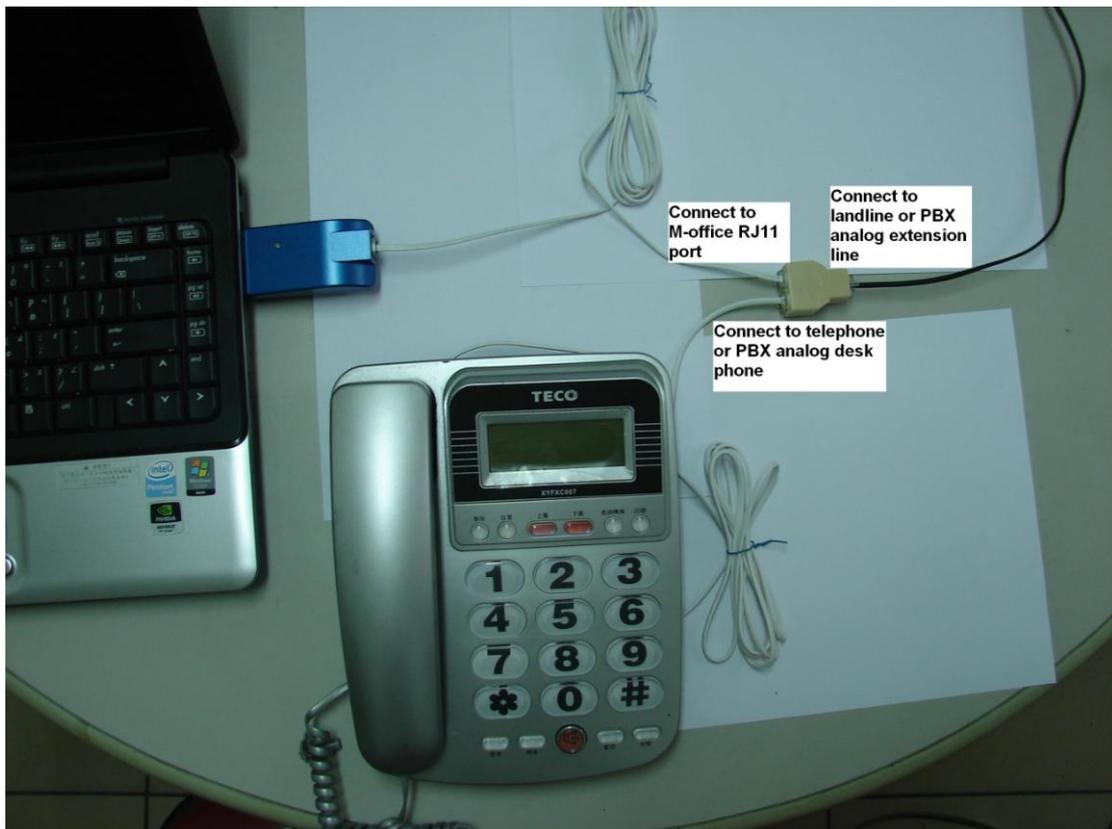
Quick Installation Procedure

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>).
2. Remove M-office dongle, cable and setup wizard CD from M-office package.
3. Plug M-office dongle into your computer USB port.
4. Connect the attached telephone cable between M-office RJ-11 port and a landline RJ-11 port or PBX analog extension line as following two figures. (Figure 1 Forward mode application, Figure 2 PBX mode application)



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

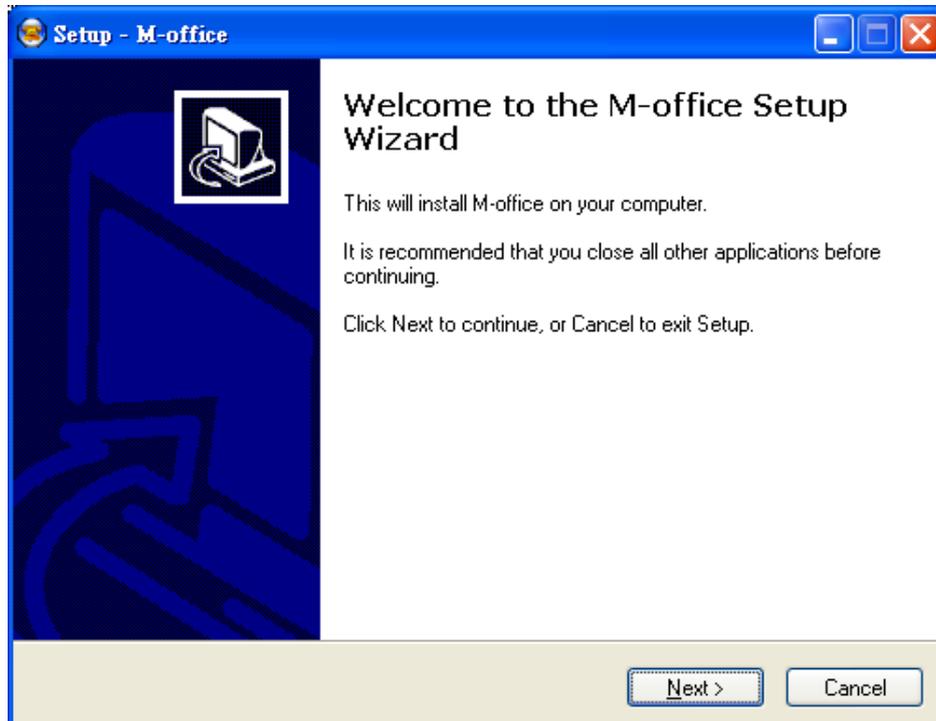
Skype forward delay. For example, user can set the forward delay as 3 second and the forward action will be delayed for 3 seconds. Once user picks up the incoming landline calls via the paralleled phone within 3 seconds, the incoming calls won't be forwarded. User needs to know the caller will have longer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



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



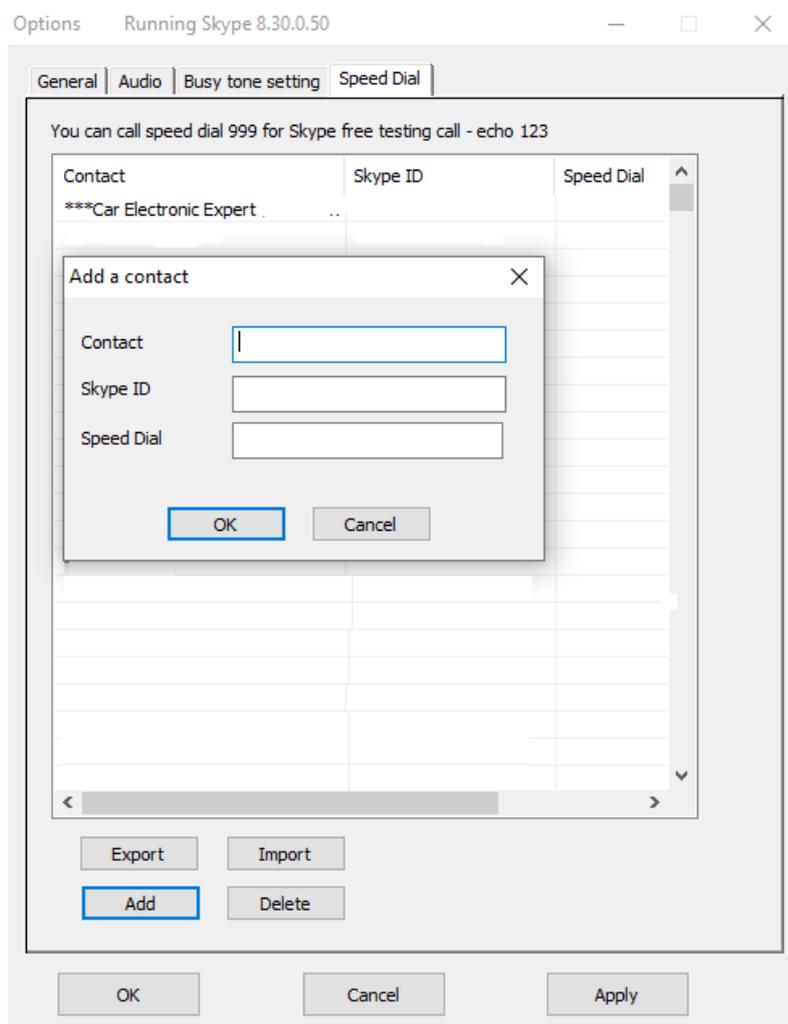
8. The “**Welcome to the M-office Setup Wizard**” appears. Read the on-screen instructions and click Next.



9. **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. **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 ID is Skype account or SkypeOut number for call out. Skype Speed dial list can be exported as back up and import for use in the future. User can click “Contact”, “Skype ID” or “Speed Dial” individually to have the data arranged in a sequential order for easy finding. If user wants to delete some contacts, user can hold keyboard “ctrl” key and choose all contacts to

be deleted, then press 'Delete' button. The selected contacts will be deleted.



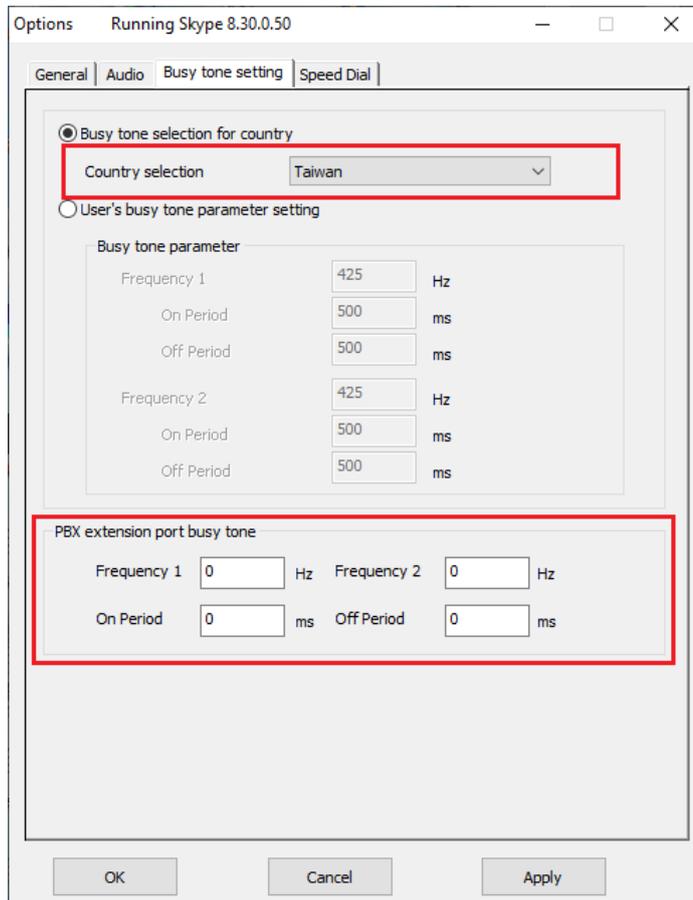
11. Important setting before start:

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

Busy tone settings

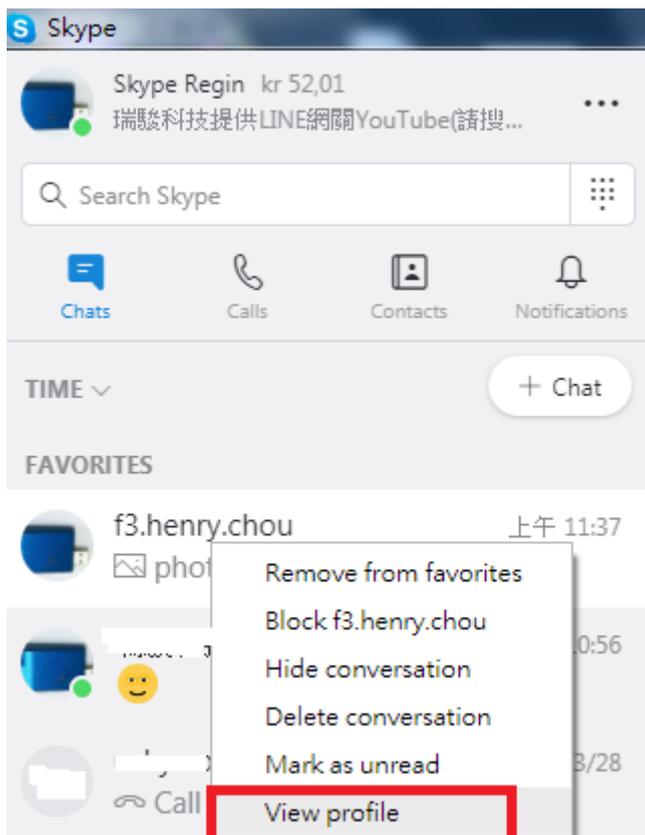
Before starting to use M-office, user needs to make sure busy tone setting is correct, otherwise M-office might keep hook off after the first incoming landline call and won't take later landline calls. Please select your local country as below figure and fill in the correct PBX extension line busy tone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

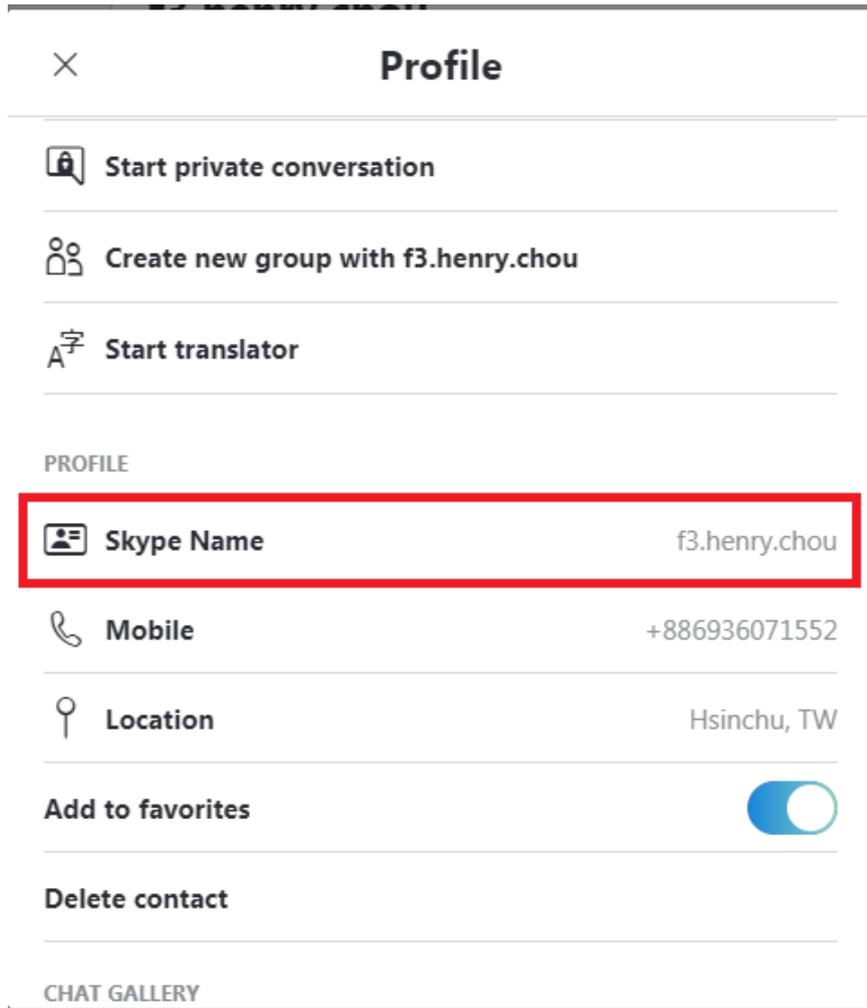
User can check with PBX vendor for PBX extension line busy tone or there is a PBX extension line busy tone tool in the M-office installation CD. If there is any problem to use the tool, please contact us. For details of busy tone setting, please refer M-office user manual sec. 4.3.4 Busy Tone Setting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



E-mail or mobile phone number Skype account

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

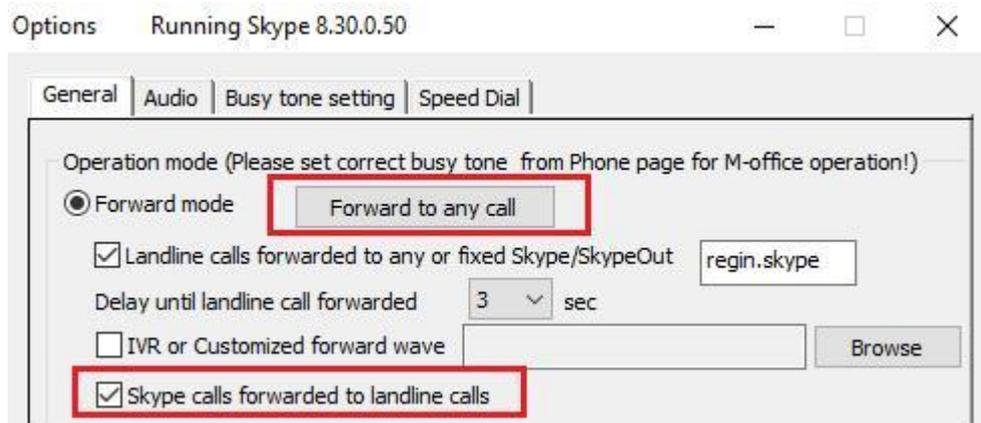




Forward incoming Skype calls to any landline calls

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.

General | Audio | Busy tone setting | Speed Dial

Operation mode (Please set correct busy tone from Phone page for M-office operation!)

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

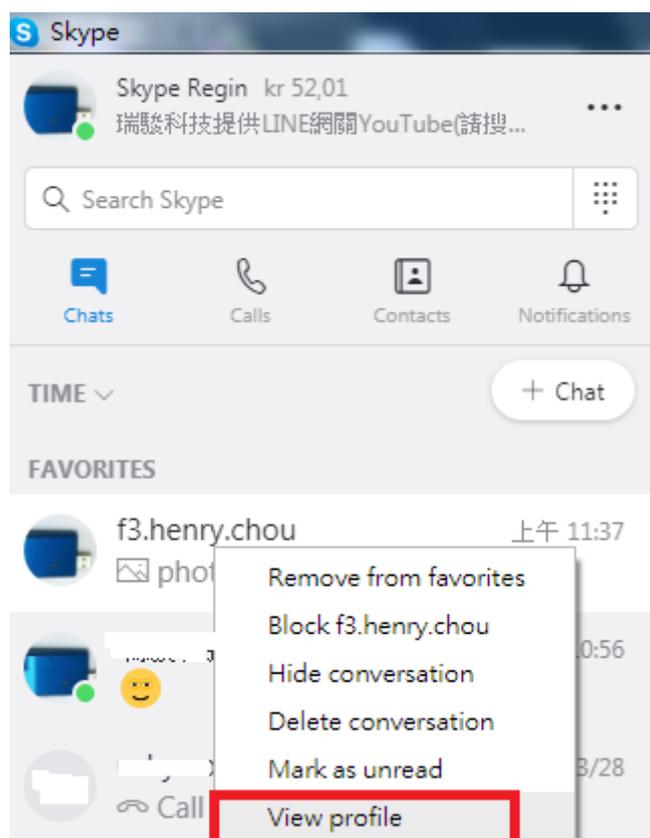
Customized IVR for any Skype/SkypeOut call Browse

OK Cancel Apply

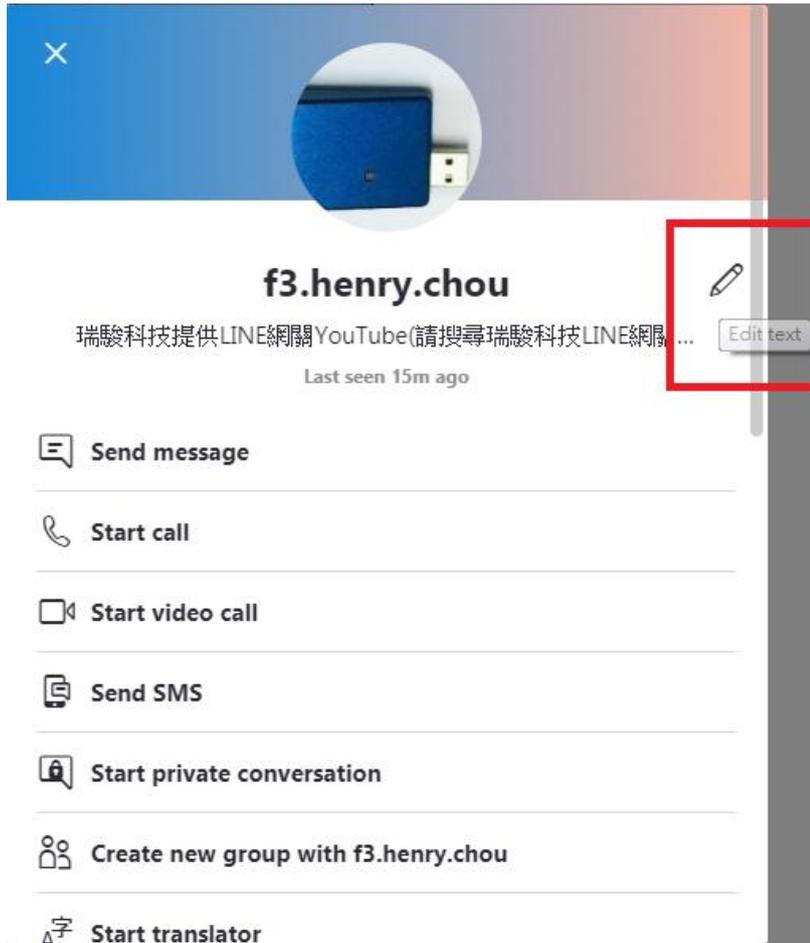
Note: “Allowed incoming Skype display name” needs to be filled with Skype display name as shown in Skype GUI instead of Skype ID.

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.

via Skype

*408721XXXX|



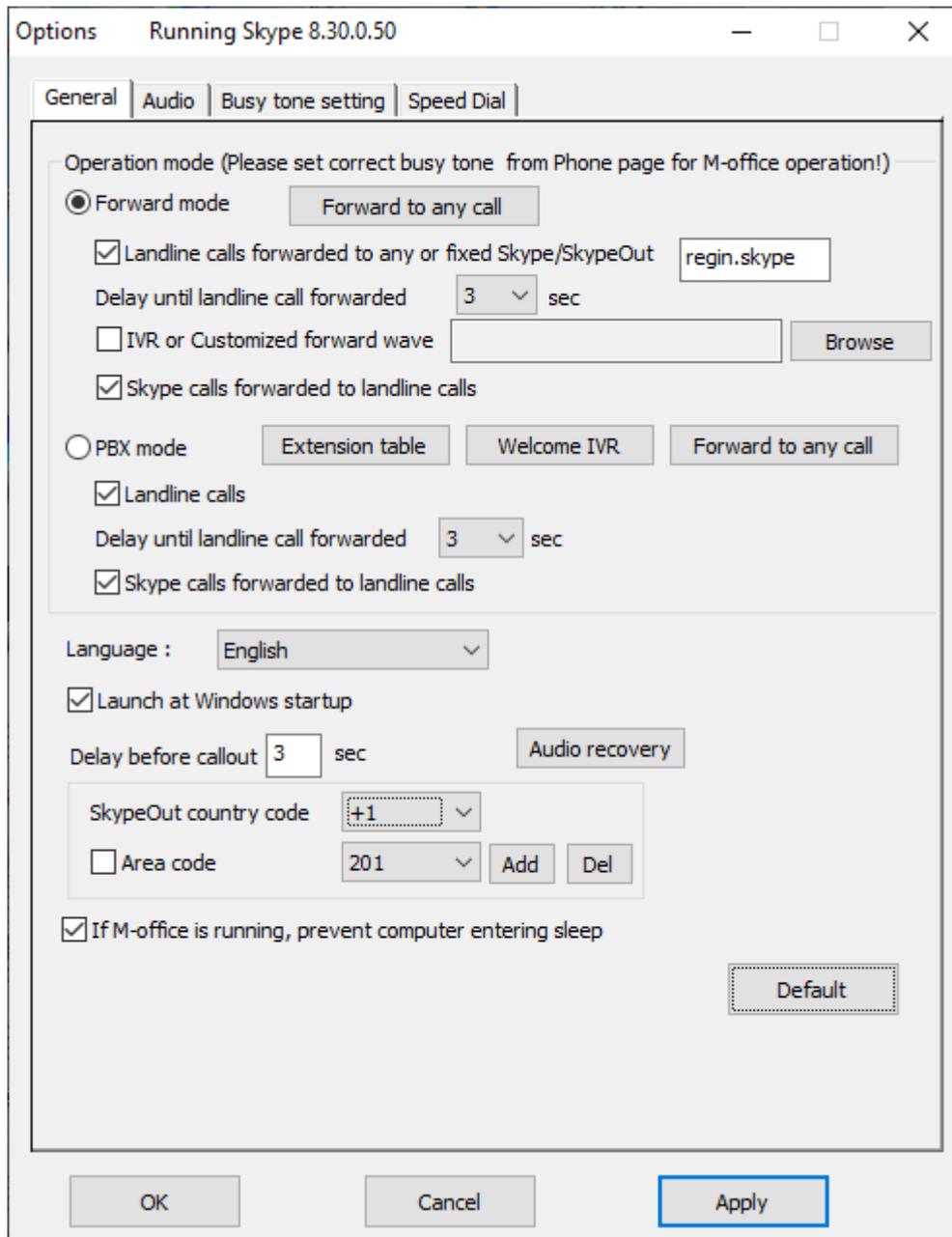
Warning:

- 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.**

Restart M-office PC regularly

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

12. Default operation mode is “Forward mode” and default setting is Landline calls forwarded to any or fixed Skype/SkypeOut. Landline calls include PBX extension calls. Please fill in your preferred forward Skype account or SkypeOut number and click OK or Apply to make the setting valid. Forwarding to Skype account is free. The assigned forward Skype account needs to become a friend(contact) with the Skype account in your M-office PC. 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.**

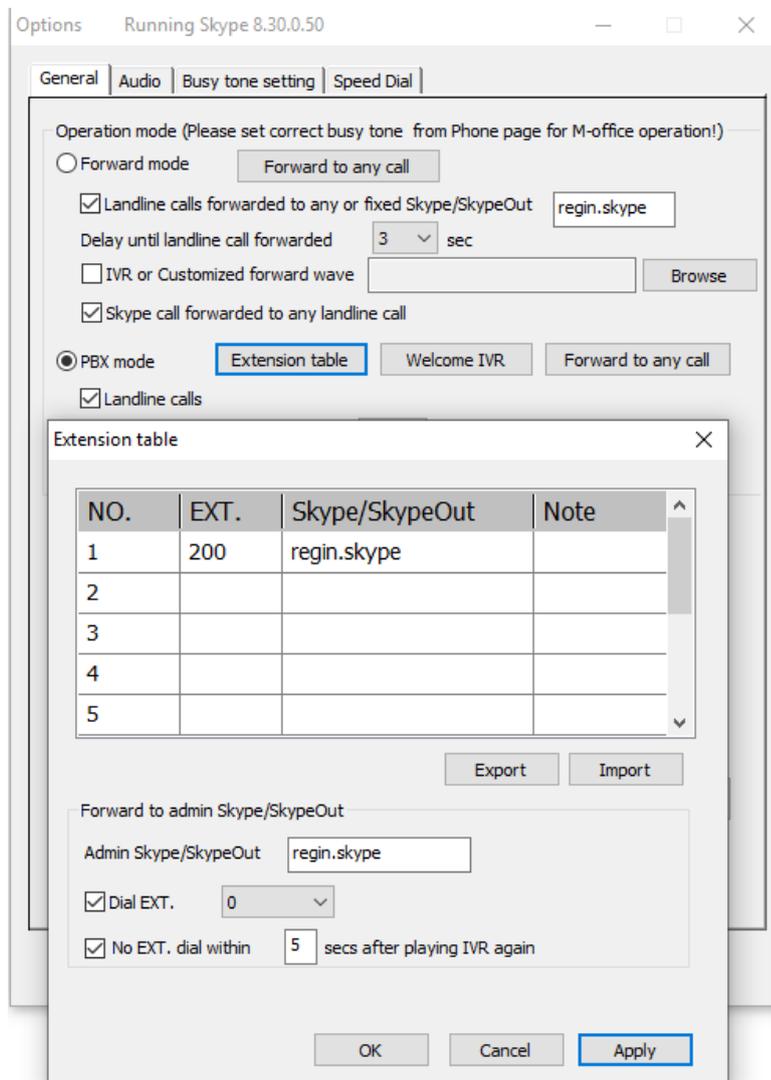


13. PBX mode option needs to be checked. **Extension table** setting is basic and required. **Welcome IVR** and **Forward to any call** are optional settings.

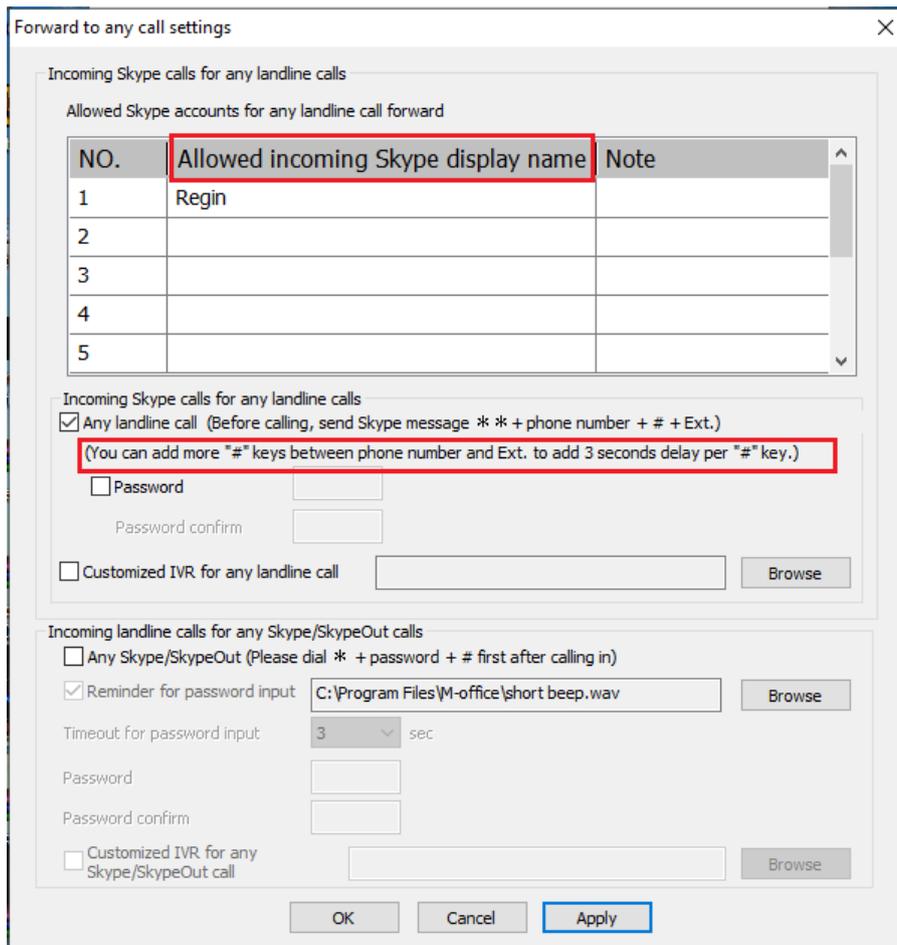
Press “Extension table” button to have extension table as the below figure. There are 10 extension numbers to be set. All the assigned Skype accounts need to become a friend(contact) with the Skype account in your PC installed M-office. If you want to set a SkypeOut number for call forward, you must 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 for 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 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. 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 “* * 408XXXXXX” 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 408XXXXXX landline call via the M-office connecting carrier line.

via Skype

*408721XXXX



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.

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

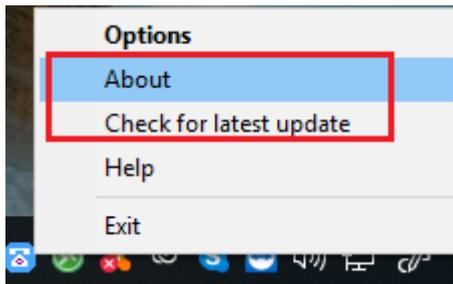
M-office is set to be Skype's audio devices when it is running.

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

