

LineBox Quick Guide

Package Contents

- LineBox - LINE USB Gateway with Landline support
- Type B (A male to B male) USB cable
- Telephone RJ11 cable
- LineBox Setup Wizard CD with LineBox & LINE setup program, user manual and quick guide. Users can download latest LineBox related document from Regin Tech web site:
<https://www.regintech.com.tw/download.htm>

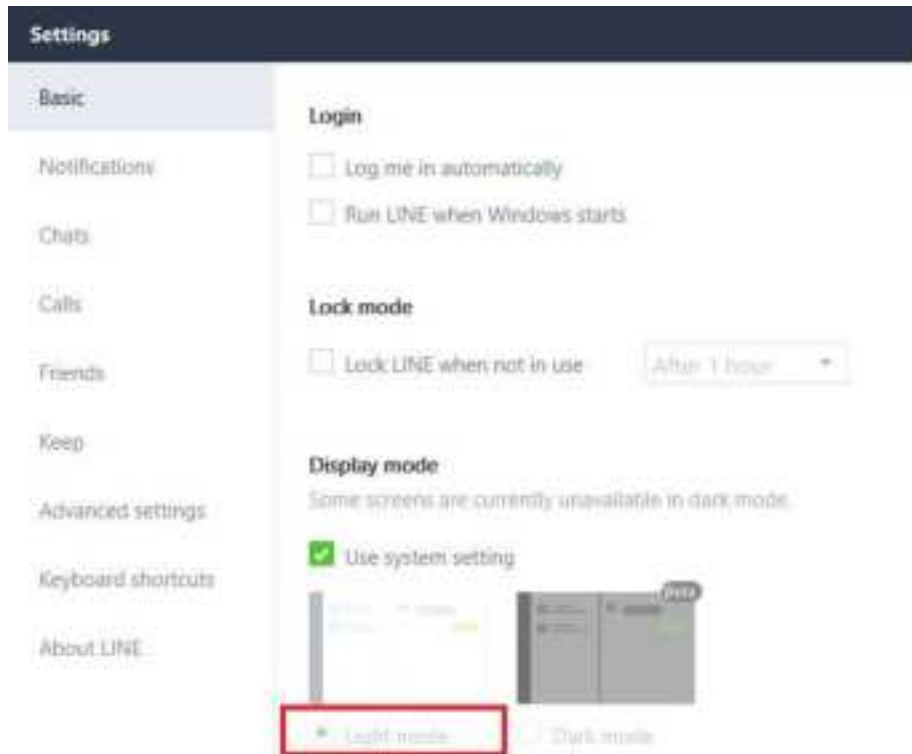
LineBox introduction YouTube [https://youtu.be/ RUxIfTnQx8](https://youtu.be/RUxIfTnQx8)
YouTube's caption feature is available for this video.

Important Notice before Use:

1. The LINE@ account is designed for business use with text communication features. For the LINE gateway application, please use the consumer version of the Windows LINE account. Please download PC LINE. Don't download LINE from Microsoft store for this application since it is APP version, not PC Windows version. Since the LINE account is currently linked to the mobile number, you can consider applying for a Chunghwa Telecom prepaid card, which costs only 100 NT dollars for six months, to register a second LINE account.

Ensure that your PC has internet access and is running the supported **LINE version 9.7.0.3556**. It is recommended to set up **automatic login** for your LINE account via email or mobile phone number, instead of using the mobile phone QR code, as shown in the figure below. If you choose to log in via QR code, you will need to log in again every time when LINE restarts, which can be inconvenient for this application. Automatic login via email or mobile phone number ensures a smoother and more seamless experience.

3. Please set LINE Display mode at “Light mode” as below figure circled in red by choosing LINE Settings - Basic and scrolling down to the bottom of the basic page for the setting.

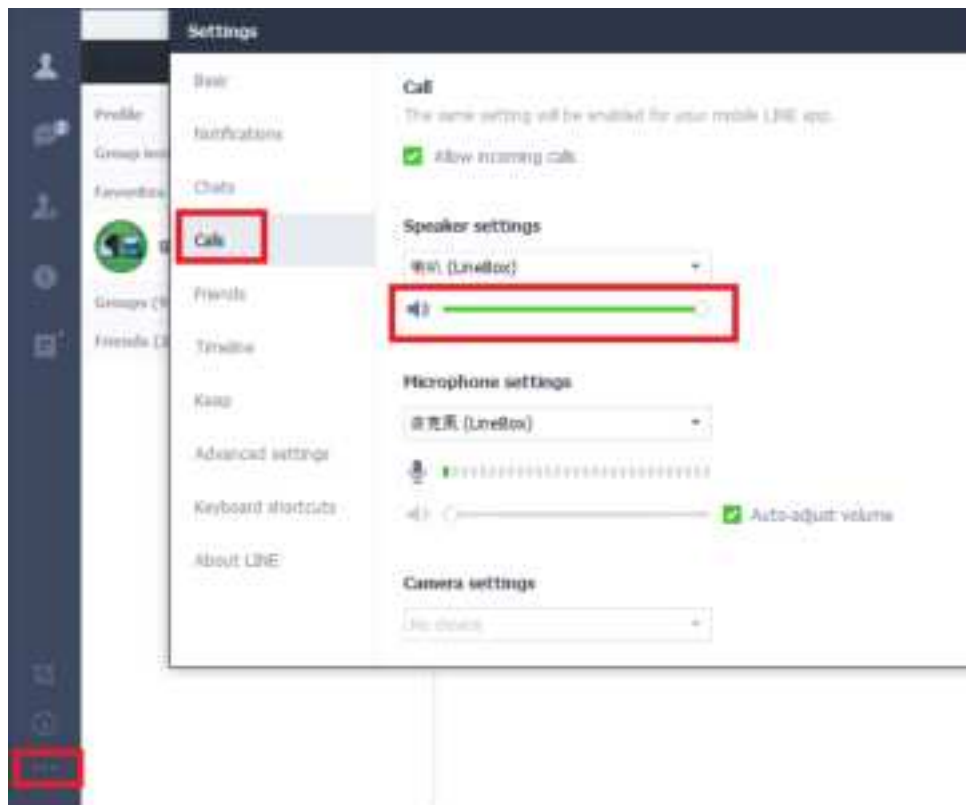


4. Since LINE does not provide an API for voice application development, LineBox attempts to control the LINE GUI for actions such as making calls, hanging up, and answering incoming calls. If a user wants to run another applications on the PC while LineBox is connected, it is crucial to avoid interrupting LineBox’s control over LINE GUI during these actions. If LineBox’s control is disrupted, it may not function properly. While users can use other applications during a LINE call, the call window itself cannot be closed.

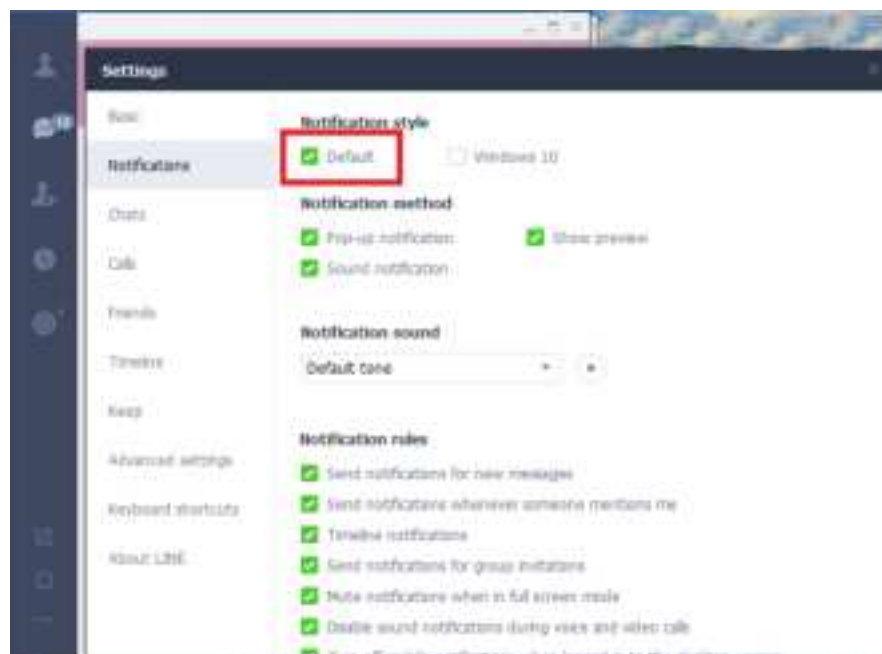
LineBox supports only the following language settings for the LINE GUI: Traditional Chinese, Simplified Chinese, or English. If LINE is set to any language other than these, LineBox will not function correctly.

Additionally, LineBox only supports PCs with a DPI setting of 100%, 125%, 150%, or 200%. Please restart Windows or log out of the current Windows user account and log back in to apply the DPI setting changes. If the DPI setting is outside this range, LineBox may encounter issues accessing LINE, and users will see the LineBox’s system tray icon, indicating that LINE is not accessible.

5. Why do I sometimes hear an echo of my voice during a LINE call?
This issue cannot be fully resolved at this moment, but it can be improved by lowering the LINE speaker volume as the figure below.



6. Under Win 10, 11, “Notification style” needs to be set at “Default”. Otherwise, the phone won’t be rung when there is an incoming LINE call. There is no such problem under Win 7.



7. If LineBox has already been installed and configured, users can perform an overwrite installation with the new LineBox setup program to prevent the loss of settings, such as Speed Dial setting, which could occur if the existing LineBox software is uninstalled before installing the updated version. **It is recommended not to uninstall LineBox and reinstall the new setup unless absolutely necessary.**

8. If users encounter any issues with LineBox, please refer to LineBox user manual Chapter 4. FAQs – Frequently Asked Questions or download the latest LineBox user manual from our website. Alternatively, feel free to contact us for assistance. Thank you.

Installing Procedures and Usage

1. Remove LineBox and setup wizard CD from LineBox package.
2. Plug LineBox box into your computer USB port with the attached USB cable.
3. Connect LineBox “LINE” RJ-11 port to a carrier landline and “PHONE” RJ-11 port to a regular analog phone RJ-11 port or PBX trunk line through phone cable and make sure phone is on-hook properly.






4. Put LineBox setup wizard CD into your computer CD ROM and double-click LineBoxSetup program. Or go to Regintech web site <https://www.regintech.com.tw/download.htm> to download the latest LineBox setup program for installation.
5. The “**Select Setup Language**” window pops up. Choose a preferred language by scrolling down the selection bar. After choosing the language, click “OK”.



6. The “**Welcome to the LineBox Setup Wizard**” appears. Read the on-screen instructions and click “Next” until finishing the setup.

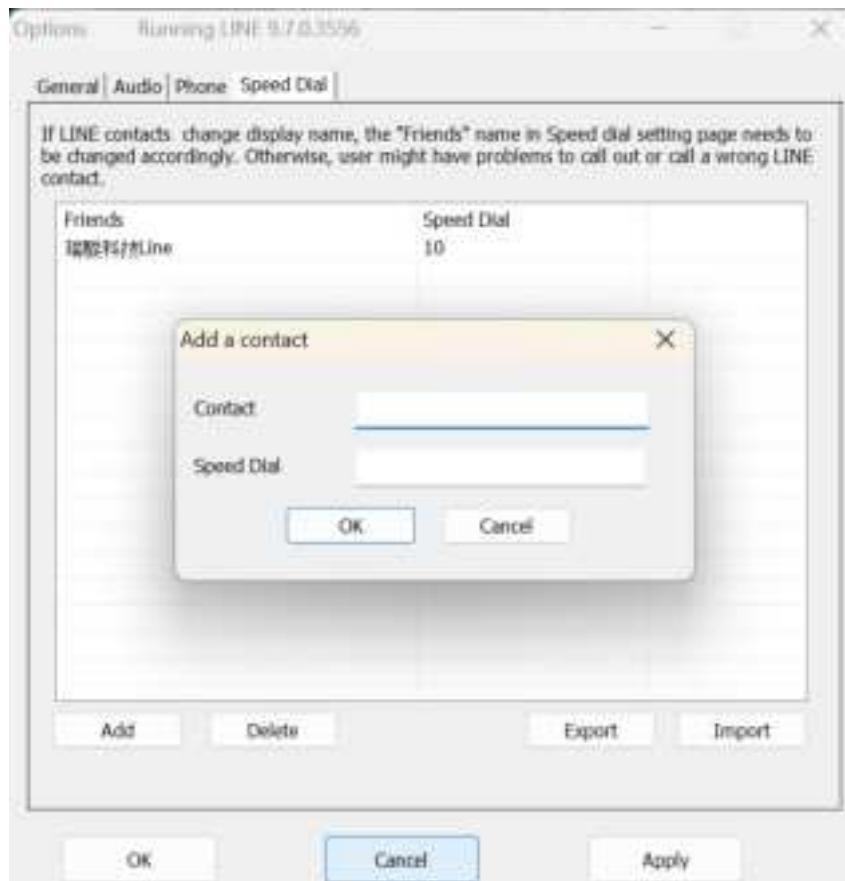


- Then launch LineBox from Windows desktop “Start” menu or click LineBox shortcut of Windows desktop.
7. Check the status of LineBox’s system tray icon at the bottom-right corner of Windows desktop. If you can see the LineBox’s system tray icon presented as  (with landline) or  (without landline) or system tray icon shows LineBox when mouse cursor is put on LineBox’s system tray icon. And you can hear the dial tone when you pick up the phone receiver and the LED of LineBox is solid blue if the default operation mode of Option page in LineBox’s system tray icon is LINE mode. LineBox LED will turn solid green if you press “#” key and will hear the familiar landline dial tone. Then LineBox should be successfully installed.
 8. If LineBox’s system tray icon at the bottom-right corner of Windows desktop show LINE unavailable , LINE might not be logged in successfully. Please refer to item 4 of “[Important Notice before Use](#)”.
 9. Users can use the LineBox Speed Dial page to set up speed dial numbers for their LINE friends. “Friends” refers to the display names shown in the LINE GUI. Users can set up to 12 digits for each speed dial entry. The LINE speed dial list can be exported for backup purposes and imported for

future use.

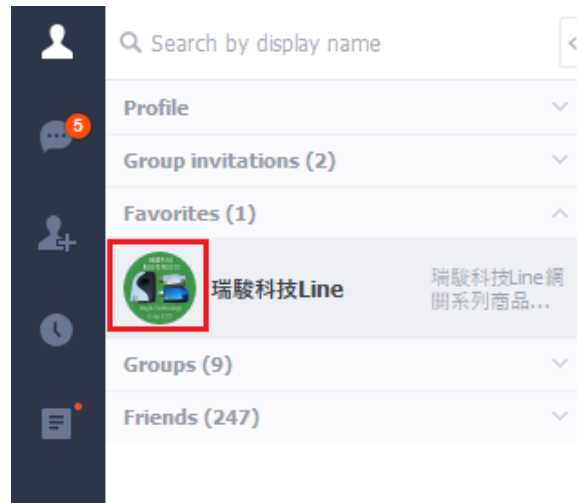
Users can click on either “Friends” or “Speed Dial” to sort the data in sequential order, making it easier to find specific entries. If a user wants to delete some friends from the list, they can hold the “Ctrl” key on their keyboard and select the friends to be deleted. After that, pressing the “Delete” button will remove the selected friends.

Note: If a LINE friend's display name is modified, users will need to update the “Friends” column accordingly. If not updated, the LINE speed dial call may fail.



Users can fill in LINE friend's name as shown in LINE GUI on “Contact” of Speed Dial page or copy the name from LINE GUI as below steps.

- a. Click LINE friend profile as below figure circled in red.



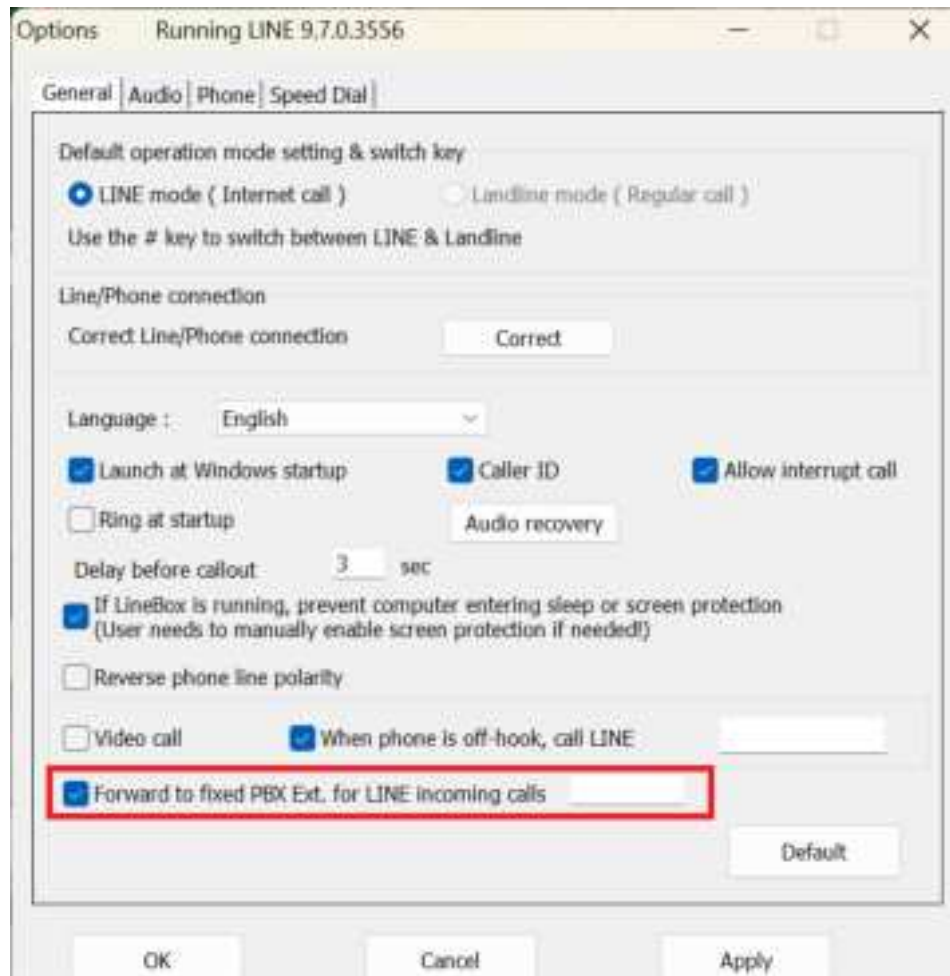
- b. Below picture pops out. Click content circled in red and copy & paste on “Contact” of Speed Dial page.



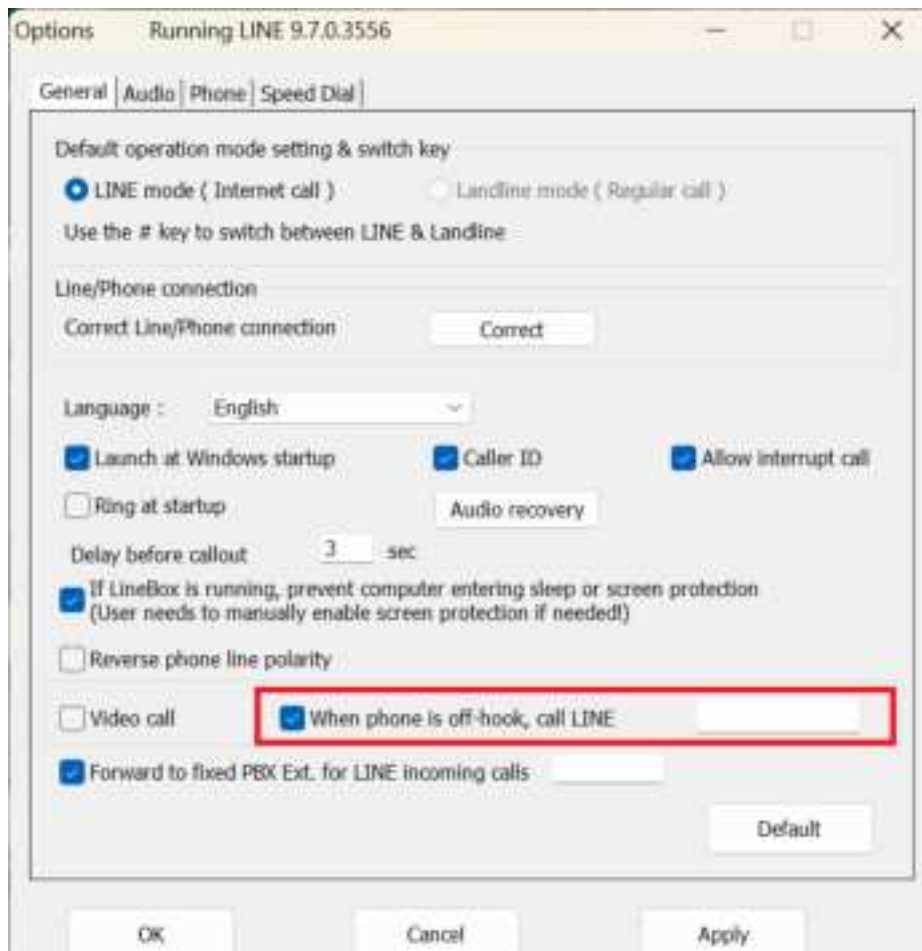
10. When LineBox is not in use, users can set preferred Windows default audio device to play music or record voice. Please click "OK" or "Apply" after the change.
After playing music, they need to set Windows default speaker back to LineBox, otherwise they can't hear LINE calling out tone. Besides they need to ensure LineBox is the Microphone and Speaker device in LINE setting.



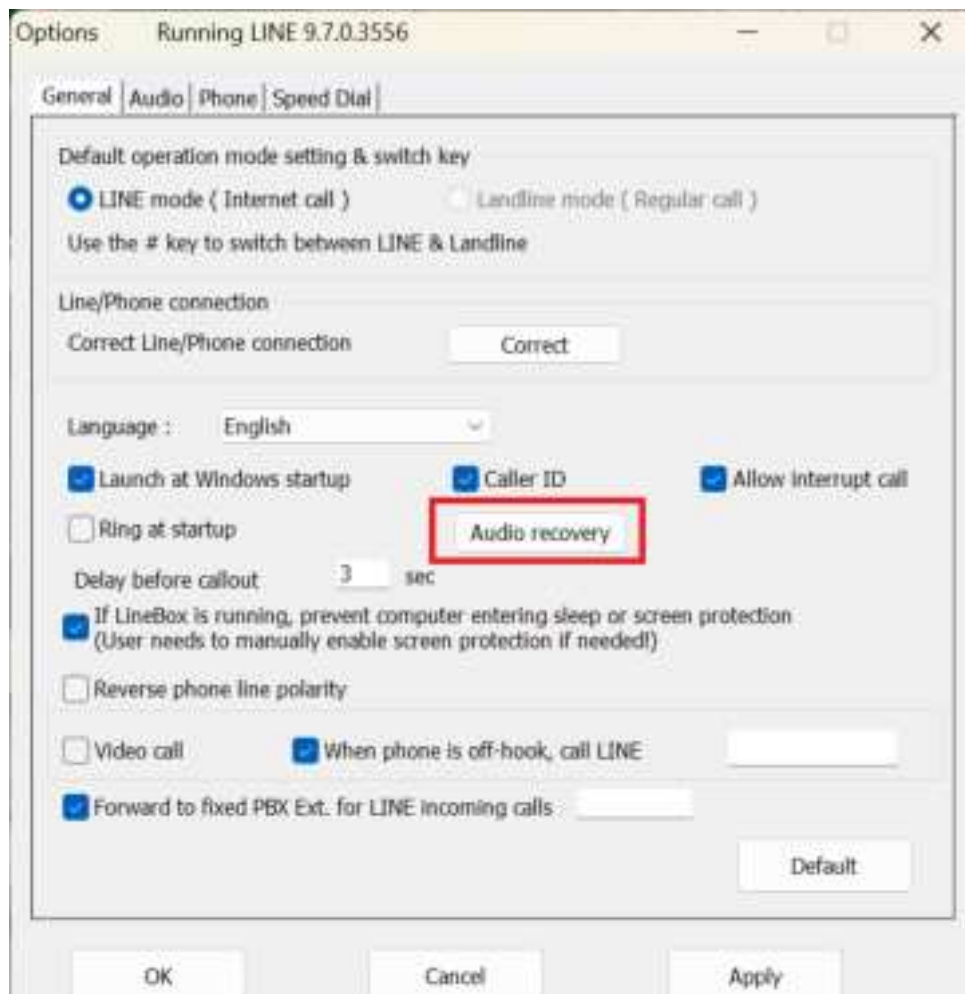
11. Support LINE DID: incoming LINE calls can be forwarded to the assigned PBX extension for easy customer service support.



12. Pick up your phone receiver or handset and dial LINE friend's speed number + “#” key through the phone keypad after hearing a dial tone and enjoy a LINE call. You can pick up the phone first and then make a LINE call from LINE GUI. If you assigned a specific LINE account as below, the LINE friend will be called out when you pick up the phone. We call this LINE DOD function.



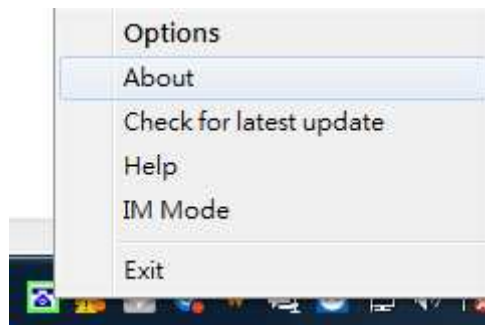
13. When there is an incoming call, pick up your phone receiver or handset to answer the call. Put back your phone receiver or click Hang Up/Reject button to hang up the LINE call.
14. Sometimes LineBox call parties can't hear each other. This problem might be due to internet quality. If this problem exists persistently, users can try to click "Audio recovery" button from General page of LineBox's system tray icon "Option".



Note

1. LineBox setup installation needs to be under users with administrator privilege.
2. LineBox is different from regular USB devices like USB keyboards or mice. It requires 5V and 500mA of power from the USB port. If LineBox does not function properly after installation, try unplugging the device and plugging it into a different USB port on the PC, or replacing the USB cable with a high-quality one. Alternatively, you can use a USB hub with adequate power supply to connect the device to the PC's USB port.
3. Once the LineBox software is running, users can right-click the LineBox tray icon located at the bottom-right corner of the PC desktop to access "Check for Latest Update" and "About." The "About" option will display the version of the LineBox software installed. If the "Check for Latest Update"

feature shows that a newer version is available, you can download and install the update.



Customer support

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Regintech web site



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