


LINE Official Account Settings

LINE

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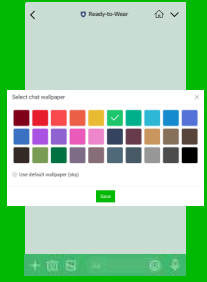
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LINE Official Account Settings



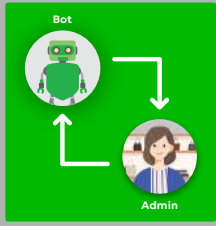
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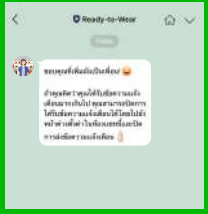
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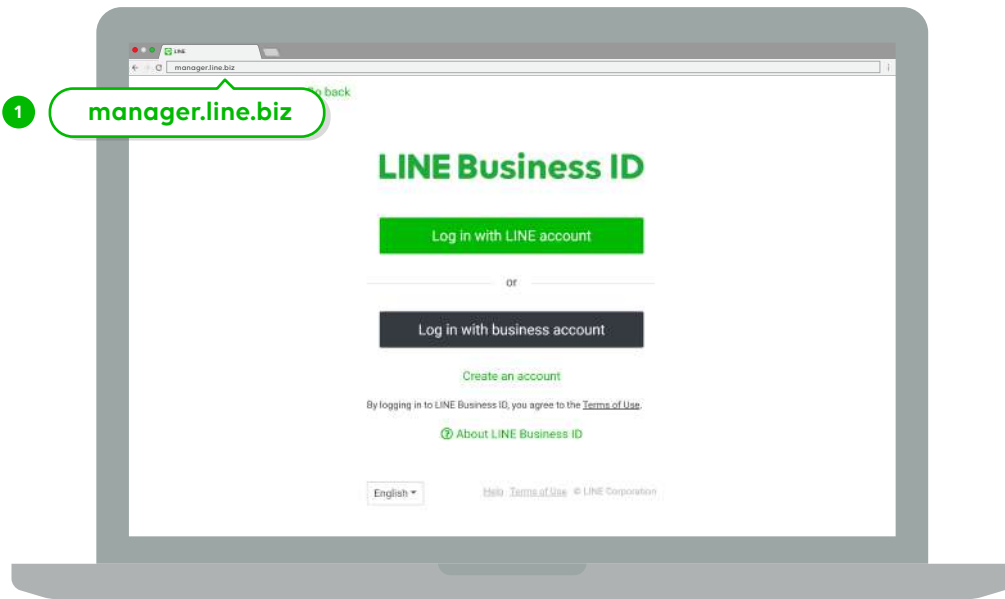


Language Settings

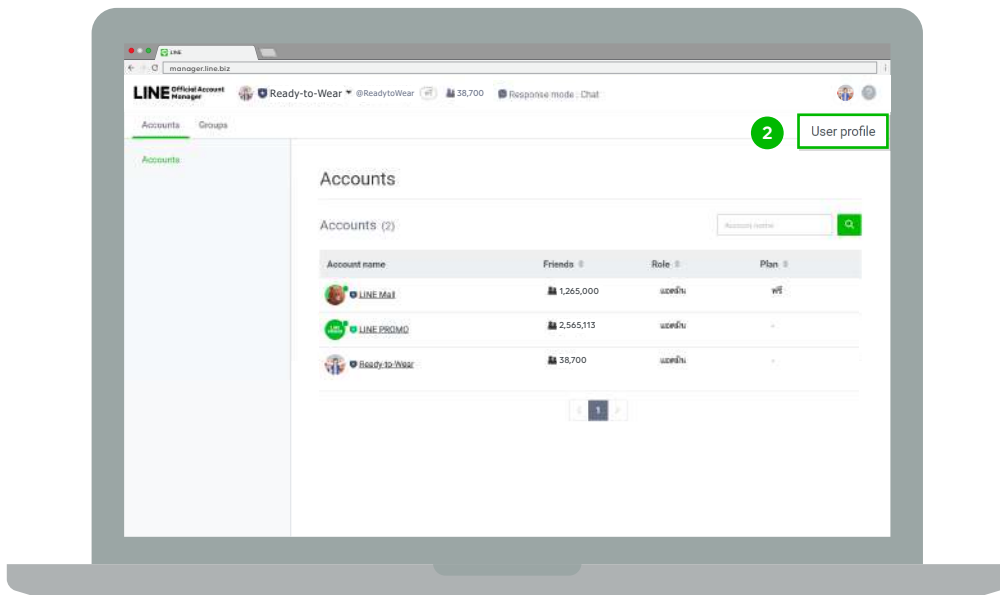
Language Settings

1. Go to **manager.line.biz** (LINE Official Account Manager)

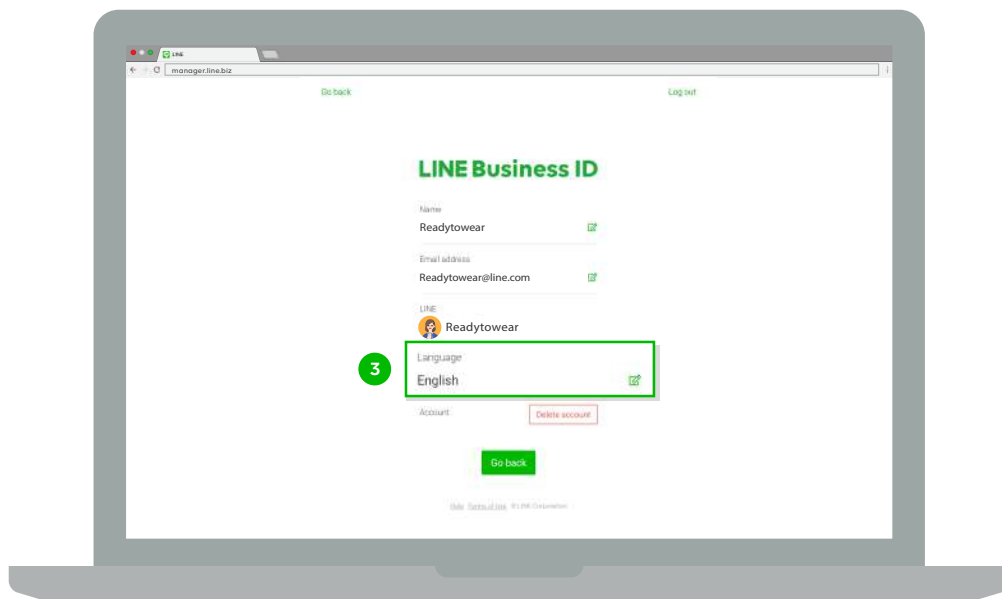
**The recommended browser is Google Chrome.*



2. On the Account List screen, select **'User Profile'**



3. Select 'Languages'

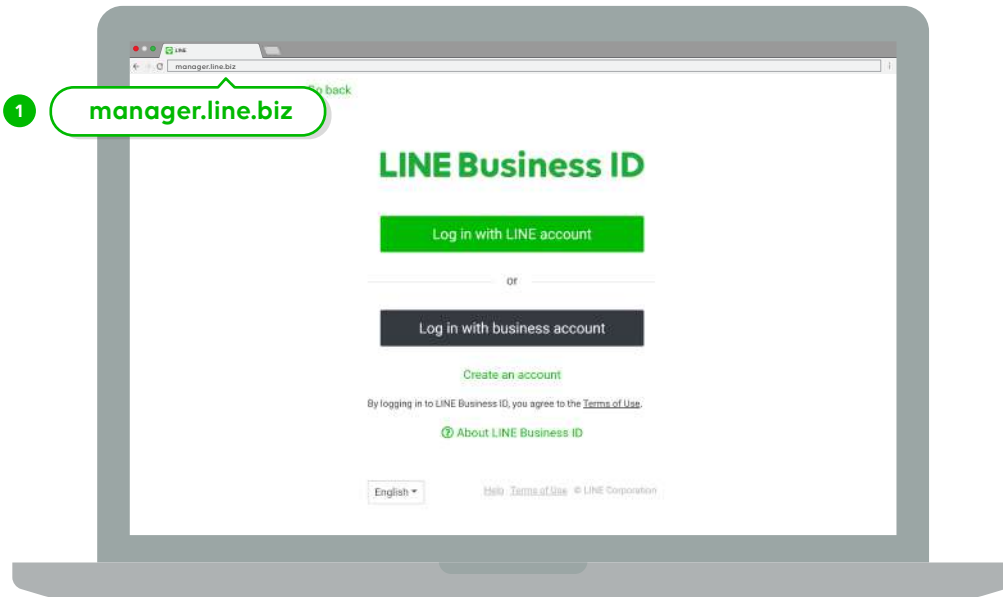


LINE Official Account Settings

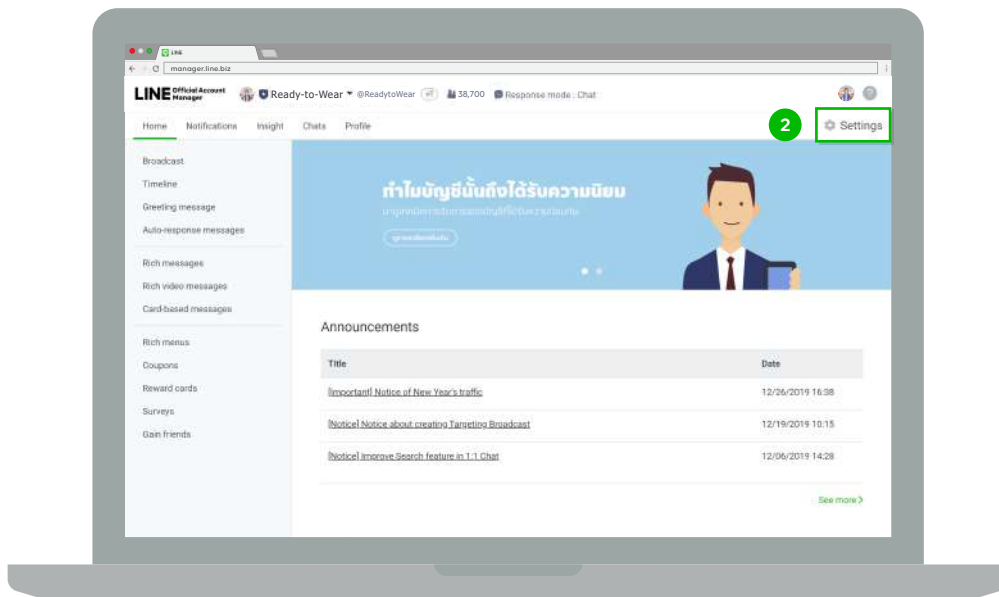
LINE Official Account Settings

1. Go to **manager.line.biz** (LINE Official Account Manager)

**The recommended browser is Google Chrome.*

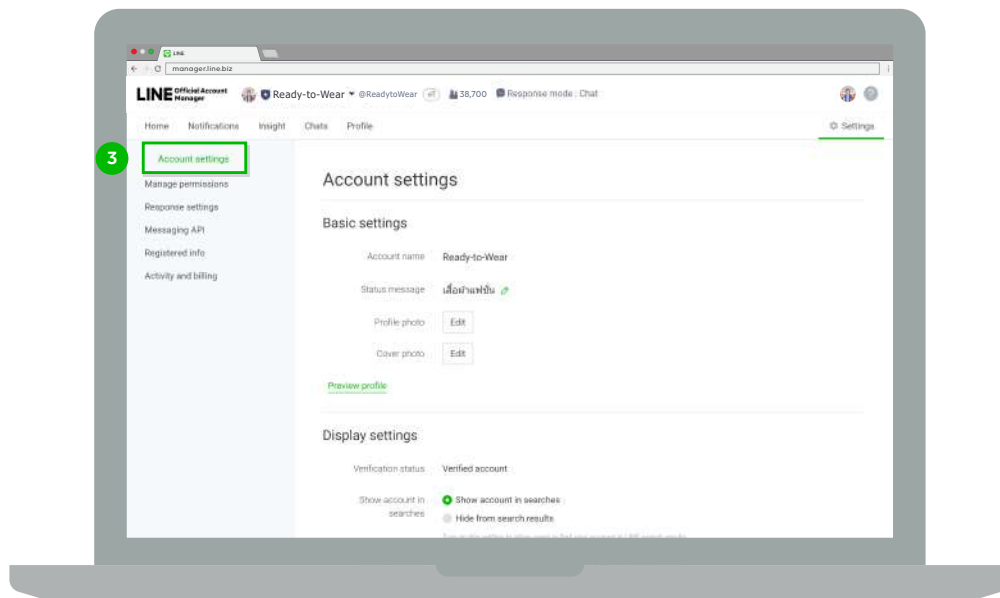


2. Click '**Settings**' on the upper right menu



3. Click 'Account Settings' on the left menu

You can adjust basic settings for each part that will be shown on LINE.



4. 'Profile' Settings

You can set up a status message, profile picture, and cover picture.

- **Status**

Should not exceed 20 characters.

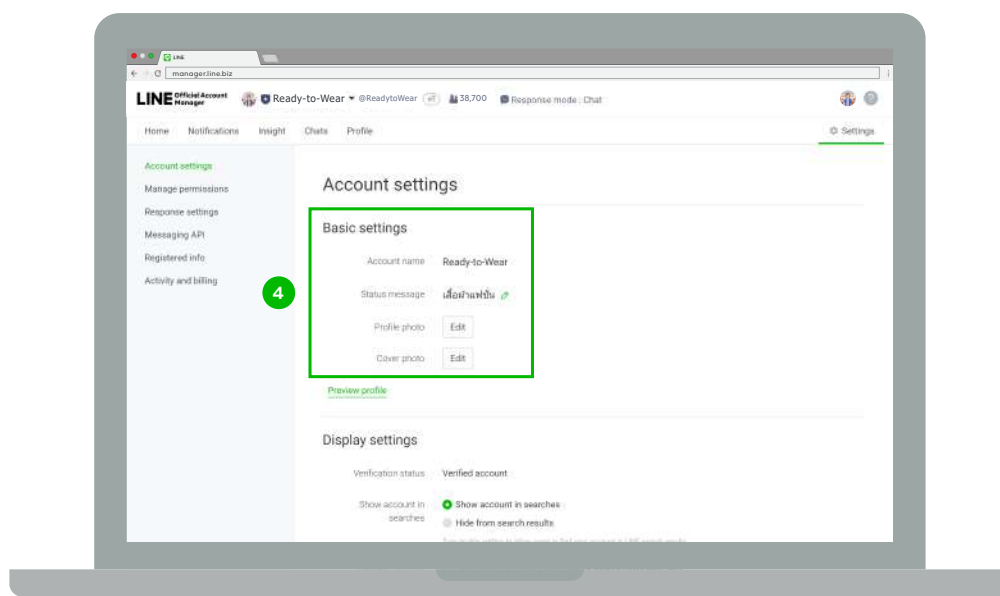
- **Profile Picture**

Click 'Edit' and choose the picture you like. The size should be 640 x 640 pixels and should not exceed 3 MB. The system supports JPG, JPEG, and PNG formats.

- **Cover Picture**

The cover picture will appear on your Timeline. You can change it by clicking 'Edit' and choose the picture you like. The size should be 1080 x 878 pixels and should not exceed 3 MB. The system supports JPG, JPEG, and PNG formats.

- **Status, Profile Picture, and Cover Picture** All of them can be changed only once an hour.



5. 'Location' Settings

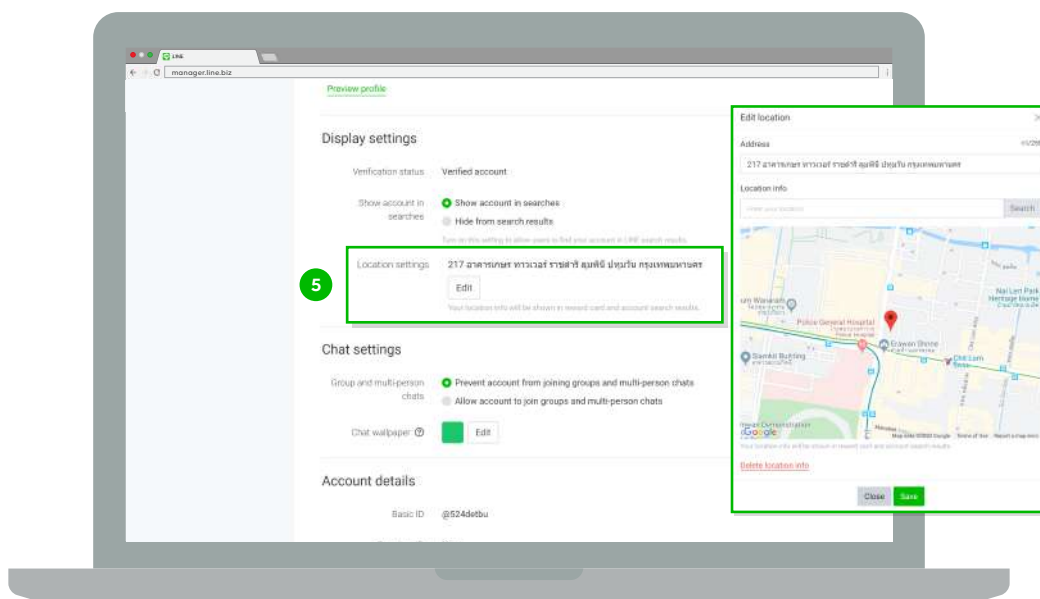
The recorded location of your store will appear in search results on the Account List and Reward Cards on LINE Chat.

- Location Settings

Go to the Location and click 'Edit' to enter address and location. Then click 'Search'.

- How to Fix Unmatched Location

You can move a pin by clicking and moving it to any location you like. Once it is done, click 'Save'.



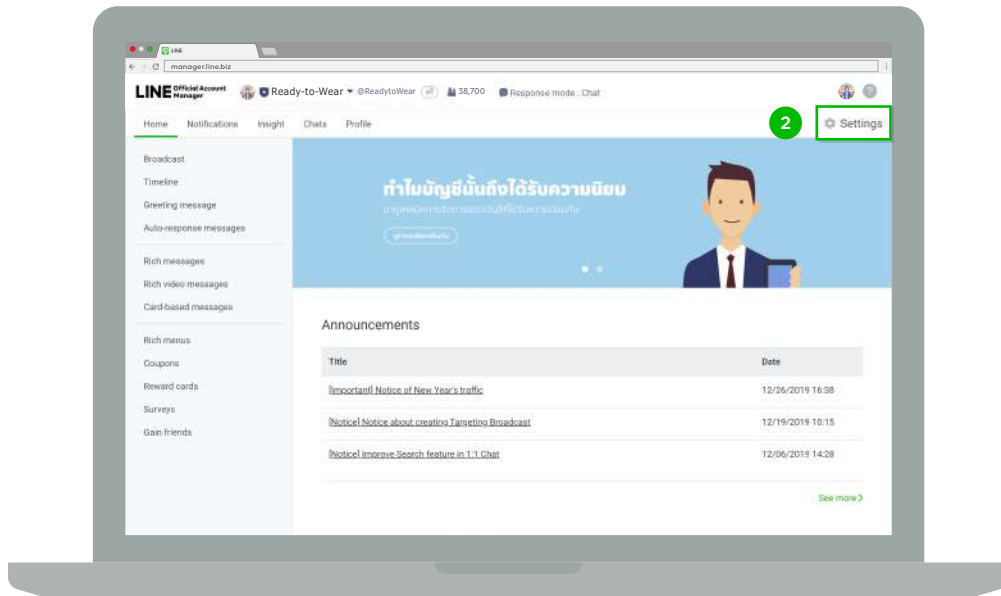
Chat Settings

Chat Settings

LINE Official Account can be added to a group chat by LINE users. One group can have only one LINE Official Account. Nevertheless, the administrator's permission is required before joining the group chat.

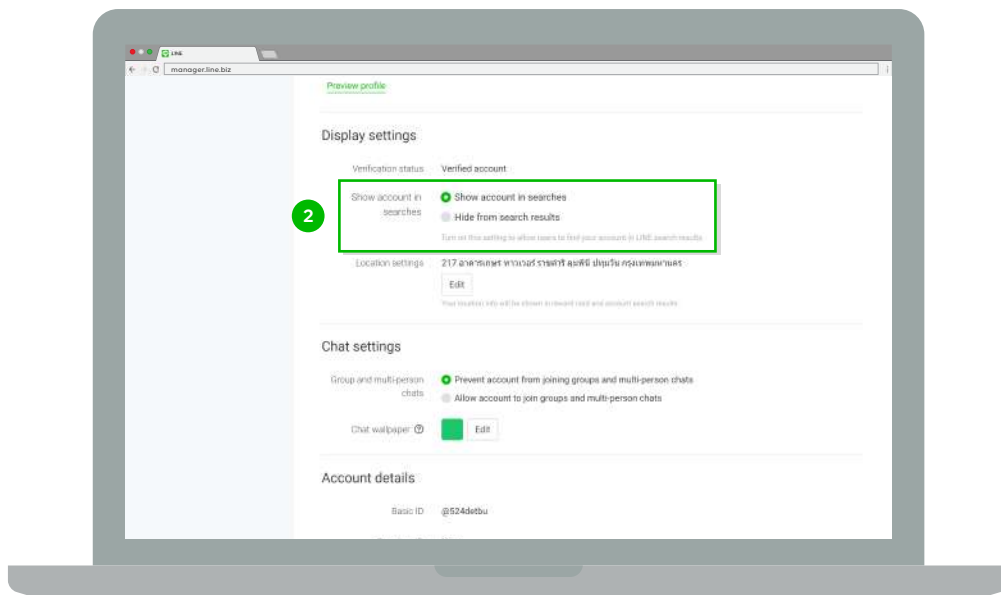
How to Give Permission to Join Group Chat

1. Click 'Settings' on the upper right menu



2. Scroll down to 'Chat'

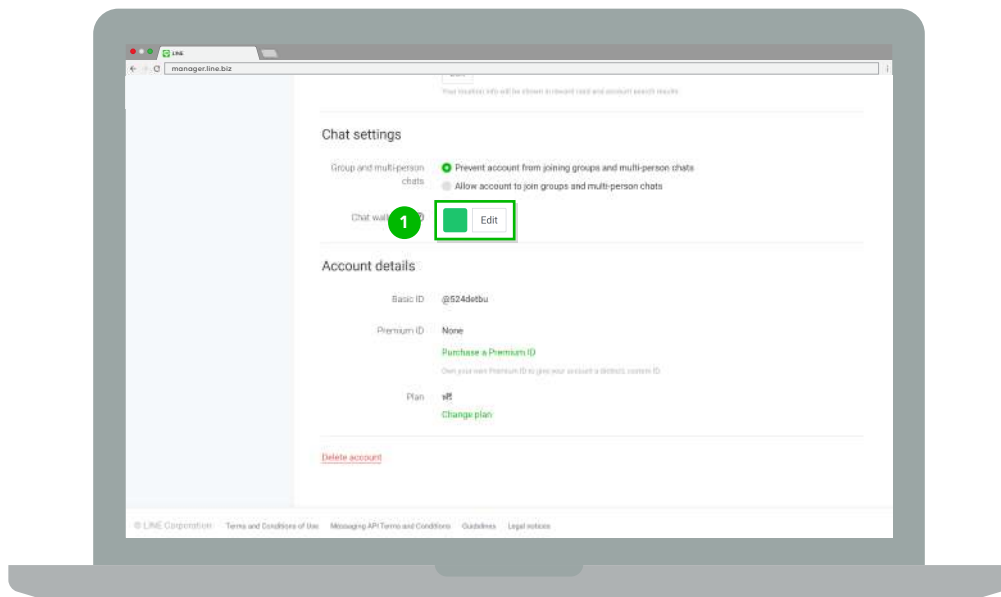
You can enable or disable joining a group chat or a chat with multiple users by changing the Joining Chat status.



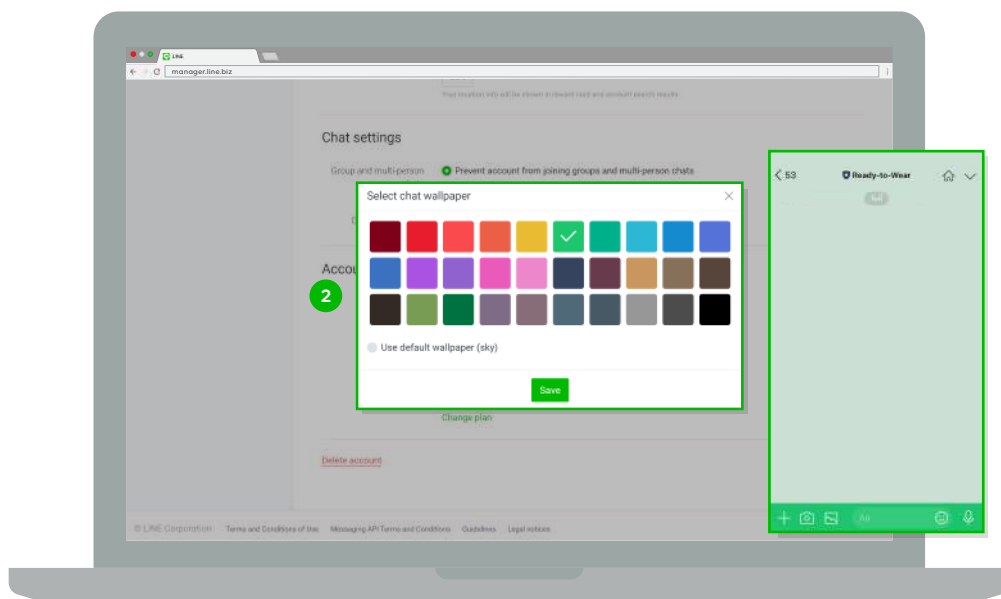
Color Settings of the Menu Bar

1. Click 'Modify' to change the color of the menu bar

You can change the color of your group chat by clicking 'Edit' under the menu bar.



2. Select your preferred color

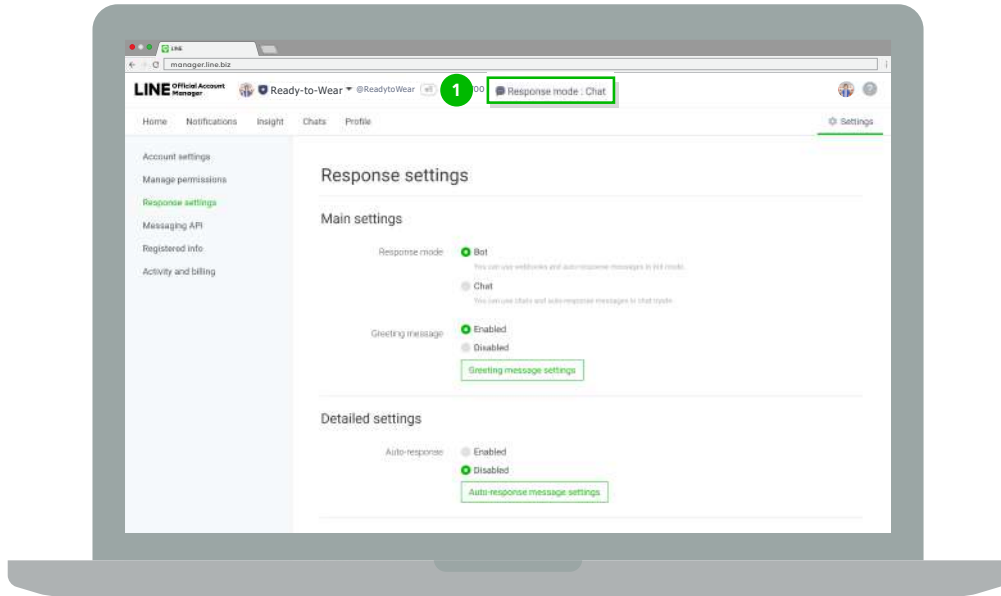


Response Settings

Response Settings

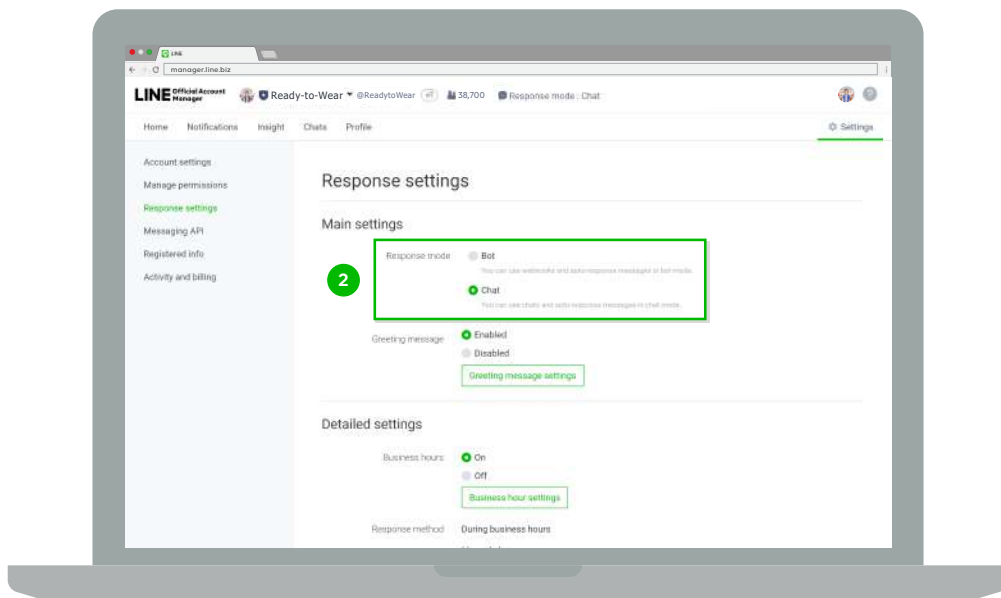
1. Select 'Response Mode'

This shows current status of Chat – Chat Mode or Bot Mode.



2. Select 'Chat Mode' if you want to use 1:1 chat

On the other hand, select 'Bot Mode' if you want to use an automated response



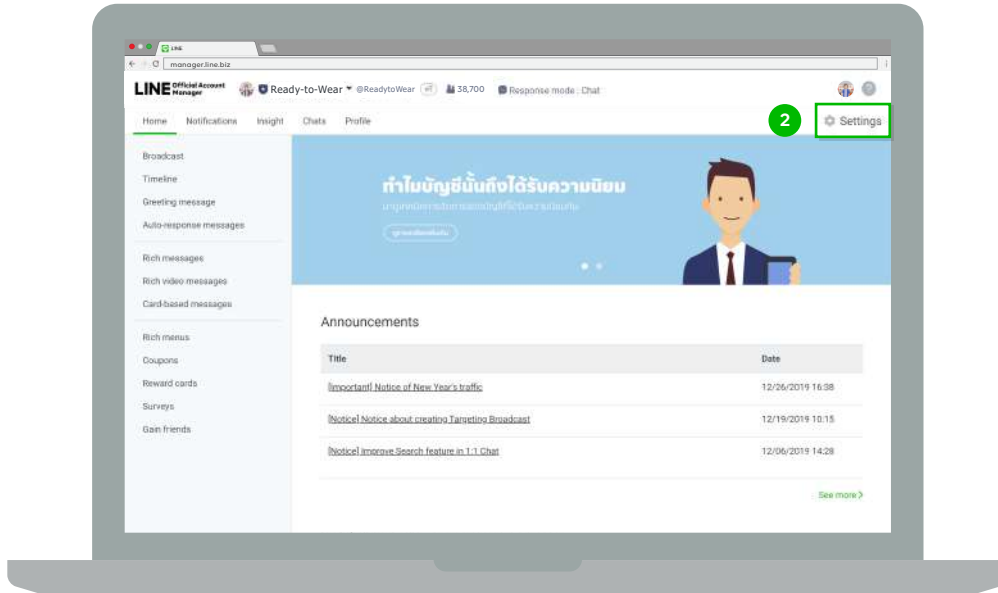
Greeting Message Settings

Greeting Message Settings

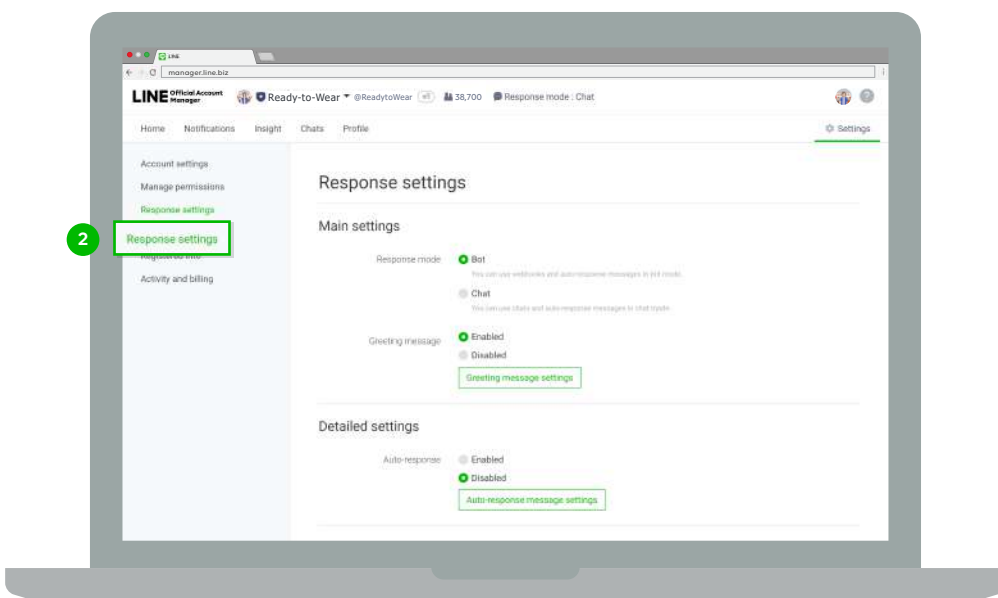
The Greeting Message will be automatically sent to new customers who have just added your account as their friend. This feature can be turned on and off by the administrator.

How to Enable and Disable Greeting Messages

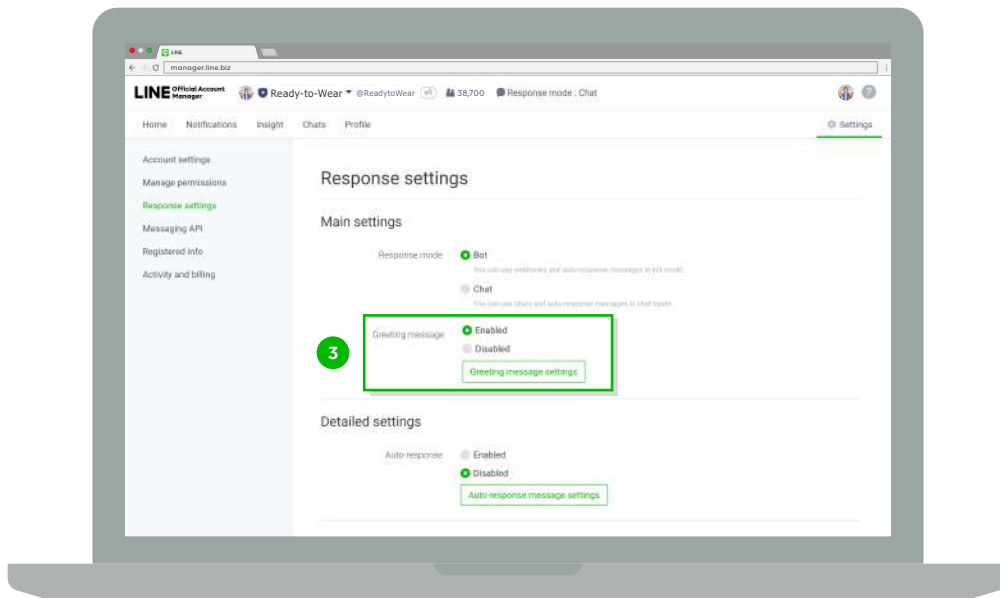
1. Go to 'Settings'



2. Select 'Response Settings'

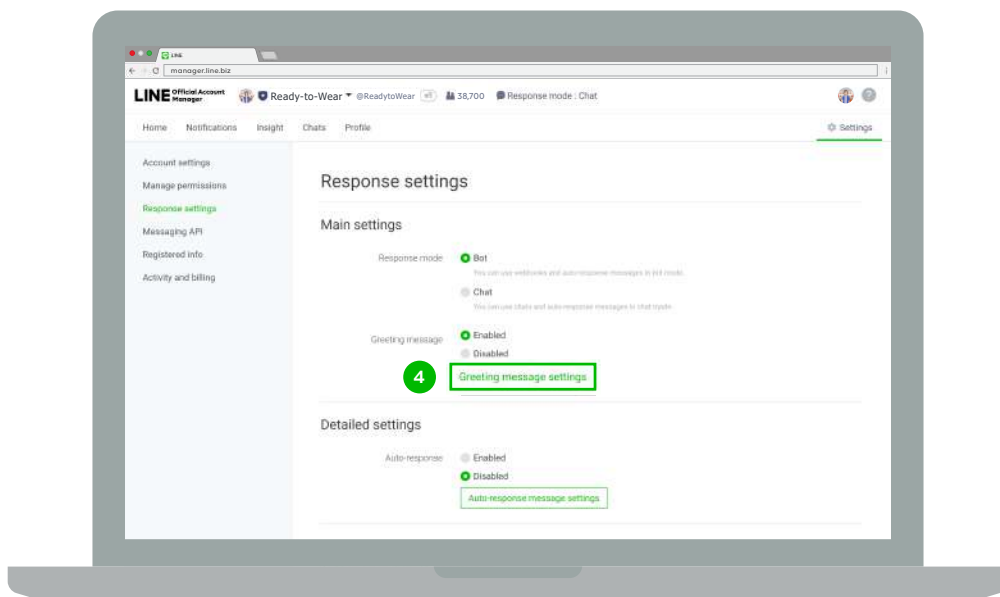


3. Select 'Enable' or 'Disable' under the Greeting Message

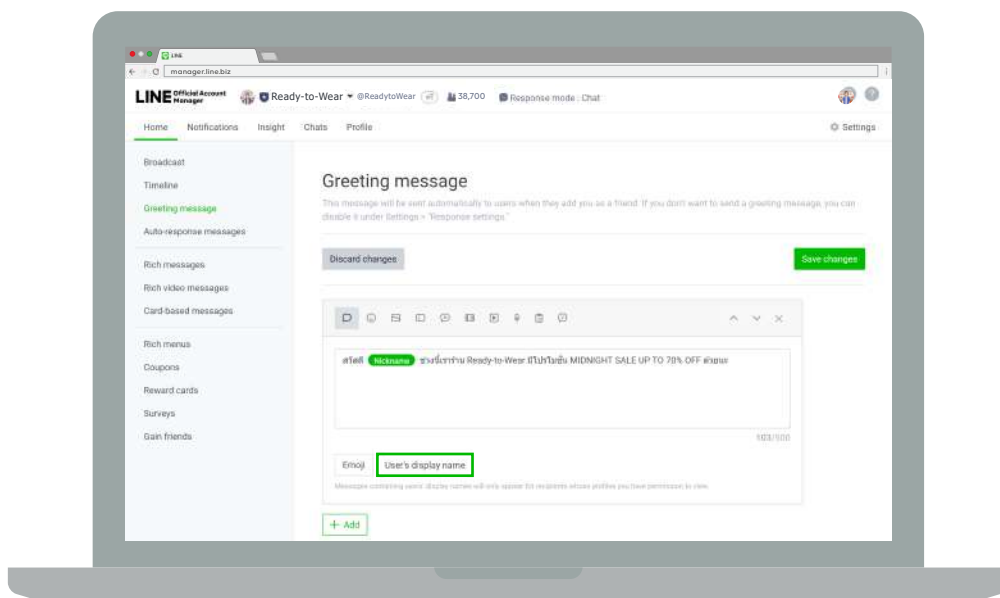


4. Select 'Greeting Message Settings' to edit the message

You can set up your own message by selecting 'Greeting Message Settings'. You can replace the existing message by creating a new one or using a sticker, picture, coupon, rich message, rich video, or voice message, up to 5 balloons.



Moreover, you can set up 'Display Name' to appear in the message. This will make your greeting message more friendly. The LINE Username or customer's Display Name will be automatically retrieved by the system.





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