

DialMate[®]

User's Manual



CM2000

WoodTel

I. OWNER'S RECORD

The model and serial numbers are located on the bottom of the equipment. Record these numbers in the spaces provided below.

Refer to these numbers whenever you call upon your dealer regarding this product.

Model No. CM2000 Serial No. _____

WARNING: To prevent fire or shock hazard, do not expose this equipment to rain or moisture.

FCC PART 68 REGISTRATION

This equipment complies with Part 68 of the FCC rules. The FCC Part 68 label is located on the bottom of the equipment. This label contains the FCC Registration Number for this equipment. If requested, this information must be provided to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

Connection to the telephone network should be made by using standard modular telephone jacks, type RJ11C. The RJ11C plug and/or jacks used must comply with FCC Part 68 rules.

If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

If trouble is experienced with this unit, please contact customer service at the address and phone listed below. **DO NOT DISASSEMBLE THIS EQUIPMENT.** It does not contain any user serviceable components. If the equipment is causing

harm to the network, the telephone company may request that you disconnect this equipment from the telephone network until the problem is resolved.

INTERFERENCE INFORMATION: PART 15 OF FCC RULES

Note: This equipment has been tested and found to comply with the limits for a Class B digital 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 one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Any changes or modifications not expressly approved by WoodTel, Inc. could void the user's authority to operate the equipment.

SPECIFICATIONS

- Two-Line Call Back/Call Bridge/Call Forward Digital Switching System
- Power Supply: 120VAC-240 VAC/5.3VDC 1.5A Adapter (provided)
- Connections: RJ11C Modular Jack
- Dimensions: 6 1/16" W x 4 1/4" L x 1 1/2" H Weight: 1lb.

SYSTEM REQUIREMENTS

- Telephone line at installation: Analog and tone calling capable
- Telephone for programming: Tone capable
- Telephone line at user location: Analog or digital; pulse or tone capable
- Telephone at user location: Tone capable or use a pocket tone dialer (available in most electronic stores).

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III. OVERVIEW

DialMate is an intelligent call management system that, once installed on two analog telephone lines, reverses, bridges and forwards/transfers calls, resulting in tremendous savings on your phone bills.

The device is equipped with flash memory that can record different greetings to callers and to get through hotel and PBX operators. This gives you the convenience and flexibility you need to communicate wherever you may be.

FEATURES/APPLICATIONS/BENEFITS

- DialMate can be installed on any direct-dialed analog telephone line, PABX extension or VoIP analog telephone adapter
- The call back/forward telephone number can reside in an operator-assisted PBX (such as in hotels and companies where PBX extensions cannot be dialed directly). A flash memory chip on the device can record a message to get through operators or greet callers.
- Special call back feature eliminates VoIP DID number.
- Equipped with non-volatile memory, which is used to save all programmed data. If the power goes off, saved information will not be lost.
- Programmable four-digit user and programming codes/PINs prevent unauthorized persons from using or reprogramming the device.
- When used as a call forward device on their land-based telephone lines, users can be reached wherever they may be, including hotels, mobile phones, or even overseas (Note: phone companies do not forward calls to international destinations).
- Secures caller ID and location. The device's phone number will appear on the called party's caller ID machine, not the number from where the user is calling. Eliminates the telephone company's monthly charges for call forward services.
- Forwards calls to different numbers depending on caller's caller id, day, and time of day.
- Provides call screening, mini auto attendant and automated call distribution.
- Routes incoming calls to workers across the country or around the world.
- Doubles the range of local or toll-free calls.

IV. PROGRAMMING

TELEPHONE LINE PROGRAMMING SETUP

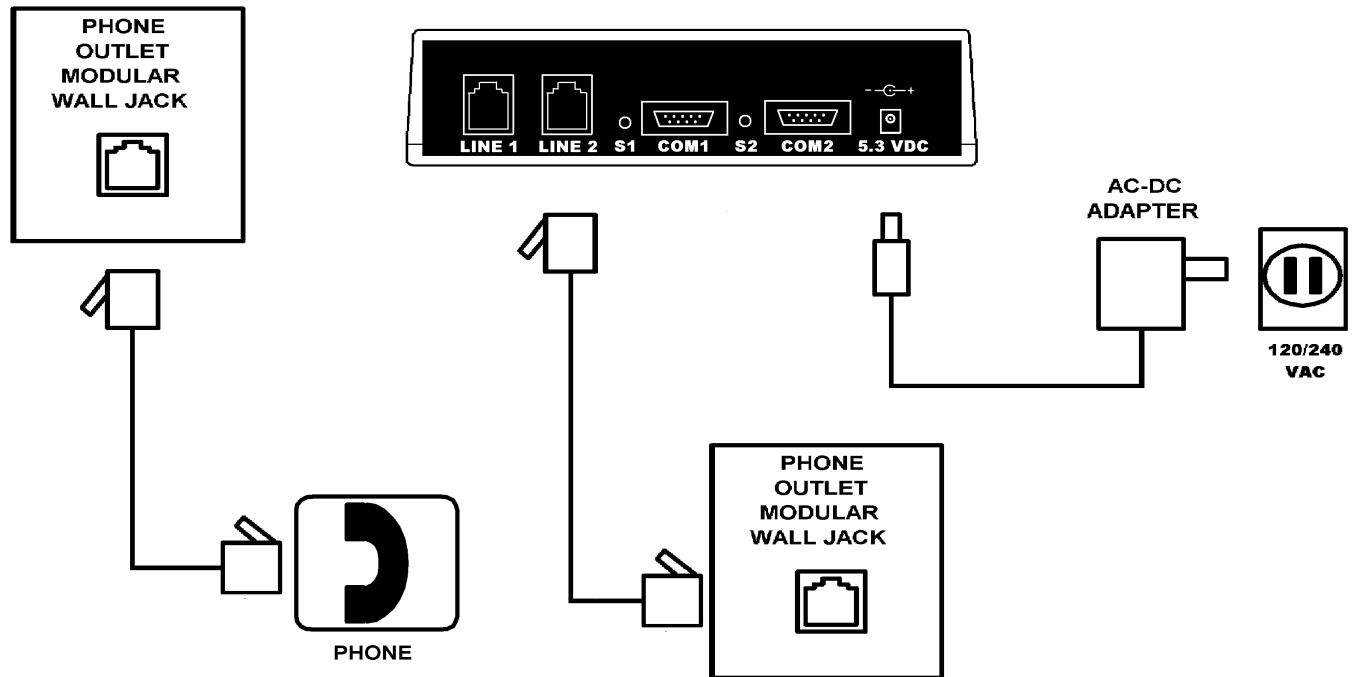


Fig. 1 Connection Diagram for On-Site Programming (Telephone Line)

LINE 1 - Leaving this jack disconnected, connect a telephone (tone capable) to a modular wall jack (an analog telephone line).

LINE 2 - Plug one end of the supplied telephone cord into DialMate's jack labeled, "LINE 2" and the other end to another telephone modular wall jack (another analog telephone line).


5.3VDC - Plug the output of the supplied adapter into DialMate's power jack and then plug the adapter into a 120/240 VAC outlet that is not connected to a wall switch.

TELEPHONE LINE PROGRAMMING INSTRUCTIONS

Lift the handset of the telephone connected to the first telephone line and call the telephone line connected to DialMate's "LINE 2" jack. After three rings (default), DialMate will answer and generate two beeps prompting for the programming PIN. Enter the programming PIN (default is "0000") and then press "#". Four beeps indicate acceptance and DialMate is in the programming mode. Then, follow the appropriate programming instruction(s) below and save (Program X). Other than Program X, these instructions need not be followed in sequence. Two beeps indicate acceptance while three beeps indicate error and must repeat command.

Program A: Reset Default Factory Settings: 14

This command is used to restore default factory settings.

STEPS	USER	DIALMATE
↵ enter "14"	1 4	
↵ wait for 2 beeps, proceed to next instruction		

Default Factory Settings:

User PIN: 1111

Program PIN: 0000

Caller ID: Disabled

Real Time Clock (RTC) Checking: Disabled

Call Forward: Disabled

Call Transfer: Disabled

Flash x100ms: 5

Default Forward: 1

Greetings: Disabled



Number of Rings: 3

Call Duration: 20 minutes

Operating Mode: Two-line

Note: Factory settings can be also be reset on-site by pressing and holding S1 and S2 one at a time before and while plugging in the power adapter.


Program B: Set User Security Code/PIN: 10 (e.g., PIN set to 4609)

STEPS	USER	DIALMATE
↵ enter "10"	1 0	
↵ enter a 4-digit code (e.g., "4609")	4 6 0 9	
↵ wait for a beep		
↵ enter the 4-digit code again	4 6 0 9	
↵ wait for two beeps		

Notes:

- You can change the user PIN remotely if you know the programming PIN.
- You cannot program DialMate remotely if you forget your programming PIN. You will have to reset DialMate (by pressing and holding S1 and S2 one at a time before and during booting up) on-site to its default programming PIN and user PIN.

Program C: Set Program Security Code/PIN: 11 (e.g., PIN set to 5678)

STEPS	USER	DIALMATE
↵ enter "11"	1 1	
↵ enter a 4-digit code (e.g., "5678")	5 6 7 8	
↵ wait for a beep		
↵ enter the 4-digit code again	5 6 7 8	

☞ wait for two beeps		
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Program D: Set Call Back Numbers/Call Back Database: *1 to *3

DialMate can store three different callback numbers. Call back can be triggered by caller id when caller id recognition is enabled (see Program I, Enabling/Disabling Caller ID Recognition).

STEPS	USER	DIALMATE
☞ enter 1 st call back number, (e.g., “*116508515381”)	* 1 1 6 5 0 8 5 1 5 3 8 1	
☞ wait for 2 beeps		
☞ enter 2nd call back phone number, (e.g., “*216508512534”)	* 2 1 6 5 0 8 5 1 2 5 3 4	
☞ wait for 2 beeps		
☞ enter 3 rd call back number, (e.g., “*316507383546”)	* 3 1 6 5 0 7 3 8 3 5 4 6	
☞ wait for 2 beeps		

Notes:

- Enter the call back number exactly as if calling from DialMate's phone line.
- Enter “#*” where a pause is required. Each pause will cause a 1.5 second delay in the dialing sequence and will count as one digit.
- If you do not want to enter a call back number, enter the location (e.g., *1) and do not enter any number.


Program D1: SET Special Call Back: 17

STEPS	USER	DIALMATE
☞ enter “171”	1 7 1	enables special cb
☞ wait for 2 beeps		
☞ enter “170”	1 7 0	Disables special cb
☞ wait for 2 beeps		

Note: For example when Special Call Back is enabled in Line 1, calling Line 2, ringing once and hanging up will cause Line1 to go off-hook and call back its first programmed call back number. This is very useful for VoIP lines without a DID no.




Program E: Set Number of Rings Before Answer: 05 (e.g., 4th ring)

STEPS	USER	DIALMATE
☞ enter “054”	0 5 4	

↵ wait for 2 beeps		
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Note: DialMate can be disabled by setting the number of rings to 0 and not programming any call back number (Program D). Call bridge and call forward will also be disabled. To reactivate remotely, call DialMate, ring it not more than three times and hang up. After 10 seconds but not greater than 1 minute, call DialMate again. After three rings, DialMate will answer. To reactivate, enter the programming PIN and proceed to the appropriate set up procedure.

Program F: Program Call forward Numbers: #1 to #3

STEPS	USER	DIALMATE
↵ enter 1 st call forward number, (e.g., "#11650738103")	# 1 1 6 5 0 7 3 8 0 1 0 3	
↵ wait for 2 beeps		
↵ enter 2nd call forward number, (e.g., "#216502671234")	# 2 1 6 5 0 2 6 7 1 2 3 4	
↵ wait for 2 beeps		
↵ enter 3 rd call forward number, (e.g., "#316502674318")	# 3 1 6 5 0 2 6 7 4 3 1 8	
↵ wait for 2 beeps		

Note: If you do not want to program a forward number, enter the location (e.g., #2) and then do not enter any number.

Program G: Enable/Disable Call Forward; Set Default : 04


This command is used to enable/disable call forwarding and select the number to which the device will forward calls.

STEPS	USER	DIALMATE
↵ enter "0412"	0 4 1 2	enables call forward to 2 nd no.
↵ enter "040"	0 4 0	disables call forward






Program H: Set Call Duration: 03 (e.g., duration set for 20 min.)

This command is used to set the number of minutes DialMate will service a call. At the call duration timeout, warning beeps will be heard and the call will terminate in approximately 15 seconds.

STEPS	USER	DIALMATE
↵ enter desired call duration, e.g., "0320" (20 minutes)	0 3 2 0	

↵ wait for 2 beeps		
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Program I: Enable/Disable Caller ID Recognition: 06

STEPS	USER	DIALMATE
↵ enter "06"	 	
↵ enter "1" to enable caller id recognition or,		enables cid
↵ enter "0" to disable caller id recognition		disables cid
↵ wait for 2 beeps		

Notes:




- If caller id recognition is enabled and the caller's id is not in DialMate's call back database (see Program D), DialMate will not call back.
- If caller id recognition is enabled and the caller's id is in the call back database, DialMate will call back that particular caller and the caller can make a call or reprogram the unit upon entering the appropriate PIN.
- If caller id recognition is disabled, DialMate will call back the first call back number in the call back database. The caller will have to enter a PIN to make a call.
- If caller id recognition is enabled and the caller's id has a match in the caller id database (Program P) or the call back database (Program D), the caller can do a call bridge without entering a PIN.

Program J: Enable/Disable Greetings: 15

STEPS	USER	DIALMATE
↵ enter "151", or	  	enables greetings
↵ enter "150"	  	disables greetings
↵ wait for two beeps		

Program K: Record Announcement/Greeting: 61 to 68

Record an eight-second greeting (61) to prompt call bridge users to enter their PIN or a greeting (62) for hotel or PBX operators to connect calls during call back.

STEPS	USER	DIALMATE
↵ enter "61"	 	
↵ wait for a beep		
↵ record call bridge greeting	say greeting	records

↵ wait for playback	listen	plays back recording
↵ wait for two beeps		
↵ enter "62"	<input type="text" value="6"/> <input type="text" value="2"/>	
↵ wait for a beep		
↵ record call back greeting	say greeting	records
↵ wait for play back	listen	plays back recording
↵ wait for two beeps		

Note: Six other messages can be recorded at locations 63 to 68 and retrieved at 73 to 78 (see Program L) by authorized (those who know the programming PIN) users only.

Program L: Play Back Announcement/Greeting: 71 to 78

STEPS	USER	DIALMATE
↵ enter "71"	<input type="text" value="7"/> <input type="text" value="1"/>	plays greeting 1
↵ wait for two beeps		
↵ enter "72"	<input type="text" value="7"/> <input type="text" value="2"/>	plays greeting 2
↵ wait for two beeps		

Note: Greetings must be enabled (Program J) before they can be played back.

Program M: Set Hook Flash Duration: 16

STEPS	USER	DIALMATE
↵ enter "162" (250ms) or ↵ enter "165" (500ms)	<input type="text" value="1"/> <input type="text" value="6"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="6"/> <input type="text" value="1"/> <input type="text" value="5"/>	
↵ wait for 2 beeps		

Note: For two-line operation mode requiring transfer calling on one line, hook flash duration must be programmed from the other line (in this case from Line 1).

Program N: Set Operation Mode: 12

This command programs DialMate's operating mode. The single line mode uses the three-way (conference) or transfer calling feature provided by the carrier.

STEPS	USER	DIALMATE
↵ enter "121"	<input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="1"/>	single line mode
↵ enter "122"	<input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="2"/>	two-line mode

Note: When DialMate is programmed in the single line mode, the two single Lines (LINE 1 and LINE 2) can operate independently and simultaneously, performing all functions (call back, call bridge, call forward and call transfer), using three-way or transfer calling.

Program O: Enable/Disable Call Transfer (single line only): 07

When using VoIP in the single line mode, the three-way (conference) calling will consume more bandwidth and may degrade the quality of voice transmission. It is best to use transfer calling if available.

STEPS	USER	DIALMATE
↵ enter "071"	0 7 1	call transfer enabled
↵ enter "070"	0 7 0	call transfer disabled

Note: When DialMate is programmed in the single line mode and both call transfer and call forward are enabled, DialMate will use three-way calling as the switching function. When call transfer is enabled and call forward is disabled, DialMate will use transfer calling as the switching function.

Program P: Caller ID Database; Designate Forward Number: 30 to 39

This command is used to create ten call forward caller id (with 15 digits per number) database and to designate corresponding forward numbers. When call forward and caller id recognition are enabled, DialMate will check this database and route the call to the designated forward number. In addition, this caller id database and the programmed call back numbers (Program D) constitute the Call Bridge Caller ID Database. Callers in the Call Bridge Caller ID Database can do call bridging without entering a PIN.

STEPS	USER	DIALMATE
↵ for example enter "3237380103"	3 2 3 7 3 8 0 1 0 3	enters cid in database; designates forward no.

Caller id 7380103 is the third entry in the database and will forward the call to the third programmed forward number, where:

3 2 3 7380103

| | | |__ caller id

| | |____ 3rd programmed forward number

| |____ 3rd caller id entry

|____ caller id database command code

Program Q: Set Prefix: 02

It may be necessary to enter a number of digits before dialing a destination number, e.g., calling card access, dial around, PINs, etc. Any of these required repetitive dialing can be programmed as a prefix.

STEPS	USER	DIALMATE
↵ enter "021010201", or	0 2 1 0 1 0 2 0 1	dials prefix every time before destination number
↵ enter "02", do not make an entry	0 2	erases prefix

Program R: Enable/Disable Call Forward Real Time Clock (RTC): 24
DialMate can forward calls to different phone numbers at the different times of the day, different days of the week and by caller id.

STEPS	USER	DIALMATE
↵ enter "241", or	2 4 1	enables RTC checking
↵ enter "240"	2 4 0	Disables RTC checking

Program S: Set RTC Day/Date: 25

DialMate can forward calls to different phone numbers at the different times of the day, different days of the week and by caller id.

STEPS	USER	DIALMATE
↵ for example enter "257042604"	2 5 7 0 4 2 6 0 4	sets day/date

RTC day/date is now set to Saturday, April 26, 2004, where:

25 7 04 26 04

I I I I I ___ YR - 00 to99 (2000 to 2099)

I I I I ___ DATE - 01 to 31

I I I ___ MTH - 1 to 12 (January to December)


I I ___ DAY - 1 to 7 (Sunday to Saturday)

I ___ RTC Day/Date command code

Program V: Save and Command an Immediate Call Back: 99

STEPS	USER	DIALMATE
↵ for example, enter “991”	<input type="text" value="9"/> <input type="text" value="9"/> <input type="text" value="1"/>	
↵ wait for DialMate to hang up and do a call back		hangs up and calls back first programmed call back no.

Program W: Save and Jump to Call Bridge: 08

STEPS	USER	DIALMATE
↵ enter “08”	<input type="text" value="0"/> <input type="text" value="8"/>	saves data
↵ wait for 3 beeps		
↵ enter destination number (e.g., “18008528880”) followed by “#”	<input type="text" value="1"/> <input type="text" value="8"/> <input type="text" value="0"/> <input type="text" value="0"/> <input type="text" value="8"/> <input type="text" value="5"/> <input type="text" value="2"/> <input type="text" value="8"/> <input type="text" value="8"/> <input type="text" value="8"/> <input type="text" value="0"/> <input type="text" value="#"/>	connects call

Program X: Save and Exit Programming: 09

This programming command is used to save and exit the programming mode. It must be performed before exiting in order to update all DialMate’s data flash parameters.

STEPS	USER	DIALMATE
↵ enter “09”	<input type="text" value="0"/> <input type="text" value="9"/>	
↵ wait for DialMate to hang up		saves data and hangs up

Reversible Switching

DialMate CM2000 is a two-way switch. It can be called on either line (Line 1 or Line 2) and bridged to the other line. To program the other line, connect it to another phone line, call it and repeat Programs A to X.

Caller ID and RTC Priorities During Call Forward

If both caller id and RTC checking are enabled, DialMate will first check the caller id database. Then when a match is found, DialMate will forward the call to the designated forward number if it is within the programmed day/time.

PC PROGRAMMING SETUP

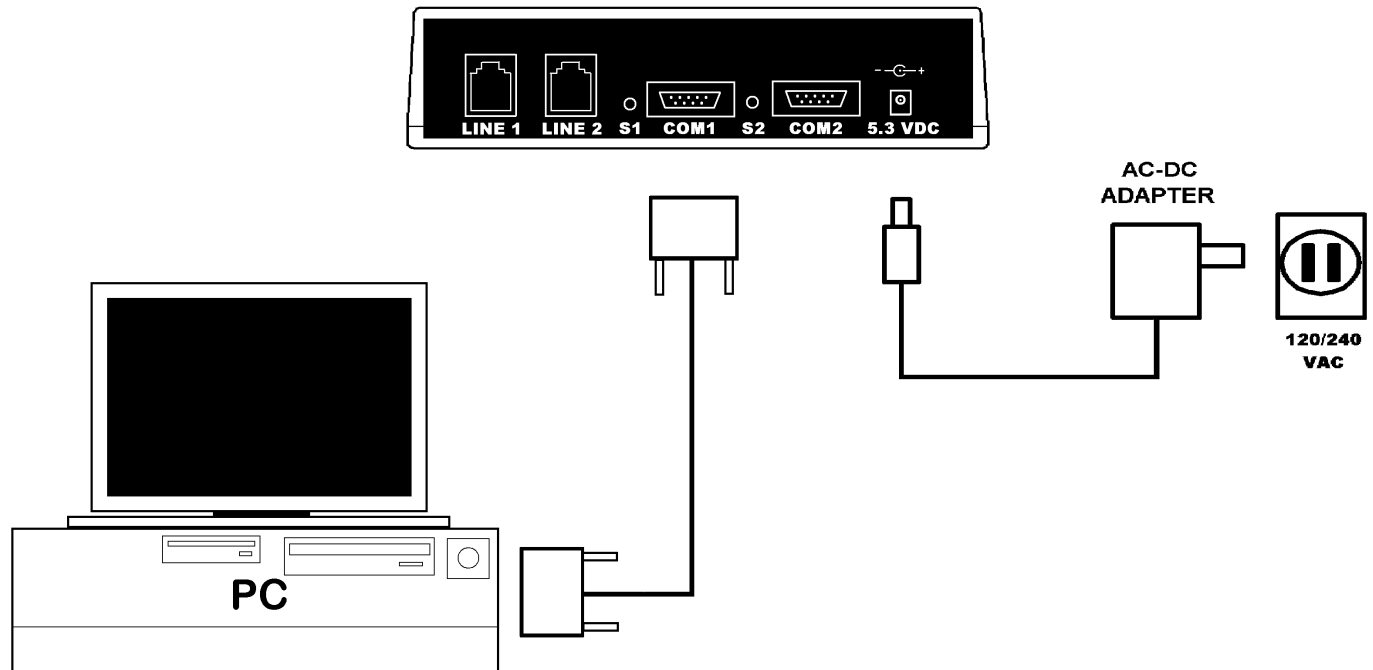


Fig. 2 Connection Diagram for On-Site Programming (PC)

COM1 or COM2 – Connect one end of the supplied serial cable to COM1 to program LINE 1 (or COM2 to program LINE 2) and connect the other end to a serial port on the PC.

5.3VDC - Plug the output of the supplied adapter into DialMate's power jack and then plug the adapter into a 120/240 VAC outlet that is not connected to a wall switch.

PC PROGRAMMING INSTRUCTIONS

Load the supplied CM2000 Maintenance Software CD in a PC with a Windows XP operating software. If the window does not open automatically, click Start, My Computer, and then the drive where the CD was loaded. Click CM2000.exe. The table showing the programming variables should appear. Click PORT and select the COM port in the computer where the serial cable is connected. Click COMMUNICATIONS and select OPEN. Click SYNCHRONIZE to show all default programmed variables. Type in all changes to programmed variables and then click UPLOAD to save settings on the COM port/Line that is being programmed. To program a pause at any location of the dialing string, enter the letter "P" instead of "#*". To program the other COM port/Line, disconnect the serial cable, connect it to the other COM port and repeat the steps above. Note: The Real Time Clock (RTC) and the Day/Date can only be programmed on COM1. If an error window appears, reboot (unplug and plug in power) the CM2000 and open the CM2000 Maintenance Software again.

V. SETUP FOR NORMAL USE

CHECK YOUR EQUIPMENT

- ☑ AC-DC power adapter
- ☑ DialMate unit
- ☑ 2 modular telephone cords (included)
- ☑ 2 tone capable analog telephone lines
- ☑ Analog telephone (user supplied)

The telephone lines must have tone capability. DialMate will not work on pulse dialing systems.

MAKE THE CONNECTIONS

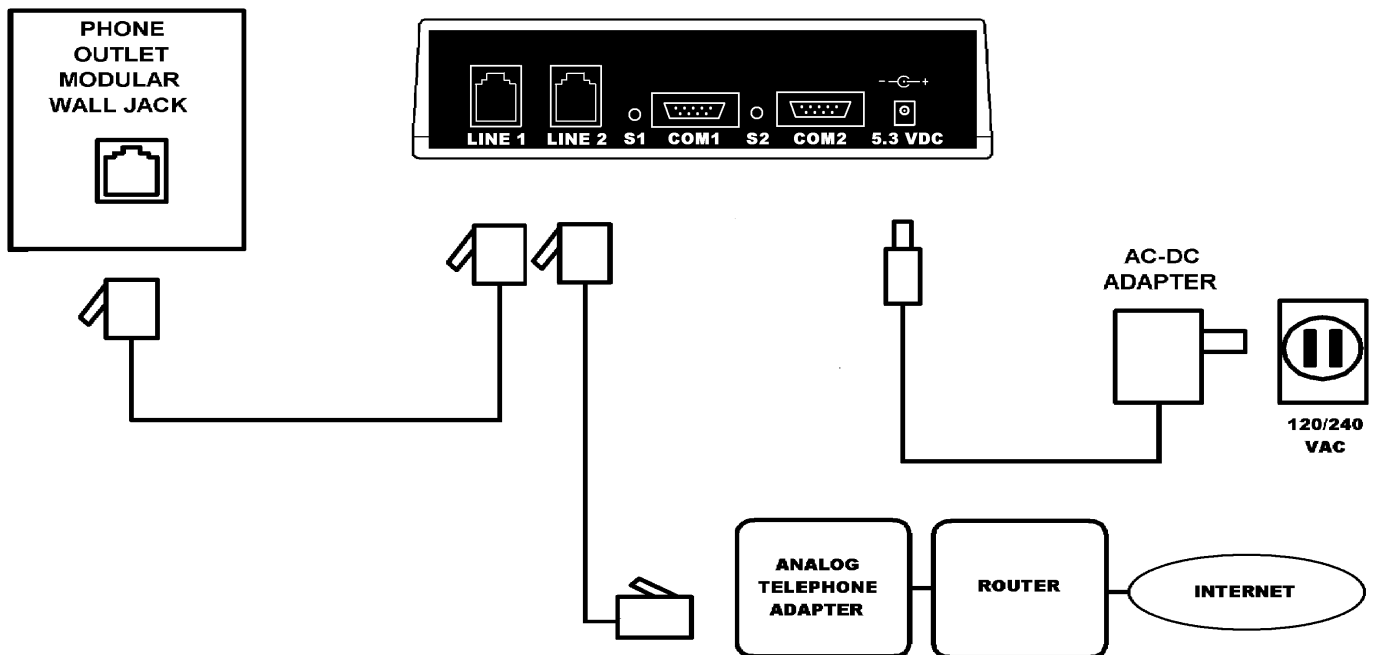


Fig. 3 Connection Diagram for VOIP Use

After programming, connect DialMate's "LINE 2" jack to the VoIP analog telephone adapter's (ATA) telephone port. Connect DialMate's "LINE 1" jack to the local telephone line. Connect DialMate's ac adapter as shown in Fig. 3. This is the equipment configuration for normal use. If a PC was used to program DialMate, leave the serial cable connected to both equipment.

VI. OPERATION

CALL BACK

This function allows you to use your home/office phone line to make calls from another phone, yet all the calls are charged at the rates of the line on which the unit is installed. This is very useful for cellular phones with free air time on incoming calls and land lines with flat rate or free long distance such as VoIP. If DialMate detects one or two rings (at least two if caller id recognition is enabled) on the phone line, it will call the programmed call back number(s).

Before using Call Back, you must:


- know the user PIN or the programming PIN.
- program DialMate with up to three desired call back numbers.
- leave DialMate powered up and connected to the phone line.

Normal Call Back (Caller ID Recognition Enabled)

STEPS	USER	DIALMATE
↪ call DialMate from the call back number and then hang up after 2 rings		detects 2 rings, checks caller id in database*, if in database, goes off-hook, dials user's call back number
↪ enter user PIN or program PIN followed by “#” (e.g., “1111#”), wait for 3 beeps	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; gap: 5px;"> 111 </div> <div style="display: flex; gap: 5px;"> 1# </div> </div>	🔔🔔🔔
↪ enter destination number (e.g., “16507381655”) followed by “#”	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; gap: 5px;"> 165 </div> <div style="display: flex; gap: 5px;"> 073 </div> <div style="display: flex; gap: 5px;"> 816 </div> <div style="display: flex; gap: 5px;"> 55# </div> </div>	dials destination number on the other line and bridges the 2 lines
↪ finish call. to call another number, enter “#7”, wait for 3 beeps	<div style="display: flex; gap: 5px;"> #7 </div>	🔔🔔🔔
↪ enter destination number followed by “#”	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; gap: 5px;"> XXX </div> <div style="display: flex; gap: 5px;"> XXX </div> <div style="display: flex; gap: 5px;"> X# </div> </div>	dials next destination number on the other line and bridges the 2 lines
↪ terminate call	<div style="display: flex; gap: 5px;"> #0 </div>	disconnects immediately

Note: DialMate will not call back if caller's ID is not in the call back database.

Normal Call Back (Caller ID Recognition Disabled)


STEPS	USER	DIALMATE
↪ call DialMate from the call back number and hang up after 1 (preferably) or 2 rings		detects 1 or 2 rings, then dials the 1 st call back number
↪ answer call, then enter the user PIN followed by “#”(e.g., “1111#”)	1 1 1 1 #	checks PIN
↪ wait for 3 beeps		
↪ enter destination number (e.g., “14159556666”) followed by “#”	1 4 1 5 9 5 5 6 6 6 6 #	dials destination number on the other line and bridges the 2 lines
↪ to terminate call, enter “#0”	# 0	disconnects call immediately

Notes:

- DialMate’s LEDs light up every time its line is ringing or goes “off hook”.
- Enter the telephone number as if you were calling from DialMate’s location, including carrier access (e.g., 1010333, 1010222, etc.), area code (e.g., 1XXX), or outbound international numbers (e.g., 011, from the USA).
- If a mistake is made during dialing, dial “#7” immediately, wait for 3 beeps and then re-dial the correct number followed by “#”.
- If your call did not go through, enter “#7” and repeat.
- When the call is over and you wish to make another call, dial “#7”, wait for 3 beeps, then enter the next number you wish to call followed by “#”.
- Always dial “#0” to disconnect DialMate before hanging up. Otherwise, it will take time before DialMate detects the end of the call causing unnecessary charges. This is also true when the called line is busy or there is no answer.
- DialMate times the call in accordance with the pre-programmed call length timer (see Program H, under “Programming Instructions”). When the pre-programmed time is reached, DialMate gives a four-beep warning and hangs up in approximately 15 seconds. To extend the call, just press any key or digit and the connection will be extended for another pre-programmed time.
- DialMate also monitors the activity of the call. It can detect busy signal, reorder or fast busy, dial tone, and ring back. All of which will cause it to disconnect after a pre-set time.
- The following shows the approximate disconnect times should you forget to enter “#0” before hanging up:
 - Busy signal - 20 seconds.
 - Reorder (fast busy) – 20 seconds

- Ring back (no answer) - 2 minutes.
- Dial tone – 15 seconds
- Other - user programmed call length timer (1 minute to 56,000 minutes).




Special Call Back (Enabled on Either Line or Both)

STEPS	USER	DIALMATE
↪ call either line, ring once and hang up		detects 1 or 2 rings; other line goes off-hook and dials its first call back no.
↪ answer call, then enter the user PIN followed by “#”(e.g., “1111#”)	<input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="#"/>	checks PIN
↪ wait for 3 beeps		
↪ enter destination number (e.g., “7381634”) followed by “#”	<input type="text" value="7"/> <input type="text" value="3"/> <input type="text" value="8"/> <input type="text" value="1"/> <input type="text" value="6"/> <input type="text" value="3"/> <input type="text" value="4"/> <input type="text" value="#"/>	dials destination number on other line and bridges the 2 lines
↪ to terminate call, enter “#0”	<input type="text" value="#"/> <input type="text" value="0"/>	disconnects call immediately

CALL BRIDGE

Call bridge allows you to make a local call to either line port of the CM2000 and then bridge the other line to make long distance calls.

Call Bridge (Caller ID Recognition enabled)

STEPS	USER	DIALMATE
↪ call DialMate from anywhere		detects ring, checks caller id and answers on pre-programmed number of rings
↪ wait for beeps		 caller id recognized  caller id unrecognized
↪ if 3 beeps, enter destination number followed by “#”	<input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="#"/>	dials destination number and bridges call
↪ if 2 beeps, enter user or programming PIN (to program) followed by “#”, wait for 3 beeps and follow step above		checks PIN 

↪ to terminate the call, enter “#0” before hanging up	# 0	disconnects the call immediately
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Notes:

- If caller id recognition is disabled, all callers must enter a user or programming PIN to do a call bridge or program DialMate, respectively.
- If caller’s id is recognized and the caller wants to program instead of doing a call bridge, he can enter “#5” and then the programming PIN to enter the programming mode.

Jumping to Call Bridge from Programming Mode

If you do not know or if you forget the user PIN but you know the programming PIN you can jump to call bridge from the programming mode.

STEPS	USER	DIALMATE
↪ while in programming mode or after completing any program changes, enter “08”	0 8	switches to call bridge mode and saves all program changes
↪ wait for 3 beeps		🔔🔔🔔
↪ enter destination number (e.g., “831-4444”) followed by “#”	#, 8 3 1 4 4 4 4 #	connects the call
↪ to terminate the call, enter “#0” before hanging up	# 0	disconnects the call immediately

CALL FORWARD

When call forward is enabled and the programmed forward number is selected, DialMate will forward incoming calls to the number (domestic or international).

STEPS	USER	DIALMATE
↪ call one of the lines		2 nd line goes off-hook, dials forward no., bridges 1 st line and connects call
↪ to terminate the call, enter “#0”	# 0	disconnects the call immediately

Notes:

1. During call forward, the “#7” (re-dial) function is disabled for security.
2. To jump to call bridge or to program from call forward, enter “#5”, wait for two beeps and then enter the appropriate PIN.

VII. TROUBLESHOOTING

Unable to Program DialMate

1. Connection error. Check connections against installation drawing, Fig. 1 in the “PROGRAMMING SETUP” section.
2. Telephone used to program DialMate is at the “pulse” setting. Ensure that the telephone is at the “tone” setting.
3. Late in entering commands during programming.

DialMate Does Not Call Back

1. Call back number has not been programmed or has been programmed incorrectly. See “PROGRAMMING INSTRUCTIONS”.
2. There is a power failure at DialMate’s location. Wait until power is restored.
3. More than two rings have occurred before hanging up. Wait for five minutes, and then re-dial.
4. Telephone line where DialMate is installed doesn’t have “tone” calling capability. Install in a telephone line that has “tone” capability.
5. Busy carrier or destination country telephone lines.
6. Other telephone accessories (e.g., fax, answering machines, etc.) connected on the same line are interfering. Set other telephone accessories to answer at a different ring setting.
7. Call Forward/Transfer is enabled and number of rings is set to zero or one ring. Set number of rings to two or higher.

DialMate Disconnects Upon Entering the Security Code/PIN

1. Wrong code (user or programming code/PIN) was entered. Enter correct code. If you forget your user code/PIN, you must access the unit using the programming code/PIN and program a new user code/PIN.
2. You are using a speakerphone on high volume. Lower the volume.
3. The telephone at the call back number is set to “pulse”. Set it to “tone”.

DialMate Does Not Call Forward

1. No call forward number has been programmed or call forward has not been enabled. See Program F and G under “Programming Instructions”.
2. Other telephone accessories are interfering. Set other telephone accessories to answer at a higher ring setting.

VIII. WARRANTY

WHAT IS COVERED

Any defect in materials or workmanship.

What We Will Do

If your product is defective and returned within 30 days of the date it is purchased, we will replace it at no charge to you. If returned after 30 days but within one year of the date of purchase, we will repair it or, at our option, replace it at no charge to you. If we repair your product, we may use new or reconditioned replacement parts. If we choose to replace your product, we may replace it with a new or reconditioned one of the same or similar design. The repair or replacement will be warranted for either (a) 90 days or (b) the remainder of the original one-year-warranty period, whichever is longer.

Limitations

Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to one year from date of purchase. We will not pay for shipping, loss of time, inconvenience, loss of use of your product, or property damage caused by your product or its failure to work, or any other incidental or consequential damages. In no event shall WoodTel, Inc. and its authorized dealers be liable for any damages other than the repair or the replacement of the product.

What We Ask You to Do

To get warranty service for your product, you must provide proof of the date of purchase. Within 30 days of the date it was purchased, return your product to the dealer from whom you purchased it, for replacement. After 30 days, call us at 650-738-1655 for the address of your authorized dealer or refer to the dealer whose name is written on the last page of this manual. If you ship your product to your authorized dealer, you must prepay all shipping costs. We suggest you retain your original packing material in the event you need to ship your product. When sending your product to your authorized dealer, include your name, address, phone number, proof of date of purchase, and a description of the operating problem.

After repairing or replacing your product, we will ship it to your home or office in the United States at no cost to you.

WHAT THIS WARRANTY DOES NOT COVER

This warranty does not cover defects resulting from accidents, damage while in transit to our service location, alterations, unauthorized repair, failure to follow instructions, misuse, fire, flood, and acts of God. Nor do we warrant your product to be compatible with any particular telephone equipment or party line, key telephone systems or more sophisticated customer premises switching systems. If your product is not covered by our warranty, call us at 650-738-1655 for advice as to whether we will repair your product and for other repair information, including charges.

This warranty is the only one we give on your product and it sets forth all our responsibilities regarding your product. There are no other express warranties.

YOUR AUTHORIZED DEALER IS

Name: _____
ID: _____
Phone: _____ Fax: _____
Street or PO Box: _____
City: _____
State: _____
Country: _____

To make additional purchases, repair or replace your product, or provide feedback on any aspect of the product or service, please contact this authorized dealer.

Patent Numbers: 6,128,375; 4,737,982; 4,670,628
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