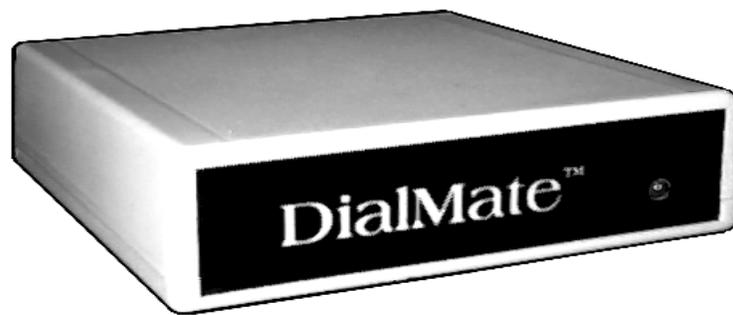# DialMate®

## User's Manual

**CM 1002**

INTERNATIONAL VERSION 1.0

**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.  CM 1002                    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

- Single Line Call Back/Call Bridge/Call Forward/Call Transfer System
- Power Supply: 120VAC/12VDC/9VAC  50mA Adapter (provided)
- Connections: RJ11C Modular Jack
- Dimensions: 6" W x 4 1/4" L x 1 1/2" H   Weight: 1lb.
- Complies with Part 68 and Part 15 FCC Rules

## SYSTEM REQUIREMENTS

- Telephone line at installation: Analog, tone and three-way (conference)/transfer calling capable
- Telephone for on-site programming: Tone capable
- Telephone line at call back location: Analog or digital; pulse or tone capable
- Telephone at call back location: Tone capable or else use a pocket tone dialer (available in most electronic stores).

# II. C O N T E N T S

# III.  OVERVIEW

DialMate is an intelligent call management system that, once installed  on an analog telephone line with three-way (conference)/transfer calling,  reverses, bridges and  forwards/transfers calls, resulting in tremendous savings on your phone bills.

DialMate is simple to use and does not require a computer or programming skills. It works with fax machines, modems and telephone dialers.  Because call charges are from DialMate's location, you can take advantage of low residential, business and cellular/mobile phone rates, compared with rates of pay phones, calling cards, hotels and foreign telephone companies.

The device is equipped with a voice chip that can record a message to get through hotel and PBX operators or request callers to stay on the line while their calls are being forwarded or transferred.  This gives you the convenience and flexibility you need to communicate wherever you may be.  With DialMate, you can make free calls from hotel rooms, pay phones, and cellular phones; double the range of local or toll-free calls; eliminate charges for call forwarding services; and completely bypass foreign telephone companies' long distance charges when calling from overseas.

## FEATURES/APPLICATIONS/BENEFITS

- Can be used as a call back, call bridge, call forward or call transfer device without a computer.

- If installed on an USA 800 number, the line can be used as a toll-free international number. This will provide foreign companies/individuals with virtual USA presence.

- Enables foreign (outside the USA) users to access USA 800 numbers without assistance of an operator.

- Enables international user to take advantage of the low rates charged by telephone companies/long distance carriers in the United States. USA outbound call rates are cheaper than international call back provider rates by as much as 60%, and foreign telephone companies by as much as 80%.

- Calls made through DialMate offer more privacy than calls made through international call back providers. This is very important to business since their calls go through their own switch rather than through a service provider. Records of their calls are also kept within their companies.

- Eliminates minimum usage and monthly fees charged by international call back providers.

- Enables domestic user to take advantage of low residential/business rates versus pay phone/calling card/ hotel rates and surcharges.

- Enables users to earn rebates and perks (e.g., flight mileage) offered by carriers, by charging all calls to their residential or business phones.

- Enables users to charge their personal calls to their home phone when at work, and telecommuters to charge their business calls to their companies when working at home.

- Enables the user to make multiple calls without hanging up between calls. This eliminates surcharges commonly levied by hotels and calling card companies.

- The desired call back or call forward/transfer telephone numbers (up to 78 digits), as well as the other functions, can be programmed on-site (locally) or remotely over telephone lines even when the user is not at the pre-programmed number. This allows the user to have a roaming call back, call forward or call transfer phone number.

- DialMate can be installed on any direct-dialed analog telephone line or PABX extension.

- The call back/forward/transfer telephone number can reside in an operator-assisted PBX (such as in hotels and companies where PBX extensions cannot be dialed directly). A digital voice chip on the device can record a message to get through operators or request callers to stay on the line while their calls are being forwarded/transferred.

- It is compatible with all touch tone phone (Dual Tone Multi-Frequency) systems including facsimile machines, modems, and telephone dialers.

- 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 security code prevents unauthorized persons from using or reprogramming the device.

- Free air time calls to anywhere can be made when used with some cellular phone plans.

- When used as a call forward/transfer device on their land-based telephone lines, cellular phone users can be reached wherever they may be. Phone companies' call forwarding services cannot forward calls to international destinations.

- Extends the range of cellular phone calls to international destinations without modifying the user's calling plan or obtaining special permission from the cellular service provider.

- Secures caller ID and location. The device's phone number will appear on the called party's caller ID machine, not the number where the user is calling from.  This is very useful and most of the time a necessity for users (especially security and law enforcement personnel) who don't want to give out their unlisted numbers, cellular phone numbers, or location.

- Eliminates the telephone company's monthly charges for call forward/transfer services.

- 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.

- A "must have" for telecommuters, importers, exporters, SOHOs, sales and field service personnel, travelers, tourists, expatriates, embassy personnel, armed services personnel, Internet users who don't have local access, cellular phone users, multinational companies, students, or anybody away from their home or office phone. In other words, don't leave your phone without it!

# IV. ON-SITE PROGRAMMING

## ON-SITE PROGRAMMING SETUP
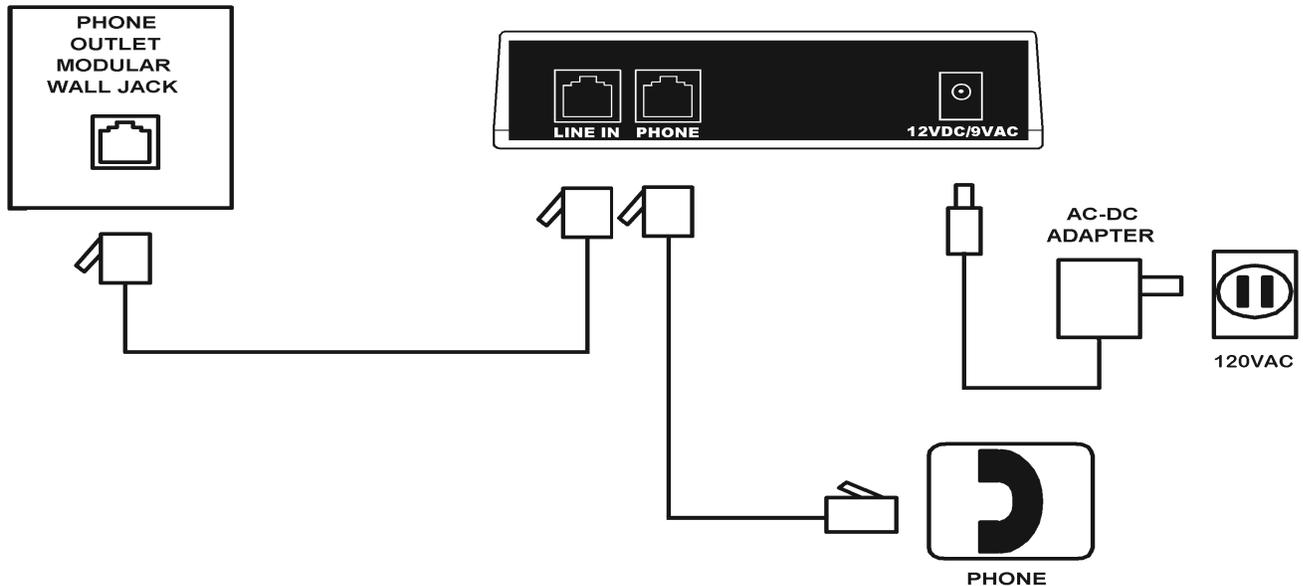


Fig. 1  Connection diagram for on-site programming

⊠ LINE IN - Locate the telephone line that has "tone" and conference calling capabilities and a telephone that is set to "tone".  Unplug the telephone from the phone outlet modular wall jack. Locate the supplied modular telephone cord and plug one end into the wall jack.  Plug the other end of the cord into "Line In" (see Fig. 1).

⊠ PHONE - Use the telephone cord attached to the telephone and plug the free end of the telephone cord into DialMate's jack labeled, "Phone".

⊠ 12VDC/9VAC - Plug the output of the supplied adapter into DialMate's power jack and then plug the adapter into a 120 VAC outlet that is not connected to a wall switch.

## PROGRAMMING INSTRUCTIONS

To enter programming mode, lift the handset of the telephone connected to DialMate's "Phone" jack (you will hear no dial tone) and press the "#" key.  Follow the appropriate programming instructions below.

Initiate programming instructions within 3 seconds of the 2-beep prompt.  Otherwise DialMate will go out of program mode in which case, you will have to wait at least 10 seconds and then press "#" again to get another 2-beep prompt.  Three beeps confirm successful programming and two beeps prompt for the next instruction.

Programs A and B are mandatory for call back, call bridge and remote access.

## Program A:  Setting the Security Code/PIN

| STEPS | USER | DIALMATE |
|---|---|---|
| ✎ press "5" | 5 | |
| ✎ wait for a beep | | 🔔 |
| ✎ enter a 4-digit code (not "#" or "*", e.g., "4609") | 4 6 0 9 | |
| ✎ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

PIN is set to "4609"

Notes:

- You can change the code remotely if you know the existing code.
- You cannot access and operate DialMate remotely if you forget your security code.  You will have to reprogram DialMate on-site for a new code.

## Program B:  Setting the Call Back Numbers

DialMate can store up to two different callback numbers.  The second number will only be used if connection to the first number is unsuccessful.

### Store 1 Number

| STEPS | USER | DIALMATE |
|---|---|---|
| ✎ press "*" | * | |
| ✎ wait for a beep | | 🔔 |
| ✎ enter the call back phone number (e.g., "9 pause 14153550132") | 9 # * 1 4 1 5 3 5 5 0 1 3 2 | |
| ✎ wait for a beep | | 🔔 |
| ✎ do not press any key | | |
| ✎ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

During call back, DialMate will dial '9', pause for 1.5 seconds and then dial '14153550132'.

### Store 2 Numbers

| STEPS | USER | DIALMATE |
|---|---|---|
| ✎ press "*" | * | |
| ✎ wait for a beep | | 🔔 |
| ✎ enter the 1st call back phone number (e.g., "14153550132#") | 1 4 1 5 3 5 5 0 1 3 2 # # | |

| | | |
|---|---|---|
| ↳ wait for a beep | | 🔔 |
| ↳ enter the 2<sup>nd</sup> call back phone number (e.g., "14153201355#) | 1 4 1 5 3 2 0 1 3 <br> 5 5 # # | |
| ↳ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 <br> 🔔🔔 |

DialMate will call back '14153550132#' first. If no PIN entry is detected at that number, it will hang up and callback '14153201355#'.

Notes:

- To enter a "#" into the dial string (e.g., 14153550132#), dial "# #".
- 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.
- The two numbers combined may be up to 78 digits long and can be any combination of digits from "0" to "9" as well as "*" and "#".

## Program C: Enabling/Disabling Call Forward or Call Transfer

The call transfer and call forward functions cannot be both active at the same time. When one is enabled, the other is disabled.

Note that call transfer is automatically selected if the call forward/call transfer number is less than 5 digits long. To force call forward operation even if the call forward number is less than 5 digits long, add "# *"s to the call forward number. Each "# *" will cause a 1.5 second delay in dialing and will count as 1 digit. (See Program D notes for additional information)

### Select Call Forward and Set Number Of Rings

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ press "4" | 4 | |
| ↳ wait for the beep | | 🔔 |
| ↳ press any key (e.g., "1") 1 to 10 times corresponding to the desired number of rings before DialMate answers | 1 1 1 1 | |
| ↳ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 <br> 🔔🔔 |

DialMate will answer and forward incoming calls on the 4<sup>th</sup> ring.

### Select Call Transfer and Set Number Of Rings

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ press "7" | 7 | |

| | | |
|---|---|---|
| ↳ wait for the beep | | 🔔 |
| ↳ press any key (e.g., "1") 1 to 10 times corresponding to the desired number of rings before DialMate answers | [1][1][1][1] | |
| ↳ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

DialMate will answer and transfer incoming calls on the $4^{th}$ ring.

For call forward and call transfer functions to operate properly, make sure that any answering machine, fax or modem connected to the same line is set to answer after a higher number of rings. When call forward/transfer is enabled, record an 8-second voice message (see Program E) telling the caller to stay on the line as it takes a few seconds to forward/transfer the call.

Note: When a single ring (desired number of rings before DialMate answers) is chosen to trigger call forward/transfer, the normal call back mode is disabled. However, call back can still be initiated by entering "9" during the remote programming mode (see "Remote Programming").

Disable Both Call Forward and Call Transfer

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ press "4" or "7" | [4] | |
| ↳ wait for the beep | | 🔔 |
| ↳ do not press any key | | |
| ↳ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

Call Forward and Call Transfer are both disabled.

## Program D:  Setting the Call Forward/Call Transfer Numbers

Store 1 Number

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ press "8" | [8] | |
| ↳ wait for a beep | | 🔔 |
| ↳ enter the call forward/transfer number (e.g., "9 pause 14153550132") | [9][#][*][1][4][1][5][3] [5][5][0][1][3][2] | |
| ↳ wait for a beep | | 🔔 |
| ↳ do not press any key | | |
| ↳ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

DialMate will forward/transfer the call to '9, pause for 1.5 seconds, 14153550132'.

Store 2 Numbers (Call Forward Only)

| STEPS | USER | DIALMATE |
|---|---|---|
| ✤ press "8" | 8 | |
| ✤ wait for a beep | | 🔔 |
| ✤ enter the 1st call forward phone number (e.g., "14153550132") | 1 4 1 5 3 5 5 0 1 3 2 | |
| ✤ wait for a beep | | 🔔 |
| ✤ enter the 2nd call forward phone number (e.g., "14153235501#") | 1 4 1 5 3 2 3 5 5 0 1 # # | |
| ✤ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

DialMate will forward the call to '14153550132'.  If the caller presses "*", the call will forward to '14153235501#'.

Notes:

– Enter the call forward/transfer number exactly as if calling from a telephone connected to DialMate's phone line.
– The 2 numbers combined may be up to 78 digits long and can be any combination of digits from "0" to "9" as well as "*" and "#".
– If any number is less than 5 digits long, the call transfer function is used regardless of the selected mode under Program C.  To override this feature and force call forward for numbers with less than 5 digits, pad the call forward number with pauses ("# *").  For example, assuming call forward is selected, programming "1 2 3 4" will invoke call transfer; programming "# * 1 2 3 4" will force call forward.
– During the call forward function, the first number is skipped when the caller presses "*" during the voice playback.  Only one number can be stored for call transfer.

## Program E:  Recording a Voice Message

The message will be played back during call back, call forward/transfer and switching operations.  During switching, the first three seconds will be played and will loop to notify the called party that they have a call and request them to stay on the line.  During call forward/transfer, only the first half of the message (first 8 seconds) will be played and the recording will not loop.  During call back, the full eighteen-second message will play and loop.

| STEPS | USER | DIALMATE |
|---|---|---|
| ✤ press "6" | 6 | |
| ✤ wait for a beep | | 🔔 |

| | | |
|---|---|---|
| ✋ begin speaking to record up to an 18-second message | speak clearly | records message |
| ✋ beep marks end of recording | | 🔔 |
| ✋ listen to confirm message | | plays recording |
| ✋ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

Below are examples of messages that can be used for switching, call forward and call back operation. You should time the recording so that the appropriate message is heard accordingly.

Examples of a message script:

"Please press "#" and stay on the line.  Please stay on the line while we connect your call.  Operator, please connect this call to Mr./Ms. _____, room/extension 1132. This message will be repeated, thank you."  (Spell the name if room or extension is unknown)."

"To send a fax, press the "*" key, or stay on the line for the next available representative."

## Program F:  Setting the Call Length Timer

DialMate operates unattended and there are cases where the telephone line is not disconnected even after the caller hangs up.  The call length timer assures that DialMate will disconnect automatically at the pre-programmed time should the caller forget to turn it off before hanging up. Allow enough time for fax or modem operations to finish, as you will not hear the disconnect-warning beeps during these operations (see "Operation" section).

| STEPS | USER | DIALMATE |
|---|---|---|
| ✋ press "3" | [3] | |
| ✋ wait for a beep | | 🔔 |
| ✋ select one from the ff.:<br>0 (approximately   5 minutes)<br>1 (approximately  10 minutes)<br>2 (approximately  20 minutes)<br>3 (approximately  30 minutes)<br>4 (approximately  60 minutes)<br>5 (approximately 120 minutes) | [0] | |
| ✋ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

Call length timer set to 5 minutes.  This is the default condition.

## Program G:  Setting the Conference Mode

If connecting directly to a telephone line, select normal three-way calling (option 1). If operating inside a PABX, specify whether the PABX outside lines support three-

way calling (option 1 below) or the PABX uses two outside lines (option 2) to perform conference calls. Consult your PABX manual for the correct setting.

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ press '0' | ⓪ | |
| ↳ wait for the beep | | 🔔 |
| ↳ select either of the two:<br>1 (PABX uses C.O. 3-way)<br>2 (PABX uses 2 lines) | ① | |
| ↳ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔<br>🔔🔔 |

DialMate is now set for PABX conference using 1 outside line. This is the default condition.

## Program H: Setting the PABX Prefix and Suffix *(Skip if not installing in a PABX)*

Three-way conference calling and Centrex services provided by telephone companies require only two flash hooks to connect the calls. On PABX systems however, conference calling is implemented by either using two outside lines (PABX conference) or by using the three-way calling capability of just one outside line (PABX External Feature Access). For each method, some PABX systems may require a number of digits to be entered aside from flash hooks to perform the conference function. DialMate supports these PABXs by providing an option to dial a number of digits after the first (Prefix) and second (Suffix) flash hooks. This way, DialMate will work behind PABXs using either method. Check your PABX manual for the correct dialing procedure.

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ press "2" | ② | |
| ↳ wait for a beep | | 🔔 |
| ↳ enter up to 16 digits for the PABX Prefix (e.g., "8 pause 9") | ⑧ # * ⑨ | |
| ↳ wait for a beep | | 🔔 |
| ↳ enter up to 16 digits for the PABX Suffix (e.g. "7") | ⑦ | |
| ↳ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔<br>🔔🔔 |

PABX prefix is now set to "8",pause,"9"; PABX suffix is now set to "7".

For example, using a single outside line with 3-way calling service, the PABX requires that the digit "0" be entered after each flash hook in order to flash the outside line:

> ↳ set the PABX Prefix to "0", set the PABX Suffix to "0"
> ↳ set the PABX Conference Mode to mode 1  (Program G)
> ↳ to call phone number "988-9923" enter "⑨⑧⑧⑨⑨②③#"

- ✍ after the 1ˢᵗ flash hook, DialMate will dial the PABX Prefix ("0") to flash the outside line, put the caller on hold and then get another dial tone
- ✍ DialMate will then pause for 3 seconds, then dial "9889923"
- ✍ after the second flash hook, DialMate will dial the PABX Suffix ("0") to flash the outside line again and conference the calls

Make sure the PABX Prefix and Suffix are both clear if not installing inside a PABX.

Clearing the PABX Prefix and Suffix

| STEPS | USER | DIALMATE |
|---|---|---|
| ✍ press "2" | [2] | |
| ✍ wait for a beep | | 🔔 |
| ✍ do not press any key | | |
| ✍ wait for a beep | | 🔔 |
| ✍ do not press any key | | |
| ✍ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

PABX Prefix and Suffix are now both clear.  This is the default condition.

## Program I:  Setting the Flash Hook Duration

By default, DialMate's flash hook is set at 500 milliseconds.  However, some foreign telephone lines or PABXs expect shorter or longer flash hooks.  If DialMate is not able to get another line after the 1ˢᵗ flash hook, i.e., you hear DialMate's dialing tones after the flash hook, then adjust the flash hook duration accordingly.

| STEPS | USER | DIALMATE |
|---|---|---|
| ✍ press "66" | [6][6] | |
| ✍ wait for a beep | | 🔔 |
| ✍ select one from the ff.:<br>0 (100 ms)<br>1 (250 ms)<br>2 (500 ms)<br>3 (700 ms)<br>4 (800 ms)<br>5 (1 second) | [2] | |
| ✍ wait for the 3-beep confirmation, then the 2-beep prompt for the next instruction | | 🔔🔔🔔 🔔🔔 |

Flash hook duration is now set to 500 milliseconds.  This is the default condition.

Note: Enter the sixes (66) one second apart but not more than two seconds. DialMate needs to distinguish a message program from a flash hook program.

# V.  SETUP FOR NORMAL USE

## CHECK YOUR EQUIPMENT

☑ AC-DC power adapter

☑ DialMate unit

☑ Modular telephone cord (included)

☑ Dual Jack adapter (included)

☑ Tone capable telephone line with 3-Way Calling ( ordered from your phone company)

☑ Analog telephone with modular cable (user supplied)

The telephone line must have tone and conference calling capabilities.  DialMate will not work on pulse dialing systems.

## MAKE THE CONNNECTIONS
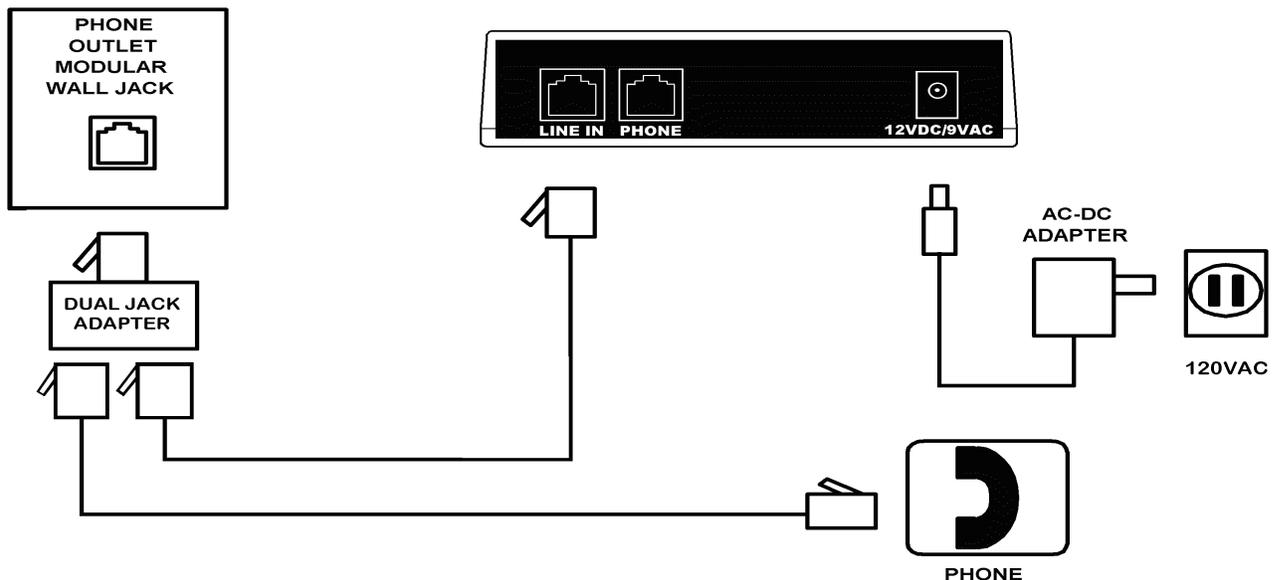


Fig. 2  Connection diagram for normal use.

After on-site programming, disconnect the telephone cord from DialMate's "Phone" jack.  Disconnect DialMate's "Line In" cord from the wall jack/PABX extension.  Connect the supplied dual jack adapter into the wall jack (see Fig. 2).  Connect DialMate's "Line In" cord and the telephone cord into the dual jack adapter.  Keep DialMate's AC-DC adapter plugged in.  If you want to connect a telephone to the same line, plug the phone cord from the telephone set into the vacant port on the dual jack adapter.  This is the equipment configuration for normal use.

# VI. REMOTE PROGRAMMING

## WHEN THE USER IS NOT AT THE CALL BACK NUMBER

| STEPS | USER | DIALMATE |
|---|---|---|
| ✎ call DialMate (dial the number on which it is installed, e.g., "851-9566") | 8 5 1 9 5 6 6 | |
| ✎ wait for 3 rings then hang up | | |
| ✎ after 7 seconds but less than 2 minutes, call DialMate again | 8 5 1 9 5 6 6 | |
| ✎ wait for DialMate to answer | | answers on 3rd ring |
| ✎ wait for one beep | | 🔔 |
| ✎ enter the PIN (e.g., "1234") within 3 seconds, otherwise DialMate will hang up | 1 2 3 4 | |
| ✎ wait for two beeps | | 🔔🔔 |
| ✎ DialMate is now in programming mode. Select from Programs A through I, as applicable | | |

## WHEN THE USER IS AT THE CALL BACK NUMBER

| STEPS | USER | DIALMATE |
|---|---|---|
| ✎ call DialMate and immediately hang up after one ring | 8 5 1 9 5 6 6 | |
| ✎ wait for call back | | dials the call back number |
| ✎ answer DialMate's call | | |
| ✎ at the end of the message (if any), enter the PIN (e.g., "1234") | 1 2 3 4 | |
| ✎ wait for two beeps | | 🔔🔔 |
| ✎ to go to programming mode, enter "# 9" | # 9 | |
| ✎ wait for one beep | | 🔔 |
| ✎ enter the PIN again | 1 2 3 4 | |
| ✎ wait for two beeps | | 🔔🔔 |
| ✎ DialMate is now in programming mode. Select from Programs A through I, as applicable, from "Programming Instructions". | | |

Notes:

- Make sure program instructions are entered within three seconds after the two-beep prompt.  Otherwise DialMate will time out and hang up.
- Should you want DialMate to do an immediate call back after re-programming it to where you are, press the "⑨" key, hear three beeps to confirm and then hang up immediately.  DialMate will disconnect and immediately call back to your location.
- After completing all desired programming, hang up the phone to exit.  There is no need to enter "#0" to terminate the call during remote programming.

# VII. OPERATION

DialMate counts the number of rings of each incoming call. From this information, DialMate performs one of the following functions:

## 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 also very useful for cellular phones with free air time on incoming calls. If DialMate detects one or two rings (and only one or two) on the phone line, it will call the programmed call back number(s).

Things to do before using Call Back:

➢ program DialMate with your security code (PIN)
➢ program DialMate with up to two desired call back numbers (e.g., your hotel phone, a friend's house or your cell phone)
➢ record a voice message (e.g., telling an operator to connect to your room or extension), if DialMate has to call back to an operator-assisted location
➢ leave DialMate powered up and connected to the phone line
➢ set any fax or answering machine sharing DialMate's phone line to answer after five rings or more

How the Two Call Back Number Feature Works

| STEPS | USER | DIALMATE |
|---|---|---|
| ✎ call DialMate from the call back number and then hang up after 1 or 2 rings | | detects 1 or 2 rings, dials the $1^{st}$ call back number, plays back the user-recorded message (if any), loops and waits for the PIN for approximately 2 minutes |
| ✎ if no PIN is detected after 2 minutes, DialMate will try the $2^{nd}$ call back number, if any | | hangs-up first call, waits for 5 seconds, dials the $2^{nd}$ call back number, plays back the user-recorded message (if any), loops and waits for the PIN for approximately 2 minutes |
| ✎ if no PIN is detected after 2 minutes for the $2^{nd}$ number | | discards call back request and goes into idle mode |

Programming two call back numbers increases the chances of DialMate being able to complete a call back operation.  Two different numbers can be programmed (e.g. a house phone and a cell phone) to enable the call back function to be used in two locations without the need for reprogramming.   As long as no PIN is detected during the first attempt, DialMate will automatically dial the second number.  The two numbers can also be the same making DialMate re-dial in case the first attempt gets a busy signal.

## Call Back - Voice

| 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, wait for end of message, if any, then enter the PIN (e.g., "1234") | 1 2 3 4 | |
| ⤷ wait for two beeps | | 🔔🔔 |
| ⤷ dial the number to be called (up to 30 digits) followed by a "#" (e.g., "14159556666#") | 1 4 1 5 9 5 5 6 6 6 6 # | stores the dialed digits, proceeds with 1$^{st}$ flash hook, dials prefix (if any), then dials the number |
| ⤷ wait for DialMate to connect the call | | waits for 8 seconds or for 1$^{st}$ ring, plays the switching message before doing a 2$^{nd}$ flash hook then dials suffix (if any) and connects the call |
| ⤷ engage in normal conversation with called party | | monitors the call for user commands and disconnect codes |
| ⤷ to make another call, dial "#8" | # 8 | disconnects the other party |
| ⤷ wait for 2 beeps | | 🔔🔔 |
| ⤷ dial next number (e.g., "955-7777#") | 9 5 5 7 7 7 7 # | same as above |
| ⤷ dial "#9" to enter REMOTE PROGRAMMING | # 9 | |
| ⤷ wait for 1 beep | | 🔔 |
| ⤷ enter PIN (e.g., "1234") | 1 2 3 4 | |
| ⤷ wait for 2 beeps | | 🔔🔔 |

| | | |
|---|---|---|
| ✋ enter programming instructions A through I as applicable | | |
| ✋ dial "#0" to disconnect DialMate before hanging up | #0 | disconnects and goes to idle mode |

Notes:

- DialMate's LED lights up every time DialMate goes "off hook", or blinks during a flash hook.
- Enter your PIN during silent periods because voice playback and background noise add distortion and may cause the device to disconnect or not respond.
- 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 more than 30 digits are entered, DialMate will reject the number and will prompt the user with two beeps to try again.
- The digits must be entered within 12 seconds of each other. Otherwise, DialMate will assume dialing is finished and move on to the next step.
- If a mistake is made during dialing but before the flash hook, dial "#8" immediately, wait for 2 beeps and then re-dial the correct number.
- If you want DialMate to dial a "#" after dialing the phone number (for faster connection on some carriers), hit "#" quickly two times.
- The PABX Prefix and Suffix are for storing special number codes to enable DialMate to work inside a PABX system.  The PABX Prefix is dialed after the first flash hook.  The PABX Suffix is dialed after the second flash hook (see Program H under "Programming Instructions").
- If your call did not go through, enter "#8" and wait for the 2-beep prompt. You can then re-dial the number or call another number.
- When the call is over and you wish to make another call, dial "#8", wait for two 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 F, under "Programming Instructions"). When the pre-programmed time is reached, DialMate gives a two-beep warning.  Dial any digit to extend the call by another period equal to the pre-programmed time, or else DialMate will disconnect within ten seconds.

- DialMate also detects silent periods during a call. Silence for two minutes will cause DialMate to give a two-beep warning. Dial any digit to reset the two-minute silence timer, otherwise DialMate will disconnect in ten seconds.
- DialMate also monitors the activity of the call. It can detect busy signal, ring back, conversation, and both parties hanging up. 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 - 1 minute.
  - ➢ Ring back (no answer) - 3 minutes.
  - ➢ Both parties hanging up (call supervision provided by telephone company) -10 seconds.
  - ➢ No activity (silence for more than two minutes) - 2 minutes
  - ➢ Other - user programmed call length timer (5 minutes to infinity).

## Call Back - Cellular Phones

Make sure your cell phone number is programmed as the call back number.

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ call DialMate from the cellular phone, wait for one ring, and hang up immediately | | detects the ring, then dials the call back number |
| ↳ Answer upon call back , wait for end of message, if any, then enter the PIN (e.g., "1234"). Do not press the "SEND" button. | [1][2][3][4] | |
| ↳ wait for 2 beeps | | 🔔🔔 |
| ↳ Dial the number to be called (up to 30 digits) followed by "[#]". Do not press the "SEND" button. | [9][5][5][7] [7][7][7][#] | stores the dialed digits, flash hooks and dials the number |
| ↳ wait for DialMate to connect the call, then Proceed as in Call Back - Voice | | Plays switching message, flash hooks again and connects the call |

## Call Back - Facsimile (Fax)

Set the fax machine's reception mode to manual or set the fax machine to answer after two or more rings before starting the call back operation.

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ Pick up the handset of the fax machine and call DialMate. After | | detects the ring, waits 8 seconds then dials the call |

| | | |
|---|---|---|
| hearing one or two rings, hang up immediately. | | back number |
| ✍ Within 20 seconds, the fax machine rings; answer immediately after a single ring and wait for the end of the recorded message, if any. | | plays back any recorded message |
| ✍ enter PIN (e.g., "1234") | [1][2][3][4] | |
| ✍ wait for 2 beeps | | 🔔🔔 |
| ✍ Dial the number to be called (up to 30 digits) followed by a "[#]". | [9][5][5][7] [7][7][7][#] | Stores dialed digits, flash hooks and dials number |
| ✍ wait for DialMate to connect the call | | Plays switching message, flash hooks, and connects the call |
| ✍ when the called fax machine answers and gives a fax tone, press the "start" button to initiate the fax operation | START | |
| ✍ replace the handset on its cradle and watch the status of the call | | |
| ✍ to make another call after the document has been confirmed sent, pick up the handset immediately and press "STOP" on your fax machine (only for non-PABX DialMate installations) | | |
| ✍ enter "[#][8]" | [#][8] | |
| ✍ wait for two beeps | | 🔔🔔 |
| ✍ enter the next number to be called (e.g., "831-4444") followed by "[#]" | [8][3][1][4] [4][4][4][#] | connects the call |
| ✍ after successful transmission, pick up the handset and press "STOP" | STOP | |
| ✍ enter "[#][0]" | [#][0] | disconnects the call and goes to idle mode |

## Call Back - Modem Operation

It is recommended that the voice message recorded in DialMate be erased before starting modem operation since the voice playback might interfere with the reception of the PIN code dialed by the modem.

Most modems are set up so that they will not dial a number if a dial tone is not present. In this case, the modem string must be modified to enable the modem to dial a number without the presence of a dial tone.  For most modems, add "X0" or "X3" to the AT command to prevent dial tone detection.  Refer to your modem manual for this modification.

The modem must also be set at the "tone" setting. DialMate will not recognize "pulse" dialing. Lastly, the modem should be set to manual answer (or set the number of rings before answer to three or more), not on auto. This will prevent the modem from answering immediately during call back.

To access on-line services or to transmit a fax, the number to be dialed by the modem must be set accordingly. The dialing sequence shall consist of the four digit security code, followed by two commas (about a three second pause), the phone number to be called (including all necessary access numbers) and three commas (five second pause). Then the modem software must be set to the point of signing on or sending a fax.

Using a regular phone connected to the same line as the modem:

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ call DialMate and after hearing one or two rings, hang up immediately | | detects the ring, waits 8 seconds then dials the call back number |
| ↳ when DialMate calls back the modem, sign on or start fax transmission | **START** | stores the dialed digits, flash hooks and dials the number |
| ↳ wait for connection | | Plays switching message, flash hooks again and connects the call |
| ↳ upon sign off or completion of fax operation, lift telephone handset and enter "#0" | #0 | disconnects the call and goes to idle mode |

## CALL FORWARD/TRANSFER

When call forward is enabled, DialMate will forward all incoming calls to any of the two pre-programmed call forward numbers, depending on the caller's choice.

### Normal (Single Number) Call Forward

| STEPS | USER | DIALMATE |
|---|---|---|
| ↳ caller calls | | counts the number of rings of the |

| | | |
|---|---|---|
| | | incoming call and answers at the pre-programmed number of rings |
| ✍ DialMate plays the pre-recorded message, if any | | plays recorded message |
| ✍ caller stays on line | | flash hooks, dials 1$^{st}$ pre-programmed call forward number, plays switching message |
| ✍ called party can press any key for immediate connection | Answer and press any key 1 | flash hooks again and connects call |
| ✍ caller hangs up | | |
| ✍ enter "#0" to terminate the call | #0 | disconnects and goes to idle mode |

## Two Number Call Forward (Implementing a Mini-Auto Attendant)

By programming two call forward numbers, DialMate can skip the first number and forward the call to the second call forward/call transfer number immediately if a caller dials "*" during the voice playback portion. For example, the voice message can prompt the user to press "*" to reach a voice mail unit or a fax/data number.

| STEPS | USER | DIALMATE |
|---|---|---|
| ✍ caller calls | | DialMate counts the number of rings of the incoming call, answers at the pre-programmed number of rings and plays recorded message (if any) |
| ✍ caller presses "*" | | flash hooks, skips 1$^{st}$ programmed call forward number, dials 2$^{nd}$ number, plays switching message, flash hooks again and connects the call |
| ✍ caller hangs up | | |
| ✍ enter "#0" to terminate the call | #0 | Disconnects and goes to idle mode. |

## Call Transfer

When call transfer is enabled, all incoming calls are transferred to the pre-programmed transfer number. DialMate disconnects immediately after transferring the call.

| STEPS | USER | DIALMATE |
|---|---|---|
| ✋ caller calls | | DialMate counts the number of rings of the incoming call, answers at the pre-programmed number of rings, and plays recorded message (if any) |
| ✋ caller stays on line | | flash hooks, dials the pre-programmed call transfer number |
| ✋ Call has been transferred. | | Disconnects, goes to idle mode and connects the call |

Notes:

- Fax and modem operation will work during call forward. However, sequential faxing is not possible since re-dialing is not permitted.
- During call forward, the "#8" (re-dial) and "#9" (re-program) functions are disabled for security reasons.
- You can change the call forward/transfer numbers and enable or disable the call forward/transfer function locally or remotely at any time. (see Program C and D under "Programming Instructions")
- The voice recording is played back during switching, call back and call forward/transfer. Select a script suitable for the functions that will be active at the same time (see example scripts under Program E, in "Programming Instructions").
- Call transfer is also automatically performed if the programmed call forward number is less than five digits.
- Call transfer is also performed when the destination number dialed during call back or call bridge is less than five digits.

## CALL BRIDGE

During call bridge, the first leg of the call (from your location to DialMate) will be charged to the phone where you are, but the second leg (from DialMate to the called number) will be charged to DialMate's location. For instance, call bridge allows you to make a local call to DialMate (from a pay phone or office phone) and then use your home line to make long distance calls.

## Normal Call Bridge

| STEPS | USER | DIALMATE |
|---|---|---|
| ✎ call DialMate from anywhere and after hearing 3 rings, hang up immediately | | detects 3 rings |
| ✎ wait at least 7 seconds (but not more than two minutes) and call DialMate again | | answers on the 3$^{rd}$ ring |
| ✎ wait for one beep | | 🔔 |
| ✎ enter your PIN (e.g., "1234") within 3 seconds or else DialMate will hang up; it will disconnect immediately if the wrong PIN is entered | 1 2 3 4 | |
| ✎ wait for two beeps | | 🔔🔔 |
| ✎ enter "1" | 1 | |
| ✎ wait for two beeps | | 🔔🔔 |
| ✎ Dial the number (e.g., "831-4444") to be called (up to 30 digits) followed by a "#". | 8 3 1 4 4 4 4 # | connects the call |
| ✎ to terminate the call, enter "#0" before hanging up | # 0 | disconnects the call and goes to idle mode |

## Jumping to Call Bridge from Call Forward/Transfer

When call forward/transfer is enabled, you can enter the call bridge mode by keying in your PIN during the voice playback after DialMate answers the call. This eliminates the need to make two calls as is necessary for normal call bridge.

Make sure call forward/transfer is enabled. (Program C under "Programming Instructions")

| STEPS | USER | DIALMATE |
|---|---|---|
| ✎ call DialMate from anywhere and wait for DialMate to answer the call | | counts the number of rings and answers on the pre-programmed ring count for call forward/transfer |
| ✎ wait for the start of voice playback | | plays back recorded message |
| ✎ as soon as voice playback starts (preferably during a pause), enter your PIN (e.g., "1234") within 3 seconds between digits or else DialMate will hang up; it will also disconnect immediately if the wrong PIN is | 1 2 3 4 | detects PIN entry, stops play back and switches to call bridge mode |

| | | |
|---|---|---|
| entered | | |
| ✍ wait for two beeps | | 🔔🔔 |
| ✍ dial the number (e.g., "831-4444") to be called (up to 30 digits) followed by a "#", and wait for connection | 8 3 1 4 4 4 4 # | Stores dialed digits, flash hooks, dials the number, plays switching message, flash hooks and connects the call |
| ✍ to terminate the call, enter "# 0" before hanging up | # 0 | disconnects the call and goes to idle mode |

Note: You may enter the remote programming mode before terminating call bridge by entering "#9" and then the PIN. When call forward/transfer is enabled, you do not have to call twice to do remote programming when you are not at the call back number (see "Remote Programming").

Call bridge is equally useful for cell phone users who have unlimited free calls at certain times within their roaming area or those who have free air time calls to a designated number.  By bridging the call, you will be charged only for the second leg of the call (the land-based line where DialMate is installed).

# VIII. TROUBLESHOOTING

## Unable to Program DialMate On-Site

1. Connection error. Check connections against installation drawing, Fig. 1 in the "ON-SITE 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. Enter command buttons within three seconds of each other.

## 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" calling capability.

5. Busy carrier or destination country telephone lines.  During international calls, busy carrier or destination country telephone lines will prevent DialMate from calling back.   Wait for five minutes (DialMate will be "off-hook" for more than four minutes) and then re-dial.

6. Other telephone accessories (e.g., fax, answering machines, etc.) 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 one ring. Set number of rings to two or higher.

## DialMate Does Not Connect to Destination Number

1. Unnecessary prefix has been inadvertently programmed. Clear the prefix (see Program H).

2. Phone line where DialMate is installed does not have three-way (conference) calling. Order three-way calling from the phone company.

3. Phone company Central Office (CO) needs delay before second flash hook. Add pause(s) [#*] after dialing the destination number.

## DialMate Disconnects Upon Entering the Security Code/Pin

1. Wrong code was entered. Enter correct code.  If you forget your code, you cannot access DialMate.  You must enter a new code through on-site programming.

2. Code entered during playback of message. Wait for the recorded message to end before entering the security code or erase the message and repeat.

3. You are using a speakerphone on high volume.  Lower the volume.

4. The telephone at the call back number is set to "pulse".  Set it to "tone".

5. DTMF tone has been inadvertently entered during message recording. Re-record message and make sure no DTMF tone is present.

## DialMate Does Not Call Forward/Transfer

1. Call forward/transfer has not been enabled.  See Program C under "PROGRAMMING INSTRUCTIONS".

2. Other telephone accessories are interfering.  Set other telephone accessories to answer at a higher (5 or more) ring setting.

3. Unnecessary prefix has been inadvertently programmed. Clear the prefix (see program H).

4. Phone line where DialMate is installed does not have three-way (conference)/transfer calling. Order three-way/transfer calling from the phone company.

5. Phone company Central Office (CO) needs delay before second flash hook.  During Programming (Program D), add pause(s) [#*] after the call forward/transfer number.

## DialMate Does Not Connect During Modem Operation

1. Noisy telephone lines.  Modems are very sensitive to noisy telephone lines. You may have to use another carrier's line or lower the modem speed setting.  Make sure the other party is on the same speed.

## The On-Site Telephone Used to Program DialMate Does Not Have a Dial Tone and Does Not Receive Phone Calls

1. Check that your equipment is connected in accordance with instructions in the "SETUP FOR NORMAL USE" section.

# IX.  WARRANTY

*This warranty applies only to products purchased and used in the United States.*

## 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, use outside of the United States, 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.

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