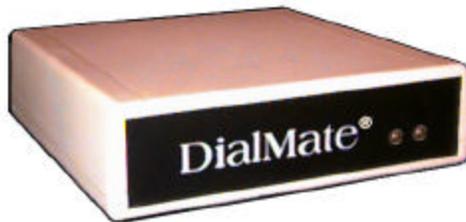# DialMate®

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.

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 call back location: Analog or digital; pulse or tone capable
- Telephone at call back location: Tone capable or 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 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.

- It is compatible with all touch-tone phone (Dual Tone Multi-Frequency) systems.

- 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

PROGRAMMING SETUP
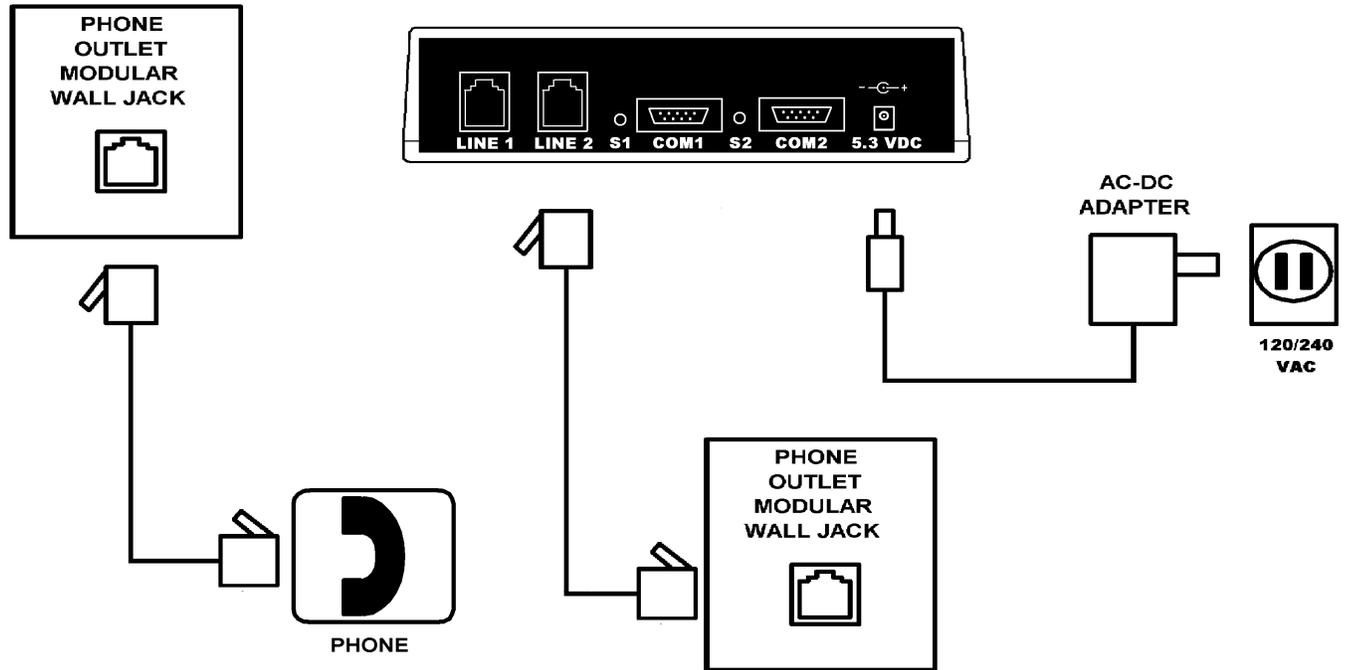
Fig. 1 Connection Diagram for On-Site Programming

- ⊠ 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.

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 "#". If the programming PIN is accepted, DialMate will generate four beeps which indicates Dialmate is now in the programming mode. Then, follow the appropriate

programming instruction(s) below and save (Program X). These instructions need not be followed in sequence.

Program A: Reset Default Factory Settings: 14

This command is used to restore default factory settings.

STEPS	USER	DIALMATE
✎ enter "14"	**14**	
✎ wait for 2 beeps, proceed to next instruction		🔔🔔

Default Factory Settings:

User PIN: 1111	Flash x100ms: 5
Program PIN: 0000	Default Forward: 1
Caller ID: Disabled	Greetings: Disabled
Real Time Clock (RTC) Checking: Disabled	Number of Rings: 3
Call Forward: Disabled	Call Duration: 20 minutes
Call Transfer: Disabled	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 plugging in the power adapter.

Program B: Set User Security Code/PIN: 10

STEPS	USER	DIALMATE
✎ enter "10"	**10**	
✎ enter a 4-digit code (e.g., "4609)	**4609**	
✎ wait for a beep		🔔
✎ enter the 4-digit code again	**4609**	
✎ wait for two beeps		🔔🔔

User PIN is set to "4609"

Notes:

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

Program C: Set Program Security Code/PIN: 11

STEPS	USER	DIALMATE
✎ enter "11"	11	
✎ enter a 4-digit code (e.g., "5678")	5678	
✎ wait for a beep		🔔
✎ enter the 4-digit code again	5678	
✎ wait for two beeps		🔔🔔

Programming PIN is set to "5678"

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 1st call back number, (e.g.,"*116508515381")	*11650851 5381	
✎ wait for 2 beeps		🔔🔔
✎ enter 2nd call back phone number, (e.g.,"*216508512534")	*21650851 2534	
✎ wait for 2 beeps		🔔🔔
✎ enter 3rd call back number, ✎ (e.g., "*316507383546")	*31650738 3546	
✎ wait for 2 beeps		🔔🔔

DialMate is set to call back 16508515381 as the 1st call back number; 16508512534 as the 2nd call back number; 16507383546 as the 3rd call back number.

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 E: Set Number of Rings Before Answer: 05

STEPS	USER	DIALMATE
✎ enter "054"	054	
✎ wait for 2 beeps		🔔🔔

DialMate will answer on the 4th ring.

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 three times and hang up. After 10 seconds but not grater 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 1st call forward number, (e.g.,"#116507380103")	#11650738 0103	
↳ wait for 2 beeps		🔔🔔
↳ enter 2nd call forward number, (e.g.,"#216502671234")	#21650267 1234	
↳ wait for 2 beeps		🔔🔔
↳ enter 3rd call forward number, ↳ (e.g., "#316502674318")	#31650267 4318	
↳ wait for 2 beeps		🔔🔔

DialMate is set to forward to 16507380103 as the 1st call forward number; 16502671234 as the 2nd call forward number; 16502674318 as the 3rd call forward number.

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"	0412	enables call forward to 2nd call forward no.
↳ enter "040"	040	disables call forward

Program H: Set Call Duration: 03

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)	0320	
✎ wait for 2 beeps		🔔🔔

Call duration is now set for 20 minutes (default).

Program I: Enable/Disable Caller ID Recognition: 06

STEPS	USER	DIALMATE
✎ enter "06"	06	
✎ enter "1" to enable caller id recognition or,	1	enables cid
✎ enter "0" to disable caller id recognition	0	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 without entering a 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	151	enables greetings
✎ enter "150"	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"	**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"	**62**	
↳ 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"	**71**	plays greeting 1
↳ wait for two beeps		🔔🔔
↳ enter "72"	**72**	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 "1612" (250ms) or ↳ enter "1615" (500ms)	**1612** **1615**	
↳ 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"	**121**	single line mode
↳ enter "122"	**122**	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"	**071**	call transfer enabled
↳ enter "070"	**070**	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"	**32373**	enters cid in

	80103	database and designates forward number

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

<u>3</u> <u>2</u> <u>3</u> <u>7380103</u>

I I I   I_ _ caller id

I I I_ _ _ _ _ 3rd programmed forward number

I I_ _ _ _ _ _ 3rd caller id entry

I_ _ _ _ _ _ _ _ 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"	02101 0201	dials prefix every time before destination number

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	241	enables RTC checking
✎ enter "240"	240	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"	25704 2604	sets day/date

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

<u>25</u> <u>7</u> <u>04</u> <u>26</u> <u>04</u>

  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 (Monday to Sunday)

  I__ __ __ __ __ __RTC Day/Date command code

Program T: Set RTC Time: 26

This command is used to set DialMate's time in 24-hour format. RTC time also
can only be programmed at DialMate's "LINE 1" port.

STEPS	USER	DIALMATE
✎ for example enter "26153200"	26153 200	sets time

RTC day/date is now set to 15:32:00 (hrs: min :sec) or 3:32:00 pm, where:

<u>26</u> <u>15</u> <u>32</u> <u>00</u>

  I   I I   I__ __SEC - 00 to 59

  I   I I__ __ __ MIN - 00 to 59

  I   I__ __ __ __HR – 01 to 23

  I__ __ __ __ __RTC Time command code

Program U: Set Day/Time to Forward Call: 27

This command sets the day and time DialMate will forward calls to the
programmed call forward numbers (Program F).

STEPS	USER	DIALMATE
✎ for example, enter "272340811"	27234 0811	sets day/time to

		forward call to program-med forward number

DialMate will forward calls to the second programmed call forward number only on Wednesdays and Thursdays, 8 am to 11 am, where:

<u>27</u> <u>2</u> <u>3</u> <u>4</u> <u>08</u> <u>11</u>

I I I I I I__ __ EHR (End Hour) - 00 to 23

I I I I I__ __ __SHR (Start Hour) - 00 to 23

I I I I__ __ __ __EDAY (End Day) - 1 to 7 (Monday to Sunday)

I I I__ __ __ __ _ SDAY (Start Day) - 1 to 7 (Monday to Sunday)

I I__ __ __ __ __ FWD# (Forward Number) - Second call forward number

I__ __ __ __ __ __ Set Day/Time to Forward Call command code

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

STEPS	USER	DIALMATE
↳ for example, enter "991"	**991**	
↳ wait for DialMate to hang up and do a call back		hangs up and calls back first program-med call back no.

Program W: Save and Jump to Call Bridge: 08

STEPS	USER	DIALMATE
↳ enter "08"	**08**	saves data
↳ wait for 3 beeps		🔔🔔🔔
↳ enter "#", hear dial tone	**#**	bridges line
↳ enter destination number (e.g., "18008528880")	**18008 52888 0**	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"	**09**	
↳ 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.

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.
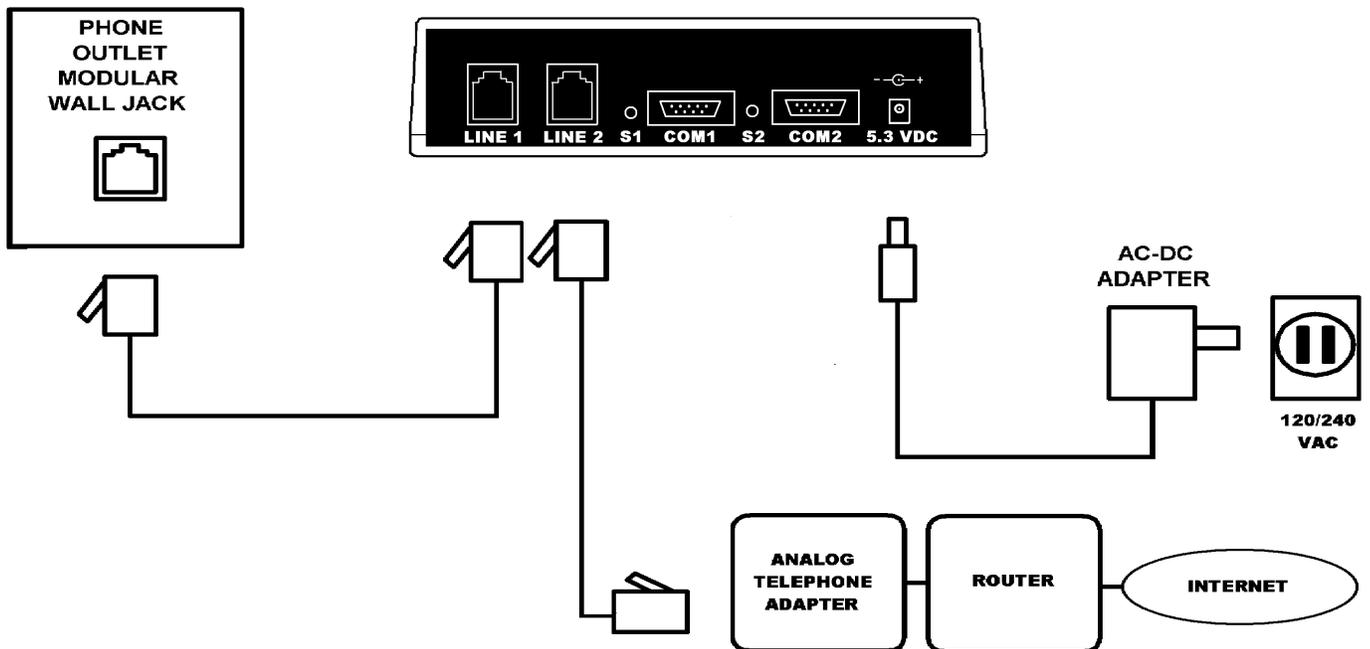
MAKE THE CONNNECTIONS

Fig. 2 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. 2. This is the equipment configuration for normal use.

VI. 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 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).

Things to do before using Call Back:

➢ You must know the user PIN or the programming PIN
➢ program DialMate with up to three desired call back numbers (e.g., your hotel phone, a friend's house or your cell phone)
➢ leave DialMate powered up and connected to the phone line

Call Back - Voice (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	111 1#	🔔🔔🔔
↳ enter "#", wait for other line's dial tone	#	bridges other line
↳ enter destination number (e.g., "16507381655")	165 073 816 55	dials destination number on the other line and stays connected
↳ finish call. to call another number, enter "#7", wait for 3 beeps	#7	🔔🔔🔔
↳ enter "#", wait for dial tone and then enter next		dials next destination number on the other line and connects call

destination number		other line and connects call
↳ terminate call	#O	disconnects immediately

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

Call Back – Voice (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 1st call back number
↳ answer call, then enter the user PIN followed by "#"(e.g., "1111#")	1111#	checks PIN
↳ wait for 3 beeps		🔔🔔🔔
↳ enter "#", wait for dial tone	#	bridges other line
↳ enter destination number (e.g., "14159556666)	141595 5666 6	dials destination number on the other line and connects call
↳ to terminate call, enter "#0"	#O	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, enter "#", wait for dial tone and then re-dial the correct number.
- 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, enter "#", wait for dial tone, then enter the next number you wish to call.
- Always dial "#O" 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 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 "#O" before hanging up:

> ➢ Busy signal - 20 seconds.
> ➢ Reorder (fast busy) – 20 seconds
> ➢ Ring back (no answer) - 2 minutes.
> ➢ Other - user programmed call length timer (1 minute to 56,000 minutes).

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, office phone or mobile phone) and then use your home/office 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 the pre-programmed number of rings
↳ wait for beeps		🔔🔔🔔 caller id recognized 🔔🔔 caller id unrecognized
↳ if 3 beeps, enter "#", wait for dial tone, then enter destination.	#	dials destination number on other line and connects call
↳ if 2 beeps, enter user or programming PIN followed by "#", wait for 3 beeps and		checks PIN 🔔🔔🔔

follow step above		
✍ to terminate the call, enter "**#O**" before hanging up	**#O**	disconnects the call immediately

Notes:

- If caller id recognition is disabled, all callers must enter a user or programming PIN to do a call bridge or program DialMate.
- If the 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"	**O8**	switches to call bridge mode and saves all program changes
✍ wait for 3 beeps		🔔🔔🔔
✍ enter "#", wait for dial tone, then enter destination number (e.g., "831-4444")	**#,831 44 44**	connects the call
✍ to terminate the call, enter "**#O**" before hanging up	**#O**	disconnects the call immediately

CALL FORWARD

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

STEPS	USER	DIALMATE
✍ caller calls one of the lines		2nd line goes off-hook at the programmed number of rings, 1st line is bridged to 2nd line and connects the call

↳ answer forwarded call	converse	locks connection
↳ caller hangs up, user enters "#0"	**#O**	hangs up

Notes:

1. During call forward, the "**# 7**" (re-dial) function is disabled for security.
2. To jump to call bridge from call forward, enter "#5", wait for two beeps and then enter the user PIN.
3. To jump to programming from call forward, enter "#5", wait for two beeps and then enter the programming 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 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

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Name: _____

ID: _____

Phone: _____  Fax: _____

Street or PO Box: _____

City: _____

State: _____

Country: _____
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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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