

RESCUE PHONE®

QUAD™

OPERATOR'S MANUAL



Throw Phone  
Line Capture  
Landline  
or  
Cellular Service

*Rescue Phone, Inc.*  
2146 PRIEST BRIDGE COURT, SUITE 3  
CROFTON, MARYLAND 21114  
800-737-2832  
www.RescuePhone.us

TABLE OF CONTENTS

Warranty .....2

Control Panel.....3

Additional Features .....4

Operation ..... 5, 6

Features & Throw Case Usage .....6

Helpful Hints.....7

First Time Pairing - *Bluetooth*® .....8

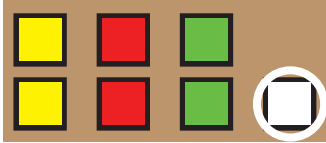
Using a Previously Paired Phone - *Bluetooth*® .....8

**WARRANTY**

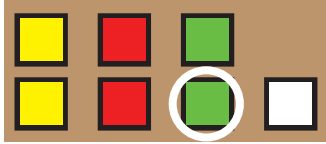
*Rescue Phone, Inc. warrants its products to be free of manufacturing defects for a period of five years from the original date of delivery. This warranty does not include damage from accident, misuse, improper operation, or unauthorized repairs or alterations. RESCUE PHONE® products are for use only by persons authorized by applicable local, state, and federal laws. Rescue Phone, Inc. is not responsible for any civil or criminal claims arising from any intentional or accidental misuse. No license is granted by implication or otherwise.*

*“The *Bluetooth* word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Rescue Phone, Inc. is under license. Other trademarks and trade names are those of their respective owners.”*

## CONTROL PANEL

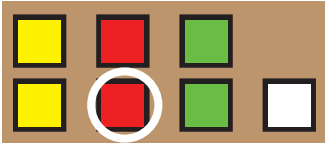


**POWER:** Master on/off power control for the Rescue Phone.

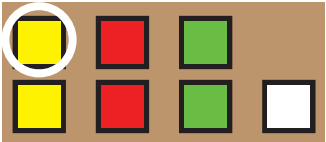


**PHONE LINE:** Hook switch for outside calls. When the light is off, the phone line is hung up and you may receive incoming calls. Push **PHONE LINE** on to answer a call or get dial tone to place an outside call.

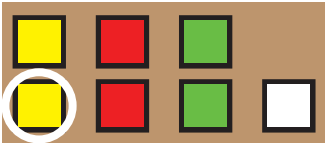
See page 8 for instructions on how to pair a cell phone.



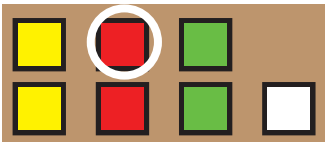
**HOLD:** Places an outside phone call on hold. May also be used to separate parties on a conference call. Press **HOLD**. Then, release **PHONE LINE** to place call on hold.



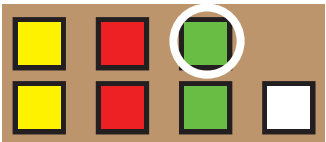
**OFF HOOK/CALL:** When lit this shows the throw phone is off the hook. When the call button is pushed the throw phone will begin the automatic ringing cycle, (2 SECONDS RING - 4 SECONDS IDLE) and will continue until the perpetrator answers or the **CANCEL** button is pushed.



**CONFERENCE:** This feature is used to patch the perpetrator from the throw phone to an outside phone line. The perpetrator must negotiate this privilege from you. He must give you the phone number, and you must dial it for him.



**RINGING/CANCEL:** When lit, it indicates the console is ringing the throw phone. It will stay lit until the throw phone is answered or the cancel button is pushed. When **CANCEL** is pushed the automatic ringing is stopped.



**MONITOR/ON:** This button controls the on-hook monitoring ability of the throw phone. When the throw phone is provided into the barricaded area and the monitor light is on, monitoring of room noises will occur. Leave this button off in all other applications. A special circuit mutes the negotiator's earpiece when the call button is pushed.

## ADDITIONAL FEATURES

**MULTIPLE RECORDER OUTPUTS** - Up to two audio recorders may be attached here in any combination. Plug one end of the recorder cord into the **RECORDER** output, outlined with a **RED** circle, and the other end into the **MICROPHONE** input on the recorder. Refer to the enclosed audio recorder instructions for further information.

**MULTIPLE AUDIO OUTPUTS** - These outputs may be used with any combination of headphones, command speakers, or transmitters for headsets. These are 3.5mm phone jacks and will work with most audio devices.

**NEGOTIATOR MIC-ON LAMP** - This independent lamp will light when the negotiator headset attached to that plug has an active mic. When the rocker switch is displaying **RED**, the **LIGHT** and **MIC** are activated. When the switch is positioned toward the **MIC OFF** icon, the **LIGHT** and **MIC** are **OFF**. The **LED** will light to alert the negotiator and others that the headset mic is live.

**SECONDARY HEADPHONE** - Plug in supplied headphone to enable a second negotiator or "Coach" to hear negotiations and room monitoring. This input is for listening only.

**BLUETOOTH WIRELESS INTERFACE** - Pair with a **Bluetooth**® enabled cell phone. Once paired, press **PHONE LINE**, then dial the phone number of the barricaded area on the **QUAD's** dial pad.

**PORT FOR CELL PHONE RECHARGER** - If the battery of the cell phone you are using is low, plug the DC vehicle charger that came with the cell phone into the port. It will recharge the cell phone as it is being used.


**TPI** - The **THIRD PARTY INTERMEDIARY** input is used to play a pre-recorded message to the perpetrator.

1. Have the Third Party Intermediary record a message on a recorder either in person or by phone.
2. Then, plug one end of the recorder cord into the **TPI** input jack, outlined with a **GREEN** circle, and the other end into the **GREEN** output jack on the recorder.
3. Press **PLAY** on the recorder once the perpetrator is on the phone.


**PLEASE NOTE:** You may stop, rewind or replay the recording at any time using the controls on the recorder.

## OPERATION

### TO PLACE AN OUTSIDE PHONE CALL:

 1 Push **PHONE LINE** - Receive dial tone.  
Dial phone number on dial pad. If the line is busy, release **PHONE LINE**. Push **PHONE LINE** again and receive a new dial tone. Press the redial button. The RESCUE PHONE will automatically redial the last number. If the number called is still busy, repeat these steps until the call goes through.

### HOLD:

 1 Push the **HOLD** button.  
2 Release **PHONE LINE**. The outside person is now on hold. To release hold, push **PHONE LINE**, then push **HOLD**. You may push **CALL** and establish a conversation using the throw phone to set up a conference call, or switch between the perpetrator and the outside person as your needs require.


### TO CALL PERPETRATOR ON THROW PHONE OR SEIZED LINE:

 1 Push the **CALL** button.  
2 **RINGING** light flashes.

### TO CANCEL THROW PHONE RINGING:


 1 **RINGING** light flashing.  
2 Push the **CANCEL** button and the ringing will stop.

### CONFERENCE WITH THE PERPETRATOR NOT ON LINE:

 1 Push **PHONE LINE** on.  
Dial phone number and establish a conversation with the outside person.  
3 Push the **CONFERENCE** button.  
4 Push **CALL** to ring the perpetrator. The RESCUE PHONE will now ring the **THROW CASE**. When the perpetrator answers, tell him you have established his conference call. If the perpetrator wants you to stay on the line during the call, leave your headset microphone on. If not, turn the switch to the off position. You will be able to monitor the conversation.

## OPERATION (continued)

### CONFERENCE WITH THE PERPETRATOR ON LINE:

 1 **OFF HOOK** light will be **ON**, or,  
2 Push **CALL** and establish a conversation with the perpetrator.  
3 Push **CONFERENCE** on.  
4 Push **PHONE LINE**. Both you and the perpetrator are on the same active line. As you dial the number on the keypad, the perpetrator will hear the tones.

You may separate the perpetrator from the outside caller by releasing the **CONFERENCE** button. As you do, the perpetrator will hear a masking tone to ensure privacy while you talk to the outside caller. You may reconnect the perpetrator at any time by pushing **CONFERENCE**.

## FEATURES & THROW CASE USAGE

**CALLING THE PERPETRATOR:** Push the **CALL** button one time. This starts the automatic ringing cycle which will continue until the perpetrator answers or the **CANCEL** button is pushed.

**WHEN THE PERPETRATOR ANSWERS:** You will hear three short beeps and the **OFF HOOK** indicator will light. You now have a private line to the perpetrator. Negotiations with the perpetrator may now begin.

**WHEN THE PERPETRATOR HANGS UP:** The **OFF HOOK** light will go out. You may call him back by pushing the **CALL** button again. Any time the perpetrator picks up the phone you will hear three short beeps and the **OFF HOOK** indicator will light. You may want to consider turning your headset microphone switch off between calls.

**WHEN THE THROW PHONE IS ON HOOK:** If authorized, press the monitor button. This will allow on-hook monitoring of the target area by the negotiators and command personnel. There is automatic muting of the negotiator's earpiece when the **CALL** button is pushed. This protects against a loud ringing sound in your earpiece when you call the perpetrator.

**USING THE TONE ALERT:** Use this feature to attract attention if the perpetrator lays the phone down without hanging up. Push **TONE** and **CANCEL** at the same time and a beeping tone is heard in the perpetrator's phone earpiece. An automatic muting circuit prevents the tone from passing through to the negotiator's earpiece.

## HELPFUL HINTS

- The RESCUE PHONE QUAD is attached to an outside phone line that supplies dial tone. Whether traditional copper lines, FiOS, or other cable provider, this is referred to as Plain Old Telephone Service (POTS). The QUAD may also be paired with a cell phone using the **Bluetooth®** interface. **Internal damage may occur if the system is plugged into a digital phone system. Digital phone systems are generally found in business settings. If in doubt, do not use landline.**

- \*67 blocks your number from being displayed on landline or cell phone Caller ID.

- The Command Speaker attaches to the RESCUE PHONE using the 50' cable provided. The supplied 50' cable may be replaced with 2 conductor wire of any length with 3.5mm plugs.

- There are no polarity problems with the wiring of the THROW CASE as long as you stay within the color groups -red and green- yellow and black. The throw case may be used with the 1,000' wire spool provided or a suitable replacement wire. **Four conductor wire must be used if on-hook monitoring is desired.** Four additional wire spools may be added without any loss of sound quality.

- The best way to store your RESCUE PHONE is to keep the unit plugged into an A.C. outlet. The charging cord plugs into the right side of the case and the unit may be stored with the cover closed. An illuminated LED above the POWER input jack provides positive indication that the unit is charging. If the unit is stored in a cruiser or mobile command post, the batteries should be recharged and the unit operation checked every two weeks. If the low battery indicator lights, you have about an hour of battery life left. Recharge time for the battery is about three hours and the unit may be used while the battery is charging. A fully charged battery should operate the unit for an average of 8 hours before recharging is necessary.

- **COMMUNICATIONS SPECIALISTS NOTE:** *There is a safety feature built into the Rescue Phone. It will indicate a dead short in the wiring as an OFF HOOK status. This protects the unit from a total shutdown. If you suspect a short, check the barricaded area phone with a meter. Some resistance is normal but an abnormal condition will read as a short. If the throw case is damaged during an incident, ANY single line phone may be used as an emergency replacement throw phone.*

## BLUETOOTH® WIRELESS TECHNOLOGY PAIRING AND USE

### PHONE PAIRING:

- a. Position **CELLULAR/LANDLINE** switch to **CELLULAR**.
- b. Push the **CELLULAR BUTTON** for 5 seconds and release.
- c. The **CELLULAR BUTTON** will begin to flash quickly.

*This indicates the QUAD is in the pairing mode.*

Follow the **Bluetooth®** pairing instructions for your cell phone as if you were connecting to a **Bluetooth®** headset. Shortly after starting the search for **Bluetooth®** devices your cell phone will display either "RESCUE PHONE QUAD" or "Gigaset One". Scroll to that device and select PAIR WITH THIS DEVICE. Continue with the pairing protocol for your cell phone.

The **CELLULAR BUTTON** will do the following:

- a. Flash ONCE per second, then
- b. Remain ON when pairing is complete.

**Your cell phone should now display a message that indicates that it is now connected to the QUAD.**

**Your QUAD is now paired and ready to use.**

On the QUAD, when you press PHONE LINE, normal dialtone will be delivered to your negotiator headset and you can dial the number you want to call on the QUAD's keypad.

***If your cell phone prompts you for a PASSCODE, enter 0000 (Four Zeros).***

## FOLLOW THESE INSTRUCTIONS IF USING THE LAST PAIRED CELL PHONE

The QUAD automatically attempts to pair with the last cell phone used when the **CELLULAR/LANDLINE** switch is turned on.

When using the same cell phone that was last paired with the QUAD:

- a. Position the **CELLULAR/LANDLINE** switch to **CELLULAR**.
- b. The **CELLULAR BUTTON** will blink briefly and automatically pair with the cell phone, then
- c. Remain ON when pairing is complete.