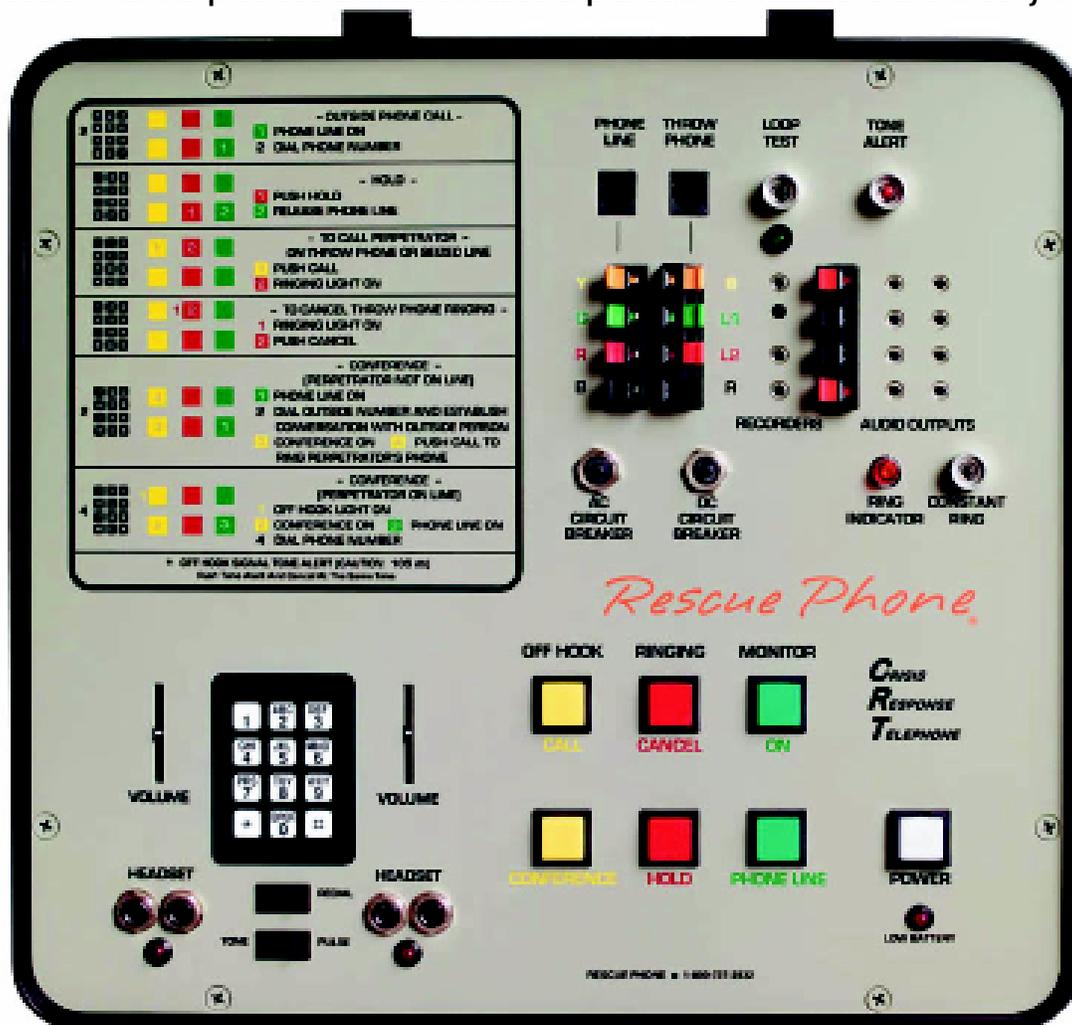


# RESCUE PHONE<sup>®</sup> INSTRUCTION MANUAL

## CRT MODEL

The Rescue Phone has been designed for ease of operation during stressful negotiations.

Easy-to-follow operating instructions are also printed directly on the control panel for quick reference. This instruction manual provides a more detailed explanation of functions and theory of operation.



## RESCUE PHONE 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.

**HOLD:** Places an outside phone call on hold. May also be used to separate parties on a conference call.

**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:** 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 CONTROLS FOR THE CRT MODEL

**LOOP TEST** - Press this button for a few seconds to check that the throw phone is attached to the wire spool. If the wire has been cut or the throw phone has been unplugged, the green LED will not light. The circuit checks the loop to the bell of the throw phone. To verify that the receiver is attached, push the **MONITOR ON** switch and listen for sidetone or room noise.

**PARALLEL PHONE LINE INPUTS** - This is a duplicate input for the **PHONE LINE** input. This would be used if the outside phone line connection was made with cable that does not have a modular plug attached. The wire ends of the cable should be stripped of insulation and attached to the inputs according to the color code shown.

**PARALLEL THROW PHONE INPUTS** - This is a duplicate input for the **THROW PHONE** input. This would be used if the throw phone line connection was made with cable that does not have a modular plug attached. The wire ends of the cable should be stripped of insulation and attached to the inputs according to the color code shown.

**MULTIPLE RECORDER OUTPUTS** - Up to three tape recorders may be attached here in any combination. The smaller plug is a remote on/off control which may be used for a presentation transcript. When this feature is used only those conversations made while the **PHONE LINE** or **OFF HOOK** lights are on will be recorded. The controlled recorder will start when one or both of those lights are on and the recorder will turn off when the lights are off. Refer to the enclosed tape recorder instructions for further information. Almost any digital recorder may be used in place of or in addition to the cassette recorder supplied with the **RESCUE PHONE CRT**. A stereo to mono adapter may be required with some brands.

**MULTIPLE AUDIO OUTPUTS - TWO TERMINAL SPEAKER OUTPUTS - EIGHT PHONE PLUG OUTPUTS** - These outputs may be used with any combination of headphones, command speakers, break-out boxes to other devices, or transmitters for infrared headsets. Phone plugs are supplied and they will generally work with most audio devices. Terminal strips are also supplied for bare wire hook-ups.

**NEGOTIATOR MIC-ON LAMP** - These independent lamps will light when the negotiator headset attached to that plug has an active mic. When the white mic-on button of the supplied Plantronics headset is depressed, the LED will light to alert the negotiator and others that the headset mic is on.

## OPERATION OF THE RESCUE PHONE

**TO PLACE AN OUTSIDE PHONE CALL** [1] Push **PHONE LINE** on - Receive dial tone. [2] Dial phone number on dial pad. If the line is busy, release **PHONE LINE**. Push **PHONE LINE** again and receive a new dial tone. Push 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, or consider cutting the phone line into the barricaded area and attaching the target line to the L1 and L2 posts located at the rear of the panel.

**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 with the perpetrator to set up a conference call, or switch between the perpetrator and the outside person as your needs require.

**CONFERENCE** You may allow the perpetrator to have outside phone contact by using the conference feature. *(Never give anything without getting something in return)* Conference calls may be made with or without the perpetrator on the line.

**CONFERENCE WITH THE PERPETRATOR NOT ON LINE** [1] Push **PHONE LINE** on. [2] Dial phone number and establish a conversation with the outside person. [3] Push **CONFERENCE**. [4] Push **CALL** to ring the perpetrator. The **RESCUE PHONE** will now ring the **THROW PHONE**. 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. **CAUTION:** Do not tip your hand by using information gained in subsequent conversations with the perpetrator. **CONFERENCE WITH THE PERPETRATOR ON LINE** [1] Push **CALL** and establish a conversation with the perpetrator. [2] Push **PHONE LINE** on. **NOTE:** *When you push **PHONE LINE**, a tone will be heard on the throw phone until you push **CONFERENCE** or release **PHONE LINE**. This masking tone is used to ensure privacy with the outside caller.* [3] Push **CONFERENCE** on. [4] Dial phone number on dial pad. You may break the conference call instantly by pushing the **CONFERENCE** button so that the light goes out.

**TO CALL THE PERPETRATOR ON THE THROW PHONE** Once the **THROW PHONE** has been given to the perpetrator or the phone line into the barricaded area has been cut and the wires attached to the **RESCUE PHONE**, you may call the perpetrator by pushing 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 four short beeps and the **OFF HOOK** indicator will light. You now have a direct answers you will hear four short beeps and the **OFF HOOK** indicator will light. You now have a direct line to the perpetrator. Negotiations with the perpetrator may now begin. If the perpetrator hangs up the **THROW PHONE**, the **OFF HOOK** light will go out. You may call him back by repeating this procedure. Any time the perpetrator picks up the phone you will hear four short beeps and the **OFF HOOK** indicator will light. You may want to consider turning your headset microphone switch off between calls.

**TO CANCEL THROW PHONE RINGING** Any time the automatic ringing cycle has started, you may push the **CANCEL** button and the ringing will stop.

**THROW PHONE FEATURES** When the **THROW PHONE** is in use, pressing the monitor button 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 bell sound in your earpiece when you call the perpetrator.

**TONE ALERT** This may be used 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 ON OPERATION OF THE RESCUE PHONE

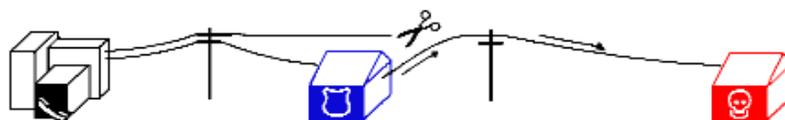
- \* The **RESCUE PHONE** is attached to an outside phone line (dial tone) with the modular cord provided. Adapters have been supplied for the older four-pin style phone jacks and for connecting the unit to a multi-line business type phone system.
- \* The **RESCUE PHONE CRT** is designed to work on analog phone lines only. If you encounter problems dialing out in business settings where computer controlled (digital) phones are used, (Merlin, Rolm, Nortel, etc.) use a fax outlet (analog) for dial tone.
- \* To attach the **RESCUE PHONE** to an existing phone line which has been cut, attach the target phone line pair to the red and green terminals marked L1 and L2 on the control panel.
- \* The Command Speaker attaches to the **RESCUE PHONE** using the 66' cable provided or any mini-plug 1/8" type cord. The supplied 66' cable may be replaced with any 2 conductor speaker wire and 1/8" mono plugs.
- \* There are no polarity problems with the wiring of the THROW PHONE as long as you stay within the color groups -red and green- yellow and black. The throw phone 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. Two additional wire spools may be added without any loss of sound quality.
- \* The best way to store your **RESCUE PHONE** to maintain the rechargeable batteries is to keep the unit plugged into an A.C. outlet at all times. The charging cord plugs into the right side of the case and the unit may be stored with the cover closed. 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 or after use at an incident or training session. The low battery indicator lights at 10.25 volts and gives you about an hour to find an A.C. or D.C. power source. 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 sixteen hours before recharging is necessary.
- \* Consider cutting the pinch clips on the THROW PHONE line and headset plugs prior to giving it to the perpetrator. This will help prevent tampering and disassembly by the perpetrator.
- \* **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 phone is damaged during an incident an emergency replacement unit can be modified using a 500 or 2500 series desk type telephone. Remove the cover of the base of the unit and attach the black and yellow leads from the modular connector to the B and R terminals of the telephone network. Leave the red and green wires attached to the L1 and L2 terminals. The telephone will operate in the normal and on-hook monitor modes.

### TYPICAL SCENARIO OPERATION

**1** Negotiators call the barricaded area as you would make a normal call through the telephone company central office.



**2** It becomes necessary to cut the phone line from the barricaded area to the telephone company and attach the wires to the Rescue Phone for complete control.



**3** No phone exists in the barricaded area or it has been damaged. The throw phone is provided by pole, rope, or by throwing it inside.



### SCENARIO 1

If a person was barricaded in a house, apartment or office type setting where there is a working telephone, the first step would be to attempt to determine the phone number for the barricaded area. The Rescue Phone would be set up and plugged into a working telephone jack. With the negotiators wearing their headsets, **PHONE LINE** is turned on. A dial tone will be heard. Dial the phone number for the barricaded area. It is possible that the perpetrator may answer the phone when it rings and talk with the negotiators. If this happens, no further action is necessary other than convincing the perpetrator to release his hostages and surrender to the police.

This is the simplest method of communications. In this scenario the call is processed through the telephone company's central office. The drawback is that it is like any phone call we make routinely every day. If you call the perpetrator on the telephone and he decides not to speak to you, he can hang up and you are disconnected. It is possible that you may call him back by redialing his number, but he may choose not to answer the phone. He can also pick up the phone and place an outside call to whomever he decides to dial. He may also take the receiver off the hook and when you call, you will get a busy signal. All of these can be countered by the use of the **Rescue Phone**.

## SCENARIO 2

Diagram 2 shows how the **Rescue Phone** would be used to counter these actions. If the perpetrator has called someone else or he has taken the phone off the hook, **his connection to the telephone company** prevents you from calling him. If he has call waiting you could ring through, but as with all custom services offered by the phone company, **he** controls who he talks to and when he talks to them. If the perpetrator has call forwarding he can transfer his calls to any location in the world.

The weak link here is that without his connection to the telephone company the perpetrator can't call anyone or receive normal calls. He can't get a dial tone to make an outside call. He can't receive an incoming call. The person calling him will hear a normal ringing tone when they call but the phone doesn't ring at his location.

**DON'T ASSUME THAT BECAUSE YOU HEAR A RINGING TONE WHEN YOU PLACE A CALL THAT THE PERSON ON THE OTHER END IS HEARING THE BELL RING.** Without his connection to the telephone company, the perpetrator loses all of his custom features such as call waiting, call forwarding, three way calling and speed dialing.

Law enforcement officials in most jurisdictions have the authority to cut a telephone line used in a hostage and barricade incident. Once this is done we must now replace the talk path and ringing current necessary for the telephone to operate. The methods discussed here would also apply in cases where phone service has been disconnected by the telephone company for nonpayment. As long as there is a telephone attached to the telephone line it can be used with the **Rescue Phone**.

Each telephone number, such as **555-1212**, consists of a pair of wires running from the telephone company's central office to the subscribers end location. Each telephone pair goes to a specific location such as a house or business. Cutting that specific pair of wires disconnects that telephone's link to the telephone company. One side of the cut lines goes to the telephone company. This is usually verified by a lineman's test set. This is the orange test tool you see telephone company personnel carrying or using when working on telephone lines. Your law enforcement technical support personnel will find dial tone on the telephone company side of the cut. This side of the cut line is not generally needed at this time. It may be used as a command post line if necessary, but this generally doesn't work well. Every news reporter in town is looking through their crisscross and dialing the number to try to get an interview with the person who is making headlines this day.

The important pair of wires is the one leading into the barricaded area. A test with the lineman's set will show no dial tone on this pair of wires. By attaching **this** pair of wires to the **red** and **green** terminals of the **Rescue Phone** you will have complete control of the telephone line in the barricaded area. Every time the perpetrator picks up his telephone, the **Rescue Phone** will beep and the **OFF HOOK** light will turn on. If the perpetrator hangs up and picks up his phone again the same thing will happen. The negotiators can call the barricaded area in one of two ways. They may either push the **CALL** button and the **Rescue Phone** will automatically ring the telephone for two seconds **ON** and four seconds **IDLE**. This is identical to the standard ringing cycle that everyone has heard since the first time you heard a phone ring. The other method would be to press the **CONSTANT RING** button. The **CONSTANT RING** button rings the telephone for as long as you press the button. Short or long bursts can be helpful to tactical officers attempting to locate a particular telephone or area as you can custom tailor the ring to any pattern desired.

**One note of caution.** Never assume that a barricaded area has only one phone line. It is not unusual for private homes to have more than one telephone line available to a perpetrator. Telephone company and law enforcement technical support personnel should be consulted if there is any question.

When using the **Rescue Phone** in this scenario, the perpetrator may demand to speak to someone not on the scene. This is referred to as **third party negotiating**. The decision to allow this is one made by commanders in control of the scene. The **Rescue Phone** will perform this function using the **CONFERENCE** call feature and will be discussed later.

In the event that the perpetrator has taken the phone off the hook to prevent you from ringing his telephone, you may signal him by using **OFF HOOK TONE**. There are two safety features built into **OFF HOOK TONE**. To activate the tone you must press **TONE AND CANCEL** at the same time. Doing so will send a loud beeping tone to the perpetrators phone. It is suggested that you try this tone for about three or four seconds then pause in case the perpetrator responds and picks up the telephone. If no response is heard, try again. The perpetrator may hang up the phone to stop the beeping. If he does, the **OFF HOOK** light will go out and then you may start ringing him again by using either **CALL** or **CONSTANT RING**. There is a second safety feature for the protection of the negotiators. When **OFF HOOK TONE** is used, the negotiator's earpiece is muted. The tone **will** pass through to the command monitor and the tape recorder.

## SCENARIO 3

The **Rescue Phone** can be used with the **throw phone** and the 1000 foot wire spool to supply a telephone to an area that does not normally have a telephone or where the existing phone has been damaged. The **throw phone** would also be useful in cases where the barricaded area is a motor vehicle. Additional wire spools can be added or bulk four conductor wire can be used to extend the distance between the **Rescue Phone** and the **throw phone**. All four wires must be connected in order to retain the monitor feature.

The methods in scenario 3 can also be useful even if initial contact is made using scenario 1 or 2. Because of the monitor feature, any method of getting the perpetrator to accept the **throw phone** would be helpful. Sometimes saying you're not able to hear that well or creating static on the line will help. If you are successful in getting the perpetrator to accept the **throw phone**, this can work to your benefit as it is the best method for communications with a perpetrator available from a tactical standpoint.

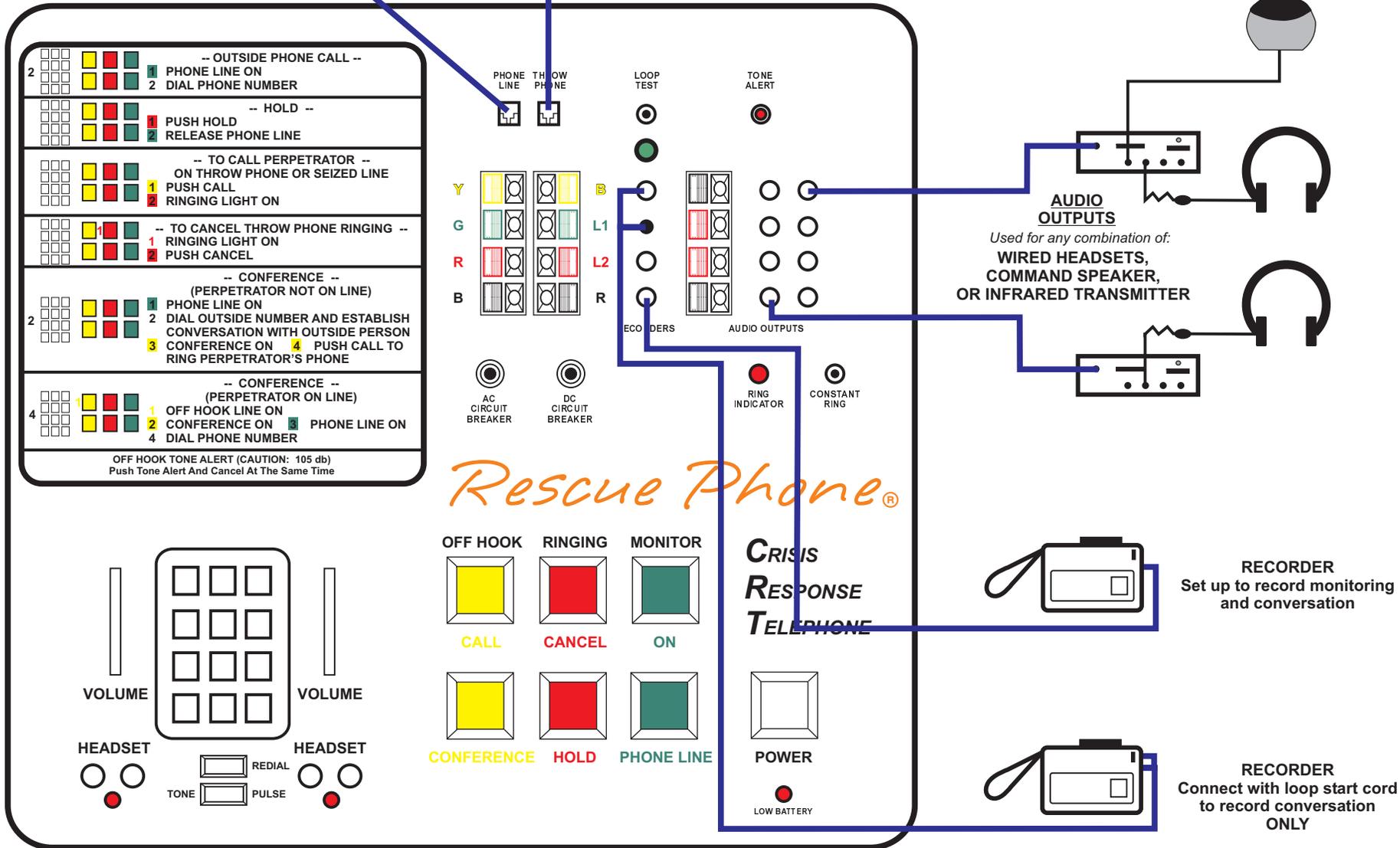
**Rescue Phone, Inc. warrants its products to be free of manufacturing defects for a period of five years from the date of delivery. This warranty does not include damage from accident, misuse, improper operation, or unauthorized repairs or alterations. The RESCUE PHONE is for use only by persons authorized 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.**

*Rescue Phone, Inc.*

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OUTSIDE PHONE LINE,  
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THROW PHONE



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# RESCUE PHONE ACCESSORY CASE

