



UNIVERSAL BLUETOOTH® LINK (UBL) OPERATING MANUAL

Version: SWAT-UBL-OPS-022610



Warning:

The Client purchases and uses this component at his/her own risk. *Client must carefully read instructions, safety materials, and all other component literature before using component, and follow these instructions, procedures and rules. When in doubt, Client must contact Specialty Wireless Advanced Technologies, LLC (SWAT, LLC) or certified service centers authorized by SWAT, LLC to perform warranty work on this component. This component is intended for use by individuals properly trained by approved instructors to determine where the System fits into his/her department's rules, regulations, policies and procedures.*



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INTRODUCTION:

When a hostage/barricade, suicide, standoff or related critical incident occurs, Crisis Negotiation Team (CNT) staff rely on the audio communication features/options provided by their agency's Crisis Response System to allow for potentially live-saving negotiations to take place with a barricaded subject. Audio communications that take place through a Crisis Response System can be monitored, broadcast, and recorded by multiple team staff to assist in the safe and successful resolution of the situation.

Crisis Response System's are typically equipped with both "throw phone" and "landline" audio communication features/options. The Universal Bluetooth® Link (UBL) was developed to provide Hostage/Crisis Negotiation Team staff with an additional option to establish communications with a barricaded subject through a Crisis Response System.

The UBL brings Bluetooth® wireless cellular connectivity to the Direct-Link 007 and LifeLine™ Series Crisis Response Throw Phone Systems as well as other Crisis Response/Communications System's equipped with a RJ11 Telephone Landline input port. The cellular communication feature/option provided by the UBL is extremely beneficial to CNT staff because it allows them to communicate through their existing Crisis Response System as well as utilize the System's audio monitoring, broadcast, and recording functions in the event that communications are unable to be established through the System's "throw phone" or a landline communication features/options.

Similar to a "landline" connection, when the UBL is paired to a cell phone and connected to a Crisis Response System, CNT staff can use the paired cell phone to place a 3-way or "conference call." This 3-way call feature allows for the introduction of a remotely located negotiator or 3rd Party Intermediary (TPI) to be introduced into the negotiations currently taking place through the Crisis Response System. ***NOTE: To perform a "conference call", the cell phone paired to the UBL connected to the Crisis Response System MUST have an active 3-way calling feature. 3-way calling is a feature that is commonly included as a part of cellular network service.***

The UBL can also be used to perform which is referred as a Bluetooth® Cellular-to-Throw Phone Link. This function gives CNT staff the ability to introduce a 3rd Party Intermediary (TPI) from a cell phone into the negotiations that are currently taking place with a barricaded subject over the Throw Phone. During a Bluetooth® Cellular-to-Throw Phone Link operation, Hostage/Crisis Negotiation Team staff may disconnect the TPI call at ANY time without disconnecting/disrupting the communicating taking place with the subject over the Throw Phone.



CONNECTING THE UNIVERSAL BLUETOOTH® LINK (UBL) TO AN EXTERNAL POWER SUPPLY:

IMPORTANT NOTE: Though the Universal Bluetooth® Link (UBL) can be powered solely by its internal rechargeable battery, SWAT, LLC strongly recommends that the component be operated when it is connected to an external power supply. Operations when connected to an external power supply will help eliminate the risk of damaging the UBL's internal rechargeable battery due to excessive discharge from prolonged operations as well as prevent the activation of the Battery Protection Circuit that will automatically power off/disable the component!

For additional information regarding the Battery Protection Circuit, please refer to the "Battery Maintenance/Charging Procedures listed in this manual.

To connect the UBL to an external power supply, follow these steps:

1. Insert the pin end of the provided "DC Power Adapter" into the port labeled "DC IN" (located on middle/left).
2. Insert the other end of the "DC Power Adapter" into an external power supply. **NOTE:** When connected to an external power supply, the UBL automatically becomes "active," REGARDLESS of the position of the "MASTER POWER SWITCH" (ON, OFF, CHARGE).



External Power Supply



DC Power Adapter



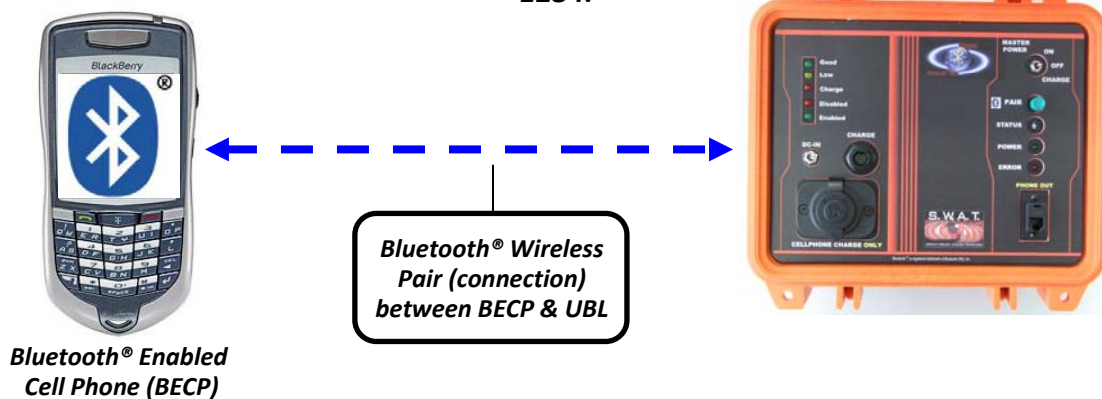


PAIRING A BLUETOOTH® ENABLED CELL PHONE (BCEP) TO THE UNIVERSAL BLUETOOTH® LINK (UBL)

IMPORTANT NOTE: The Universal Bluetooth® Link (UBL) MUST be wirelessly paired to a Bluetooth® Enabled Cell Phone (BCEP) BEFORE it is connected to a Crisis Response System.

1. Power On Universal Bluetooth® Link (UBL) by setting the “MASTER POWER SWITCH” (located on upper/right) to the “ON” position. **NOTE:** When set to the “ON” position, the “Good,” “Low,” “Charge,” and “Enabled” battery status LEDs (located on upper/left), the green “POWER” LED (located on middle/right), as well as the large green “ACTIVE” LED (located on outer/right/front) will all illuminate signaling that the component is active. The UBL’s blue “STATUS” LED will also begin to slowly “blink” (to turn on/off).
2. Press and hold down the UBL’s “BLUETOOTH® PAIR” button until the blue “STATUS” LED begins to “blink” rapidly. **NOTE:** The rapid “blinking” of the blue “STATUS” LED signals that the UBL is ready to be found/discovered by a Bluetooth® Enabled Cell Phone (BCEP).
3. Position the Bluetooth® Enabled Cell Phone (BCEP) within (5) ft. away from the UBL and set the BCEP’s connection setting to the “Add a New” or “Find A New” Bluetooth® device. **NOTE:** The BCEP will begin to search for “discoverable” Bluetooth® devices such as the UBL. The terminology and the method used to pair a BCEP to a Bluetooth® Enabled Device varies from cell phone model/manufacturer. For specific information on Bluetooth® pairing procedures, refer to the BCEP’s operating manual.
4. In the BCEP’s search results menu, select the option to pair to the “XLINK GATEWAY” (UBL) device.
5. When prompted for a **PASSCODE** to pair with the “XLINK GATEWAY” (UBL), enter the following “0000.” **NOTE:** When the UBL has been successfully paired to the BCEP, the blue “STATUS” LED will stop “blinking” and will remain steadily illuminated.

IMPORTANT NOTE: If the “0000” passcode is NOT accepted by the “XLINK GATEWAY” (UBL) enter in passcode “1234.”

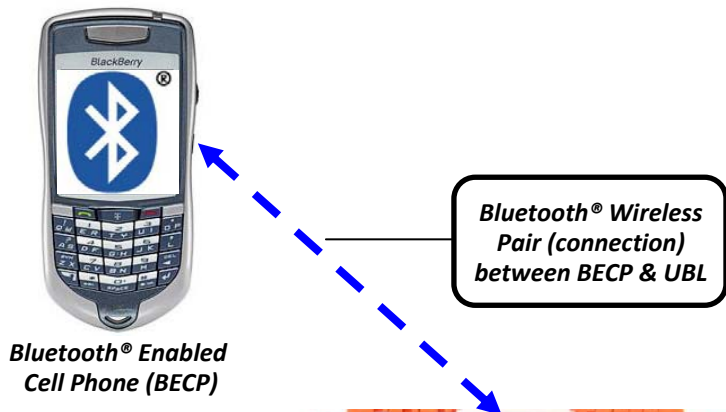


Once a Bluetooth® Enabled Cell Phone (BCEP) has been paired to the Universal Bluetooth® Link (UBL), the pair connection is stored in the UBL’s memory. During future operations, when the UBL is powered on the device will automatically begin to “seek” and attempt to pair with a BCEP that it has been paired to in the past. If the Bluetooth® feature of the BCEP that was originally paired with the UBL is set on “discoverable” mode, the UBL may automatically “re-pair” with the BCEP.



CONNECTING THE UNIVERSAL BLUETOOTH® LINK (UBL) TO A CRISIS RESPONSE SYSTEM

1. Insert one end of the "Telephone Patch Cable" (provided) into the UBL port labeled "PHONE OUT" (located on lower/right). **NOTE:** The UBL **MUST** be wirelessly paired to a Bluetooth® Enabled Cell Phone (BCEP) **BEFORE** it is connected to a Crisis Response System.
2. Insert the other end of the "Telephone Patch Cable" into the Crisis Response System's "LANDLINE" (RJ-11) port.
3. Set the Crisis Response System's "TELEPHONE CONTROL" switch, to the "TELEPHONE CONNECTED" **OR** "OFF HOOK" position. **NOTE:** A dial tone will become audible on the Crisis Response System's "Negotiator Headset(s)" as well as any additional audio monitoring, broadcast, or recording devices connected to the System's "Primary Negotiator Audio Channel."



Direct-Link 007 Series Crisis Response System Command Unit Console



Telephone Patch Cable



4.



PLACING & DISCONNECTING CALLS THROUGH THE BLUETOOTH® ENABLED CELL PHONE (BECP) PAIRED TO THE UNIVERSAL BLUETOOTH® LINK (UBL) CONNECTED TO A CRISIS RESPONSE SYSTEM

1. Enter the subject's landline telephone or cell phone number on the BECP's dial pad and press the BECP's "SEND" button.

IMPORTANT NOTE: The tones produced when the BECP's dial pad keys are pressed as well as the ring tone when the call is being placed will **NOT** be audible. Be prepared to begin communications/negotiations when the BECP prompts that the call is "connected." Adjust the volume setting of the Hostage/Crisis Negotiator Headset(s) and/or BECP until the desired volume listening level is achieved.

1. To disconnect the call, press the BECP's "DISCONNECT" button **OR** set the Crisis Response System's "TELEPHONE CONNECTED" switch to the "TELEPHONE DISCONNECTED" or "ON HOOK" position.
2. After operations, set the UBL's "MASTER POWER SWITCH" to the "OFF" position and follow the "Battery Maintenance/Charging Procedures" as listed in this manual.

RECEIVING A CALL THROUGH THE BLUETOOTH® ENABLED CELL PHONE (BECP) PAIRED TO UNIVERSAL BLUETOOTH® LINK (UBL) CONNECTED TO A DIRECT-LINK 007 SERIES CRISIS RESPONSE THROW PHONE SYSTEM:

IMPORTANT NOTE: The following information refers **ONLY** to the Direct-Link 007 Series Crisis Response Throw Phone System.

1. The Direct-Link 007 Series Crisis Response Throw Phone System's Command Unit Console will produce a ring-like tone when a call is received by the BECP paired to the UBL that is connected to the System.
2. To answer the call, set the "TELEPHONE CONTROL" switch located on the Direct-Link 007 Series System's Command Unit Console to the "TELEPHONE CONNECTED" or "OFF HOOK" position.
3. Use the Hostage/Crisis Negotiator Headset(s) connected to a Direct-Link 007 Series Command Unit Console to communicate with the caller.
4. To disconnect the call, set the "TELEPHONE CONTROL" switch located on the Direct-Link 007 Series System's Command Unit Console to the "TELEPHONE DISCONNECTED" or "OFF HOOK" position **OR** press the BECP's "DISCONNECT" button.
5. After operations, set the UBL's "MASTER POWER SWITCH" to the "OFF" position and follow the "Battery Maintenance/Charging Procedures" as listed in this manual.



PERFORMING A 3-WAY “CONFERENCE CALL” THROUGH THE BLUETOOTH® ENABLED CELL PHONE (BECP) PAIRED TO THE UNIVERSAL BLUETOOTH® LINK (UBL) CONNECTED TO A CRISIS RESPONSE SYSTEM:

IMPORTANT NOTE: In order to perform a 3-way “conference call,” the BECP paired to the UBL **MUST** have an active 3-way calling feature. 3-way calling is a feature that is commonly included as a part of cellular network service. Below are general guidelines on performing a 3-way “conference call” using a BECP. The method used to perform a 3-way “conference call” varies from cell phone model/manufacturer. For specific information on performing 3-way “conference call,” refer to the BECP’s operating manual.

1. Place the call currently taking place on BECP paired to the UBL connected to the Crisis Response System on “hold.”
2. Enter the telephone number of the 3rd party that is to be introduced into the negotiations.
3. Once the call to the 3rd party is connected select the BECP’s “conference call” option to connect to the call that is currently on hold.
4. When performed properly, the Hostage/Negotiator, the barricaded subject, and the 3rd party will all be able to communicate with one another simultaneously.
5. To disconnect the call, press the BECP’s “DISCONNECT” button **OR** set the Crisis Response System’s “TELEPHONE CONNECTED” switch to the “TELEPHONE DISCONNECTED” or “ON HOOK” position.
6. After operations, set the UBL’s “MASTER POWER SWITCH” to the “OFF” position and follow the “Battery Maintenance/Charging Procedures” as listed in this manual.



UTILIZING THE UNIVERSAL BLUETOOTH® LINK (UBL) TO INTRODUCE A REMOTE 3RD PARTY INTERMEDIARY (TPI) INTO NEGOTIATIONS CURRENTLY TAKING PLACE OVER A CRISIS RESPONSE SYSTEM'S THROW PHONE

When communications are taking with a subject via the Crisis Response System's Throw Phone component the need may arise to introduce a 3rd Party Intermediary (TPI) into the negotiations. If the TPI is not located within the immediate area of the Crisis Response System's Command Unit Console, the Universal Bluetooth® Link (UBL) can be used to place a call to the TPI to allow them to be patched or linked into the negotiations taking place over the Throw Phone.

Prior to introducing a TPI into the negotiations taking place over the Throw Phone, it is highly recommended that the TPI is first contacted and prepared by a Crisis Negotiation Team (CNT) staff member. After the TPI has been initially contacted and prepared by the CNT staff member, perform the steps below to use the UBL to introduce TPI into the negotiations taking place over the Throw Phone.

IMPORTANT NOTE: The TPI can be disconnected from the negotiations taking place over the Throw Phone at any time by pressing the Bluetooth® Enabled Cell Phone's "DISCONNECT" button OR by setting the Crisis Response System's "TELEPHONE CONNECTED" switch to the "ON HOOK" position. When the TPI is disconnected, the communications between Hostage/Crisis Negotiation Team staff and the subject on the Throw Phone WILL remain active.

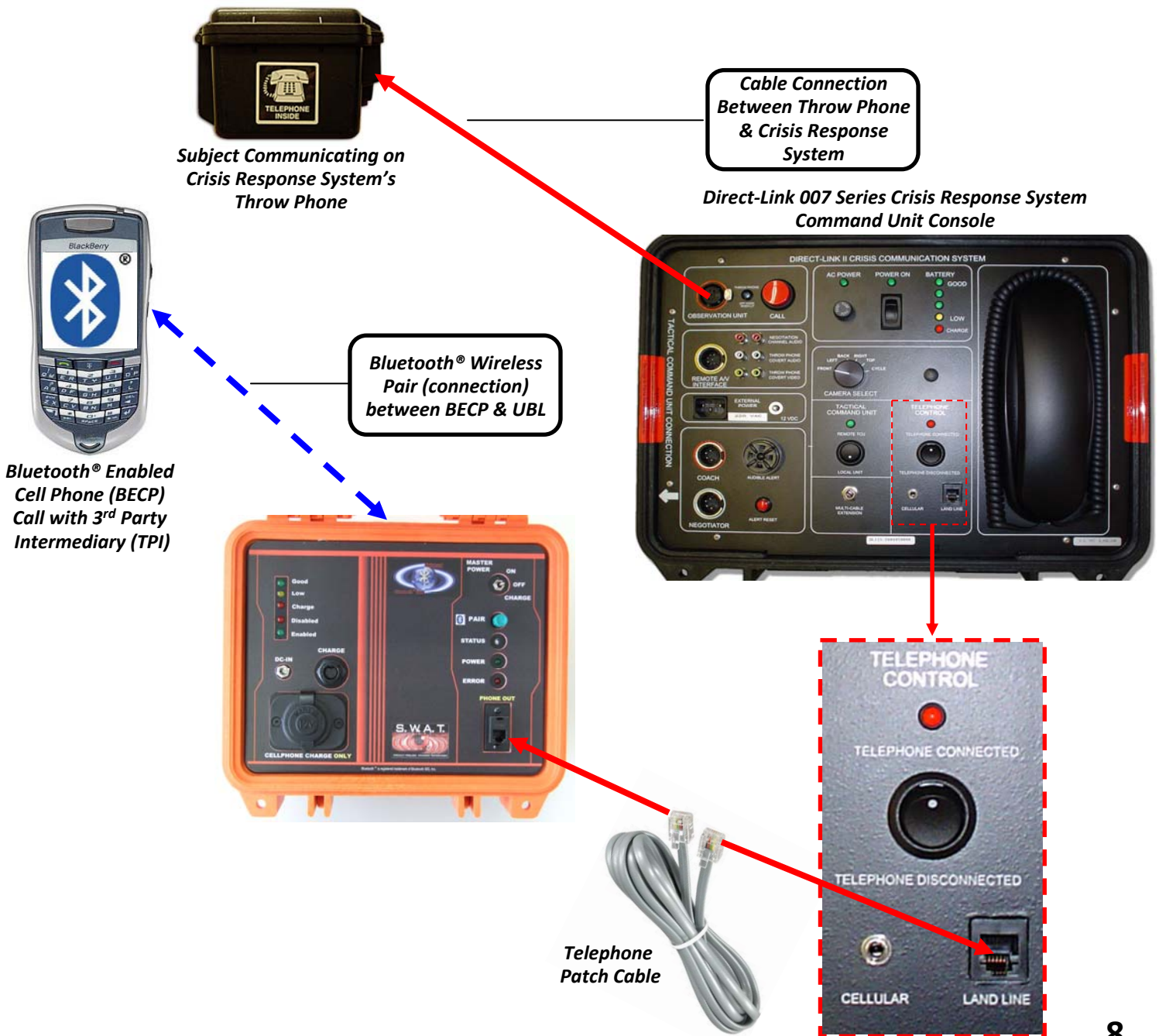
1. After the Third Party Intermediary (TPI) has been contacted and prepared by a CNT staff member, a Bluetooth® Enabled Cell Phone (BCEP) has been paired to the UBL, and the UBL has been connected to the Crisis Response System, place a call to the TPI by dialing the TPI's landline telephone or cell phone number on the BCEP's dial pad and press the "SEND" button.

IMPORTANT NOTE: The tones produced when the BCEP's dial pad keys are pressed as well as the ring tone when the call is being placed will NOT be audible. Be prepared to begin communications/negotiations when the BCEP prompts that the call is "connected." Adjust the volume setting of the Hostage/Crisis Negotiator Headset(s) and/or BCEP until the desired volume listening level is achieved.

1. To disconnect the call, press the BCEP's "DISCONNECT" button OR set the Crisis Response System's "TELEPHONE CONNECTED" switch to the "TELEPHONE DISCONNECTED" or "ON HOOK" position.
2. After operations, set the UBL's "MASTER POWER SWITCH" to the "OFF" position and follow the "Battery Maintenance/Charging Procedures" as listed in this manual.



UTILIZING THE UNIVERAL BLUETOOTH® LINK (UBL) TO INTRODUCE A REMOTE 3RD PARTY INTERMEDIARY (TPI) INTO NEGOTIATIONS CURRENTLY TAKING PLACE OVER A CRISIS RESPONSE SYSTEM'S THROW PHONE DIAGRAM



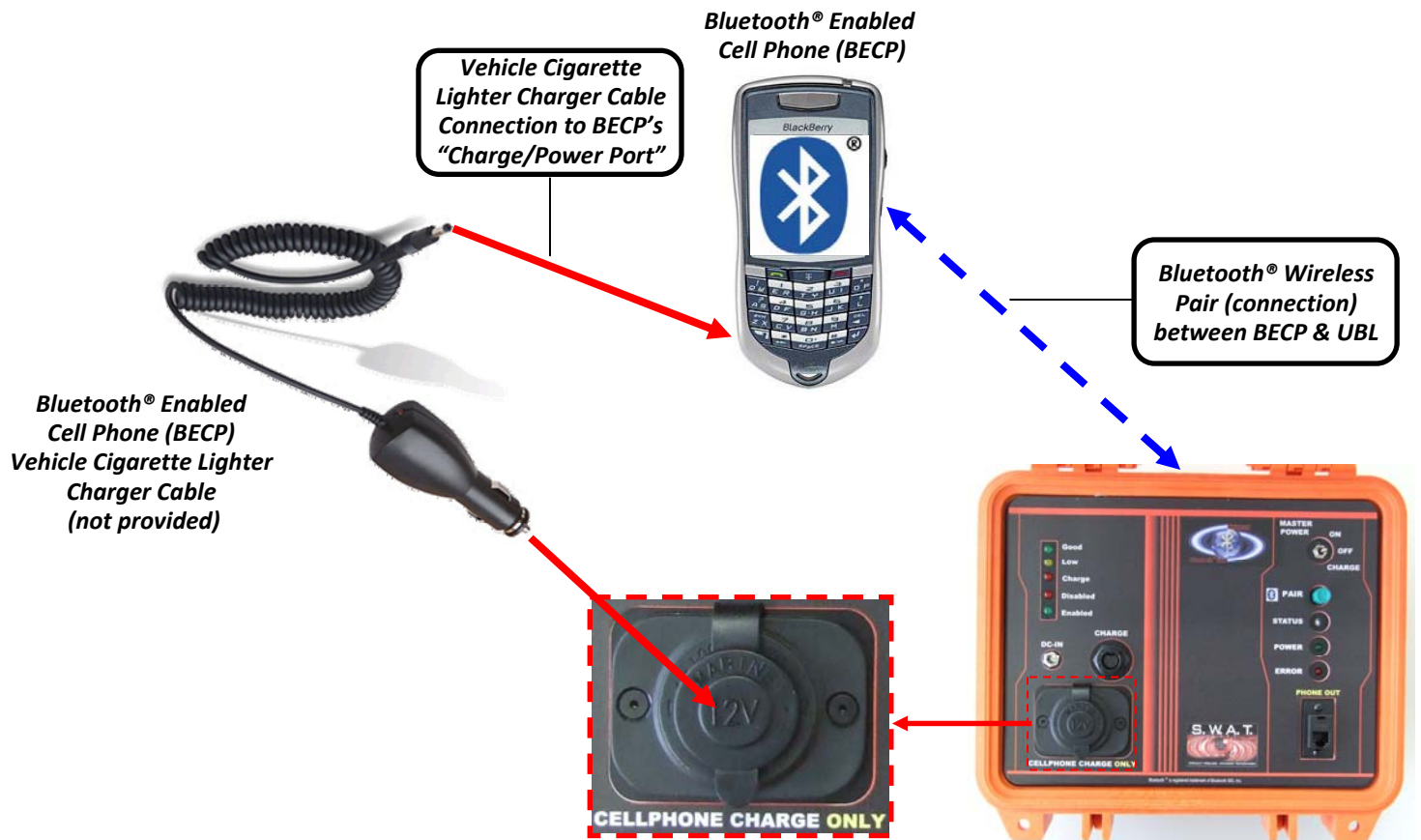


UTILIZING THE UNIVERSAL BLUETOOTH® LINK (UBL) TO CHARGE THE BLUETOOTH® ENABLED CELL PHONE'S BATTERY

The UBL is equipped with a "CELL PHONE CHARGE ONLY." This port allows for the BECP's battery to be charged during prolonged operations.

IMPORTANT NOTE: Never attempt to use the UBL's "CELL PHONE CHARGE ONLY" port to charge any device besides a cell phone as this may cause damage to the unit and void warranty!

1. Remove the UBL's "CELL PHONE CHARGE ONLY" port's (located on lower/left) protective tab.
2. Locate the BECP's "Vehicle Cigarette Lighter Charger Cable" and insert the D/C end of the charger into the UBL's "CELL PHONE CHARGE ONLY" port.
3. Insert the other end of the "Vehicle Cigarette Lighter Charger Cable" into the BECP's "Power Supply" port.





BATTERY MAINTENANCE/CHARGING PROCEDURES:

IMPORTANT NOTE: To maximize the internal battery's ability to maintain a charge, the UBL should be fully recharged each time after it has been operated OR if the unit has been stored for a prolonged period of (3) months.

1. Set the UBL's "MASTER POWER SWITCH" (located on upper/right) to the "CHARGE" position.
2. Locate the "ETGI Smart Charger," "Smart Charger Cable," and an "A/C Power Cord."
3. Insert the female end of the "A/C Power Cord" into the male A/C power port located on the "ETGI Smart Charger."
4. Insert the male end of the "A/C Power Cord" into an external power supply outlet.
5. Insert the (4-pin) connector of the "Smart Charger Cable" into the UBL's "CHARGE" port (located on center) and secure the connection by turning the connector's fastener clockwise.
6. Insert **BOTH** female connectors located on the other end of the "Smart Charger Cable" into **ANY** of the (3) ports labeled "9.6-18.0V" (located on outer/left) of the "ETGI SMART CHARGER."
7. For a faster charge, set the switch located next to each port to the right (1.8A position). **NOTE:** For a slower charge, set the switch to the (0.9A position).
8. To begin the charge cycle, set the "POWER ON/OFF" switch of the "ETGI Smart Charger" to the "ON" position. **NOTE:** An **Orange LED** on "POWER ON/OFF" switch will illuminate. The "ETGI Smart Charger" features **RED & GREEN LEDs** to indicate the battery charge cycle status. When initially powered on these LEDs will "blink" (turn on/off) and the **RED LEDs** will remain steadily illuminated to signal that the UBL's battery is currently in a charge cycle.
9. Leave the UBL connected until the **GREEN** LEDs on the "ETGI Smart Charger" illuminate signaling that the component's battery has completed the charge cycle.
10. Once the charge cycle has completed, disconnect the "A/C Power Cord" and the "Smart Charger Cable."
11. Set the UBL's "MASTER POWER SWITCH" to the "OFF" position.



BATTERY MAINTENANCE/CHARGING PROCEDURES DIAGRAM:

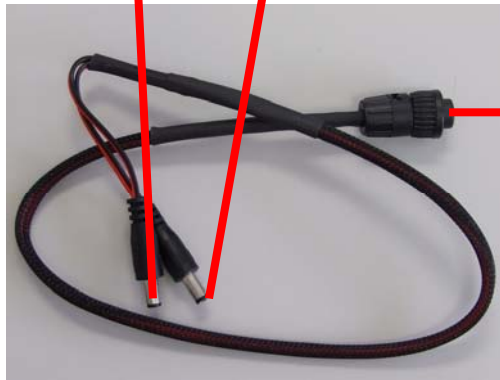


External Power Supply

A/C Power Cord



ETGI SMART CHARGER (FRONT VIEW)



SMART CHARGER CABLE





BATTERY PROTECTION CIRCUIT INFORMATION:

The Universal Bluetooth® Link (UBL) features a Battery Protection Circuit which helps reduce/prevent the risk of damaging the UBL's internal rechargeable battery due to excessive discharge from prolonged operations or by accidentally leaving the component powered "ON" when it is NOT connected to an external power supply. The Battery Protection Circuit automatically powers off/disables the UBL when the charge level of the UBL's battery reaches an unacceptable level. If/when this occurs, the red "Disabled" battery status LED will illuminate and the UBL will become inoperable. To reset the Battery Protection Circuit to allow for UBL operations perform the following tasks:

1. Set the UBL's "MASTER POWER SWITCH" to the "OFF" position. **NOTE:** The UBL's "MASTER POWER SWITCH" **MUST** be set to the "OFF" position **BEFORE** connecting the component to an external power supply. If the UBL's "MASTER POWER SWITCH" is NOT set to the "OFF" position before it is connected to an external power supply, the Battery Protection Circuit will NOT reset leaving the component in an inoperable state.
2. Locate the provided "DC Power Adapter."
3. Insert the pin end of the provided "DC Power Adapter" into the UBL port labeled "DC IN" (located on middle/left).
4. Insert the other end of the DC Power Adapter" into an external power supply. **NOTE:** Only use the provided "DC Power Adapter" to connect to an external power supply. When connected to an external power supply, the UBL automatically becomes "active," REGARDLESS of the position of the "MASTER POWER SWITCH" (ON, OFF, or CHARGE).
5. Begin to recharge the UBL's internal battery by following the steps listed in the "BATTERY MAINTENANCE/CHARGING PROCEDURES" of this manual.



WARRANTY INFORMATION:

Scope:

Specialized Wireless Advanced Technologies, LLC (SWAT, LLC) and its affiliates warrant the Universal Bluetooth® Link (UBL) to be free from defects in materials and workmanship. No warranties either express or implied, are made as to merchantability or fitness for a particular purpose. SWAT, LLC's obligation under this warranty is limited to the repair or replacement of a defective unit or portion thereof which is returned to SWAT, LLC within two years from the date the product was delivered to Client's delivery point by common carrier. Such warranty work will be performed free of charge to the Client, should SWAT, LLC's employees find the UBL to be defective in materials or workmanship. Client's only remedy for claims arising under this document shall be for damages, which shall not exceed the price of the UBL. SWAT, LLC may, at its sole election, choose to repair or replace said UBL. Use of the product outside SWAT, LLC's recommended design parameters voids all warranties. Warranties apply only to the original Client when purchased or transferred within all applicable laws.

Warning:

The Client purchases and uses the UBL at his/her own risk. Client must carefully read instructions, safety materials, and all other UBL literature before using the UBL, and follow these instructions, procedures and rules. When in doubt, Client must contact SWAT, LLC at the address below, or certified service centers authorized by SWAT, LLC to perform warranty work on the UBL. The UBL is intended for use by individuals properly trained by approved instructors to determine where the UBL fits into his/her department's rules, regulations, policies and procedures.

Limitation of Warranty:

Under no circumstances will SWAT, LLC be responsible for any damages resulting from negligent handling, misuse or illegal use of the UBL. Such acts will void the warranty. SWAT, LLC bears no responsibility, regardless of nature, for incidental, indirect or consequential damages with respect to economic loss or injury to a person or property whether as a breach of express or implied warranty, negligent or improper use, intentional misuse, accidental use, or unauthorized modifications. SWAT, LLC is not responsible for the use or inability to use the UBL.

Compliance with Local Laws:

It is the Client's responsibility to ensure the purchase, handling, and usage of the UBL complies with all local, state, and federal laws and regulations.

Product Changes:

Client understands that SWAT, LLC may from time to time change the UBL's specifications, designs, and accessories, and/or may add or remove items from the UBL's product line without prior notice to users.

Entire:

This Limited Warranty constitutes the entire agreement between the parties, and overrides and supersedes any other verbal or written correspondence between the parties, including any previous Limited Warranties. No changes may be made without the prior written consent of the management of SWAT, LLC. This contract is interpreted and governed under the laws of the State of Wisconsin, USA.