



GAI-TRONICS®  
A HUBBELL COMPANY

**RED ALERT®**

# 300 Series Emergency Telephone Manual

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# 300 Series Emergency Telephone Manual

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## Confidentiality Notice

This manual is provided solely as an installation, operation, and maintenance guide, which contains sensitive business and technical information, that is confidential and proprietary to GAI-Tronics. GAI-Tronics retains all intellectual property and other rights in or to the information contained herein, and such information may only be used in connection with the operation of your GAI-Tronics product or system. This manual may not be disclosed in any form, in whole or in part, directly or indirectly, to any third party.

## Product Overview

### Telephones

RED ALERT® 300 Series Emergency Telephones have been designed for maximum environmental sustainability, high audio quality and unparalleled monitoring capability. In addition to providing hands-free, two-way communications; a RED ALERT® telephone can tell you its location, report call activity, activate up to two peripheral devices, and let you know when it is experiencing problems. When used with our Telephone Management Application (TMA) software, RED ALERT® telephones will reduce system test and maintenance time while greatly decreasing liability issues associated with undetected, faulty equipment. All models are weatherproof rated Type 3R.

All RED ALERT® Emergency Telephone models incorporate SMART (Self-Monitoring and Reporting Telephone) Technology. This leading-edge technology becomes active only when connected to GAI-Tronics TMA software for system monitoring. The actual operation of the RED ALERT® Emergency Telephone is the same regardless of whether or not TMA is installed. With TMA installed, the telephones will be polled and will report their health status. Without TMA installed, no polling (or data collection) will occur.

RED ALERT® Emergency Telephones also comply with the Americans with Disabilities Act (ADA) in both physical and operational characteristics. Each Emergency Telephone includes a Braille label for vision-impaired individuals for identifying the “emergency” functions of the telephone and a visual CALL RECEIVED WHEN LIT LED for hearing-impaired individuals. The LED will flash when either the HELP or CALL (if equipped) buttons are depressed. The LED will become steadily illuminated when the call has been answered. This LED will remain illuminated until the call has been terminated.

The HELP push button on each emergency telephone can be programmed to dial three different telephone numbers. These include a primary telephone number and two “rollover” telephone numbers. In the event an emergency call cannot connect to the primary telephone number (i.e., a busy signal or no answer), the emergency telephone will automatically dial the first rollover number. If the first rollover number is busy or is not answered, the telephone will automatically dial the second rollover telephone number.

All RED ALERT® Emergency Telephones are line-powered and can be connected to any of the following networks:

- Central Office (C.O.) line to the Public Switched Telephone Network (PSTN)
- 24 V dc or 48 V dc analog station port of a Private Branch Exchange (PBX), Private Automatic Branch Exchange (PABX), or Key Service Unit (KSU).

**NOTE:** Connection to pay telephone extensions or shared service (party) lines should be avoided.

Each telephone requires a minimum line current of 24 mA for proper operation. For operation below –4 °F (–20 °C), GAI-Tronics offers an extreme cold weather option that includes a plug-in power supply (120 V ac required). This option will allow operation to –40 °C.

The RED ALERT® Emergency Telephones provide the flexibility to address a diverse range of applications. A wide variety of functions can be achieved by altering the configuration data stored in the telephone’s non-volatile memory. These configuration options include:

- Pre-programmed auto-dial telephone numbers
- Call termination method (automatic or manual)
- Maximum call duration
- Answering options

Values for these functions are initially programmed during factory testing. These settings can be changed remotely from a touch-tone telephone, locally (with an integral or portable keypad), or via TMA.

Emergency auto-dial telephone numbers are typically programmed in accordance with existing security plans. Most applications will require very little additional programming, as factory defaults are typically sufficient.

The following RED ALERT® 300 Series Telephone models are detailed in this manual:

Table 1. Model Chart

Model	Description
392-001	<b>Flush-Mount Telephone</b> with a heavy-gauge, brushed stainless steel front panel; includes a CALL (off-hook) push button and a 12-button Braille keypad. <b>This telephone is simply a rugged, hands-free telephone and is not intended for emergency use.</b> It can, however, still be used in a TMA controlled system.
392-001FS	<b>Flush-Mount Compact Telephone</b> with a heavy-gauge, brushed stainless steal front panel; includes a CALL (off-hook) push button and a 12-button Braille keypad. <b>This telephone is functionally identical to Model 392-001.</b>
393-00x	<b>Surface-Mount Emergency Telephone</b> housed in a glass-reinforced polyester enclosure; includes a HELP autodial push button.
393AL-00x	<b>Surface-Mount Emergency Telephone</b> housed in a cast-aluminum enclosure painted safety yellow; includes a HELP autodial push button.

<b>Model</b>	<b>Description</b>
394AL-00x	<b>Surface-Mount Emergency Telephone</b> housed in a cast-aluminum enclosure painted safety yellow; includes a HELP autodial push button, a CALL (off-hook) button and a 12-button Braille keypad.
396-00x	<b>Flush-Mount Emergency Telephone</b> with a heavy-gauge brushed stainless steel front panel; includes a HELP autodial push button and an ASSISTANCE autodial push button.
396-001FS	<b>Flush-Mount Compact Emergency Telephone</b> with a heavy-gauge brushed stainless steel front panel; includes a HELP autodial push button and an ASSISTANCE autodial push button. <b>This telephone is functionally identical to Model 396-001.</b>
397-00x	<b>Flush-Mount Emergency Telephone</b> with a heavy-gauge brushed stainless steel front panel; includes a HELP autodial push button.
397-00xCB	<b>Flush-Mount Emergency Telephone</b> with a heavy-gauge brushed stainless steel front panel designed to retrofit a Code Blue flush-mount telephone (six-hole); includes a HELP autodial push button.
397-001FS	<b>Flush-Mount Compact Emergency Telephone</b> with a heavy-gauge brushed stainless steel front panel; includes a HELP autodial push button. <b>This telephone is functionally identical to Model 397-001.</b>
397-00xRT	<b>Flush-Mount Emergency Telephone</b> with a heavy-gauge brushed stainless steel front panel designed to retrofit a Ramtel flush-mount telephone (six-hole); includes a HELP autodial push button.
397-00xTP	<b>Flush-Mount Emergency Telephone</b> with a heavy-gauge brushed stainless steel front panel designed to retrofit a Talk-A-Phone flush-mount telephone (six-hole); includes a HELP autodial push button.
398-00x	<b>Flush-Mount Emergency Telephone</b> with a heavy-gauge brushed stainless steel front panel; includes a HELP autodial push button, a CALL (off-hook) button and a 12-button Braille keypad.
398-00xCB	<b>Flush-Mount Emergency Telephone</b> with a heavy-gauge, brushed stainless steel front panel designed to retrofit a Code Blue flush-mount telephone (six-hole); includes a HELP autodial push button, a CALL (off-hook) button and a 12-button Braille keypad.
398-00xRT	<b>Flush-Mount Emergency Telephone</b> with a heavy-gauge, brushed stainless steel front panel designed to retrofit a Ramtel flush-mount telephone (six-hole); includes a HELP autodial push button, a CALL (off-hook) button and a 12-button Braille keypad.
398-00xTP	<b>Flush-Mount Emergency Telephone</b> with a heavy-gauge, brushed stainless steel front panel designed to retrofit a Talk-A-Phone flush-mount telephone (six-hole); includes a HELP autodial push button, a CALL (off-hook) button and a 12-button Braille keypad.

Code Blue is a registered trademark of Code Blue Corporation.

Ramtel is a registered trademark of Ramtel Corporation

Talk-A-Phone is a registered trademark of Talk-A-Phone Co.

## Telephone Options

RED ALERT® Telephones are available with two different factory-installed options (or both options installed). These options are:

**Voice Annunciation Option** allows local or remote speech programming for location identification purposes, instructions, or any other desired messaging requirement. The message can be programmed locally at the telephone or remotely via dial-up. The recorded message will be activated when the called party transmits a DTMF command.

**Extreme Cold Weather Option** allows the telephone to operate in temperatures as low as  $-40^{\circ}\text{C}$  (standard operating temperature is  $-20^{\circ}\text{C}$ ). This option includes a plug-in power supply and non-tactile (non-moveable) HELP and/or CALL (if equipped) push buttons.

All RED ALERT® Telephones are ordered for standard operation (no options) by using a “-001” suffix (example: 393-001 or 397-001CB). Telephones with factory-installed options are ordered based on the following chart.

Table 2. Option Model Chart (Not applicable to “FS” series models)

Option Suffix	Description
-002 or -002xx	<b>Voice Annunciation Option</b> , factory-installed (examples: 393- <b>002</b> or 397- <b>002CB</b> )
-003 or -003xx	<b>Extreme Cold Temperature Option</b> , factory-installed (examples: 393- <b>003</b> or 397- <b>003CB</b> )
-004 or -004xx	<b>Voice Annunciation and Extreme Cold Temperature Options</b> , factory-installed (examples: 393- <b>004</b> or 397- <b>004CB</b> )

Each RED ALERT® Telephone is capable of providing two isolated control outputs in the form of a dry (volt-free) contact closure rated at 125 mA. One output is controlled by the telephone’s emergency call activation and the other is remotely controlled by a called party DTMF code activation.

## Telephone Management Application (TMA)

GAI-Tronics’ TMA software is a maintenance data collection and reporting tool that allows users to view and report the health of the RED ALERT® Emergency Telephones. RED ALERT® Telephones can function with or without the TMA software application installed. The decision to use TMA can be made at any time and is not needed for telephone operation. Installation of TMA is not required until system monitoring is desired.

When used with TMA, each telephone will typically be polled to determine the health of the unit and report the following:

- Stuck push buttons
- Microphone failure
- Speaker failure
- Microprocessor health
- Line interrupt (power)
- Low battery life (Voice Annunciation option only)

The basic TMA package (Model 12509-042) includes a single line transceiver for polling a single telephone at a time. With each telephone requiring approximately 90 seconds to relay its health status to TMA, the ability to poll multiple telephones simultaneously may become very important in larger systems. A TMA expansion kit (Model 12509-043) is available and is required for each additional connected telephone line, with a maximum of eight lines allowed. This allows a maximum of eight telephones to be polled simultaneously. A dedicated PC is strongly recommended for TMA operation.

A dedicated telephone line per RED ALERT® Telephone is required when using TMA in its typical “polling” operation. Although it is not recommended, RED ALERT® Telephones can share a telephone line with the understanding that if two or more telephones are put into use simultaneously, the line current could drop sufficiently to disconnect the telephone call completely. This will depend on the line current, the length of the cable run, and the condition of the telephone cable. When sharing a telephone line using TMA, the telephone must be scheduled to “call-in” instead of being polled by TMA.

TMA users can schedule auto-dial maintenance calls to alert maintenance personnel of any unusual sensor or fault conditions that exist. RED ALERT® Telephones can also be programmed to generate an auto-dial maintenance call when certain sensor events are discovered. Access to the RED ALERT® Telephone settings is restricted through the use of the maintenance access PIN, which should be disclosed only to trained maintenance personnel.

## Standard Operation

Four types of telephones are described in this manual:

- Single emergency push-button operation (autodial)
- Emergency push button and call push button with keypad
- Emergency push button and assistance push button (both autodial)
- Call push button with keypad (hands-free standard telephone operation)

This section describes the general operation of each telephone type.

## Emergency Call Operation

**NOTE:** Applicable to telephones equipped with a HELP push button.

1. Press the HELP push button to place an immediate call to a pre-programmed emergency telephone number; typically a security office, campus police, or 911.
2. The CALL RECEIVED WHEN LIT indicator (LED) operates as follows:
  - The indicator will begin to flash when the HELP push button is pressed and will light (steadily) when the telephone detects audio after the call is answered.
  - or -
  - The indicator will begin to flash when the HELP push button is pressed and will light (steadily) when the called party acknowledges receiving the call by transmitting a DTMF “#” or “\*” after answering the call.
3. Two-way, hands-free conversation can now occur.



## Non-Emergency Call Operation

**NOTE:** Applicable to telephones equipped with a CALL push button and keypad, with or without a HELP push button.

The telephone models with keypads can also be used to make non-emergency type calls as follows:

1. Press the **CALL** push button (dial tone can be heard over the speaker).
2. Use the keypad to dial the desired number.
3. The **CALL RECEIVED WHEN LIT** indicator (LED) operates as follows:
  - The indicator will begin to flash when the **CALL** push button is pressed and will light (steadily) when the telephone detects audio after the call is answered.
  - or -
  - The indicator will begin to flash when the **CALL** push button is pressed and will light (steadily) when the called party acknowledges receiving the call by transmitting a DTMF “#” or “\*” after answering the call.
4. Press the **CALL** push button upon completion of the call (hang up).

**NOTE:** The **CALL** push button can be configured to auto-dial, thereby overriding the keypad dialing feature. This operation can be used to call a central telephone number and use the keypad to make feature selections.

## Non-Emergency Assistance Operation (Models 396-00x and 396-001FS)

1. Press the **ASSISTANCE** push button to place an immediate call to a pre-programmed assistance telephone number; typically a dormitory, garage, or general assistance/information office).
2. The **CALL RECEIVED WHEN LIT** indicator (LED) operates as follows:
  - The indicator will begin to flash when the **ASSISTANCE** push button is pressed and will light (steadily) when the telephone detects audio after the call is answered.
  - or -
  - The indicator will begin to flash when the **ASSISTANCE** push button is pressed and will light (steadily) when the called party acknowledges receiving the call by transmitting a DTMF “#” or “\*” after answering the call.
3. Two-way hands-free conversation can now occur.

## Receiving a Call

Each RED ALERT® Telephone can be programmed to auto-answer an incoming call. When the emergency telephone extension is dialed, the unit will automatically answer, generate a pair of triple “beep” tones, and two-way, hands-free conversation can occur.



## Disconnecting a Call

There are several methods by which a RED ALERT® Emergency Telephone can both manually and automatically disconnect calls. The disconnect methods include the following:

- **Remote disconnect of an emergency call** – Called party transmits either a “##” or “\*99” DTMF control command.
- **Manual disconnect of an emergency call** – Press the HELP push button approximately 15 seconds after the initial activation.  
**NOTE:** Pressing the HELP push button a second time within 10 seconds of initially activating the call will have no effect on the telephone’s operation. This prevents an anxious or hurried user from disconnecting the call prematurely (this feature can be disabled).
- **Manual disconnect of a non-emergency call** – Press the CALL or ASSISTANCE button a second time.
- **Automatic disconnect:**
  - All calls; loop current-drop disconnect
  - All calls; maximum call duration timeout (configurable from 1 minute to 4.5 hours)
  - All voice calls; call progress tones (i.e., busy signal/fast busy, or reorder, tone) and, when enabled, dial tone.



Refer to the “Programming” section of this manual for factory defaults and available options.

## Location Identification Code Dialing

The Location Identification Code feature enables the called party to quickly and easily locate the source of the emergency call. When the calling individual presses the HELP push button, the called party (typically the security operator) presses the “\*” button on their phone. The RED ALERT® Telephone detects the “\*” signal and transmits a three-digit, DTMF, location identification code. This location code can be displayed on a customer-provided DTMF decoder/display.

Please refer to the “Americans with Disabilities Act (ADA) Programming” section on Page 42.

## Installation

 **ATTENTION**  Installation should be performed by qualified personnel and only in accordance with the National Electrical Code or applicable local codes.

## Safety Guidelines

When installing any GAI-Tronics telephone equipment, please adhere to the following guidelines to ensure the safety of all personnel:

- Do not install telephone wiring during a lightning storm.
- **Electrostatic Discharge (ESD) Protection:** Your telephone may have an earth ground terminal provision. If so, ensure that it is connected to ground in accordance with all local safety regulations and the National Electrical Code (NEC). Grounding has to be ensured for safe and stable communications. Do not use long and coiled ground wires. Trim ground wires to the required length. Use a star configuration whenever possible. Please note proper grounding does not eliminate the need for lightning protection for the telephone or the telephone system.

- **Install a UL Listed lightning arrestor** on any telephone installed where the telephone or telephone cable is at risk of being exposed to lightning strikes. The lightning arrestor must be installed as close to the telephone as possible to maximize the protection. It must not be installed within the enclosure supplied with the phone.
- Do not install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Do not touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

## General Installation Guidelines

As previously noted, the preferred system configuration is a dedicated telephone line per RED ALERT® Telephone. This is an actual **requirement** when using TMA in its typical “polling” operation.

Although it is not recommended, a RED ALERT® Telephone can share a telephone line with another RED ALERT® Telephone with the understanding that if two or more telephones are put into use simultaneously the line current could drop sufficiently to disconnect the telephone call completely. Additional “line sharing” or “party line” configuration issues could include sporadic telephone operation, difficulties with programming, or premature disconnection of calls. Special system features (voice mail, call waiting, etc.) could also create problems if not disabled. Successful shared line operation will depend on the line current, the length of the cable run, and the condition of the telephone cable.

**NOTE: A RED ALERT® telephone should never be installed on the same telephone line as any other (non-RED ALERT®) telephone type.**

When sharing a telephone line using TMA, the telephone must be scheduled to “call-in” instead of being polled by TMA.

## Security Hardware

All of the telephones described in this manual are vandal resistant. The front panel for each telephone covered in this manual is attached to its enclosure with security screws. A GAI-Tronics Model 233-001 Security Screwdriver or Torx T-25 security head tip (sold separately) is required for installing the telephone.

## Conduit Installation Details

GAI-Tronics recommends installing telephone lines in conduit to protect against accidental damage and vandalism. To prevent moisture from entering the enclosure, we strongly recommend the following:

- Conduit should enter the enclosure from the bottom whenever possible.
- Sealed fittings should be installed at all cable entry points.
- Silicone sealant or equivalent should be applied around and inside all conduit entries to prevent moisture ingress.

Please refer to the examples below for the recommended conduit installation details.

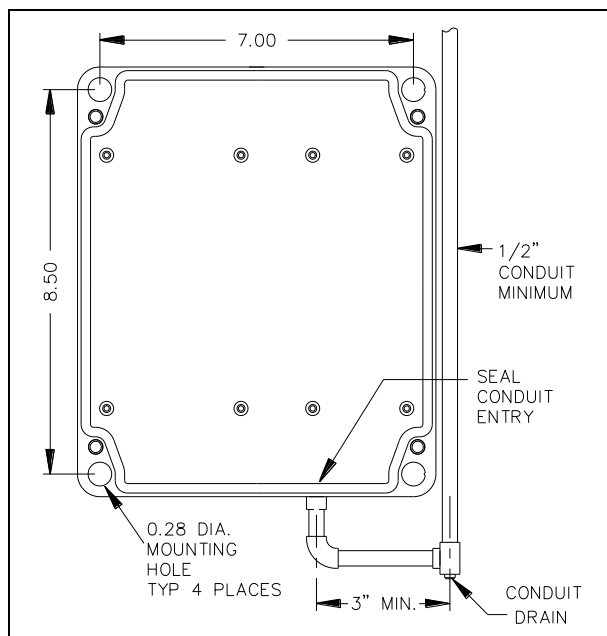


Figure 1. Bottom entry conduit recommended for non-metallic enclosures

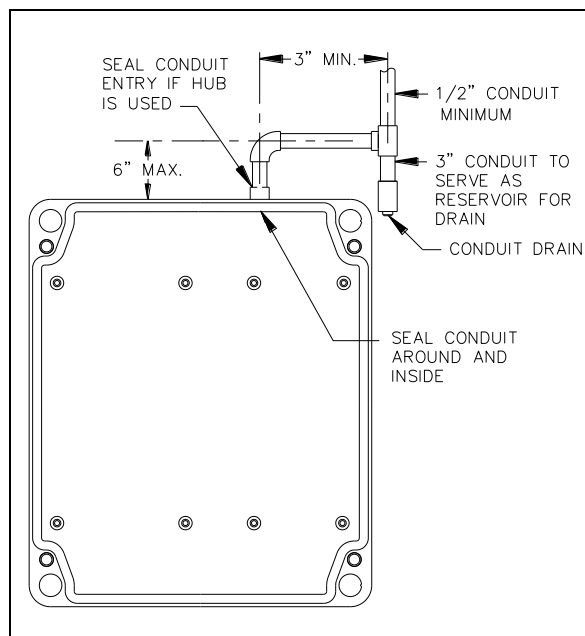


Figure 2. Top entry conduit installation for non-metallic enclosures (NOT recommended)

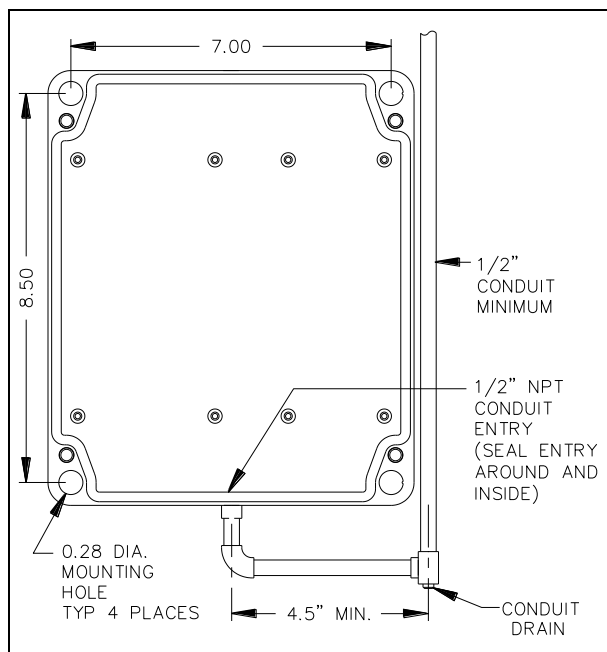


Figure 3. Bottom entry conduit installation details for metallic enclosures

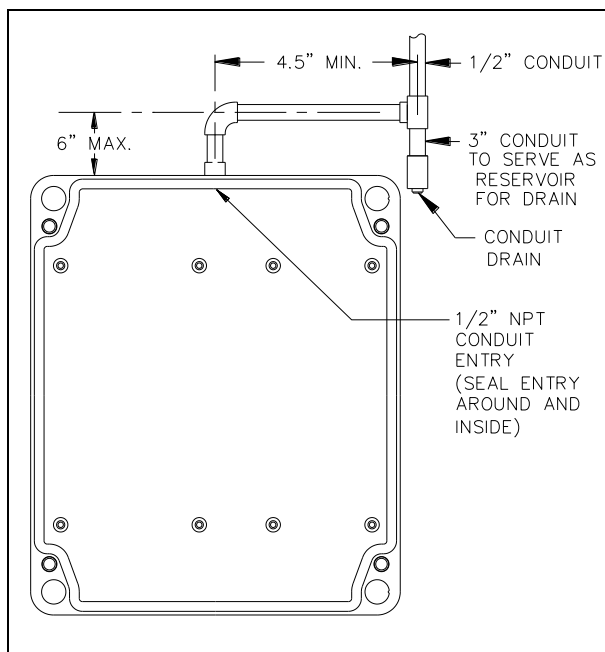


Figure 4. Top entry conduit installation details for metallic enclosures (NOT recommended)

## Models 393-00x, 393AL-00x, and 394AL-00x

The mounting and wiring instructions are as follows:

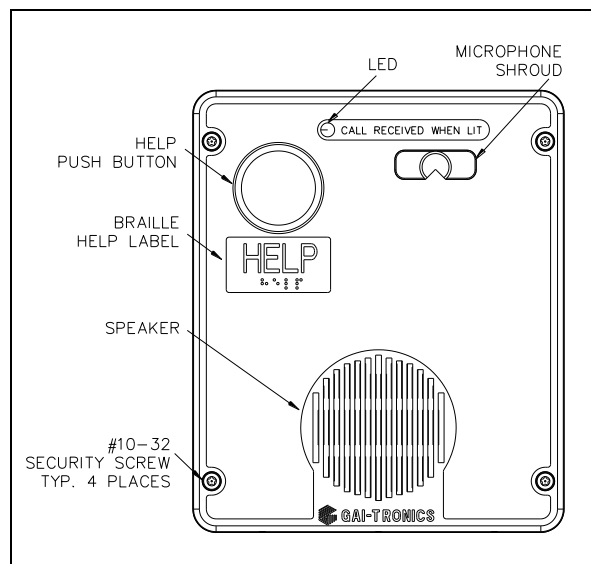


Figure 5. Model 393-00x Emergency Telephone in a Non-Metallic Enclosure

1. Remove the four security screws from the front panel and set the panel assembly aside, protecting it from possible damage.

2. Position the enclosure on the mounting surface. The enclosure provides four 0.28-inch mounting holes in a 7.0 × 8.5-inch hole pattern. Secure the enclosure to its mounting surface with four ¼-inch diameter bolts of the appropriate length for the surface.

**NOTE:** When using the GAI-Tronics Model 231-001 Pole Mounting Kit, follow the mounting instructions provided in the kit.

3. For Model 393-00x only: Create a conduit access hole using a Greenlee-type punch that is equivalent in size to the conduit diameter. Bottom entry is strongly recommended. Insert a conduit fitting in the access hole.

4. Install conduit as required. Refer to conduit installation details on Page 9.

**Note:** Use silicone sealant or equivalent around and inside all conduit entries.

5. Pull the telephone line through the conduit and into the enclosure. Connect the telephone line to the customer-supplied telephone line surge suppressor (if applicable) and modular jack (USOC RJ11 or CA11A) provided with the unit.

**NOTE:** The modular jack may be mounted inside the telephone. Telephone line connections directly to TB1 are acceptable.

6. Allow the telephone a minimum of 35 seconds to initialize.

7. Using the “Setup” section of this manual,

- Configure the hardware as required. Refer to the “Hardware Configuration” section on Page 27 for details.
- Adjust the audio levels, if necessary. Refer to Figure 32 for “Speaker Volume” and “Microphone Sensitivity” potentiometer locations.
- Perform the initial programming. Refer to the “Programming” section on Page 35.

8. Verify operation by calling to and from another telephone.

9. Complete the installation by attaching the front panel assembly to the rear enclosure using the four security screws, 10–12 in-lbs. of torque recommended.

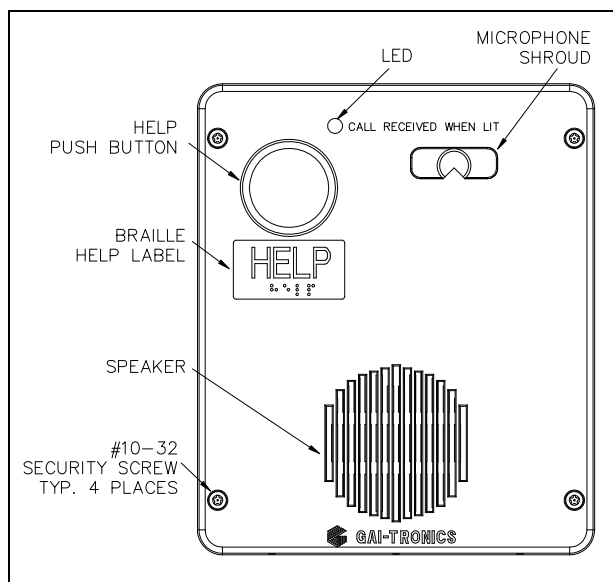


Figure 6. Model 393AL-00x

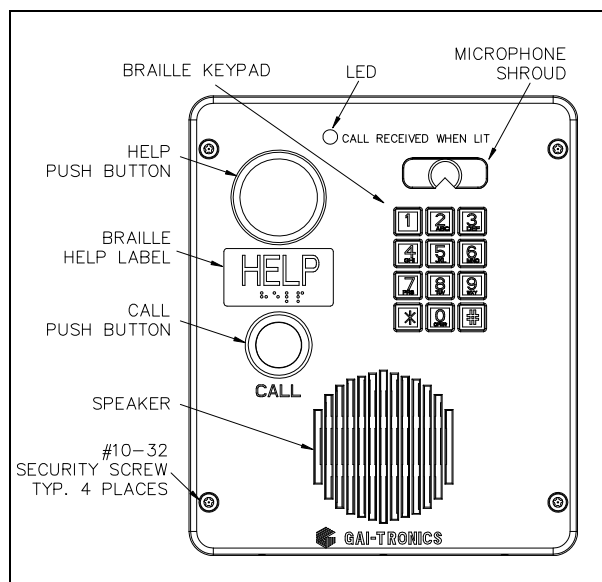


Figure 7. Model 394AL-00x

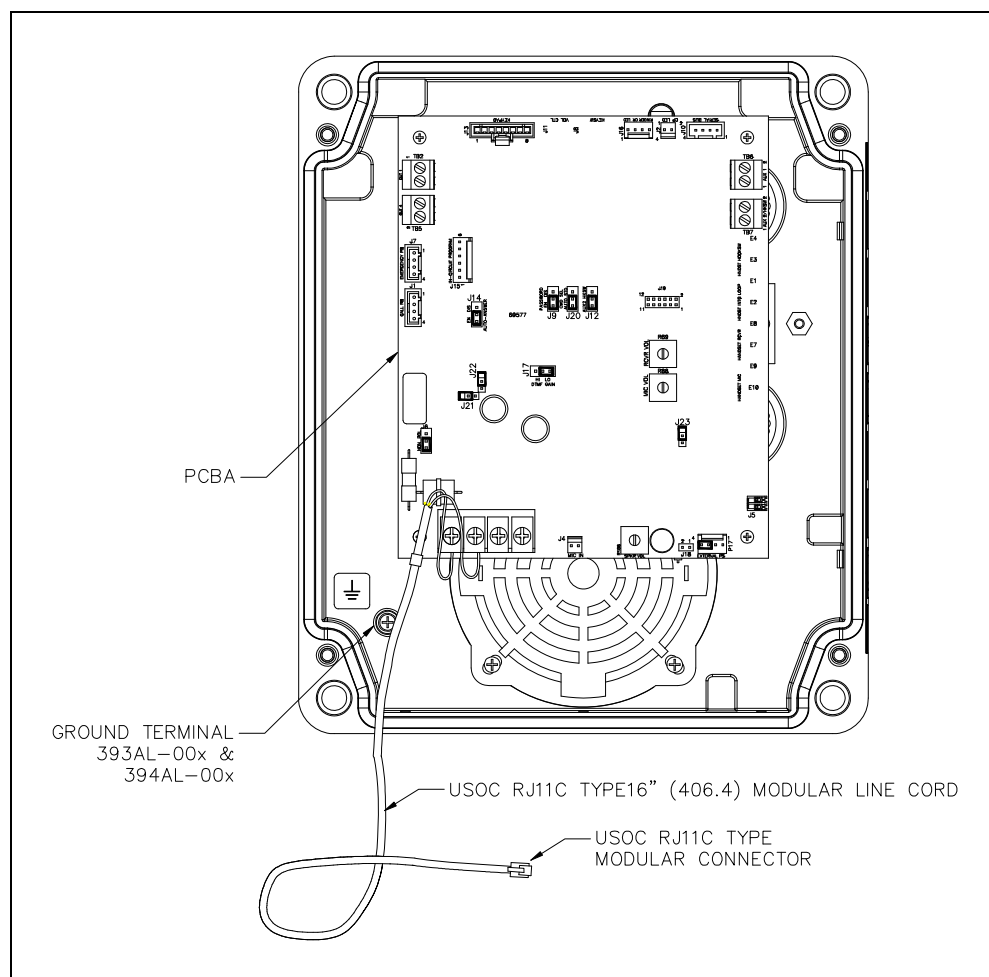


Figure 8. Model 393-00x, 393AL-00x, and 394AL-00x Component Locations

## Models 392-001, 396-00x, 397-00x, and 398-00x – Stanchion or Flush-Mount Applications

1. When mounting in a GAI-Tronics Model 234 Series Stanchion, or for flush-mount installations, the supplied back box must be used to mount the Model 397-00x, 396-00x, 398-00x, or 392-001 Telephone. Mount the back box to the structure using appropriate hardware. Refer to Figure 13 cutout dimensions.

**NOTE:** If mounted outdoors, the installation of a telephone line suppressor (customer-supplied) on the telephone line is recommended.

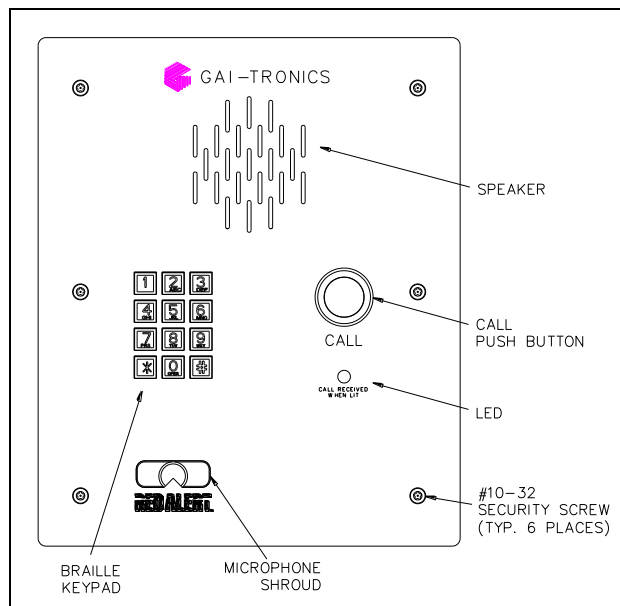


Figure 9. Model 392-001

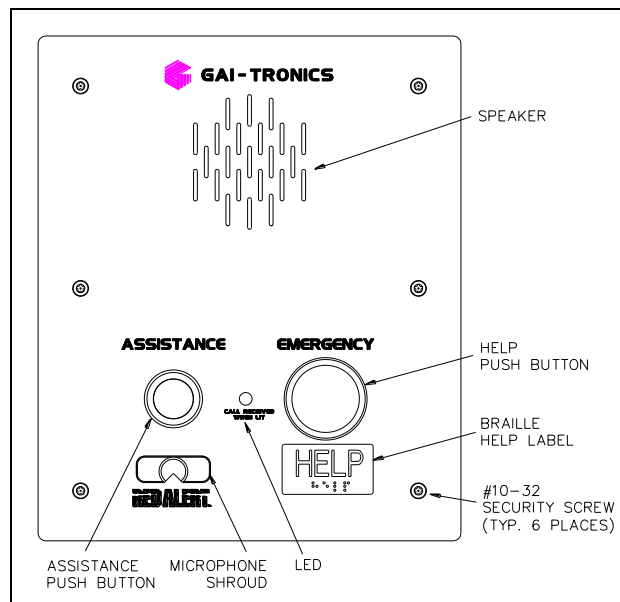


Figure 10. Model 396-00x

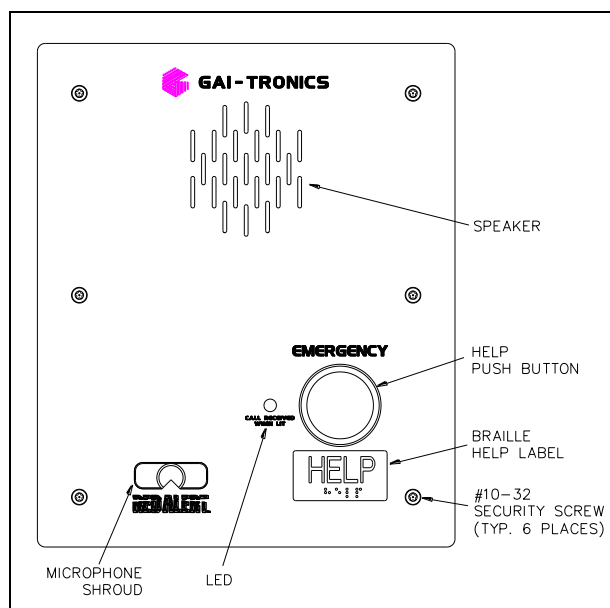


Figure 11. Model 397-00x

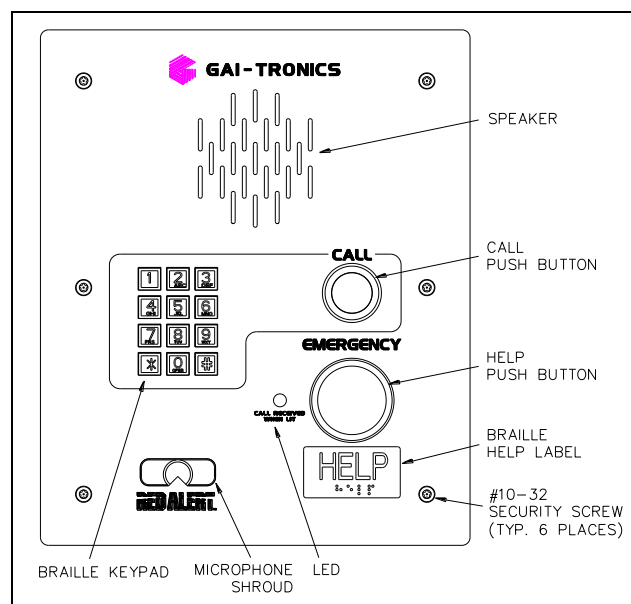


Figure 12. Model 398-00x

2. Remove the tapered plug from either of the cable entry holes in the back box, and install the telephone line and cable fitting.  
**NOTE:** Telephone line connections directly to TB1 are acceptable.
3. If using the modular jack, remove the cover, and connect the telephone line's tip (+) wire to the green wire on the modular jack, and the ring (-) wire to the red wire on the modular jack. Replace the modular jack cover.
4. Connect the telephone's modular plug to a USOC RJ11 or CA11A (Canada) modular connector or (if applicable) the telephone line suppressor. (An inline coupler is provided for use, if necessary.) Refer to Figure 13. Model 392-001 396-00x, 397-00x, and 398-00x Mounting Details for the Model 397-00x, 396-00x, 398-00x and 392-001 component locations.
5. Allow the telephone a minimum of 35 seconds to initialize.
6. Using the "Setup" section of this manual,
  - Configure the hardware as required. Refer to the "Hardware Configuration" section on Page 27 for details.
  - Adjust the audio levels, if necessary. Refer to Figure 32 for "Speaker Volume" and "Microphone Sensitivity" potentiometer locations.
  - Perform the initial programming. Refer to the "Standard Mode Programming" section on Page 35.
7. Verify operation by calling to and from another phone.
8. Complete the installation by attaching the front panel assembly to the rear enclosure mounting flanges using the six supplied #10-32 security screws and washers, 10–12 in-lbs. of torque recommended.



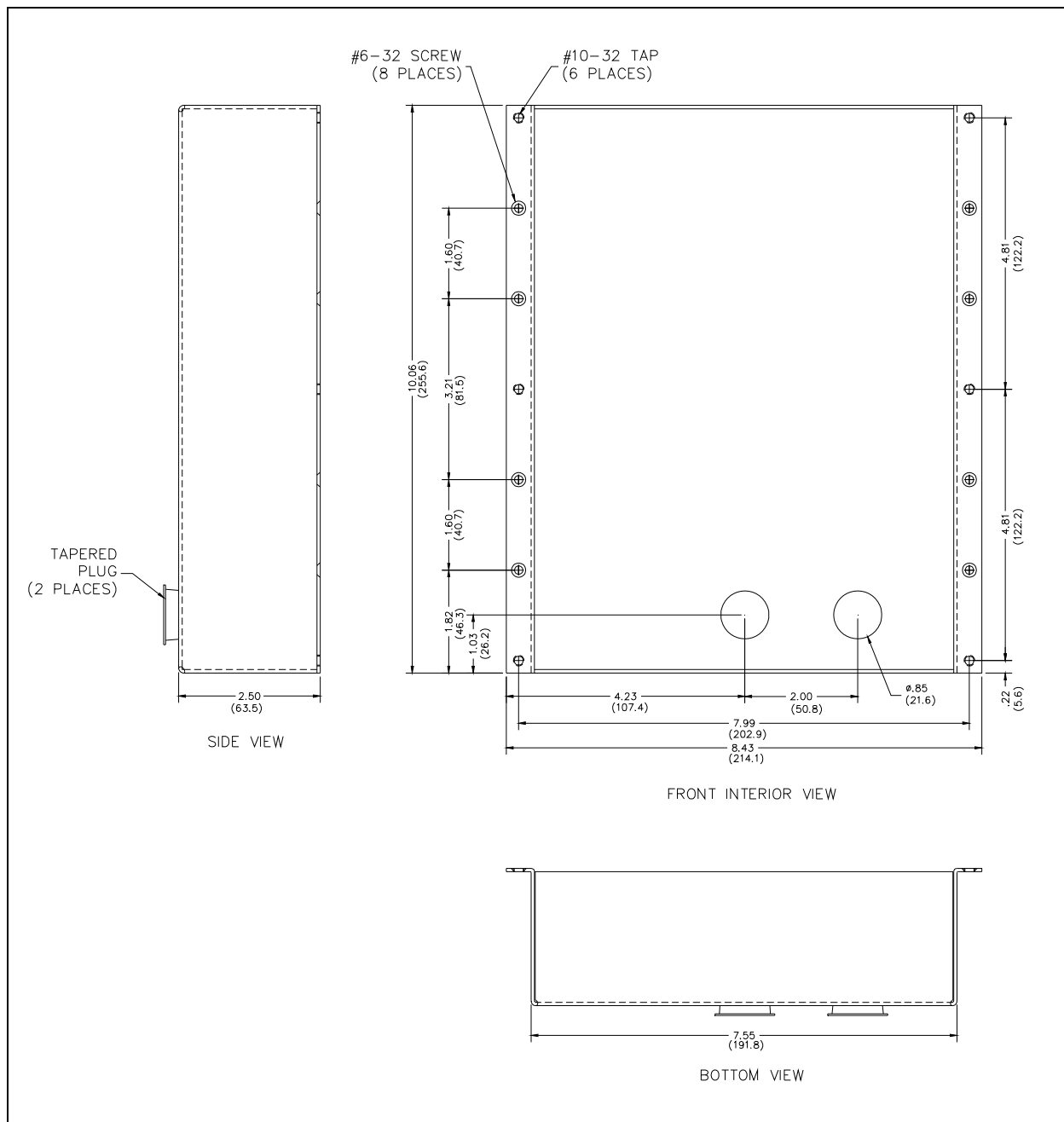


Figure 13. Model 392-001 396-00x, 397-00x, and 398-00x Mounting Details

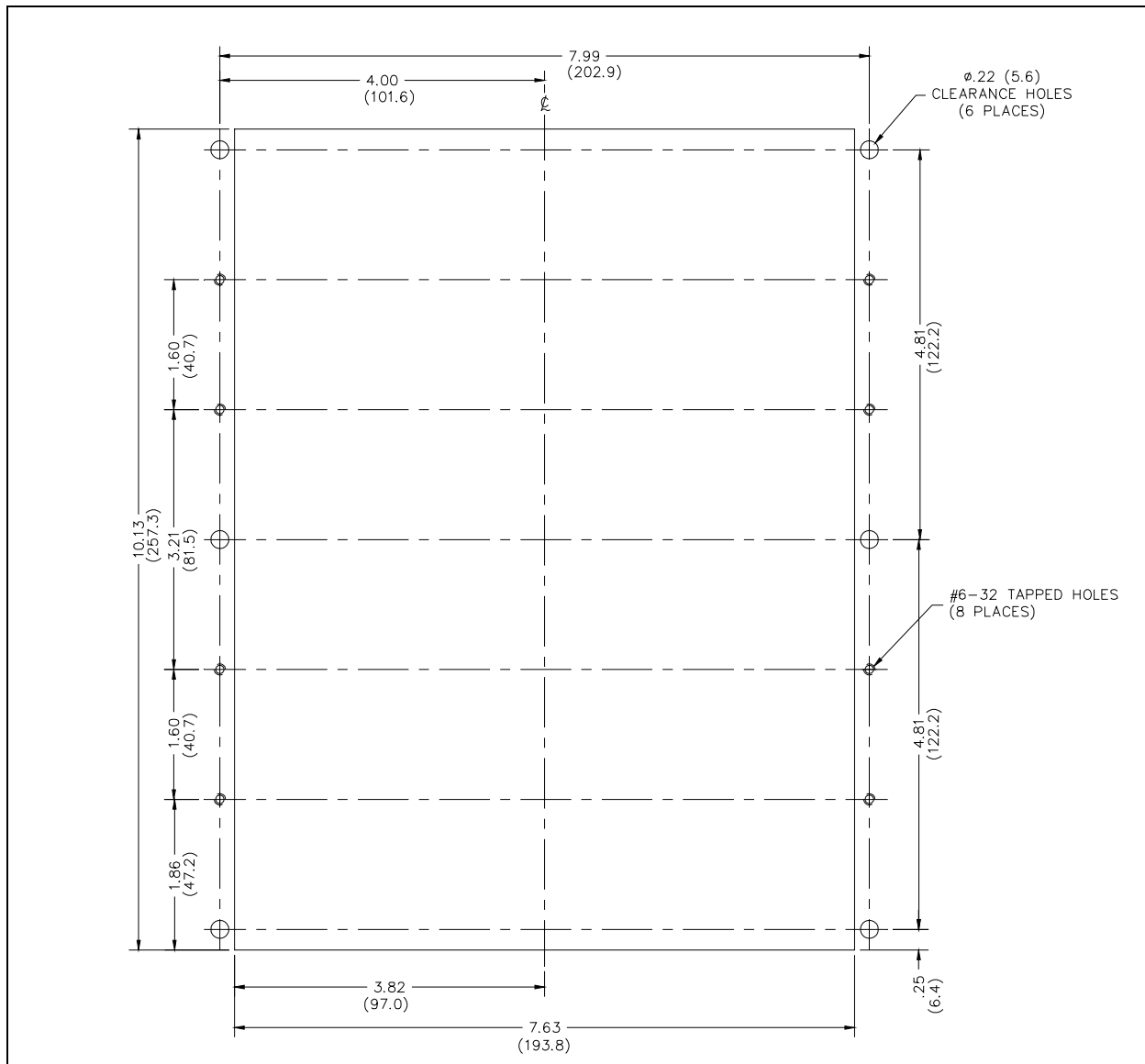


Figure 14. Cutout for Model 392-001, 396-00x, 397-00x, and 398-00x

## Models 392-001FS, 396-001FS, and 397-001FS – Flush-Mount Applications

These compact models are designed to be installed in flush mount openings measuring 7.75 H × 5.75 W inches.

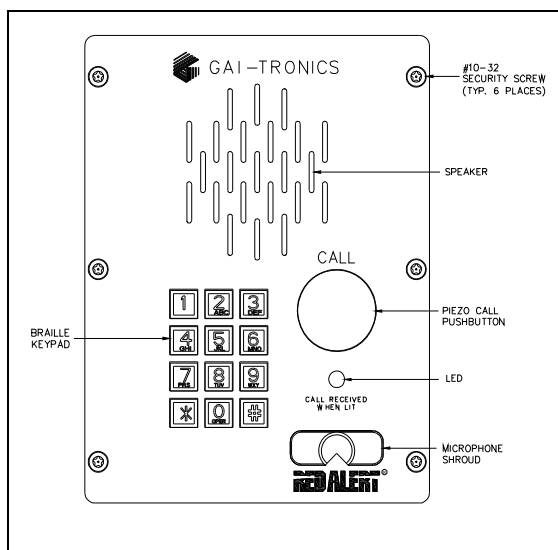


Figure 15. Model 392-001FS

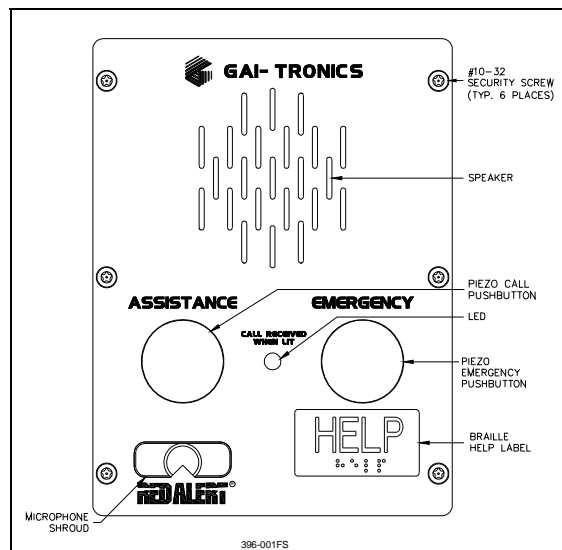


Figure 16. Model 396-001FS

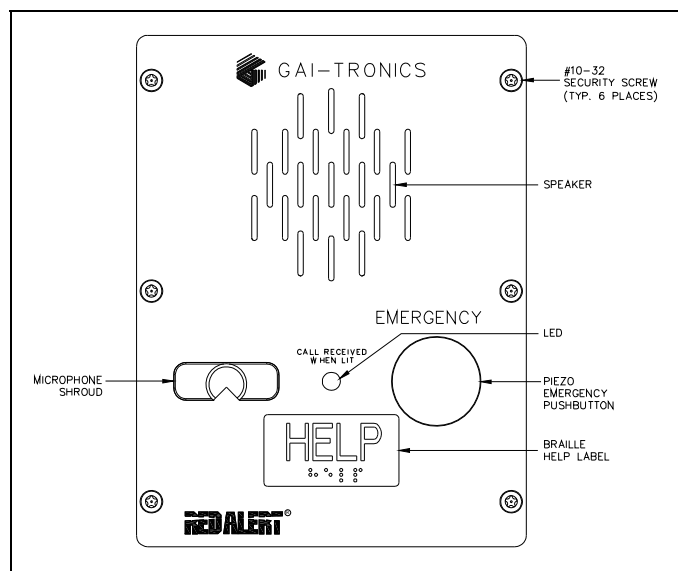


Figure 17. Model 397-001FS

1. Remove the back box from the front cover.

**NOTE:** If mounted outdoors, the installation of a telephone line suppressor (customer-supplied) on the telephone line is recommended.

2. Feed the telephone line through either of the cable entry holes in the back box.

**NOTE:** Telephone line connections directly to TB1 are acceptable.

3. The telephone line is equipped with a USOC RJ11C-type modular connector. (An inline coupler is provided for use, if necessary.) Plug the connector into the mating connector inside the enclosure.
4. Re-install the back box.
5. Allow the telephone a minimum of 35 seconds to initialize.
6. Using the “Setup” section of this manual,
  - Configure the hardware as required. Refer to the “Hardware Configuration” section on Page 27 for details.
  - Adjust the audio levels if necessary. Refer to Figure 32 for “Speaker Volume” and “Microphone Sensitivity” potentiometer locations.
  - Perform the initial programming. Refer to the “Standard Mode Programming” section on Page 35.
7. Verify operation by calling to and from another phone.
8. Complete the installation by attaching the front panel assembly to the mounting surface using the six supplied #10-32 security screws, 10–12 in-lbs. of torque recommended.

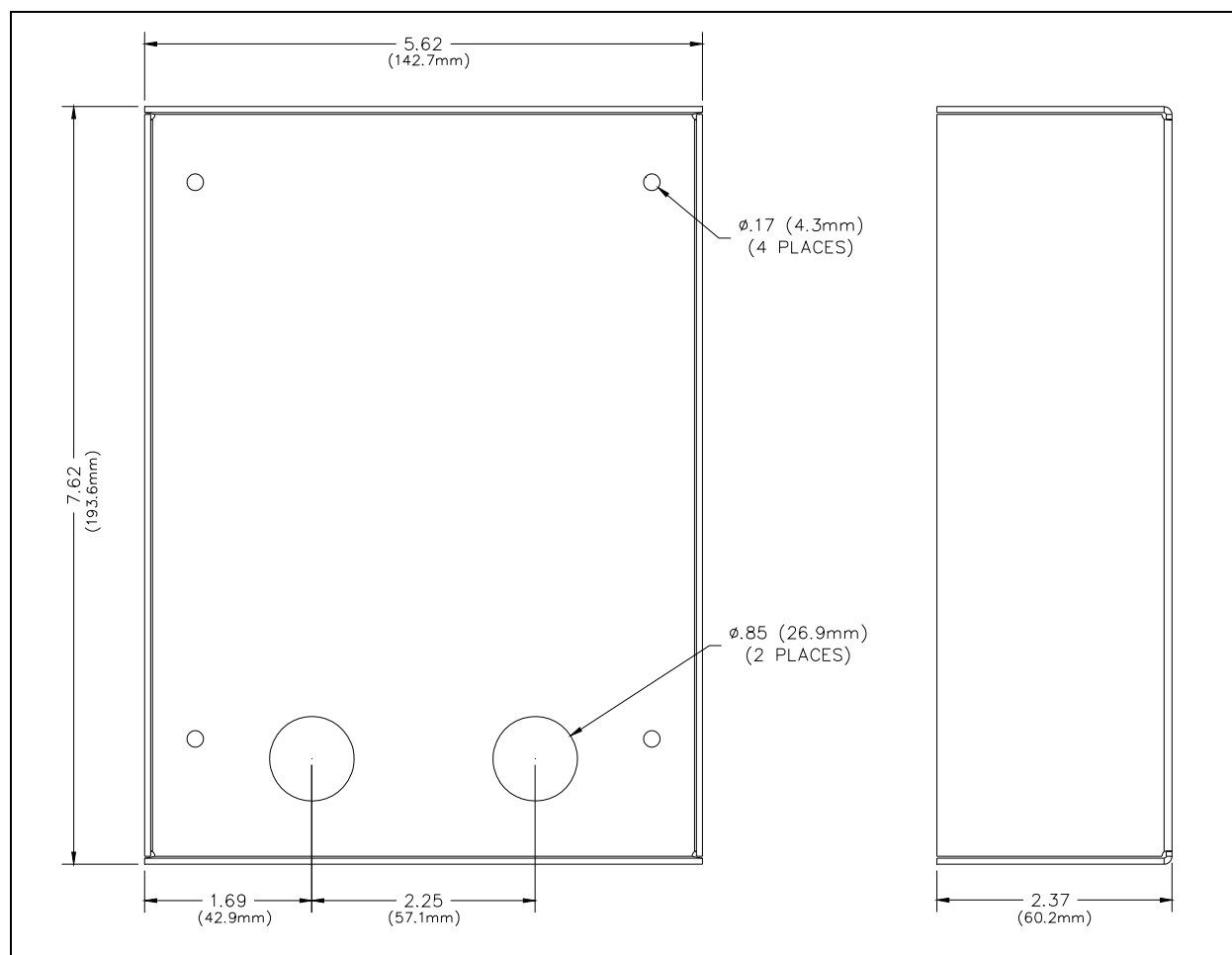


Figure 18. Model 392-001FS, 396-001FS, and 397-001FS Back Box

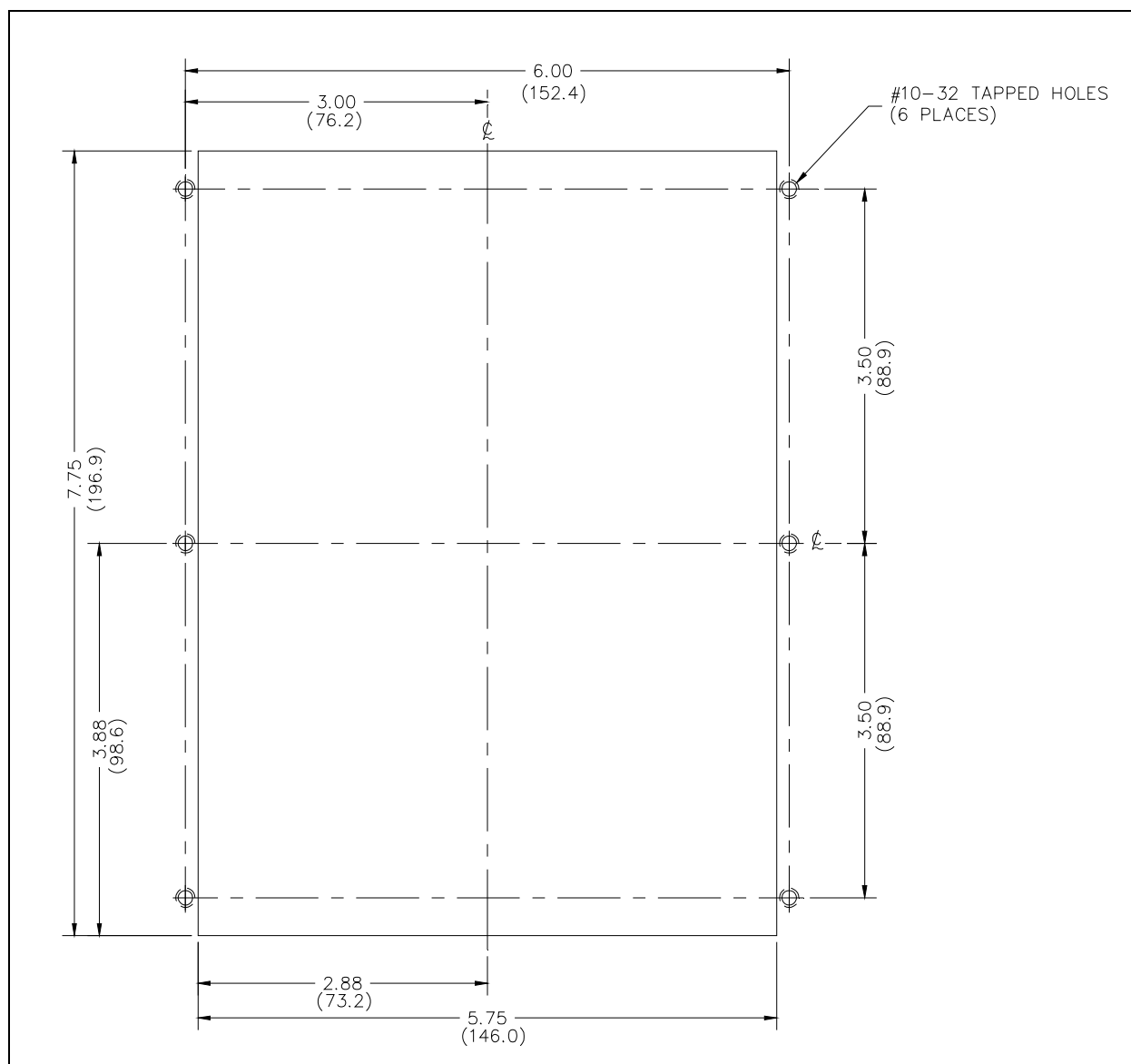


Figure 19. Cutout for Model 392-001FS, 396-001FS, and 397-001FS

## Retro-fit Models

The appropriate RED ALERT® retrofit models can be installed in Code Blue, Ramtel, or Talk-A-Phone enclosures utilizing a six-hole mounting pattern.

1. Remove the back box from the front cover.
2. Feed the telephone line through either of the cable entry holes on the back box.
3. Re-install the back box.
4. The telephone line is equipped with a USOC RJ11C-type modular connector. (An inline coupler is provided for use, if necessary.) Plug the connector into the mating connector inside the enclosure.
5. Allow the telephone a minimum of 35 seconds to initialize.
6. Using the “Setup” section of this manual,
  - Configure the hardware as required. Refer to the “Hardware Configuration” section on Page 27 for details.
  - Adjust the audio levels if necessary. Refer to Figure 32 for “Speaker Volume” and “Microphone Sensitivity” potentiometer locations.
  - Perform the initial programming. Refer to the “Standard Mode Programming” section on Page 35.
7. Verify operation by calling to and from another phone.
8. Complete the installation by attaching the front panel assembly to the rear enclosure using the security screws, 10–12 in-lbs. of torque recommended.

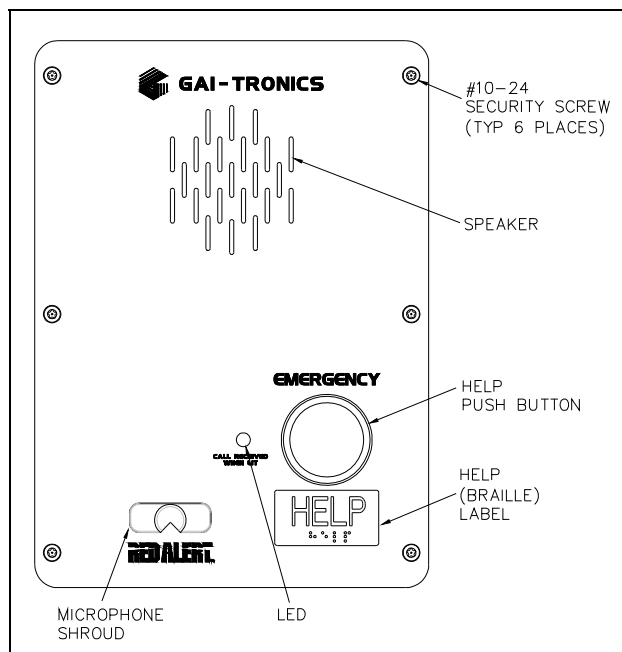


Figure 20. Model 397-00xCB

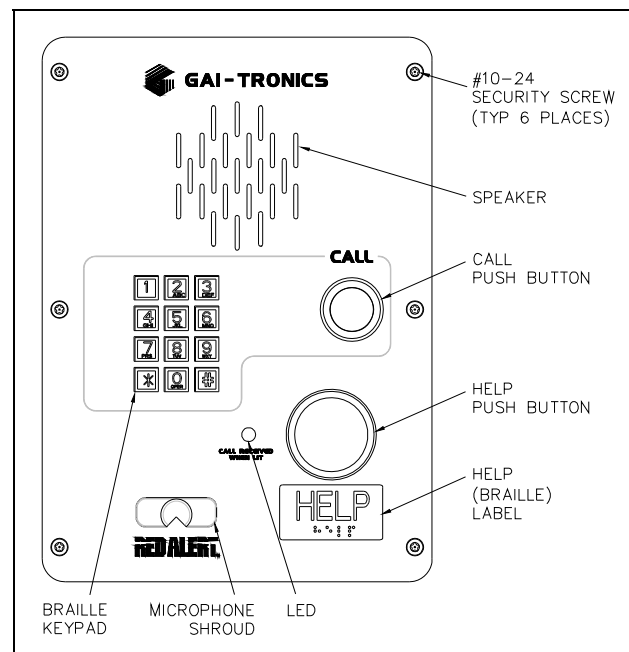


Figure 21. Model 398-00xCB

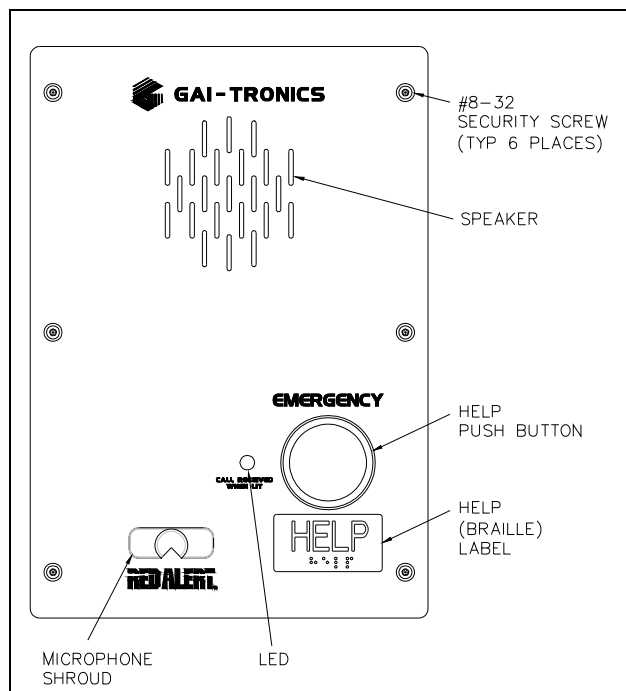


Figure 22. Model 397-00xRT

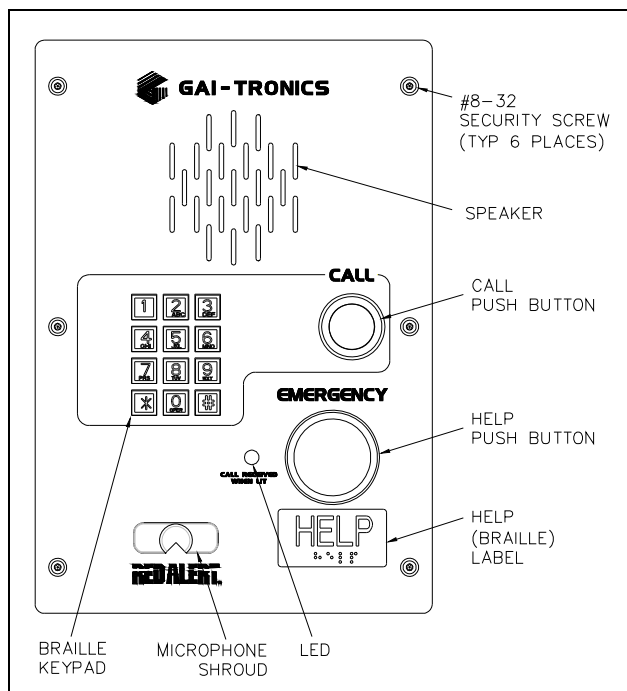


Figure 23. Model 398-00xRT

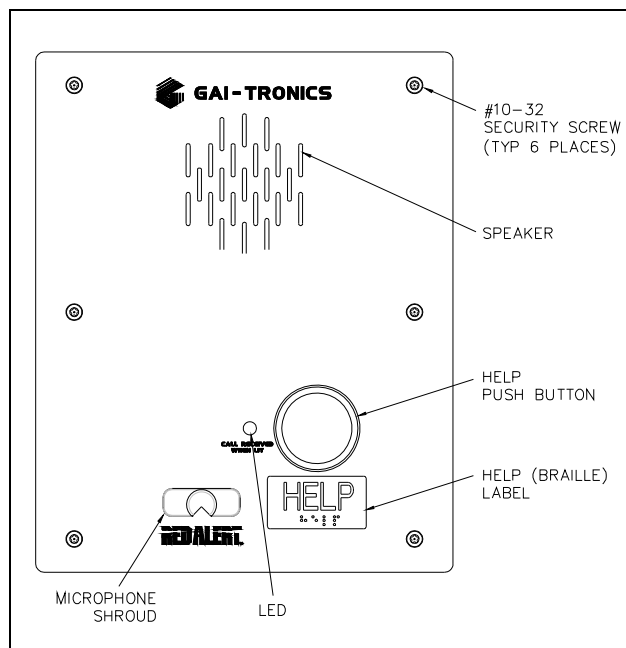


Figure 24. Model 397-00xTP

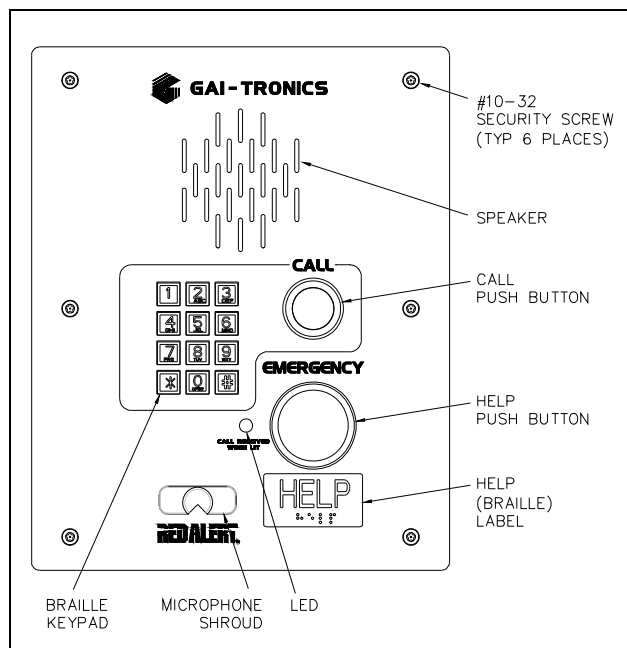


Figure 25. Model 398-00xTP



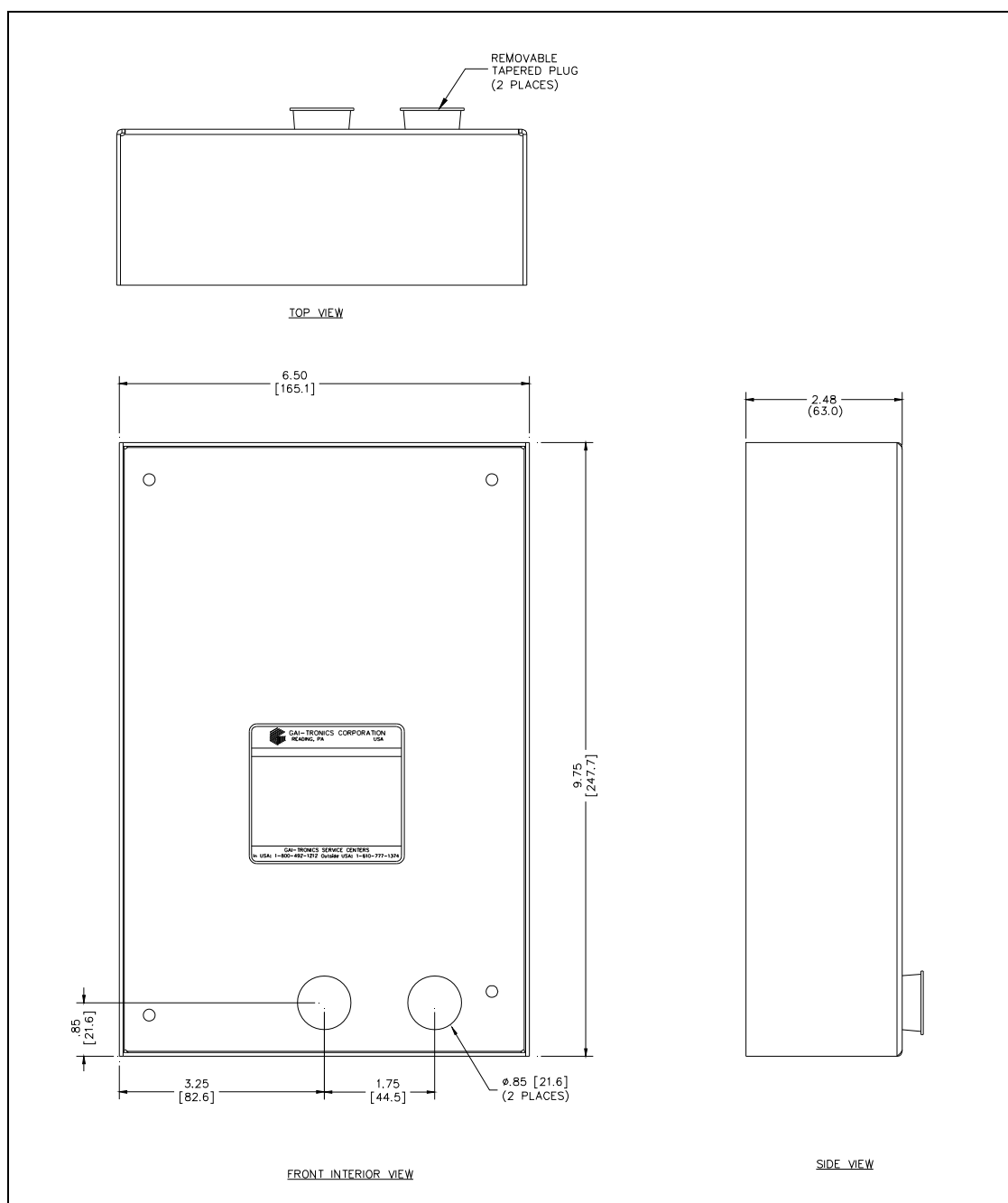


Figure 26. Back Box for Ramtel (RT) and Code Blue (CB)

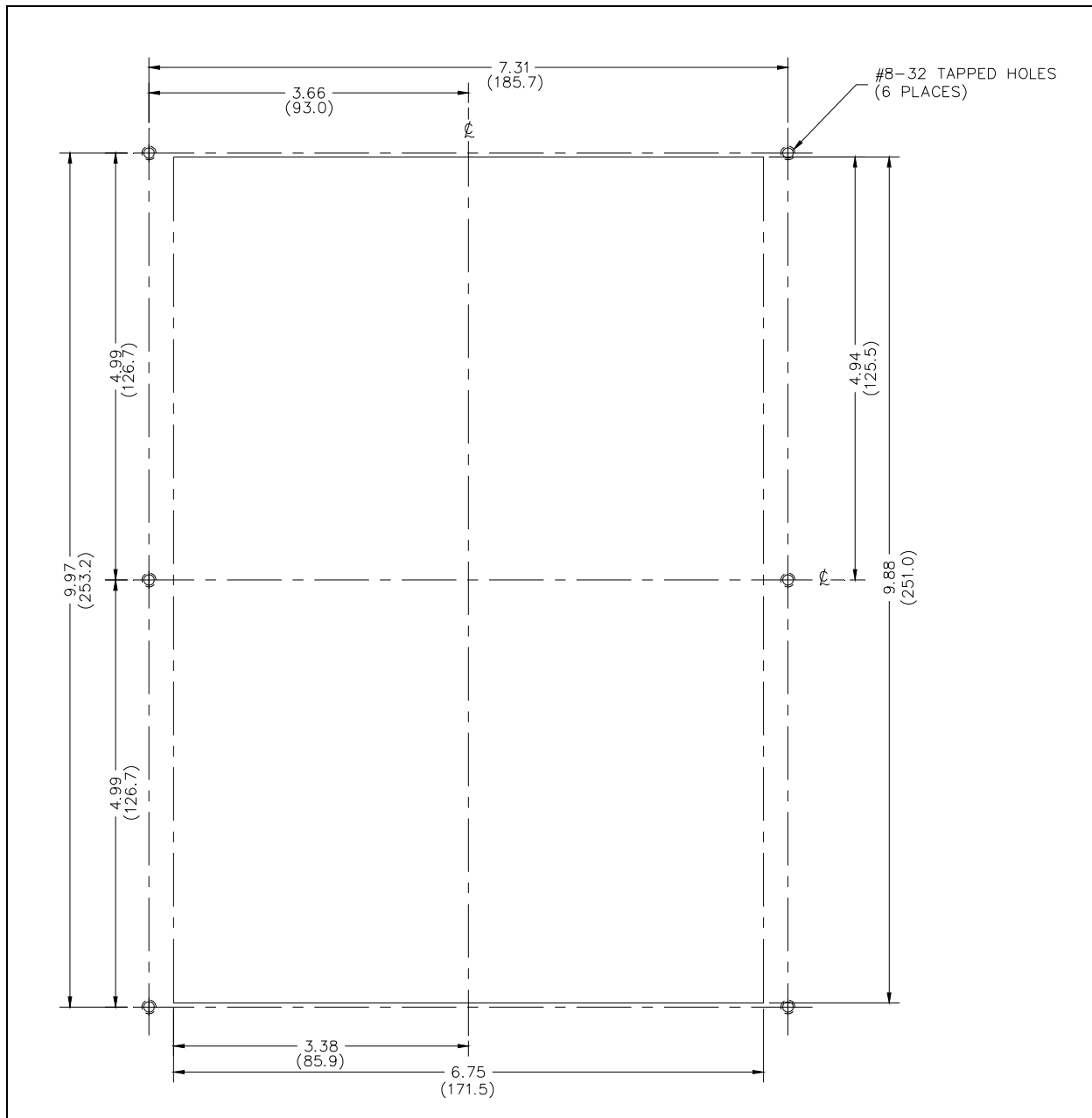


Figure 27. Cutout for Ramtel (RT) Telephones

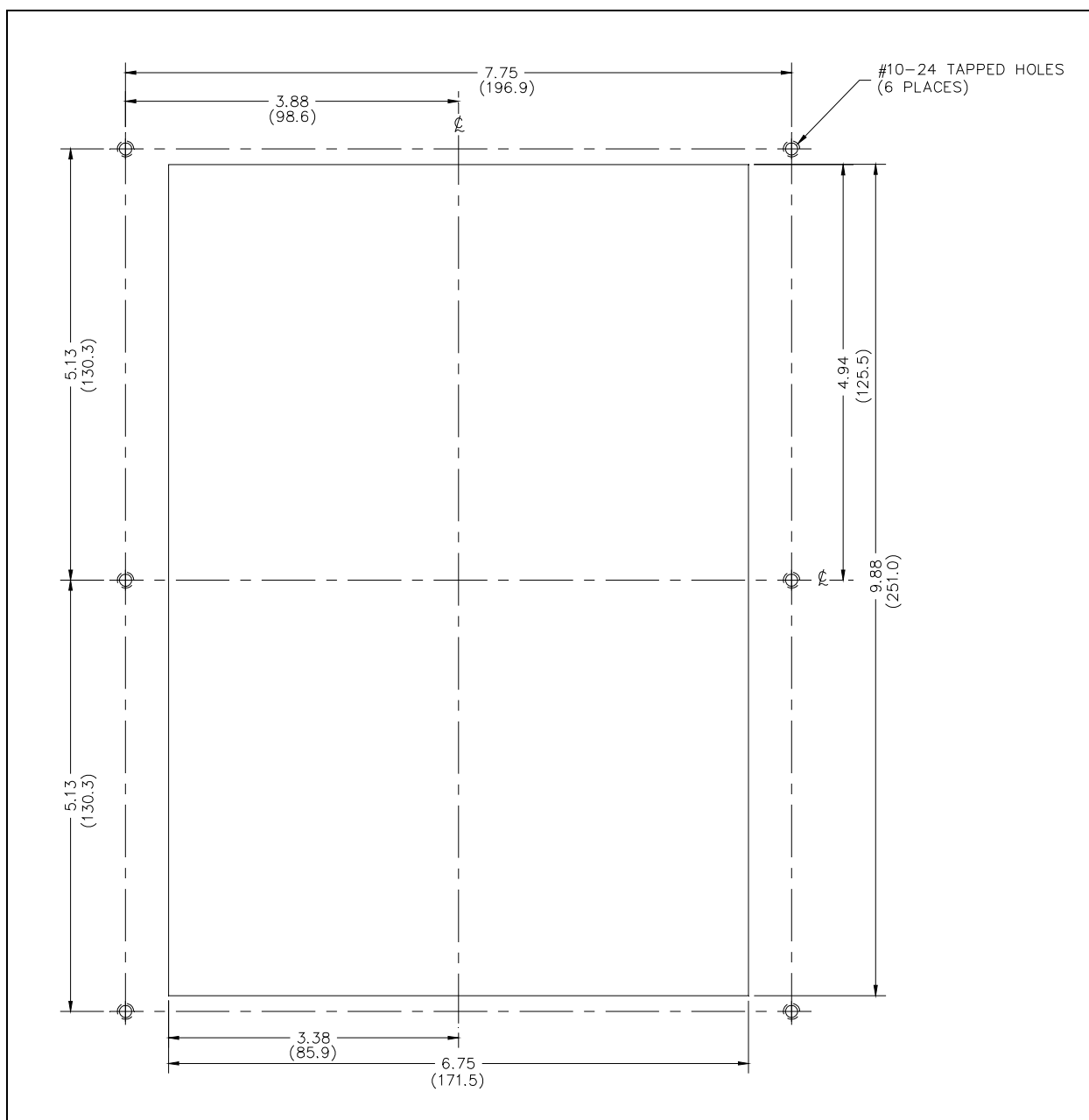


Figure 28. Cutout for Code Blue (CB) Telephones

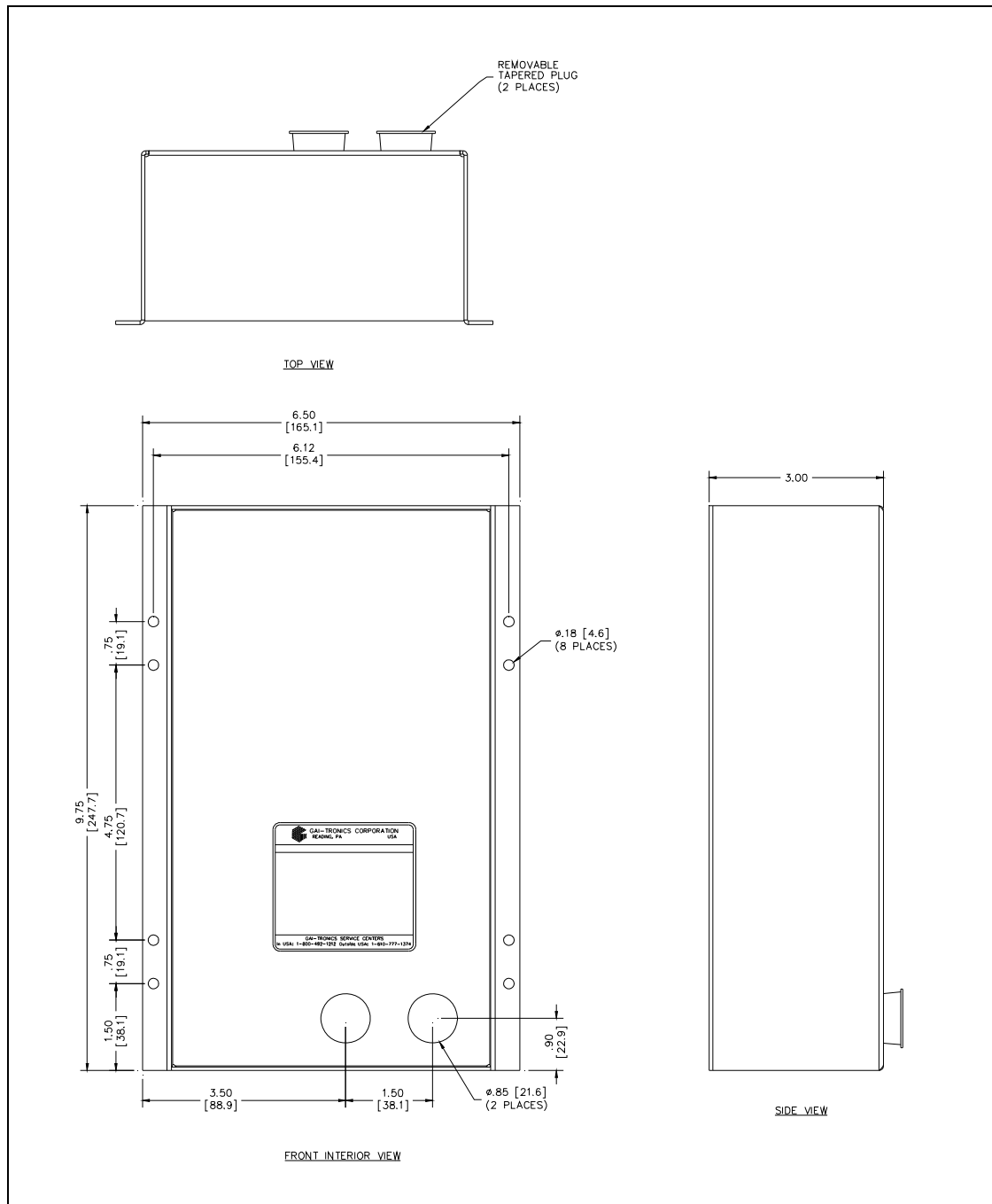


Figure 29. Back Box for Talk-A-Phone (TP)

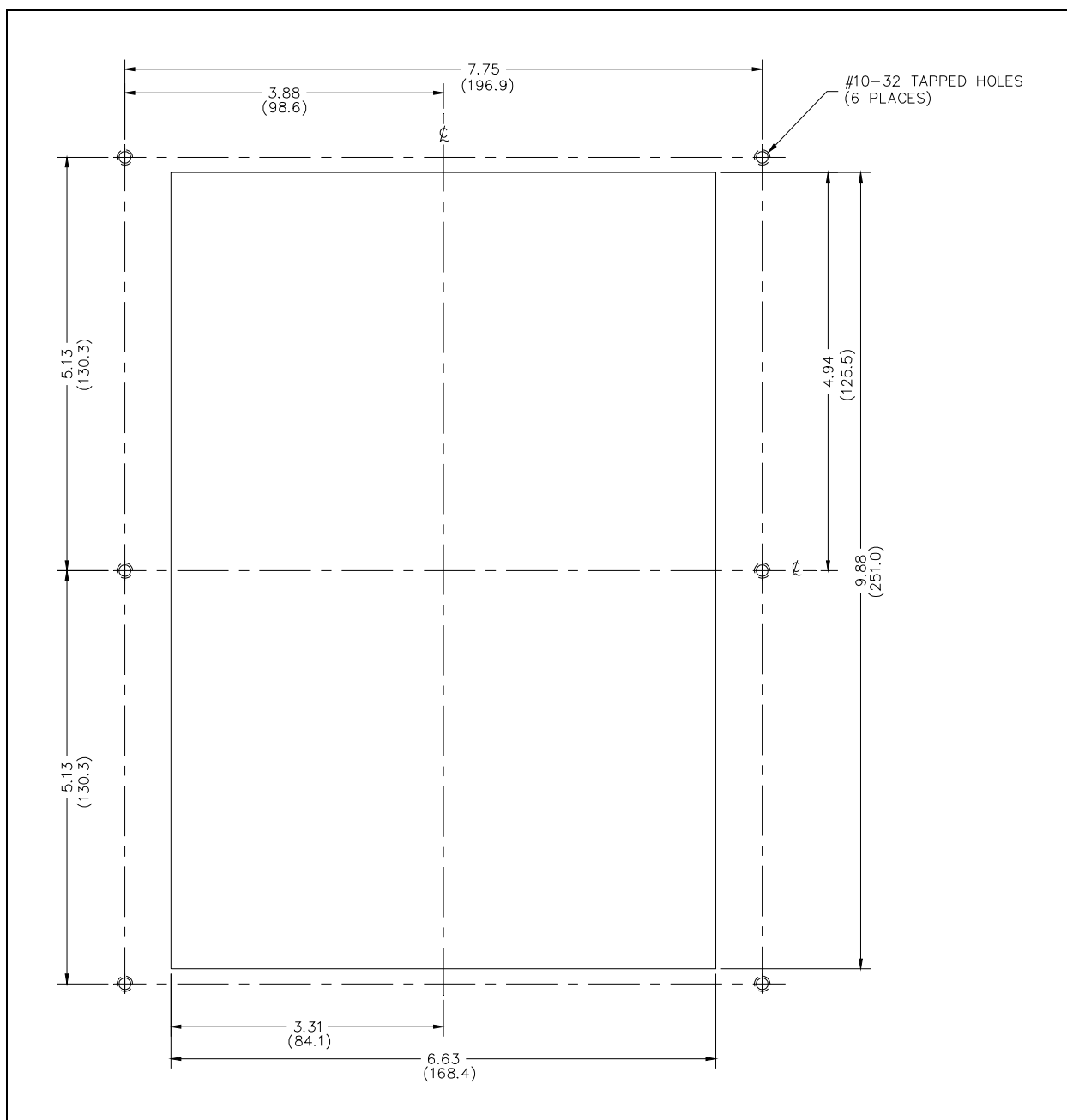


Figure 30. Cutout for Talk-A-Phone (TP) Telephones

## External Power for -003 and -004 Models

The Plug-in Power Supply is used for operations below  $-4^{\circ}\text{F}$  ( $-20^{\circ}\text{C}$ ) and requires 120 V ac input to provide a 5 V dc output to the unit. The Plug-in Power Supply is provided with a 4-foot power cable with integral connector that plugs into P17 on the telephone PCBA. Remove the existing jumper from P17 pins 3 and 4 and install it onto the adjacent header J18 when using the plug-in power supply. See Figure 32 on Page 29 for jumper locations.

**NOTE:** The external power supply provided with these models does not provide telephone line power for communications. It simply activates a heater circuit to allow operation to  $-40^{\circ}\text{C}$ .

## Connecting a GAI-Tronics Strobe

Figure 31 below shows a typical connection detail of a GAI-Tronics 540-001/530-001/531A Strobe (sold separately).

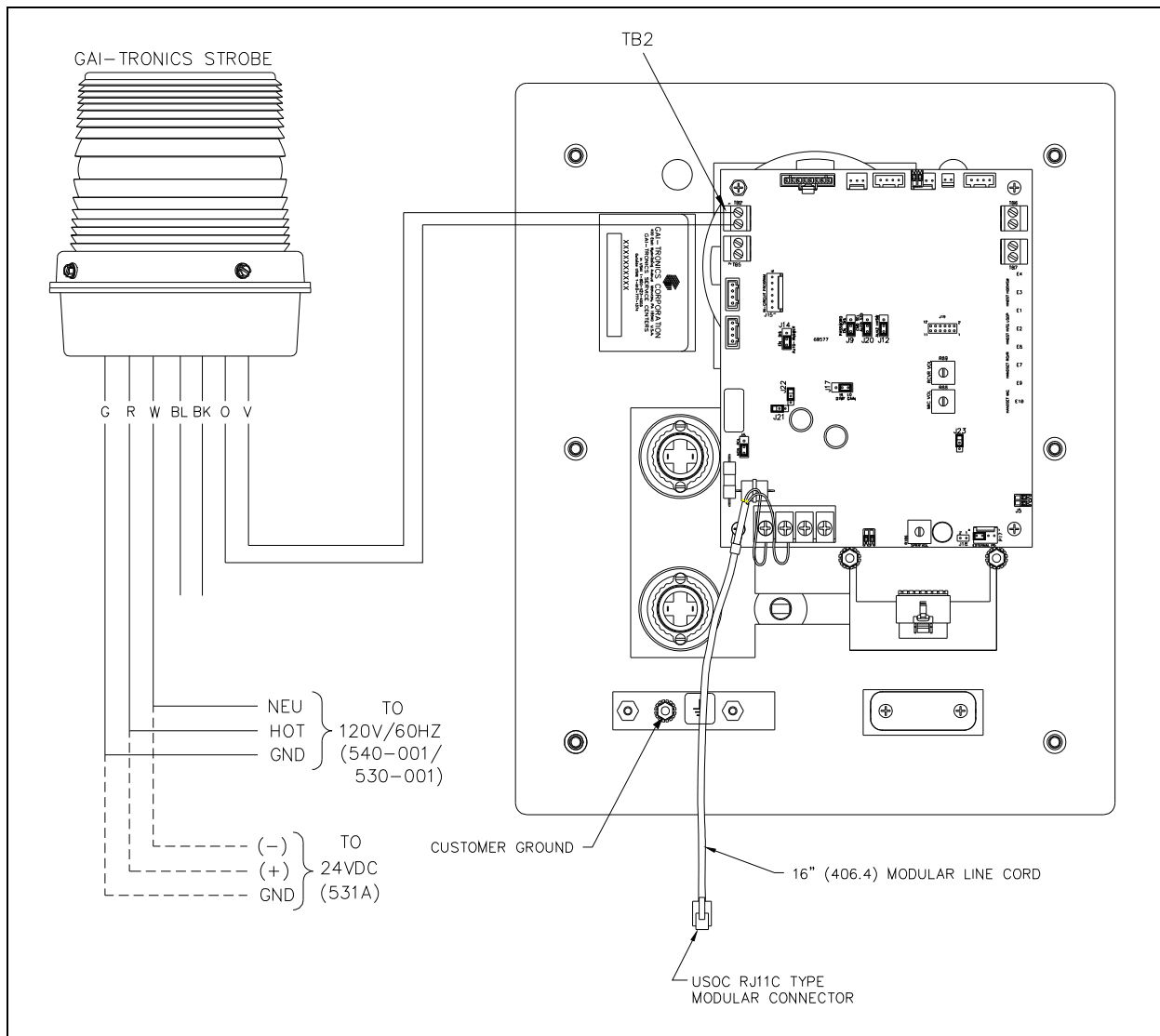


Figure 31. (Model 398-00x is shown as an example)  
Connection to Optional GAI-Tronics 540-001/530-001/531A Strobe

# Setup

## Hardware Configuration

The hardware configuration options are explained in detail in the following sections and the necessary jumper settings are identified to enable or disable each option. Reading each section and recording the selected options prior to making the necessary changes is recommended. Create a record of your settings using Table 3 on Page 28. See Figure 32 on Page 29 for the jumper locations.

### Auto-answer Configuration

*Factory Setting:* Auto-answer feature enabled

The auto-answer feature enables or disables the automatic answering of an incoming call, which allows TMA to monitor the health of this telephone via polling with SMART operation enabled. When the auto-answer feature is enabled, the telephone automatically answers the call and attempts to communicate with TMA. If the caller is not TMA, the telephone automatically transitions to a standard two-way communication.

*Enable:* J14 jumper in position EN.

*Disable:* J14 jumper in position DIS (Do not use this setting except under the direction of GAI-Tronics personnel.)

**NOTE:** The auto-answer feature must be enabled to allow the GAI-Tronics Telephone Management Application PC to contact the telephone or to allow remote touch tone programming.

### Polarity Configuration

*Factory Setting:* Non-polarity sensitive

This telephone can be configured to be polarity or non-polarity sensitive. With the non-polarized setting, the telephone operates regardless of tip and ring polarity. With the polarized setting, the telephone will only operate when the telephone line's positive terminal is connected to the tip terminal. Use the polarity sensitive setting to allow a line voltage reversal disconnect signal to disconnect the call.

*Non-polarity Sensitive:* J6 jumper in position NON.

*Polarity Sensitive:* J6 jumper on in position POL.

### DTMF Gain Select Configuration

*Factory Setting:* Low Gain selected.

Two gain selections are available in the DTMF detection circuit. In most installations, the low gain setting is recommended. The high gain setting may be necessary if the telephone is not responding to manual or TMA-generated DTMF commands.

*Low Gain Selected:* J17 jumper in position LO.

*High Gain Selected:* J17 jumper in position HI.



**Password Enable Configuration**

*Factory Setting:* Password Enabled

This telephone can be configured to enable or disable the password protection for programming (Standard Mode only). This can be useful when initially programming the telephones.

*Password Enabled:* J9 jumper in position EN.

*Password Disabled:* J9 jumper in position DIS.

**Command Select Configuration**

*Factory Setting:* Auto

The purpose of J20 is to enable or disable automatic transition to SMART operation. With this jumper in the standard position, SMART operation is disabled.

*SMART Operation Enabled (Auto):* J20 jumper in position AUTO.

*SMART Operation Disabled (Standard):* J20 jumper in position STD.

**Low-Power Mode Configuration**

*Factory Setting:* Low-Power Mode Disabled

For some installations in which only minimal loop current is available, the performance of the telephone may be improved by enabling this feature. Symptoms of minimal loop current may include low speaker volume and/or momentary muting of audio. In the majority of applications, however, the low-power mode should be disabled. The low-power mode is enabled by installing the following three jumpers: J21, J22, and J23.

*Low-Power Mode Enabled:* Jumpers installed at J21, J22, and J23.

*Low-Power Mode Disabled:* Jumpers NOT installed at J21, J22, and J23.

**Hardware Settings**

Table 3. Hardware Settings Table

	<b>Default Settings</b>		<b>User Settings</b>	
<b>Function</b>	<b>Setting</b>	<b>Jumper/Position</b>	<b>Setting</b>	<b>Jumper/Position</b>
Auto-answer	Enabled	J14/EN		
Password Protection	Enabled	J9/EN		
Line Polarity	Non-polarized	J6/NON		
Command Select	Auto	J20/AUTO		
DTMF Gain Select	Low Gain	J17/LO		
Low-Power Mode	Disabled	J21, J22, J23 not installed		

## Auxiliary Outputs

Each telephone includes two isolated solid state switches capable of switching a maximum of 125 mA at 48 V dc or 80 mA at 28 V ac. TB2 (OUT1) and TB5 (OUT4) on the emergency telephone PCBA provide the connections for the auxiliary outputs. Refer to Figure 32 for the location of TB2 and TB5.

Refer to the “Auxiliary Output Control” section on Page 33 for additional information.

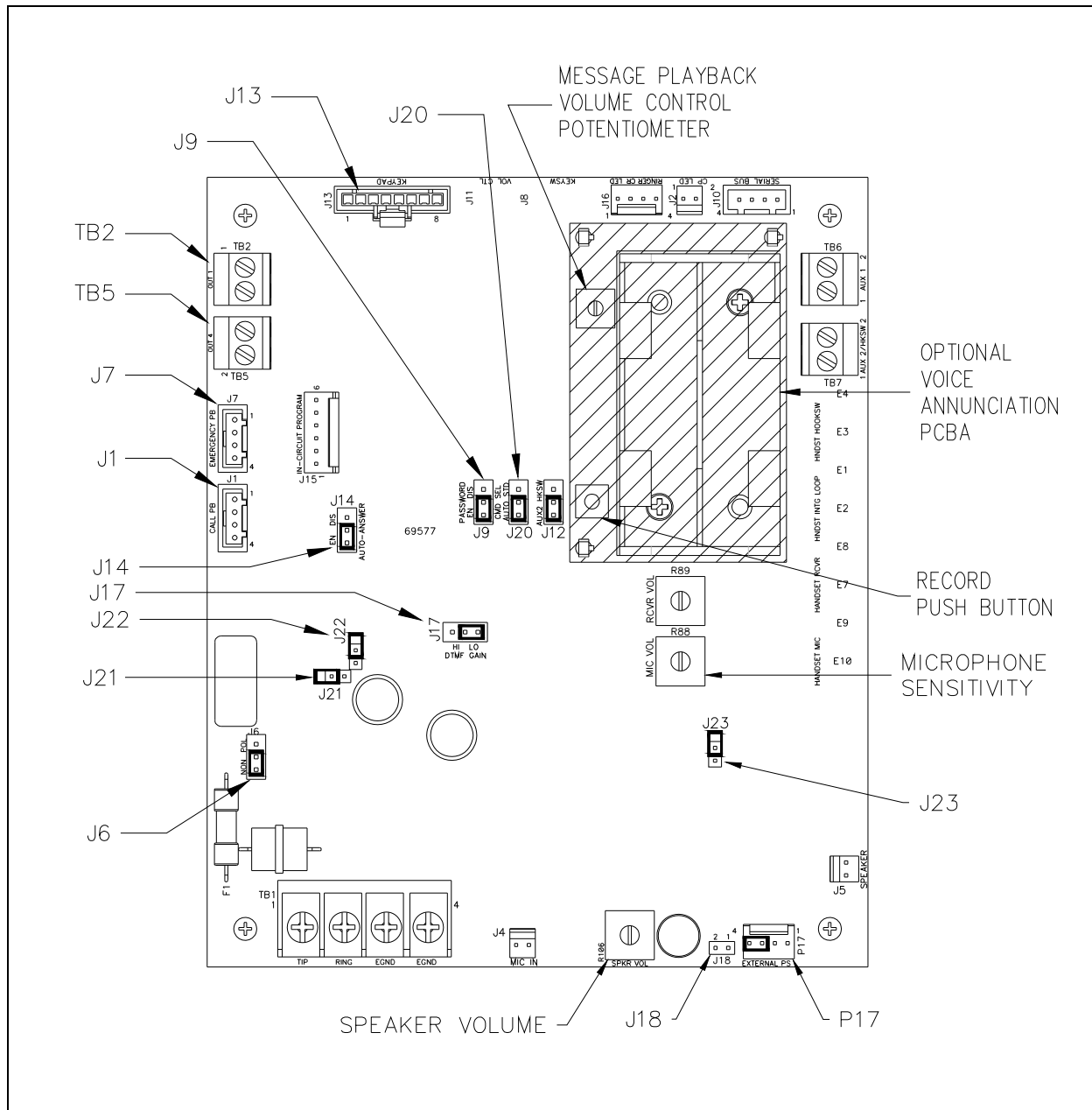


Figure 32. No. 69577-101 Emergency Telephone PCBA (Top View)

## Extreme Cold Temperature Option

RED ALERT® Emergency Telephones equipped with the extreme cold temperature option (-003 and -004 models) are capable of operating to  $-40^{\circ}\text{C}$  (non-option models are rated to  $-20^{\circ}\text{C}$ ). This option includes two identifying features.

Each telephone is shipped with a plug-in power supply that requires a 120 V ac input to provide a 5 V dc output to the unit. The power supply is equipped with a 4-foot power cable with integral connector, which plugs into P17 on the telephone PCBA. P17 must be vacated prior to plugging in the power supply. To do so, remove the jumper from P17 pins 3 and 4 and plug it into the adjacent J18 header. Refer to Figure 32 for the connector locations.

In addition to the plug-in power supply, the -003 and -004 models have had the standard tactile (moveable) push buttons (HELP and/or CALL) replaced with non-tactile (non-moveable) push buttons. Use of non-moveable switches eliminates the possibility of water or melting snow from forming and freezing behind the push button, ultimately preventing the movement necessary for activation.

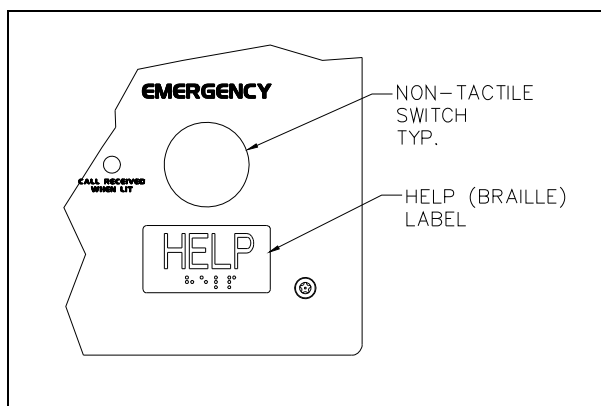


Figure 33. Extreme Cold Temperature Piezo Button (Typical)

**NOTE:** RED ALERT telephone models ending with the “FS” suffix are equipped with non-tactile pushbutton(s) making them extreme cold weather capable. Operation to  $-40^{\circ}\text{F}$  ( $-40^{\circ}\text{C}$ ) can be accomplished by adding a No. 40404-045 Power Supply (120 V ac required).

## Voice Annunciation Option

The voice annunciation option is primarily intended for use during emergency calls placed from a RED ALERT® Telephone. The voice annunciation option allows local or remote speech programming for location identification purposes, instructions, or any other desired messaging requirement. The message can be programmed locally at the telephone or remotely via dial-up.

### Initial Recording

**NOTE:** The easiest method to initially program the voice annunciation recording is to perform the task at a test bench. This allows control of the audio environment (background noise) and immediate adjustment of the voice annunciation volume. The set up requires a test telephone line connection for the RED ALERT® Telephone during programming.

### Message Recording

Refer to Figure 32.

1. Remove the front cover to expose the Main PCBA and the “piggy back” voice annunciation PCBA. Insert two AA lithium batteries (provided with the telephone) into the battery holder of the voice annunciation PCBA, observing proper polarity.
2. Connect the RED ALERT® telephone to the telephone line and wait 35 seconds for the telephone to initialize.
3. Locate the “record” push button on the voice annunciation PCBA. Position yourself approximately 12 inches from the microphone (in front of cover). To begin recording, momentarily press the record push button. After hearing a short beep, begin speaking. The recording should be made in a conversation-level voice. Maximum message duration is two minutes.
4. Upon completion of the recording, momentarily press the record push button again. A short beep will again be heard, indicating recording has ended.
5. The recording will automatically play back when the record push button is pressed the second time, allowing verification of the message. If the message is unsatisfactory, repeat steps three and four.

### Volume Adjustment

The voice annunciation volume control is located on the voice annunciation PCBA and is completely separate from the telephone audio volume control.

1. To adjust the voice annunciation message output volume, the voice annunciation PCBA must first be placed in “playback” mode. This is accomplished by pressing and holding the record push button until the playback message is heard over the unit’s integral speaker (typically one to two seconds).
2. Release the record push button. The recorded message will continue to play back (repeating the message) for a maximum period of one minute.
3. Using the volume control potentiometer located on the voice annunciation PCBA, adjust the volume as necessary.
4. Momentarily press the record push button to remove the unit from playback mode.
5. These steps can be performed any time volume control adjustment is required.

### **Change Recorded Message**

It may become necessary to change the voice annunciation recorded message. This can be accomplished by following the initial message recording steps previously described in the “Initial Recording” section. The following two methods can be used as alternative methods to programming the message.

#### **Local Record (Integral Keypad Only)**

1. Press the CALL push button. When the dial tone is heard from the speaker, simultaneously press the “1” and “#” keypad buttons. The RED ALERT® Telephone will generate a splash tone (low to high sequence), followed by a success tone (short beep).
2. Dial the factory-default password 2468 (or appropriate customer-selected password). A success tone (short beep) is generated to indicate that “standard” programming mode has been accessed.
3. After hearing the password success tone, enter “#75” on the keypad. After hearing a short beep, begin speaking. The recording should be made in a conversation-level voice.

**NOTE:** An error tone (two low tones) is generated to indicate an error. If an error tone is generated, verify the key sequence and enter the “#75” sequence again.

4. Position yourself approximately 12 inches from the microphone (in front of the cover) and begin speaking in a conversation-level voice. Maximum message duration is two minutes.
5. Press “\*” when the recording has been completed.
6. The recording will automatically play back when the “\*” DTMF code is pressed.

#### **Remote Record**

Remote programming of the voice annunciation option can be accomplished in Standard or SMART operation mode and is typically used for changing the voice annunciation recording of a RED ALERT® Telephone that is already installed and operational. This is the recommended method to use for changing the recording as it does not require access to the telephone’s internal electronics.

##### *Standard Mode*

1. Using a touch-tone telephone, call the emergency telephone. The emergency telephone will automatically answer the call and generate a splash tone (low to high sequence), followed by a success tone (short beep).
2. Dial the factory-default password 2468 (or appropriate customer-selected password). A success tone (short beep) is generated to indicate that “standard” programming mode has been accessed.
3. After hearing the password success tone, enter “#75” on the keypad. After hearing a short beep, begin speaking. The recording should be made in a conversation-level voice.
4. Press “\*” when the recording has been completed.
5. The recording will automatically play back when the “\*” DTMF code is pressed.

### *SMART Mode*

Using a touch-tone telephone, call the emergency telephone and listen for a confirmation tone during ringing, indicating the telephone has answered.

1. Press “\*\*\*” to enter the programming mode.
2. Wait two seconds.
3. Enter \*\*0000 (0000 is the factory default maintenance PIN number).
4. Enter \*20. If the RED ALERT® Telephone has successfully entered into the maintenance mode, it will respond with six DTMF tones. If access has been denied, it will respond with two DTMF tones. If this occurs, repeat steps three and four.
5. Press “\*8321” and after hearing a short beep, begin speaking.
6. Press “\*” when recording has been completed.
7. The recording will automatically play back when the “\*” DTMF code is pressed.

### **Voice Annunciation Activation**

Steps for activating the voice annunciation message are:

1. The RED ALERT® Emergency Telephone user presses the HELP push button to autodial a preprogrammed number.
2. Upon answering or any time during the two-way conversation, the called party can activate the voice annunciation message by pressing “00” on the telephone keypad.
3. The voice annunciation message is transmitted over the telephone line to be heard by the called party and is also broadcasted over the RED ALERT® Telephone’s integral speaker.
4. Upon completion of the recorded message, two-way communications may continue.
5. Pressing “00” again will cause the voice annunciation message to replay.

### **Auxiliary Output Control**

As previously noted, each RED ALERT® Telephone is capable of providing two isolated control outputs in the form of a dry (volt-free) contact closure rated for 125 mA at 48 V dc or 80 mA at 28 V ac.

Output one connects to TB2 on the telephone’s PCBA (refer to Figure 32). This output closes when an emergency call begins (HELP push button activation only) and remains in that state for the duration of the telephone call. The typical use of this output is to activate the flashing sequence on a GAI-Tronics Strobe.

**NOTE:** Output one can be programmed to remain closed for up to 255 minutes (in one-minute increments) after the emergency call ends. The strobe can be deactivated before disconnecting via an external switch or by pressing “\*921” on the keypad of the called telephone. The RED ALERT® Telephone will acknowledge acceptance of this deactivation command with a short beep. If the beep is not initially received, retry the command. After the call is terminated, a contact closure on Aux. 1 (TB6) will deactivate the strobe. This feature requires the use of GAI-Tronics No. 40404-045 Plug-in Power Supply (120 V ac source required).

Output four connects to TB5 on the telephone’s PCBA (adjacent to TB2). This output can be remotely controlled via an appropriate DTMF command. This remote control output can be used to activate or control a door latch, gate relay solenoid, alarm, etc. from the called party location.

Auxiliary control example: Output four used for gate entry

A Model 396-001 RED ALERT® Emergency Telephone is installed at the entrance to a gated/secure community. A visitor or delivery person approaches the gate and presses the ASSISTANCE push button, which automatically calls the security office. Upon verification of approved entry, the security guard presses the pre-programmed, DTMF “open gate” command. This command causes the RED ALERT® telephone’s output four relay contact to close for a pre-programmed amount of time then release. The RED ALERT® Telephone will acknowledge acceptance of this deactivation command with a short beep. If the beep is not initially received, retry the command.

Due to the low current and voltage rating of the output contact, an interposing relay will be required that, when energized, will switch a higher voltage to a gate solenoid and cause the gate to open. Refer to Figure 34 below.

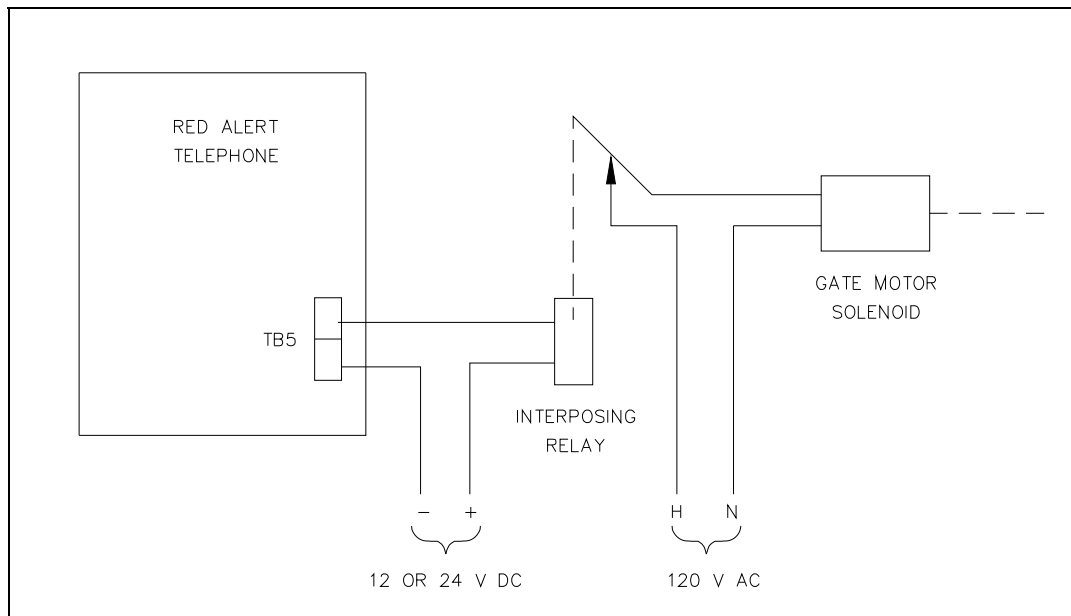


Figure 34. Example of RED ALERT® Telephone Installed for Gate Operation

The output pulse duration (closure) and the DTMF code used as the “open gate” command are user programmable. Refer to the “Standard Mode Programming” section for key sequence program settings on Page 43.

Please note that TMA may be used to change the contact closure settings, if the RED ALERT® Telephone is operating in SMART mode.



## Standard Mode Programming

Prior to programming the RED ALERT® Telephones; read the “Programming Information” section in its entirety, record the desired key sequences and jumper settings in the “User Settings” sections of Table 3 on Page 28 and Table 13 on Page 45, and then complete the programming as specified.

This “Programming” section has been divided into two distinct subsections; “**Standard Mode**” and “**SMART Mode**”. Standard mode programming is used if the telephone system installation does not include the TMA (**T**elephone **M**anagement **A**pplication) PC software. With TMA installed, the telephones will be monitored and SMART Mode programming should be used. Normal telephone operation is identical in either mode of operation.

Each RED ALERT® Telephone is factory-programmed to receive standard mode commands. Factory-default settings are shown in Table 13 on Page 45.

### Set-up Sequence

Set up each RED ALERT® Emergency Telephone for either “remote” access programming or for “local” access programming (keypad required).

#### Remote

Using a touch-tone telephone, call the RED ALERT® Emergency Telephone. The emergency telephone will automatically answer the call and generate a splash tone (low to high sequence), followed by a success tone (short beep).

#### Local

1. RED ALERT® Telephones that do not include an integral keypad will require the use of a No. 51035-011 Keypad and No. 61504-048 Keypad Cable Assembly. The keypad and cable must be connected to J13 on the PCBA. Refer to Figure 32 for the location of J13.
2. The CALL push button connector J1 is exclusively used for local programming. RED ALERT® telephones that include only the HELP push button must temporarily have the associated switch harness plug moved from the HELP connector J7 to the CALL push button connector J1 on the PCBA.
3. Press the CALL or HELP push button (whichever is connected to J1). When the dial tone is heard from the speaker, simultaneously press the “1” and “#” keypad buttons. The RED ALERT® Telephone will generate a splash tone (low to high sequence), followed by a success tone (short beep).

## Programming Sequence

The following command sequences are common to both “remote” and “local” programming and are used to configure the telephone to the desired operating parameters.

1. Dial the factory-default password **2468** (or appropriate customer-selected password). A success tone (short beep) is generated to indicate that “standard” programming mode has been accessed.
2. After hearing the password success tone, begin entering each desired programming key sequence. Refer to the “Programming Information” section on Page 36. A success tone (short beep) is generated each time a new key sequence is accepted. An error tone (two low tones) is generated to indicate an error. If an error tone is generated, verify the key sequence and enter the sequence again.
3. To terminate the programming call:
  - a. Remote – Place the programming telephone on hook. The RED ALERT® telephone will automatically end the programming call within 20 seconds.
  - b. Local – Press the CALL or HELP push button (whichever is connected to J1) to end the call. Restore any moved push-button harness connectors to their original position (if necessary).

### NOTES:

1. The RED ALERT® telephone will automatically time out and disconnect if 20 seconds elapse between digit entries, or if an invalid password is entered.
2. If DTMF digits have not been dialed within three seconds of the first success tone, the telephone will exit programming mode and revert to a standard voice call.
3. If the password success tone is not generated, the telephone has failed to recognize the password. The telephone must then be programmed with the password disabled. Refer to the next section, “Password Disabled Programming”.

## Password Disabled Programming

The programmable features of the RED ALERT® Emergency Telephones are protected by a factory default or user specified password, as previously described. Situations may arise when a setting change is required but the password is forgotten or unknown. To permit continued programming support in this situation, converting to password disabled programming may be necessary and is described as follows:

1. Access the telephone’s PCBA and disable the password protection feature by changing jumper J9 to the “DIS” position.
2. Confirm the auto-answer feature is enabled (jumper J14 should be in the “EN” position).
3. Using a touch-tone telephone, call the RED ALERT® Telephone. The telephone will automatically answer the call and will generate a splash tone (low to high sequence) followed by a success tone (single beep).
4. Begin entering the desired key sequences as previously described, following steps two and three in the “Programming Sequence” section on Page 36.

## Programming Information

The programming information on the following pages explains the programming options. The telephone is shipped from the factory with a set of default parameters that are listed in the programming table on Page 45. A “User Settings” section has been provided in the programming table for the user to record the selected programming parameters.

### Programming Legend

D = DTMF digit 0–9, \*, or #

N = Numeric digit 0–9

L = 0 - Disable, 1 - Enable

## Dialing Options

The emergency telephones can be configured for either auto-dialing or ring-down operation. Select the dialing option that fits your application. The dialing options are explained in detail below.

### Auto-dialing

The HELP push button can be programmed to call up to three unique telephone numbers. The unique telephone numbers include a primary telephone number and two backup, or roll over, numbers. In the event that an emergency call cannot connect to the primary telephone number (i.e., a busy signal or no answer), the emergency telephone will automatically dial the first backup, or roll over, number. Again, in the event that an emergency call cannot connect to the first back-up telephone number, the emergency telephone will automatically dial the second backup, or roll over, number (if configured). This sequence will continue until the emergency call is answered or all numbers have been attempted (one attempt each).

When operating in SMART mode, the number of attempts to call each programmed number can be increased, as required, (two attempts each, three attempts each, etc.)

For the rollover feature to function properly in this mode, all three auto-dial memories must be programmed with valid telephone numbers. The three auto-dial numbers can be the same or any combination of telephone numbers. If the telephone is programmed with only one or two auto-dial numbers, the rollover operation will not function and the numbers will only be dialed one time.

If an emergency telephone is connected to a PBX, PABX, KSU, etc., telephone system, the emergency telephone can be programmed to access outside CO lines. Typically access to a CO line requires adding a digit (e.g. 9) to the auto-dial number. Also, a “pause” may be required in the auto-dial number. The pause typically is required to wait for the secondary (CO line) dial tone. See the example for the “Help Button Auto-dial Number 1” in Table 4 on Page 38.

In addition to the pause, the emergency telephone has programmable “Primary Dial Tone Delay” and a “Secondary Dial Tone Delay” capabilities. Both delays determine the amount of time that the emergency telephone will wait before dialing the stored telephone number. The secondary dial tone delay can only be used if a “9” is dialed to gain access to a CO line.

## Ring-down Operation

Ring-down operation enables the telephone to go off-hook when the HELP push button is pressed. The ring-down system must detect loop current and ring-down to the appropriate telephone.

Table 4. Auto-Dialing Key Sequence Setup

Feature	Key Sequence	Description	Default
HELP Button Auto-dial Number 1	DD ... *1	<p>Assigns a telephone number to the auto-dial memory 1. DD ... represents the telephone number, which can be up to 24 digits in length.</p> <p>For access to an outside line, a pause may be required in the telephone number to wait for secondary dial tone. The *# represents a pause in the telephone number.</p> <p><i>Examples:</i></p> <p>To assign the police emergency number 911 to the auto-dial button, enter <b>911*1</b>.</p> <p>To assign 911 when a “9” is required to gain access to a CO line, enter <b>9*#911*1</b>.</p> <p>To store * or # as part of the auto-dial number, (such as for speed dialing), enter these digits twice in succession.</p>	None
HELP Button Auto-dial Number 2	DD ... *2	Same as HELP Button Auto-dial Number 1 except the sequence ends in *2 instead of *1.	None
HELP Button Auto-dial Number 3	DD ... *3	Same as HELP Button Auto-dial Number 1 except the sequence ends in *3 instead of *1.	None
CALL or ASSISTANCE Button Auto-dial	DD ... *4 DD ... *5 DD ... *6	Same as HELP Button Auto-dial Number 1 except the sequence end digits.	None
Primary Dial Tone Delay	# 1 0 N N	<p>The dial tone delay is the amount of time the unit waits for a dial tone before auto-dialing the telephone number. (00* [20 seconds]; 01–15 seconds).</p> <p><i>Example:</i> To wait up to 5 seconds for a dial tone, enter <b># 1 0 0 5</b>.</p> <p><b>*NOTE:</b> If dial tone is not detected then autodialing does not occur.</p>	03 (3 seconds)
Secondary Dial Tone Delay	# 1 1 N N	<p>This feature is only used if you must dial 9 to access an outside line. It determines the amount of time (00–15 seconds) the telephone waits for a second dial tone. The first programming step indicated you must program 9*# and the number you want the auto-dial to access. This programming parameter allows you to choose the amount of time the telephone waits after sending the 9 and pausing before dialing the auto-dial number.</p> <p><i>Example:</i> To wait 10 seconds for the second dial tone, enter <b># 1 1 1 0</b>.</p>	02 (2 seconds)
Ring-down Operation	*1	This option clears the telephone number to prevent auto-dialing when the button is pressed. After the button is pressed, the ring-down system must detect loop current and ring-down to the appropriate telephone.	None

## Password Protection

The Password Protection feature allows you to change the four-digit password required to program the emergency telephone. Each telephone is password protected to maintain the integrity of programmed information and should not be disabled.

The password is required to enter the programming mode when programming the telephone locally or from a remote location. The programming password hardware configuration must be enabled when programming with the password. To enable the password protection feature, jumper J9 must be in the “EN” position. Complete the key sequence to change the four-digit password.

Table 5. Password Programming

Feature	Key Sequence	Description	Default
Password Protection	# 1 4 N N N	A four-digit password must be supplied to remotely program the telephone. If you change the password and cannot enter programming mode, see the “Password Disabled Programming” section.  <i>Example:</i> To program the password 1234, enter # 1 4 1 2 3 4.	2468

## Auto-Answer Alert Feature

When auto-answering an incoming call, the RED ALERT® Telephone will generate a splash tone on the telephone line. This tone is always heard by the calling party. This tone can be pre-programmed to also be heard over the telephone’s integral speaker using this key sequence.

Table 6. Auto-Answer Alert Programming

Feature	Key Sequence	Description	Default
Auto-answer Alert	# 1 6 L	The Auto-Answer Alert feature allows a person to call the emergency telephone and monitor the area around the telephone with or without sounding a splash tone over the unit’s integral speaker.  (Disable alert tone), L=0. (Enable alert tone), L=1.	1 (Enabled)

**Off-Hook Ringing**

The emergency telephone can generate a ringing signal from the speaker when the telephone is called. The factory default setting for this feature is “disabled.”

**NOTE:** In addition to enabling this feature, the auto-answer feature must also be enabled for proper operation.

Table 7. Off-Hook Ringing

<b>Feature</b>	<b>Key Sequence</b>	<b>Description</b>	<b>Default</b>
Off-Hook Ringing	# 2 2 <i>L</i>	<p>Enabling the Off-Hook Ringing feature allows a person to call the telephone and have the telephone function as a normal telephone. The telephone will ring after the splash tone is heard in the receiver if remote programming is not commenced within 7 seconds of the splash tone.</p> <p>To enable the ringing feature (enable splash tone and ringing), <i>L</i>=1. To disable the ringing feature (only splash tone on the phone), <i>L</i>=0.</p> <p><b>NOTE:</b> Only RED ALERT® Telephones equipped with a <b>CALL</b> push button can be answered when they are ringing by pressing the push button.</p>	0 (Disabled)

**Disconnect Options**

Several options are available for disconnecting a call. Any combination of disconnect options may be used. Select the method that best suits the application, and follow the appropriate programming directions.

Table 8. Disconnect Options

<b>Feature</b>	<b>Key Sequence</b>	<b>Description</b>	<b>Default</b>
HELP Push-button Disconnect Option	# 1 7 <i>L</i>	<p>The <b>HELP</b> push button cannot be used to disconnect a call for 10 seconds after initially pressing the push button. However, the <b>HELP</b> push button can be used to disconnect calls after the 10-second push button lockout period elapses when <math>L = 1</math>. To prevent the <b>HELP</b> push button from disconnecting the call, set <math>L = 0</math>.</p> <p><i>Example:</i> To enable the <b>HELP</b> push button disconnect, enter <b># 1 7 1</b>.</p> <p>To disable the <b>HELP</b> push button disconnect, enter <b># 1 7 0</b>.</p>	1 (Enabled)
Call Time-out Disconnect Option	# 1 2 <i>NN</i>	<p>This feature programs the maximum length of a call if no other disconnect features are used. The valid entries are 1–99, representing 1-minute increments and 0 representing 4.5 hours. The call duration timer begins when the emergency telephone goes off-hook. The emergency telephone automatically disconnects after the programmed time-out period elapses.</p> <p>The user can immediately press the <b>HELP</b> button to reconnect the autodial number. This feature helps prevent non-emergency calls from tying up emergency lines for long lengths of time.</p> <p><i>Example:</i> To make the maximum call length 2 minutes, enter <b># 1 2 0 2</b>.</p>	10 (10 minutes)
Dial Tone Disconnect Option	# 1 9 <i>L</i>	<p><b>NOTE:</b> Use this option only if no other disconnect options are available.</p> <p>If this option is enabled, the telephone automatically terminates a call if it detects a dial tone continuously for 10 seconds, such as if the called party hangs up. To enable the dial tone disconnect, <math>L=1</math>. To disable the dial tone disconnect, <math>L = 0</math>.</p> <p><i>Example:</i> To enable the dial tone disconnect, enter <b># 1 9 1</b>.</p> <p>To disable the dial tone disconnect, enter <b># 1 9 0</b>.</p>	0 (Disabled)

### Americans with Disabilities Act (ADA) Programming

The ADA features provide the following benefits:

- **CALL RECEIVED WHEN LIT** indication - This lamp provides indication to hearing-impaired individuals that the emergency call has been answered.
- **The Location Identification Code** - This feature enables security personnel to quickly and easily locate an individual in trouble.
- **DTMF Call Disconnect** - Enables the security operator to disconnect the call by pressing ##.

**NOTE: These features do not apply to Models 392-001 and 392-001FS.**

Table 9. Americans with Disabilities Act (ADA) Programming

Feature	Key Sequence	Description	Default
DTMF Disconnect Option	# 1 8 L	This option controls the DTMF “##” disconnect feature. To enable, set $L=1$ . To disable, set $L=0$ .	1 (Enabled)
Location Identification ID Setup	# 1 3 L N N N	This option enables and stores the three-digit location identification ID number. To enable the ID feature, set $L=1$ . To disable the ID feature, $L=0$ .  Enter the three-digit location identification code in the sequence $N N N$ .  <i>Example:</i> To enable the location ID feature and store the three-digit ID code 357, enter <b># 1 3 1 3 5 7</b> . To disable the location ID feature, enter <b># 1 3 0 0 0 0</b> .  <b>NOTE:</b> The ADA options must also be enabled.	No default setting. The user must complete this step to have the identification code transmitted.

### Extended Strobe Operation (Requires External Power Supply)

Output one can be programmed for extended operation (remain closed) for up to 255 minutes (in 1-minute increments) after the emergency call ends.

Table 10. Extended Strobe Operation

Feature	Key Sequence	Description	Default
Extended Strobe Operation	# 2 5 N N N	Sets the duration of the activation of the Output 1 contact starting at the end of a call. Use entries 001–255, representing 1 minute to 255 minutes in 1-minute increments. Use 000 to disable this feature. To set a duration of 7 minutes, enter <b># 2 5 0 0 7</b> .	0 0 0 (Disabled)



**Output 4 Control Setup**

The command (DTMF key sequence) that triggers the timed activation of Output 4 contact closure (TB5) is configurable. The sequence can contain up to eight DTMF digits in the 0–9 range. The first digit must not be 0 (zero). Some examples of valid control sequences are: 87654321; 832; and even a single digit such as 7. The duration of the activation (closure) of Output 4 can be set in the range of 0.1 to 12.7 seconds in 0.1-second increments.

Table 11. Output 4 Control Options

<b>Feature</b>	<b>Key Sequence</b>	<b>Description</b>	<b>Default</b>
Control Sequence	N N..* 8	Assigns the digits NN.. as the command key sequence that triggers the timed activation of Output 4. NN is a sequence of 1–8 digits, with the first digit not zero. To assign “726” as the control sequence, enter <b>7 2 6 * 8</b> .	90125
Duration of Timed Activation	# 2 6 N N N	Sets the duration of the activation of the Output 4 contact when triggered by the control sequence. Use entries 001–127, representing 0.1 second to 12.7 seconds in 0.1-second increments. Use 000 to disable this feature. To set a duration of 7 seconds, enter <b># 2 6 0 7 0</b> .	5 seconds

### Early Microphone Option

The microphone in each telephone activates only after the unit determines connection to the called party. Based on factory-default programming, this will occur in one of two ways; when the telephone receives a DTMF “\*” from the called party, or when the telephone detects that no more ring-backs from the called number are occurring. This ring-back determination may take four to six seconds to detect, rendering the microphone non-active for that time.

Enabling the “Early Microphone” feature activates the microphone when the telephone begins checking for ring-back tones; typically within one second after the unit completes the dialing sequence. If enabled, early microphone operation will occur for both emergency and non-emergency call operation for the Model 398-001 and 394AL-001 Telephones.

Use of the “Early Microphone” feature includes an operational risk that ring-back tones can be missed or audio received by the microphone can be recognized by the telephone, causing it to operate as if the call had been answered. This could prevent call “rollover” from occurring.

It is strongly recommended that the early microphone feature be used only if the telephone number being called by the emergency telephone is attended 24 hours per day. If call rollover is desired, the appropriate feature setting is early microphone option disabled.

Table 12. Early Microphone Option

<b>Feature</b>	<b>Key Sequence</b>	<b>Description</b>	<b>Default</b>
Early Microphone Option Enable	# 7 1 1	Provide microphone activation within 1 second of dial sequence completion.	No
Early Microphone Option Disable	# 7 1 0	Returns telephone to default operation of microphone.	Yes

Table 13. Programming Documentation Table

Function	Key Sequence	Default Settings	User Settings
<b>Auto-dial or Ring-Down Programming (see Table 4 on Page 38)</b>			
HELP Button Auto-dial Number 1	DD*1	None	
HELP Button Auto-dial Number 2	DD*2	None	
HELP Button Auto-dial Number 3	DD*3	None	
CALL Button Auto-dial Number	DD*4	None	
Primary Dial Tone Delay	#10NN	3 seconds	
Secondary Line Dial Tone Delay	#11NN	2 seconds	
Ring-down Operation	*1	None	
<b>Password Protection Feature Programming (see Table 5 on Page 39)</b>			
Password Protection	#14NNNN	2468	
<b>Disconnect Options Programming (see Table 8 on Page 41)</b>			
Emergency Push-button Disconnect	#17L	1 (enabled)	
Call Time-out Disconnect	#12NN	10 minutes	
Dial Tone Disconnect	#19L	0 (disabled)	
<b>ADA Programming (see Table 9 on Page 42)</b>			
DTMF Disconnect Option	#18L	#181	
Identification Code Entry	#13LNNN	None	
<b>Other Programming Features</b>			
Auto-Answer Alert Feature (see Table 6 on Page 39)	#16L	0 (disabled)	
Off-Hook Ringing Feature (see Table 7 on Page 40)	#22L	0 (disabled)	
Extended Strobe Operation (see Table 10 on Page 42)	#25NNN	0 0 0 (disabled)	
Output 4 Control Setup (see Table 11 on Page 43)	NN...*8 #26NNN	90125 #26050 (5 sec.)	
Early Microphone Option (see Table 12 on Page 44)	#71L	0 (disabled)	
<b>Table Legend</b>			
D = DTMF digit 0–9, *, or #      N = Numeric digit 0–9      L = 0-Disable, 1-Enable			



## SMART Mode Programming

TMA Software is designed to remotely program RED ALERT® Telephones for SMART mode operation. Although they can be locally programmed for SMART operation, there is no advantage to having a RED ALERT® Telephone set up for SMART mode without having TMA installed.

RED ALERT® Telephones installed in systems that will have TMA operational at a later date are recommended to be programmed for standard mode operation. Upon installation of TMA, the installed telephones can be reprogrammed from the TMA PC.

## Maintenance

### Battery Replacement (Voice Annunciation Option Only)

 **CAUTION**  Risk of explosion if battery is replaced by an incorrect type, or is incorrectly replaced. Dispose of used batteries according to the instructions.

Replace with lithium “AA” batteries to ensure proper cold weather operation and maximum battery life.

### Service

If your RED ALERT® Telephone requires depot repair service, contact your GAI-Tronics Regional Service Center for a return authorization number (RA#). Equipment should be shipped prepaid to GAI-Tronics with a return authorization number and a purchase order number. If the equipment is under warranty, repairs will be made without charge. Please include a written explanation of all defects to assist our technicians in their troubleshooting efforts.

Call 800-492-1212 inside the USA or 610-777-1374 outside the USA for help identifying the Regional Service Center closest to you.

### Preventive Maintenance for Model 392-001, 392-001FS, 396-00X, 396-001FS, 397-00x, 397-001FS, and 398-00x Telephones.

Stainless steel does not normally require maintenance to prevent corrosion from occurring. Different installation locations may require more regular maintenance than others, depending on the environment and exposure to airborne contaminants. The following maintenance steps should be performed on a regular basis or when corrosion is first noticed on your telephone.

#### Cleaning

- For general cleaning, wipe the surface with a cleanser or a cleanser and water mixture. Any cleanser that is safe for glass is usually safe for stainless steel. Wipe dry.
- If corrosion or rusting is noticed, remove with a non-abrasive commercial cleanser and water. Rub stained areas in the same direction as the existing grain. Stubborn stains may be removed with a magnesium oxide, ammonia, and water paste. Wipe clean, rinse with water, and dry.

#### Corrosion Prevention

Automotive wax provides the best results in preventing corrosion on stainless steel. Simply apply wax, let dry to a haze, and buff to a shine with a clean dry cloth. This application should protect the telephone surface for many months as it will allow natural reformation of the chromium oxide layer.

Do NOT use steel wool, sandpaper, mineral acids, bleaches, or chlorine cleansers on the stainless surface.

## Replacement Parts

Part No.	Description	392-001	392-001FS	393-00x	393AL-00x	394AL-00x	396-00x	396-001FS	397-00x	397-001FS	398-00x
233-001	Model 233-001 Security Screwdriver	■	■	■	■	■	■	■	■	■	■
12562-108	PCBA, Replacement	■	■	■	■	■	■	■	■	■	■
12562-109	PCBA, Voice Annunciation Kit			■	■	■	■		■		■
51035-005A	PCBA, Keypad Assembly	■									■
51035-019	PCBA, Keypad Assembly		■			■					
12542-002	Security Screws, (Torx T-25), ½ inch, Pack of 15	■	■				■	■	■	■	■
12516-003	Security Screws, (Torx T-25), 1-½ inches, Pack of 10			■	■	■					
12520-009*	Push Button Replacement Kit (HELP)			■	■	■	■		■		■
12520-010*	Push Button Replacement Kit (CALL/ASSISTANCE)	■				■	■				■
12520-011 <sup>†</sup>	Piezo Button, Red (HELP)			■	■	■	■	■	■	■	■
12520-012 <sup>†</sup>	Piezo Button, Black (CALL, ASSISTANCE)		■			■	■	■			■
40404-045	Replacement Plug-in Power Supply (provided with Extreme Cold Temperature Option)			■	■	■	■		■		■
12521-004	Microphone Replacement Kit	■	■	■	■	■	■	■	■	■	■
12522-007	Piezo Speaker Replacement Kit	■	■	■	■	■	■	■	■	■	■

\*Used on the -001 or -002 models.

<sup>†</sup>Used on the -003, -004, and FS models.

## Specifications

TMA compatibility profile type.....Type A Hands-free (RED ALERT)  
Auto-dial digit limit ..... 24 digits

## Electrical

Audio output .....	1 kHz tone – 87 ±3 dB SPL @ 1 m with 40 mA loop current
Battery voltage (tip and ring) .....	24 V dc or 48 V dc
Phone line requirements .....	Loop start, central office (CO), or Analog station port (PBX, PABX, or KSU)
Minimum loop current .....	24 mA (35 mA recommended)
Auxiliary output (Isolated solid state switch) .....	125 mA at 48 V dc 80 mA at 28 V ac
Signaling .....	DTMF 100 ms tone
Memory .....	Non-volatile EEPROM

## Mechanical

Operating temperature range	
-003 and -004 Models .....	-40 °F to +140 °F (-40 °C to +60 °C)
-001 and -002 Models .....	-4 °F to +140 °F (-20 °C to +60 °C)
Relative humidity .....	to 95%, non-condensing

## Model 393-00x

Enclosure construction.....Valox® (high impact, glass-reinforced polyester) painted safety yellow  
Dimensions .....9.5 H × 8.0 W × 4.0 D in (241.3 × 203.2 × 101.6 mm)  
Weight.....4.0 lb (1.8 kg)

### Models 393AL-00x and 394AL-00x

Enclosure construction.....	Cast aluminum painted safety yellow
Key Pad (Model 394AL-00x only) .....	Chrome-plated zinc
Dimensions .....	9.5 H × 8.0 W × 4.0 D in (241.3 × 203.2 × 101.6 mm)
Weight	
Model 393AL-00x .....	7.8 lb (3.5 kg)
Model 394AL-00x .....	8.5 lb (3.8 kg)

**Models 392-001, 396-00x, 397-00x, 397-00xxx, 398-00x, and 398-00xxx****Construction**

Panel ..... 14-gauge, type 304 brushed stainless steel  
Back box ..... 16-gauge cold-rolled steel with black polyurethane finish  
Key Pad (Models 398-00x and 392-001 only) ..... Chrome-plated zinc

**Dimensions**

Front panel ..... 12.00 H × 10.00 W in (305 × 254 mm)  
Back box (overall) ..... 10.06 H × 8.43 W × 2.50 D in (256 × 214 × 63.5 mm)  
Cutout for mounting back box ..... 10.13 H × 7.63 W in (257 × 194 mm)

**Weight**

Model 392-001 ..... 7.2 lb (3.3 kg)  
Model 396-00x ..... 6.5 lb (2.9 kg)  
Model 397-00x ..... 6.5 lb (2.9 kg)  
Model 398-00x ..... 7.2 lb (3.3 kg)

**Models 392-001FS, 396-001FS, and 397-001FS****Construction**

Panel ..... 14-gauge, type 304 brushed stainless steel  
Back box ..... 16-gauge cold-rolled steel with black polyurethane finish  
Key Pad (Model 392-001FS only) ..... Chrome-plated zinc

**Dimensions**

Front panel ..... 8.5 H × 6.5 W in (215 × 165.1 mm)  
Back box (overall) ..... 7.62 H × 5.62 W × 2.37 D in (193.6 × 142.7 × 60.2 mm)  
Cutout for flush mounting ..... 7.75 H × 5.75 W in (196.9 × 146.1 mm)

Weight ..... 5 lb (2.3 kg)

**Code Blue Retrofit Phones**

Dimensions ..... 11.75 × 8.50 × 2.68 in (298.5 × 215.9 × 68.1 mm)

**Weight**

Model 397-00xCB ..... 6.0 lb (2.7 kg)  
Model 398-00xCB ..... 6.7 lb (3.0 kg)

**Ramtel Retrofit Phones**

Dimensions ..... 11.88 × 8.25 × 2.68 in (301.6 × 209.6 × 68.1 mm)

**Weight**

Model 397-00xRT ..... 6.0 lb (2.7 kg)  
Model 398-00xRT ..... 6.7 lb (3.0 kg)

**Talk-A-Phone Retrofit Phones**

Dimensions ..... 11.75 × 9.5 × 3.20 in (298.5 × 241.3 × 81.3 mm)

**Weight**

Model 397-00xTP ..... 6.0 lb (2.7 kg)  
Model 398-00xTP ..... 6.7 lb (3.0 kg)

**Approval Standards**

Safety of Information Technology Equipment ..... UL/CSA 60950  
Enclosures for Electrical Equipment..... Type 3R

**47 CFR Part 68**

Certification Number ..... US: ADGTE05BGTC2010  
Ringer Equivalence Number ..... 5B  
Network connection (USOC)..... RJ11

**IC Information (Canada)**

IC Certification Number ..... 822B-GTC2010  
Ringer Equivalence Number ..... 5B  
Connection Method..... CA11A

**User Instructions (USA)**

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

**User Instructions (Canada) CP-01, Issue 8, Part I: Section 14.1**

**NOTICE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document (s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**CP-01, Issue 8, Part I: Section 14.2**

**NOTICE:** The **Ringer Equivalence Number** (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.



# Warranty

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Equipment. GAI-Tronics warrants for a period of one (1) year from the date of shipment, that any GAI-Tronics equipment supplied hereunder shall be free of defects in material and workmanship, shall comply with the then-current product specifications and product literature, and if applicable, shall be fit for the purpose specified in the agreed-upon quotation or proposal document. If (a) Seller's goods prove to be defective in workmanship and/or material under normal and proper usage, or unfit for the purpose specified and agreed upon, and (b) Buyer's claim is made within the warranty period set forth above, Buyer may return such goods to GAI-Tronics' nearest depot repair facility, freight prepaid, at which time they will be repaired or replaced, at Seller's option, without charge to Buyer. Repair or replacement shall be Buyer's sole and exclusive remedy. The warranty period on any repaired or replacement equipment shall be the greater of the ninety (90) day repair warranty or one (1) year from the date the original equipment was shipped. In no event shall GAI-Tronics warranty obligations with respect to equipment exceed 100% of the total cost of the equipment supplied hereunder. Buyer may also be entitled to the manufacturer's warranty on any third-party goods supplied by GAI-Tronics hereunder. The applicability of any such third-party warranty will be determined by GAI-Tronics.

Services. Any services GAI-Tronics provides hereunder, whether directly or through subcontractors, shall be performed in accordance with the standard of care with which such services are normally provided in the industry. If the services fail to meet the applicable industry standard, GAI-Tronics will re-perform such services at no cost to buyer to correct said deficiency to Company's satisfaction provided any and all issues are identified prior to the demobilization of the Contractor's personnel from the work site. Re-performance of services shall be Buyer's sole and exclusive remedy, and in no event shall GAI-Tronics warranty obligations with respect to services exceed 100% of the total cost of the services provided hereunder.

Warranty Periods. Every claim by Buyer alleging a defect in the goods and/or services provided hereunder shall be deemed waived unless such claim is made in writing within the applicable warranty periods as set forth above. Provided, however, that if the defect complained of is latent and not discoverable within the above warranty periods, every claim arising on account of such latent defect shall be deemed waived unless it is made in writing within a reasonable time after such latent defect is or should have been discovered by Buyer.

Limitations / Exclusions. The warranties herein shall not apply to, and GAI-Tronics shall not be responsible for, any damage to the goods or failure of the services supplied hereunder, to the extent caused by Buyer's neglect, failure to follow operational and maintenance procedures provided with the equipment, or the use of technicians not specifically authorized by GAI-Tronics to maintain or service the equipment. THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES AND REMEDIES, WHETHER EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## Return Policy

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If the equipment requires service, contact your Regional Service Center for a return authorization number (RA#). Equipment should be shipped prepaid to GAI-Tronics with a return authorization number and a purchase order number. If the equipment is under warranty, repairs or a replacement will be made in accordance with the warranty policy set forth above. Please include a written explanation of all defects to assist our technicians in their troubleshooting efforts.

Call 800-492-1212 (inside the USA) or 610-777-1374 (outside the USA) for help identifying the Regional Service Center closest to you.