

# HOW TO USE YOUR RADIO

- 1 UHF/VHF Antenna
- 2 Channel selector
- 3 Volume control
- 4 Push-to-talk (PTT) button
- 5 Programmable buttons
- 6 Accessory connector
- 7 Battery/belt clip (on rear)
- 8 Microphone
- 9 Speaker
- 10 Emergency alarm button



## Turning on your radio

Rotate the small knob clockwise until you hear a click, this is also your volume control so adjust accordingly. A brief tone sounds indicating the power up is successful. If your radio does not power up, check your battery is fitted correctly and properly attached to the back of the radio. Please then follow the “signing on” and “radio check” instructions on the following page.

## Transmitting a message

Press and hold the PTT button to talk where a brief series of tones will be heard, you can then relay your message. Release the PTT button to allow for a response.

## Activating your alarm

Press and hold down the alarm button on the bottom left side of the radio for 1-2 seconds, a brief tone will be heard. The radio will transmit a live microphone for 10 seconds allowing you to call for assistance should it be required without holding down the PTT button.

## Receiving an alarm

The radio will transmit a tone to indicate an alarm has been activated. When you receive an alarm call your radio will beep until you acknowledge you have heard an alarm.

## Resetting the radio

If you are the initiator of the alarm you will need to simply tap the alarm button and the radio will no longer be in alarm mode. This is very important as if your radio is not reset then the next time you press your PTT the radio will think it's in alarm mode and an alarm will sound.

# RADIO GUIDANCE

## Radio maintenance

- Always charge the radio whilst switched off
- Do not leave the radio switched on and sitting in the charger

## Talking on the radio

- Press and Hold the PTT button and wait for a series of tones before speaking
- Hold the radio away from your mouth, approximately 6 inches
- Speak in a calm, slow and clear voice
- Keep messages short and precise
- Listen to and respond accordingly to any requests for further information
- Continue to monitor radio until issue resolved
- Finish each message with the word "over"

## Signing on

- To ensure the operations centre are aware that your radio is in use, you must sign on by stating your company name and that you are logging on
- "This is *your business name*, logging on"
- You must then conduct a radio check

## Radio check

- Please ensure there is no communication in progress before conducting a radio check
- Always start with your premises name
- "This is ..... all radio users can I have radio check please"
- Standard reply would be, your premises "..... hearing you loud and clear"
- Always reply with a "thank you"

## What 3 Words

- It would be beneficial for you to know the What 3 Words for your premises.
- You can find this through the app or at [what3words.com](http://what3words.com).
- This makes it easy for authorities to locate your premises if required.

# WHEN TO USE IT

## SUSPICIOUS BEHAVIOUR

**If you believe a person or persons are acting suspiciously:**

- Alert all radio users
- Give a description of the person as requested by operations centre
- When they leave the premises update this information with direction of travel
- Respond to any requests for further information

## THEFT OR ATTEMPTED THEFT

**If you believe a person or persons have concealed items of property from your store and left without making payment:**

- Alert all radio users
- Give a description of the person or persons as per the instructions overleaf
- Give details of what you believe has been taken
- Always follow your internal policies and procedures

## URGENT ASSISTANCE

**If you believe that you, your staff or customers are in imminent danger:**

- Dial 999
- You can also press the emergency alarm button on your radio. This will send an alert directly to the operations centre and other businesses in the area. Using the code word "Brunel" will inform the operations centre you are in distress.
- If another user activates their alarm & needs urgent assistance, please dial 999 on their behalf.

**Please note the radio link is not a direct replacement for 999. The police and CCTV cannot guarantee a response to the radio link. All messages requiring immediate police response should also be carried out via the 999 service.**

This StoreNet System is operating under an Ofcom Licence issued to StoreNet Radio Systems Ltd and therefore you must adhere to the training guidance when operating your radio, failure to do so may result in prosecution.

## PHONETIC ALPHABET

A - Alpha	N - November
B - Bravo	O - Oscar
C - Charlie	P - Papa
D - Delta	Q - Quebec
E - Echo	R - Romeo
F - Foxtrot	S - Sierra
G - Golf	T - Tango
H - Hotel	U - Uniform
I - India	V - Victor
J - Juliet	W - Whiskey
K - Kilo	X - X-Ray
L - Lima	Y - Yankee
M - Mike	Z - Zulu

## WHEN USING THE RADIO DO NOT

- Swear
- Enter into chit chat
- Talk over other users
- Pass personal data