



M.R.S. Communications Ltd

Bringing safety, security and expert communication

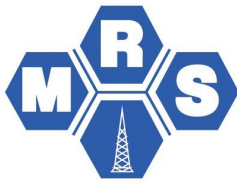


Training Notes & Radio Guidance

Leading the industry since 1978

Effective City Centre Radio Communication Solutions

Providing reassurance to staff and customers



M.R.S. Communications Ltd



Radio Instructions

Powering Up

Press and hold down the power lock keypad button for one second, once powered up you will hear a brief tone.

If your radio does not power up, check your battery is fitted correctly and properly attached to the back of the radio.


If your radio still does not power up, contact M.R.S. Communications Ltd.

Transmitting a Message

Press and hold down the PTT button to talk, where a brief series of tones will be heard.

Release the PTT button to allow for a response.

Activating your alarm

Press and HOLD down the alarm button on the bottom of the left hand side of the radio for 1-2 seconds, a brief tone will be heard, the word STORENET will appear on the screen along with the following symbol 

Receiving an Alarm

The radio will transmit a tone to indicate an alarm has been activated and the initiator (of the alarm) name will be displayed.

When you receive an alarm call your radio will continually beep until you respond by pressing the power button once and the Ok button once. This acknowledges to the radio you have heard the alarm. To reset your radio you will then need to press the OK button.

Resetting the Radio

If you are the initiator of the alarm you will need to simply tap the alarm button and the screen will no longer display the radio is 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.



Motorola SL2600

PACKED WITH FEATURES





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Radio Guidance

1. Radio maintenance
 - a. Always charge the radio whilst switched off
 - b. Do not leave the radio switched on and sat in the charger
2. Talking on the radio
 - a. Press the PTT button and wait for a series of tones before speaking
 - b. Hold the radio away from your mouth, approximately 6 inches
 - c. Speak in a calm, slow and clear voice
 - d. Keep messages short and precise
 - e. Listen to and respond accordingly to any requests for further information
 - f. Continue to monitor radio until issue resolved
3. Requesting a daily radio check
 - a. Please ensure there is no communication in progress before conducting a radio check
 - b. Always start with your premises name
 - c. "this is all radio users can I have radio check please"
 - d. Standard reply would be, your premises "..... hearing you loud and clear"
 - e. Always reply with a "thank you"
4. Whilst using the radio please **DO NOT**
 - a. Swear
 - b. Enter into chit chat
 - c. Talk over other users
 - d. Use racist remarks
 - e. Use sexist remarks



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When should I use the radio?

1. Suspicious behaviour

If you believe a person or persons are acting suspiciously:

- a. Alert all radio users
- b. Give a description of the person or persons as per the instructions overleaf
- c. When they leave the premises update this information with direction of travel
- d. Respond to any requests for further information

2. Theft or attempted theft

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

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

3. Violence – Aggressive Behaviour

If someone shows any signs of threatening, aggressive or violent behaviour towards you or a staff member:

- a. If possible alert all radio users and dial 999
- b. If not possible press the panic alarm button
- c. Please follow procedure on page 2 to reset your radio.

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

As a radio user you are not permitted under the new GDPR Legislation to use names to identify persons of interest.

"This StoreNet System is operating under an Ofcom Licence, issue 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





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Guide to giving descriptions.....

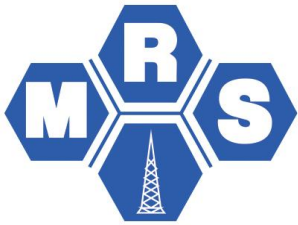
Gender:	Male / Female
Ethnicity:	White, Black, Chinese, Asian
Clothing:	Describe, Logos, Colours
Accessories:	Handbags, Bags, Prams
Associates:	Who are they with - People, Children, Large Group.

IC Code	Description
IC1	<u>White European</u> Typically white UK, Scandinavian or Germanic
IC2	<u>Dark European</u> Mediterranean European/Hispanic
IC3	<u>Afro – Caribbean</u> Black, African/Afro-Caribbean person
IC4	<u>Asian</u> Typically Indian, Pakistani, Nepalese, Maldivian, Sri Lankan, Bangladeshi or any other (south) Asian person
IC5	<u>Oriental</u> Typically Chinese, Japanese or South east Asian person
IC6	<u>Arab/North African</u>
IC7 or IC9	<u>Unknown Ethnicity</u> This would also be used in the incident that a person was wearing a helmet or balaclava.

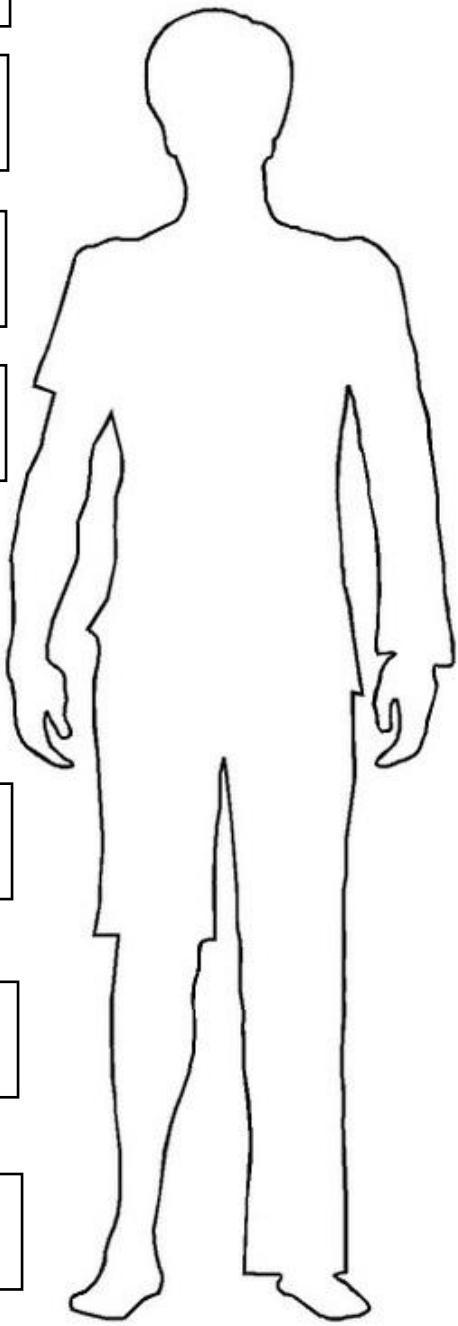
The above codes are for information purposes only, they do not need to be used when transmitting someone's ethnicity. Describe what you see in a correct and polite manner.

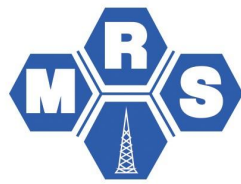
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PERSON DESCRIPTION

HAIR COLOUR / HAT	TATTOOS / MARKINGS	EARS / EARRINGS
NOSE		EYES / GLASSES
FACIAL HAIR		COMPLEXION
UPPER CLOTHING		HANDS / GLOVES
LOWER CLOTHING		SEX MALE / FEMALE
BAGS / BAGGAGE		HEIGHT_____
FOOTWEAR		COLOUR_____
	AGE_____	
	BUILD_____	
	ACCENT_____	
	COMMENTS_____	



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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 – Indigo	V – Victor
J – Juliet	W – Whisky
K – Kilo	X – Xray
L – Lima	Y – Yankee
M – Mike	Z – Zulu

Accessories

D Shaped Earpiece with Lapel Mic and Inline PTT



Features

- > Soft, skin-friendly ear hook material
- > Environmental PU cable reinforced with Kevlar
- > Suitable for many applications including; patrolling security personnel, hotel and catering staff, conference halls, restaurants and casinos etc.

Technical Specification

Speaker	
Dimensions:	15.0mm * 6.0mm
Impedance:	320hm ± 15% @ 1000Hz
Rated Input Power:	100mW
Maximum Power:	200mW
Sound Pressure Level:	105 ± 3db @1000Hz

Microphone	
Type:	Electret Condenser Microphone
Impedance:	2.2 kOhm
Sensitivity:	-40 ± 3db @1000Hz (0db = 1V/PA)
Operating Voltage:	11.1-10VDC

Single Wire Earpiece with Acoustic Tube and inline PTT



Features

- > Surgical grade acoustic tube; discreet and comfortable
- > Quick-fasten secure structure
- > Environmental PU cable reinforced with Kevlar
- Optional ear mold allows ambient sounds
- > Discreet communication in sensitive environments
- > Suitable for many applications including; security personnel, hotel and catering staff, etc.

Technical Specification

Speaker	
Dimensions:	9.0mm * 10.6mm
Impedance:	73 ± 200hm @ 1000hm
Rated Input Power	1mW
Rated Output Power	300mW
Sound Pressure Level:	117 ± 3db @1000Hz

Microphone	
Type:	Electret Microphone
Impedance:	2.2 kOhm
Sensitivity:	-40 ± 3db @1000Hz (0db = 1V/PA)
Operating Voltage:	1.0-10VDC

Call us now to find out more: **02920 810810**
or email the sales team: sales@mrscomms.co.uk

Training Notes



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