

## USING YOUR RADIO

### 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.

### 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 PANIC ALARM

Press and hold down the panic 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

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 panic 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.

## WHEN TO USE THE RADIO

### SUSPICIOUS BEHAVIOUR

If you believe a person or persons are acting suspiciously:

- Alert all radio users
- Give a clear, accurate description of the person as per the instructions overleaf
- When they leave the premises update this information with direction of travel
- Listen and respond to any requests for further information

### FOLLOWING THE REMOVAL OF AN INDIVIDUAL

If you have had to eject an individual from your premises for their behaviour:

- Alert all radio users
- Give a clear, accurate description of the person or persons

### 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 clear, accurate description of the person or persons
- Give details of what you believe has been taken
- Always follow your internal policies and procedures

**In an emergency / if you or  
your staff are being  
threatened always call: 999**

# RADIO GUIDANCE

## RADIO MAINTENANCE

- Always charge the radio switched off
- Do not leave the radio switched on and sitting in the charger as it damages the battery

## SIGNING ON

- To ensure the team 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

## CONDUCTING A RADIO CHECK

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

IC1 - White / North European  
IC2 - White / South European  
IC3 - Black  
IC4 - Asian descent  
IC5 - Chinese / Japanes / Sout East Asian  
IC6 - Arab or North African  
IC9 - Unknown

## FAQs

### DO I NEED TO KNOW PROPER RADIO LINGO?

No. You do not need to know any fancy CB radio lingo but it is helpful if you use IC codes above to describe individuals over the radio. Some users may use the phonetic alphabet, which we've included here for reference!

### MY BATTERY ISN'T CHARGING?

Check the connections first and if that doesn't help contact the MyMK team on 01908 395099 or by email [info@mymiltonkeynes.co.uk](mailto:info@mymiltonkeynes.co.uk)

### MY RADIO ISN'T WORKING

If the radio is not working properly report it to the MyMK team who will replace the handset whilst repairing yours free of charge. However, if the equipment is broken due to being tampered with, accidental damage or because it was not cared for properly then a charge will be applicable.

## TALKING ON THE RADIO

- Press and Hold the PTT button and wait for a series of tones before speaking
- Hold the radio at least 10cm away from your mouth, to avoid distortion
- Speak in a calm, slow and clear voice
- Keep messages short and precise
- Details should be what you know, not what you think you know.
- Use the IC Codes below to describe the ethnic origin of an individual.
- 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"

## WHEN TALKING ON THE RADIO, DO NOT

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

## 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

SCAN THE QR  
CODE TO WATCH  
OUR SHORT  
TUTORIAL ON HOW  
TO USE THE  
RADIO:



Please notify MyMiltonKeynes immediately if your radio should go missing, our number is 01908 395099

**-milton  
keynes**  
BUSINESS  
IMPROVEMENT  
DISTRICT