

# CITYNET TRAINING HANDBOOK

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## Citynet

CityNet (including StoreNet and NiteNet) is provided by M.R.S Communications in conjunction with FOR Cardiff as part of the Cardiff Against Business Crime (CABC) Business Crime Reduction Partnership (BCRP). CityNet radios are provided by M.R.S Communications on a rental basis.

The aim of CityNet is to create a network of member businesses around the city centre, enabling wider communication, crime detection and prevention, and increased safety for staff and customers. It is part of FOR Cardiff's wider goal of fostering a safer and more welcoming environment for visitors to and residents of the city.

## M.R.S Communications and FOR Cardiff

FOR Cardiff has been the Business Improvement District (BID) for Cardiff City Centre since 2016. We are an independent, business-led non-profit organisation separate from the Government, Council and Local Authority, elected for 5-year terms by local businesses. We charge an annual levy from member businesses, which is then reinvested into projects and initiatives in the city centre aimed at improving the City Centre. You can find out more about who we are and what we do at our website, [www.forcardiff.com](http://www.forcardiff.com)

M.R.S Communications Ltd was established in 1978, and has since been leading the industry with their two-way radio systems and revolutionary StoreNet and NiteNet services. They offer radio and communication services to towns and cities around the UK to facilitate local communities playing a part in crime prevention and detection.

## 2. Radio diagram

Here is a link to view a video on the operation of the radio:

[MRSCOMMS Motorola SL2600 \(youtube.com\)](https://www.youtube.com/watch?v=MRSCOMMS_Motorola_SL2600)





### 3. Use of the radio

#### 1. Radio maintenance

a) Ensure radio is switched off when charging. Leaving the radio on in the charger can overtax the battery.

b) If the radio is malfunctioning, call the M.R.S helpline number provided on the sticker to speak to a technician. Most issues can be resolved on the phone, if not, M.R.S. will arrange for a repair or replacement.

#### 2. Daily radio check

a) When you switch on the radio in the morning or evening, perform a radio check as follows:

i) State your business name, followed by 'can I get a radio check, please?'

ii) You should receive a reply identifying your business and stating you are being heard 'loud and clear'.

iii) Thank the speaker to confirm you have heard their reply.

b) There is no need to sign off at the end of the shift, simply turn off the radio and return it to the cradle to charge.

c) You should not address your radio check to 'Charlie Romeo', this call sign is for emergencies. Anyone listening on their radio will be able to respond to your request.

d) The radios operate on a two-way system, meaning there is only one frequency so there is no need to tune your radio.



### **3. Sending and receiving messages**

- a) To send a message, hold down the 'press-to-talk (PTT)' button and speak calmly and clearly into the radio, holding it around 6 inches from your mouth.
- b) Release the PTT button to receive responses. The volume can be toggled up and down as needed.
- c) Keep messages concise and factual.
- d) Listen to and respond accordingly to any requests for further information.
- e) Continue to monitor the radio until the issue is resolved.

### **4. Radio best practice**

- a) The radio should be used to:
  - i) Alert all radio users to any person or persons acting suspiciously.
  - ii) Alert all radio users to a theft from your premises.
  - iii) Request assistance with Anti-Social Behaviour.
  - iv) Request emergency assistance ONLY if it is not possible to call 999. The radio is not a substitute for contacting emergency services and there is no guarantee of an emergency response. If another radio user requests emergency assistance, your response should be to call 999 on their behalf.
- b) In all reporting situations, give:
  - i) A clear description of the subject, avoiding the use of names (if known), as well as any discriminatory or offensive language.
  - ii) A description of their behaviour and/or of any stolen goods.
  - iii) Their direction of travel when they leave, and if they have entered another business.
- c) Respond to any requests for further information and keep the radio nearby until the situation is resolved.
- d) Always follow your internal policies and procedures and be aware of best practice as detailed in the Radio Protocols provided.
- e) Charlie Romeo (Control/Camera Room): see the Radio Protocols document for full details of when this call sign can be used.

### **5. Use of the alarm**

- a) In an emergency situation ONLY when you are not able to call 999 or send a radio message, press and hold the 'alarm' button for 2 seconds to send an alert to all receiving radios.
- b) Receiving radios will be notified of the location of the alarm, and an alert will sound until acknowledged and deactivated by pressing 'OK' twice. The alarm will stay active on the sending radio until the alarm button is pressed again.
- c) After the alarm is sounded, the communication line will be open for a few seconds for any speech or background noise to be transmitted.





## 4. Radio FAQ

### 1. My radio isn't turning on.

Make sure it is charged. Place it into the charging cradle with the Motorola 'M' facing out. If it doesn't start to charge, take the battery out of the back of the radio and place it directly into the cradle.

### 2. I can't hear anything.

Ensure your volume is up at an audible level using the volume up and down controls on the side of the radio.

### 3. The above solutions didn't fix my problem.

Contact M.R.S on 02920 810 810 to speak to a technician.

### 4. I accidentally set off the alarm.

Press the alarm button again to deactivate it, and send a message to let all users know it was a false alarm.

### 5. The alarm is going off and I don't know how to silence it.

Press the 'on' button at the top of the radio, and then press 'OK' twice on the light-up keypad on the front of the radio.

### 6. I have lost my charger, charging cable or radio.

Contact M.R.S on 02920 810 810 to report the loss and arrange for a replacement if applicable.

## 5. Phonetic Alphabet

The International Telecommunications Union Standard Phonetic Alphabet

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





## 6.CABC

Cardiff Against Business Crime (CABC) Business Crime Reduction Partnership (BCRP) is an initiative by FOR Cardiff to tackle crime and Anti-Social Behaviour in Cardiff, which has historically been one of the major concerns of BID member businesses. More information on CABC can be found at

[www.cardiffabc.com](http://www.cardiffabc.com)

## 7. Contact Information

FOR Cardiff Office

Email: [info@forcardiff.com](mailto:info@forcardiff.com)

Tel: 02920 314770

[www.forcardiff.com](http://www.forcardiff.com)

M.R.S. Communications

Email: [sales@mrscomms.co.uk](mailto:sales@mrscomms.co.uk)

Tel: 02920 810810

[www.mrscomms.co.uk](http://www.mrscomms.co.uk)

