MOTOROLA 900 MHZ
PORTABLE RADIO
MTS 2000

Revised June 2003
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  • D: Simple Radio Protocol/Phonetic Alphabet
  • E: Radio Failsoft Operations List
PUD RADIO OPERATIONS MANUAL

This manual was written for those people who use 900 MHz radios that are part of the PUD’s radio network system. It gives information and procedures necessary for proper usage. It is divided into two parts: Portable Radios (Sections I - IV) and Mobile Radios (Sections V - VIII).

The sections of the PORTABLE RADIO manual are:

Section I: General Information
This section contains information applicable to use of portable radios within the PUD environment. It answers the questions:

What is the coverage and transmitting distance of the radio system?
How are radio ID numbers assigned?
Who will have radios?
What are Talkgroups?
Where do I go for help with my radio?
How does the computerized radio system work?
What happens when the computer system fails?
Identifying controls, switches, indicators and connectors
Interpreting the display

Section II: Basic Radio Operation
This section contains information and procedures for the day-to-day operation of the portable radio on the job, including:

Interpreting the alert tone indications
Turning the radio on or off
Selecting A Talkgroup
Transmission procedures
Paging procedures
Telephoning procedures
Private Call procedures

(continued on next page)
Section III: Emergency Operation
This section contains information and procedures for operation during an emergency situation, including:

- Emergency operation concepts
- Sending an emergency alarm
- Communicating alarm situation with dispatcher
- Canceling an emergency alarm

Section IV: Radio Information and Care
This section contains information and procedures pertinent to the radio itself. Use this section for reference for other than basic operation of your radio, including:

- Ordering, installing and removing batteries
- Cleaning and handling the radio
- Viewing your radio’s ID number
- FCC Safety Standards
- Using the keypad
- Interpreting the indicator LED
- Servicing the radio

Section IX: Appendix
This section contains information that is updated periodically.

- A: 900 MHz Radio Index by Department
- B: 900 MHz Radio Index by Last Name
- C: 900 MHz Radio Index by Radio ID Number
- D: Simple Radio Protocol/Phonetic Alphabet
- E: Radio Failsoft Operations List
SECTION I: GENERAL INFORMATION

This section contains information applicable to use of radios within the PUD radio system.

What You Will Learn

The objective of this section is to explain the PUD’s radio system. You will learn about:

• coverage and transmitting distance of the radio system
• radio assignments
• groupings of radio users [Talkgroups]
• getting help with your radio when needed
• the computerized radio system’s configuration
• what happens when parts of the radio system fail.

What Questions This Section Will Answer

This section answers the following questions:

1. What is the coverage and transmitting distance of the radio system?
2. How are radio ID numbers assigned?
3. Who will have radios?
4. What are Talkgroups?
5. Where do I go for help with my radio?
6. How does the computerized radio system work?
7. What happens when the computer system fails?

General Information Concepts

The PUD is installing a computerized radio system to provide:

1. Emergency alarm capabilities.
2. Better communication for field staff through the use of a repeater system that allows everyone in a Talkgroup to hear both sides of conversations within that Talkgroup.
3. More available channels.
4. Increased coverage.
5. Access to the telephone system for making and receiving telephone calls.
6. Paging capabilities.
7. An electronic event log for easier trouble-shooting.
The Telecommunications Department is responsible for maintaining the Radio System. The Telecommunications Department maintains an inventory of radios and batteries, programs the radios and assigns a unit number to each one.

In the event of radio system failure, the “failsoft” system allows continued use of radios in a conventional two-way mode until the computer system can be brought back up. Other problems with the radio units can be referred to the Telecommunications Department.

What is the Coverage and Transmitting Distance of the Radio System?

The Telecommunications Department is in the process of ensuring coverage of the entire county and all service areas of the PUD. Please refer to the chart in the Appendix for current coverage. Some low-lying, heavily wooded, or urban areas may have limited coverage. If you are near the edge of the coverage area and inside a building or a vehicle, try moving outside to avoid interference and gain longer transmitting distance.

How are Radio ID Numbers assigned?

All radio unit ID numbers are six (6) digits. Typically, they begin with either “70” generally followed by the assigned employee’s 4-digit telephone extension number, “0” followed by the assigned vehicle’s 3-digit ID number, “9” followed by the employee’s 3-digit radio number, or “90” followed by a 2-digit radio number. (See Appendix C.)

Who will have Radios?

During the implementation of the Radio System, work groups will be trained on its use and assigned portable radio units over time. For a current list, please see Appendices A, B or C.
What are Talkgroups? Who’s in Which Talkgroup?

A Talkgroup is a connection between a specific group of radios. Each radio unit is assigned to a “home” Talkgroup based on work groups. During day-to-day or storm-related activity, System Dispatch may ask radio users to temporarily select other Talkgroups when the radio unit’s user is assigned to work in another area with a different work group.

For example, when an outage occurs in an area where the assigned line crew is already working on another problem, System Dispatch may send another line crew to repair the outage. They will be able to communicate with the other crews in that area by selecting the other crew’s Talkgroup. When the temporary assignment is completed, System Dispatch will ask radio users to switch the radio units back to their assigned Talkgroups.

For a list of PUD Talkgroups, see Appendix A, B, or C.

Where Do I Go for Help With My Radio?

The Telecommunications Department is responsible for maintaining the Radio System and the radio units. If your radio is not functioning properly, you need new batteries, or have questions about radio operation, contact Telecommunications [Operations Center, 1st floor] at 425-783-5505.

How Does the Computerized Radio System Work?

The Radio System depends on the computer to control and allocate the radio resources — similar to the District’s telephone system that allocates ‘trunk lines’ to Verizon so that users can place telephone calls. The Radio System computers allocate radio channels in a ‘trunk line’ operation. This makes sure that users get features and channels when required. It also permits management of the system to document when expansion is required.

- In the Current System, only Dispatch and mobile units around the area can hear.
- In the Simulcast system, all radio units within a Talkgroup can hear.
- Simulcast Remote Sites use base stations to connect to the main system.
- The Main and Alternate Computers are housed at the Electric Building.
- Darrington and Index Base Stations are not on the Simulcast System but can be patched into it by Dispatch when required.
What Happens When the Computer System Fails?

The “failsoft” system ensures that you will continue to have radio communications capability in the event of computer system failure. During operation, the radio will automatically go into failsoft operation if the central controller fails for any reason. While in failsoft, your radio will transmit and receive on a predetermined frequency on a conventional, as opposed to computerized, channel. See Appendix E.

How “Failsoft” Works

When the radio is in failsoft operation, you will hear a faint “beeping” sound every ten seconds. At the same time, the display will alternate between showing “FAILSOFT” and the current active Talkgroup.

You will lose the following features:

• Emergency Alarms
• Private Call
• Telephone Call
• Paging

In other words, your radio becomes like a two-way radio. You should observe standard two-way radio transmission protocol by not “talking over” someone who is already transmitting.

When the computer system returns to normal operation, the radio will automatically leave the failsoft operation and return to computerized operation.
Identifying Controls, Switches, Indicators and Connectors

Identify the various parts of your radio below, then refer to the sections named for more information about features and functions they perform and how to use them.

<table>
<thead>
<tr>
<th>Name</th>
<th>Use</th>
<th>Refer To</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. On/Off/Volume Control</strong></td>
<td>Turns the radio on and off and adjusts the volume level of incoming transmissions.</td>
<td>Section II: Turning the Radio On or Off</td>
</tr>
<tr>
<td><strong>2. Talkgroup Selector Control</strong></td>
<td>Selects the operating Talkgroup.</td>
<td>Section II: Selecting a Talkgroup [Zone] and Section I: What is a Talkgroup?</td>
</tr>
<tr>
<td>Name</td>
<td>Use</td>
<td>Refer To</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>3. <strong>Scan ON/OFF</strong></td>
<td>Disables scan when in the Off [ือน.] position.</td>
<td>Section II: Selecting a Talkgroup [Zone] and Section I: What is a Talkgroup?</td>
</tr>
<tr>
<td>[Two-Position Concentric Switch]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. <strong>Zone Selection Switch</strong></td>
<td>Used for Zone selection.</td>
<td>Section II: Selecting a Talkgroup [Zone] and Section I: What is a Talkgroup?</td>
</tr>
<tr>
<td>[Three-Position (ABC) Toggle Switch]</td>
<td>There could be up to 16 Talkgroups for each switch position.]</td>
<td></td>
</tr>
<tr>
<td>5. <strong>Indicator LED</strong></td>
<td>Indicates the radio operating status; green/red light-emitting diode [LED].</td>
<td>Section IV: Interpreting the Indicator LED</td>
</tr>
<tr>
<td>[Side Button 1]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. <strong>Blue Answer All Button</strong></td>
<td>Controls the display’s backlight.</td>
<td>Section II: Blue Button Operations</td>
</tr>
<tr>
<td>[Side Button 2]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. <strong>Page Button</strong></td>
<td>Used for paging. [Has one small bump for tactile identification.]</td>
<td>Section II: Paging Procedures</td>
</tr>
<tr>
<td>[Side Button 2]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. <strong>Telephone Button</strong></td>
<td>Used for telephone calls. [Has two small bumps for tactile identification.]</td>
<td>Section II: Telephoning Procedures</td>
</tr>
<tr>
<td>[Side Button 3]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. <strong>Push-To-Talk Switch</strong></td>
<td>Engages the transmitter and puts the radio in the transmit mode.</td>
<td>Section II: Basic Radio Operation</td>
</tr>
<tr>
<td>Name</td>
<td>Use</td>
<td>Refer To</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>11. Display</strong></td>
<td>Provides visual information about many of the radio’s features.</td>
<td>Section I: Interpreting the Display and Sections I and II for use during operation</td>
</tr>
<tr>
<td><strong>12. Microphone Port</strong></td>
<td>Accepts voice input to the radio’s microphone.</td>
<td></td>
</tr>
<tr>
<td><strong>13. Speaker</strong></td>
<td>Projects tones, voice, and other sounds received by the radio.</td>
<td></td>
</tr>
<tr>
<td><strong>14. Universal Connector</strong></td>
<td>Provides access for programming, testing, and accessory connections.</td>
<td></td>
</tr>
<tr>
<td><strong>15. Noise-Canceling Port</strong></td>
<td>Reduces background noise during transmit.</td>
<td>Section IV: Using the Keypad and Sections I and II for use during operation and Section I Display Light</td>
</tr>
<tr>
<td><strong>16. Keypad</strong></td>
<td>Provides control and data interface for many of the radio’s features.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Digits 1 - 9 control the display’s backlight.</td>
<td></td>
</tr>
</tbody>
</table>
Interpreting the Display

The radio has a 14-character, one-line liquid-crystal display [LCD], which displays either alphanumeric messages or feature information. Above the character displays are eight status annunciators that indicate some of the radio’s operating conditions.

Display Light

If poor lighting conditions make the display difficult to read, turn on the radio’s display backlight by pressing a keypad digit (1 - 9). This light will remain on for a preprogrammed time period before it turns off automatically.
### Status Annunciators

The status annunciators indicate the status of certain radio functions:

<table>
<thead>
<tr>
<th>Annunciator</th>
<th>Status Indicated</th>
<th>Refer To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Battery Status</td>
<td>Flashes when the battery is low.</td>
<td><em>Section IV: Ordering, Removing and Installing Batteries</em></td>
</tr>
<tr>
<td>Call Received</td>
<td>Flashes when a Private Call or Page is received.</td>
<td><em>Section II: Private Call Procedures and Paging Procedures</em></td>
</tr>
<tr>
<td>Scan</td>
<td>Indicates when the radio is scanning; ON = SCANNING/ OFF = NOT SCANNING.</td>
<td></td>
</tr>
<tr>
<td>Programming Mode</td>
<td>Indicates when the radio is in the programming mode.</td>
<td></td>
</tr>
<tr>
<td>Direct</td>
<td>Indicates whether you are talking directly to another radio [talk-around], or through a repeater.</td>
<td></td>
</tr>
</tbody>
</table>
SECTION II: BASIC RADIO OPERATION

This section contains information and procedures for day-to-day operation of the radio on the job.

What You Will Learn In This Section

The objective of this section is to explain how to use your radio for those functions you will need on a daily basis. You will learn how to:

• turn the radio on and off
• transmit and receive messages
• select a different Talkgroup
• send a Page or respond to a Page
• use the radio like a telephone
• make or answer a Private Call

What Questions This Section Will Answer

This section answers the following questions:

1. What are the functions of the radio that are used in the PUD radio system?
2. How do I operate my radio?

Term | Definition
--- | ---
Alert Tone | An audible sound emitted by the radio to alert you to an operating condition of the radio.
Annunciator | A symbol permanently shown on the display above the alpha-numeric characters. Indicates status of certain radio features.
Channel | A base station resource controlled only by the system’s computers.
Display | Small screen on the front of the radio which provides visual information during operation.
ID Number | Six-digit number, beginning with “70,” assigned to each radio for identification purposes, much like a telephone number.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LCD [Liquid-Crystal Display]</strong></td>
<td>The type of small screen on the front of the radio which provides visual information during operation.</td>
</tr>
<tr>
<td><strong>LED,</strong>&lt;br&gt;<strong>Indicator LED</strong></td>
<td>The red/green light-emitting diode [LED] located on the top of the radio which indicates the radio’s status.</td>
</tr>
<tr>
<td><strong>Page, Paging</strong></td>
<td>Radio feature that allows one radio operator to leave a request for another to contact him/her.</td>
</tr>
<tr>
<td><strong>Private Call</strong></td>
<td>Radio feature that allows one radio operator to carry on a conversation [transmission] with another radio operator without other members of the Talkgroup being able to hear.</td>
</tr>
<tr>
<td><strong>Protocol</strong></td>
<td>Conventions and standards for transmissions on the PUD radio system.</td>
</tr>
<tr>
<td><strong>PTT Switch</strong></td>
<td>The large Press To Talk [PTT] Switch located on the side of the radio. Pressing the PTT Switch allows you to talk during a transmission or telephone call. When the PTT Switch is released [not being pressed], you can hear the conversations of other radio operators or the person on the telephone interconnect.</td>
</tr>
<tr>
<td><strong>Talkgroup</strong></td>
<td>A connection between a specific group of radios, typically by department or job function.</td>
</tr>
<tr>
<td><strong>Telephoning,</strong>&lt;br&gt;<strong>Telephone Interconnect</strong></td>
<td>The radio feature that allows you to use your radio similarly to a telephone. The radio system accesses the telephone interconnect [PUD telephone system] for you.</td>
</tr>
</tbody>
</table>
**Timing Out**

The time-out timer feature limits the amount of time that you can continuously transmit on a Talkgroup. If you hold down the PTT Switch longer than the allotted time:

- A pre-alert warning tone will be generated four seconds before termination of your transmission to warn you that your conversation is about to be cut off.
- Four seconds later your transmission is terminated and an alert tone is emitted until the PTT Switch is released.

**Transmit**

To broadcast voice or data over air waves.

**Transmitter**

The device used to convert sound waves (voice) or computer data to electromagnetic energy for broadcast.

**Zone**

A grouping of Talkgroups accessed through the Zone Selector Switch [3-position (A,B,C) toggle] Switch or menu for Zones A-F.
# Interpreting the Alert Tone Indications

The radio generates a number of audible tones to indicate operating conditions.

<table>
<thead>
<tr>
<th>Alert Tone</th>
<th>Description</th>
<th>Refer To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Battery</td>
<td>A low-battery condition is indicated by a high-pitched, cricket-like “chirp-chirp” when the PTT Switch is released following a transmission.</td>
<td>Section IV: Ordering, Removing and Installing Batteries</td>
</tr>
<tr>
<td>Unsuccessful Power-Up</td>
<td>A short, low-pitched tone when the radio is first turned on indicates that the radio has failed its power-up self test and is not ready for use.</td>
<td>Section IV: Servicing the Radio</td>
</tr>
<tr>
<td>Invalid Mode</td>
<td>A continuous, low-pitched tone is heard when an invalid or unprogrammed operation is attempted on the radio.</td>
<td>Section II: Basic Radio Operation</td>
</tr>
<tr>
<td>Valid [Good] Key Press</td>
<td>A short, medium-pitched tone when a keypad key is pressed indicates that the key press was accepted.</td>
<td></td>
</tr>
<tr>
<td>Invalid [Bad] Key Press</td>
<td>A short, low-pitched tone when a keypad key is pressed indicates that the key press was rejected.</td>
<td></td>
</tr>
<tr>
<td>Emergency Alarm Entry</td>
<td>One beep followed by five (5) beeps when the Emergency Button is pressed indicates that the radio has entered the emergency mode.</td>
<td>Section III: Emergency Operations</td>
</tr>
<tr>
<td>Alert Tone</td>
<td>Description</td>
<td>Refer To</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------</td>
</tr>
<tr>
<td>Emergency Alarm/Call Exit</td>
<td>A continuous, medium-pitched tone when the radio is in the emergency mode indicates that the radio has exited the emergency mode.</td>
<td>Section III: Emergency Operations</td>
</tr>
<tr>
<td>Failsoft</td>
<td>A faint “beeping” tone every ten seconds indicates that the radio is operating in the failsoft mode.</td>
<td>Section I: What Happens When the Computer System Fails?</td>
</tr>
<tr>
<td>Time-Out Timer Warning</td>
<td>Your radio’s time-out timer limits the length of your transmission time. When you are pressing the PTT Switch [transmitting], a short, low-pitched warning tone will sound four seconds before the allotted time will expire.</td>
<td></td>
</tr>
<tr>
<td>Time-Out Timer Timed-Out</td>
<td>If you hold down the PTT Switch longer than the time-out timer’s allotted time, a continuous, low-pitched tone will sound, indicating that your transmission has been cut off. This tone will continue until the PTT Switch is released.</td>
<td></td>
</tr>
<tr>
<td>Phone Busy</td>
<td>A “bah-bah-bah-bah” tone when telephone interconnect is accessed indicates that all available lines are busy and the radio is in queue for the next available phone line.</td>
<td>Section II: Telephoning Procedures</td>
</tr>
<tr>
<td>Alert Tone</td>
<td>Description</td>
<td>Refer To</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Page Received</td>
<td>A group of four medium-pitched tones every five seconds indicates that your radio has received a Page.</td>
<td>Section II: Paging Procedures</td>
</tr>
<tr>
<td>Page Sent</td>
<td>A single medium-pitched tone, followed by a group of four medium-pitched tones indicates that a Page sent by your radio has been received by the target radio.</td>
<td>Section II: Paging Procedures</td>
</tr>
<tr>
<td>Private Call Received</td>
<td>A group of two medium-pitched tones repeated every five seconds for approximately 20 seconds indicates that your radio has received a Private Call.</td>
<td>Section II: Private Call Procedures</td>
</tr>
<tr>
<td>Computer System Busy</td>
<td>A “bah-bah-bah-bah” tone when the system is accessed indicates that all available channels are busy and your radio is in queue for the next available channel.</td>
<td>Section II: Basic Radio Operation</td>
</tr>
<tr>
<td>Call Back</td>
<td>A group of three medium-pitched tones [di-di-dit] indicates that a Talkgroup is now available for your previously requested transmission.</td>
<td>Section II: Basic Radio Operation</td>
</tr>
</tbody>
</table>
Basic Radio Operation Concepts

Your Snohomish County PUD radio offers a number of advantages, including fast system access, enhanced privacy, and ease of operation. In a computerized system, there is no need to check to see if a channel is busy before a transmission; however, you do need to *listen for the alert tones before you start talking* to receive information about availability of channels and features you are trying to access.
## Turning the Radio On or Off

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Rotate the volume control clockwise.</td>
<td>The radio goes through a power-up self check and, if it passes the check, the display momentarily shows “SELF TEST.”</td>
</tr>
<tr>
<td></td>
<td>If the radio fails the self check, the display shows “ERROR XX/XX” [where XX/XX is an alphanumeric error code], accompanied by a bad-power-up, low-pitched tone. Turn the radio off, check the battery, and turn the radio back on. If the radio still does not pass the self check, a problem exists in the radio. Contact the Telecommunications Department at extension 5505.</td>
</tr>
</tbody>
</table>

**Note:** See Selecting a Talkgroup

| 2. To turn the radio off, rotate the volume control fully counterclockwise until you hear a click. | The radio is in the selected Talkgroup when it powers-up. It is now set to receive calls from this Talkgroup. |
**Selecting a Talkgroup [Zone]**

A zone is a grouping of Talkgroups [16 to a Zone]. Zones can be selected through the Zone Selector [3-position (A,B,C) toggle] Switch for Zones A, B, and C, or by using the menu and keypad for Zones A through F.

To select another Talkgroup (see Appendix for Zone and Talkgroup list):

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
</table>
| 1. To select a different Talkgroup within the current Zone, turn the Talkgroup Selector Knob to the number of the desired Talkgroup.  

NOTE: See Section IX: Appendix for list of Talkgroups.  
You can use the Talkgroup Selector Knob at any time to select a different Talkgroup. | The display shows the selected Talkgroup’s name.  
If the selected position is not valid, the display will show “UNPROGRAMMED,” and you will hear an invalid-mode tone until a valid programmed Talkgroup is selected. |
| 2. To select a Talkgroup within Zones A, B, or C:  

a. First, move the Zone Selector [3-position (A,B,C) toggle] Switch to the desired Zone.  
b. Second, turn the Talkgroup selector knob to the number of the desired Talkgroup within the new Zone. | The new Zone letter appears on the display.  
The display shows the selected Talkgroup’s name. |
| 3. To select a Talkgroup within Zones A through F:  
a. Press the right arrow key [>] until “ZONE” appears on the display.  
Press the key below “ZONE.” | The display shows 3 choices; for example, “ZONE,” “CHAN,” and “VIEW.”  
The display changes to show the current Zone (flashing) and selected Talkgroup. |

(continued on next page)
### You Do | The Radio Does
---|---
b. Press the right [>] or left [<] arrow key to page through the Zones in order. Stop pressing the key when the Zone you want to select is displayed.

c. Press “HOME.”

d. Rotate Talkgroup Selector Knob to the desired Talkgroup.

#### To return to your home (A1) Talkgroup

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
</table>
a. Flip A,B,C toggle switch to the “A” position. If already in “A,” switch off “A” and then back to “A” to return to Zone A. | Radio turns to Zone A and the previously selected channel. |

Programmable HOME Button

The HOME button on the MTS 2000 portable radios will now operate like that of the MCS 2000 mobile radios.

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Turn your radio to the Talkgroup you</td>
<td>The radio will automatically go to the Talkgroup you programmed into the HOME button.</td>
</tr>
<tr>
<td>wish to be entered into the HOME button.</td>
<td></td>
</tr>
<tr>
<td>Press and hold down the HOME button</td>
<td></td>
</tr>
<tr>
<td>until you hear a beap (approx. 2 seconds).</td>
<td></td>
</tr>
<tr>
<td>Your HOME button is now programmed for that Talkgroup. Now, regardless of which Zone and Talkgroup you are in, when you press the HOME button, the radio will automatically go to the Talkgroup you programmed into the HOME button.</td>
<td></td>
</tr>
</tbody>
</table>

IMPORTANT: Turning the Zone Toggle Switch and Talkgroup Selector Knob will reset the radio to the location of the knobs. Turning the radio off/on will also rest the Talkgroup selection to the location of the knobs.
**Transmission Procedures**

### Transmitting

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press and hold the PTT Switch on the side of the radio. <em>Wait until you hear the 4 quick beeps, telling you that the computers have assigned you a channel.</em> Speak slowly and clearly into the microphone area.</td>
<td>The red LED will be lit while the radio is transmitting.</td>
</tr>
<tr>
<td>If you hear a busy signal, release the PTT Switch and wait for a call-back tone.</td>
<td>Busy Signal = a low-frequency ‘bah-bah-bah-bah.’</td>
</tr>
<tr>
<td>When you hear the call-back tone, you will have three seconds to press the PTT Switch, allowing you to make your call without getting another busy signal.</td>
<td>Call Back Tone - sounds like “di-di-dit.”</td>
</tr>
<tr>
<td>If a continuous talk-prohibit tone is heard when the PTT Switch is pressed, transmission is not possible.</td>
<td>Talk-Prohibit Tone = continuous tone. The radio may be out of range or there is no channel available.</td>
</tr>
<tr>
<td>If the radio is out of range, check the coverage chart for the closest place where you can be within range.</td>
<td>The display shows “OUT OF RANGE.”</td>
</tr>
<tr>
<td><strong>Pressing the PTT Switch when you are already in queue may cause you to miss this allocation.</strong></td>
<td>If no channel is available, the computer system will remember your request and allocate the first available channel to you.</td>
</tr>
</tbody>
</table>

2. *Wait until you hear the 4 quick beeps, telling you that the computers have assigned you a channel.*

When the computer has allocated a channel to you, you will hear 4 quick beeps.
Section II

PTT Switch

LED light will be red

Microphone

OUT OF RANGE

1 2 ABC 3 DEF

4 GHI 5 JKL 6 MNO

7 PRS 8 TUV 9 WXY

* 0 #

HOME
When your transmission is completed, release the PTT Switch to listen.

3. Carry on with your conversation in the normal radio manner: Press the PTT Switch to talk; release the PTT Switch to listen.

Receiving a Transmission

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. When the radio is on, select the desired Talkgroup.</td>
<td>Your radio is now set to receive calls on the selected Talkgroup.</td>
</tr>
<tr>
<td><strong>Note:</strong> See <em>Selecting a Talkgroup.</em></td>
<td></td>
</tr>
<tr>
<td>2. Listen until you hear a transmission, then adjust the volume control for a comfortable listening level.</td>
<td></td>
</tr>
<tr>
<td>3. Carry on with your conversation in the normal radio manner: press the PTT Switch to talk; release the PTT Switch to listen.</td>
<td></td>
</tr>
</tbody>
</table>
**Paging Procedures**

The Page feature lets your radio function like a pager [beeper]. The radio can receive and respond to pages from other radios [not telephones], and send pages to them.

The Page feature operates across Talkgroups. The radio ID Number of the person paging you can be displayed by depressing your Page button. To respond to a page when the paging radio is in a different Talkgroup, select the caller’s Talkgroup. Follow normal transmission procedures as previously described. (Note: return to home Talkgroup when finished.)

### Sending a Page

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a. Press the Page Button [middle button].</td>
<td>The display shows the last ID number transmitted or received.</td>
</tr>
<tr>
<td>2. There are 2 ways to enter an ID #:</td>
<td></td>
</tr>
<tr>
<td>a. If you do nothing else, the last number transmitted or received will be sent out.</td>
<td></td>
</tr>
<tr>
<td>OR</td>
<td></td>
</tr>
<tr>
<td>b. Enter the new 6-digit ID number from the keypad.</td>
<td>The display changes to show the numbers as they are being entered. The cursor will flash to indicate the location of the next digit to be entered.</td>
</tr>
<tr>
<td><strong>Note:</strong> Once you have started entering numbers, the left arrow key [&lt;] will function as a backspace key.</td>
<td>If fewer than 6 digits are entered and the PTT Switch is pressed, you will hear a bad-keypress tone and the display will show “INVALID ENTRY.” A bad-keypress tone will also be heard if you try to enter a seventh digit.</td>
</tr>
<tr>
<td>3. Press the PTT Switch to send the ID number.</td>
<td>The ID number is transmitted.</td>
</tr>
</tbody>
</table>

(continued on next page)
<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>If you hear 5 beeps:</strong></td>
<td>The system has received your ID number, the radio you are calling is on the air and has received the page. The radio will return automatically to the current Talkgroup.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>If you hear 1 beep:</strong></td>
<td>The ID number has been received by the system.</td>
</tr>
<tr>
<td></td>
<td>The radio you are paging is not on the air or not available. Your radio remains in the Page mode. A low-pitched alert tone sounds and the display changes to “NO ACKNOWLEDGE”.</td>
</tr>
</tbody>
</table>

If after 6 seconds the called radio fails to acknowledge the alert, you can either:

- Press the PTT Switch to send the ID number again,
- **OR**
  - Press the **HOME** key to exit and return to the current Talkgroup.
<table>
<thead>
<tr>
<th><strong>Answering a Page</strong></th>
<th><strong>The Radio Does</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>You Do</strong></td>
<td><strong>When a Page is being received, you will hear a recurring four-beep tone. The display will alternate between showing the current Talkgroup and “PAGE RECEIVED.” The green LED and call received status annunciator will flash.</strong></td>
</tr>
<tr>
<td><strong>Note:</strong> Any button press, keypad press, or Talkgroup change will turn off the Page audible and visual indicators.</td>
<td><strong>The display will show the Talkgroup constantly; the audible alert, the green LED, and the call/page received annunciator will turn off.</strong></td>
</tr>
<tr>
<td><strong>1. Optional:</strong> To view the ID # of the paging radio, press the Page Button [middle button]. Press the Page button again to exit Page function.</td>
<td><strong>The display will show the ID number of the radio that paged you.</strong></td>
</tr>
<tr>
<td><strong>2.</strong> Select the caller’s Talkgroup and then press the PTT Switch to answer on the Talkgroup.</td>
<td><strong>Carry on your conversation in the normal manner: press the PTT Switch to talk; release the switch to listen.</strong></td>
</tr>
<tr>
<td><strong>Note:</strong> Return to home Talkgroup when finished.</td>
<td></td>
</tr>
</tbody>
</table>
LED light will be flashing green

Page Button

PTT Switch

ID: 702222
**Telephoning Procedures**

The Telephone feature allows you to use your radio similarly to a standard telephone by accessing the PUD telephone interchange. **You may use the same shortcuts as you do from the phone on your desk: the last four digits of in-house numbers and dialing “9” for an outside line.** You can also call a radio from a telephone.

Remember that on a radio transmission, only one person can talk at a time. Before talking, the person using the telephone to talk to a radio must wait for a beep that indicates the radio operator has released the PTT Switch. The radio operator must press the PTT Switch to talk and release it to listen.

**Making a Telephone Call**

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the Telephone Button [side button with two bumps].</td>
<td>If the access was successful, the display will show the last number dialed.</td>
</tr>
<tr>
<td>a. If the message times out or “NO PHONE” displays, press HOME or the Phone Button to hang-up and start again.</td>
<td></td>
</tr>
<tr>
<td>2. If you want to call the last number dialed, press the PTT Switch. If you want to call a different number, enter it using the keypad, using any of the numeric [0-9] keys. The left arrow allows backspacing to correct errors. Then press the PTT Switch.</td>
<td>After you press the PTT Switch, you will either: 1) hear dial tone followed by the sound of each digit dialed and then ringing. If you get a busy signal, hit HOME to cancel the call and try again. 2) if the telephone interconnect is in use, a busy tone sounds immediately and “PHONE BUSY” is displayed. DO NOT HANG UP. When a channel is available, your call will automatically be dialed.</td>
</tr>
<tr>
<td>3. If your call does not go through, you will hear a constant tone. Push your HOME key to hang-up and start again.</td>
<td></td>
</tr>
</tbody>
</table>

---

Section II  Snohomish County PUD Radio Operations Manual • Rev. 6/03
Telephone button

Please Wait

No Phone

Phone Busy

[Do not hang up]

5505

Call Page Pho
3. If the party you are calling answers, carry on with your conversation in the normal radio manner: press the PTT Switch to talk; release the PTT Switch to listen.

4. When you have finished your conversation, or if the number you are calling is busy or does not answer, press the HOME key or the Telephone Button [bottom button] to send the hang-up code.

Calling a Radio from a Telephone

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If calling a radio located in the general simulcast area, dial ext. 8400 (from a PUD phone) or 425-783-8400. This function is available in the Darrington area by calling 425-783-8500 and in the Index area by calling 425-783-8600. When the tone stops, enter the 6-digit radio ID. See Appendix A, B, or C. If the number you are calling is busy or does not answer, hang up and try again.</td>
<td>You will hear a continuous high-pitched tone. The radio generates two go-ahead beeps when the radio’s PTT Switch is released. This is heard by the land-line party and is an indicator to begin talking. The radio will return to the current Talkgroup.</td>
</tr>
<tr>
<td>OR</td>
<td></td>
</tr>
<tr>
<td>2. Caller hears ringing. User has about 10 seconds to answer the call. Follow the directions for Receiving A Telephone Call.</td>
<td></td>
</tr>
<tr>
<td>3. If the radio user answers, carry on with your conversation in the normal radio manner.</td>
<td>The radio generates two go-ahead beeps when the radio’s PTT Switch is released. This is heard by the land-line party and is an indicator to begin talking.</td>
</tr>
</tbody>
</table>
Section II

PTT Switch

6-digit Radio ID

Telephone Button
### Receiving a Telephone Call

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To answer a call, press the Telephone Button [bottom button].</td>
<td>The display will alternate between showing the present Talkgroup and “PHONE CALL” and the call annunciator will flash to indicate that a call is being received. You will hear a telephone-type ringing.</td>
</tr>
<tr>
<td>2. Carry on with your conversation in the normal radio manner: Press the PTT Switch to talk; release the PTT Switch to listen.</td>
<td>The display will show “PHONE CALL” constantly, and the call received annunciator will turn off. The radio generates a high-pitched go-ahead tone when the radio’s PTT Switch is released. This is heard by the land-line party and is an indicator to begin talking.</td>
</tr>
<tr>
<td>3. When you have finished your conversation, press the HOME key or the Telephone Button to hang-up.</td>
<td>The radio will return to the current Talkgroup.</td>
</tr>
</tbody>
</table>
PHONE CALL

TALKGRP

PHONE CALL
**Private Call Procedures**

The Private Call feature allows you to:
- carry on a conversation that is heard by only the two parties involved.
- determine whether the radio that you are calling is in service.
- leave your radio’s ID number with the radio you are calling so that you may be called back.
- view the calling radio’s ID number before answering.

The Private Call Feature operates across Talkgroups.

### Making a Private Call

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To make a Private Call, press the right arrow key [&gt;] until “CALL” appears on the display. Press the key below “CALL.”</td>
<td>The display shows 3 choices: for example, “CALL,” “PAGE” and “PHON.” The display changes to show the last ID number transmitted or received.</td>
</tr>
<tr>
<td>2. There are 2 ways to enter an ID number:</td>
<td></td>
</tr>
<tr>
<td>a. If you do nothing else, the last number transmitted or received will be sent out.</td>
<td>OR</td>
</tr>
<tr>
<td>b. Enter the new 6-digit ID number from the keypad. <strong>Note:</strong> Once you have started entering numbers, the left arrow key [&lt;] will function as a backspace key.</td>
<td>The display changes to show the numbers as they are being entered. The cursor will flash to indicate the location of the next digit to be entered.</td>
</tr>
</tbody>
</table>

*(continued)*
If fewer than 6 digits are entered and the PTT Switch is pressed, you will hear a bad-keypress tone and the display will show “INVALID ENTRY.” A bad-keypress tone will also be heard if you try to enter a seventh digit or an ID number that is not valid for the system.

3. Press the PTT Switch.

The ID number is transmitted. If the radio you are calling is on the air, you will hear telephone-type ringing for 20 seconds, or until the called radio answers the call.

**Note:** If the radio you are calling is not in service, you will not hear the ringing and the display will show “NO ACKNOWLEDGE.”

Press the **HOME** key to hang-up.

4. If the party you are calling does not answer the call within 20 seconds,

The display will show “NO ANSWER”; the telephone ringing will stop and an alert tone will sound.

a. Press the **HOME** key to hang-up.

The radio will return to the current Talkgroup.

OR

b. Press the PTT Switch to send a Page.

You will hear 5 beeps, indicating that the system has received your ID number, the radio you are calling is on the air and has received the page.

The radio will return to the current Talkgroup.
5. If the party you are calling answers, carry on with your conversation in the normal radio manner: press the PTT Switch to talk; release the PTT Switch to listen.

6. When you have finished your conversation, or if the number you are calling does not answer or is not in service, press the HOME key to send the hang-up code.

The radio will return to the current Talkgroup.

---

**Answering a Private Call**

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>When your radio receives a Private Call, you will hear two alert tones [repeating every 5 seconds for 20 seconds], and the display will alternate between “CALL RECEIVED” and the current Talkgroup. The green LED and call received status annunciator will flash to indicate that a call is being received. You will have 15-20 seconds to answer the call before the radio automatically returns to the current Talkgroup.</td>
<td></td>
</tr>
</tbody>
</table>

If you press the PTT Switch before you select “CALL” from the menu, the response will be transmitted to everyone in your Talkgroup, but the person calling you will NOT be able to hear you.

1. To answer the call privately, press the right arrow key [>] until “CALL” appears in the display.

After viewing the caller’s ID number, you can decide to either talk privately [go to step 2], or not answer the call by letting the remainder of the 20 seconds elapse and returning to the current Talkgroup.

The display shows 3 choices: for example, “CALL,” “PAGE,” and “PHON.”

The display will show the incoming caller’s ID number, and the call received annunciator will turn off. The caller’s ID number will remain on the display for the duration of the call.
LED light will flash green

CALL RECEIVED

Blue Button

PTT Switch

CALL PAGE PHON

ID: 706543

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<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Press the key below <strong>CALL</strong>. The display changes to show the ID</td>
<td>The display changes to show ID number of calling</td>
</tr>
<tr>
<td>number of the calling party.</td>
<td>party.</td>
</tr>
<tr>
<td>3. Press the PTT Switch.</td>
<td>You are now on a PVT Call between you and one other</td>
</tr>
<tr>
<td></td>
<td>radio user.</td>
</tr>
<tr>
<td>4. When you have finished your conversation, press the <strong>HOME</strong> key</td>
<td>The radio will return to the current Talkgroup.</td>
</tr>
<tr>
<td>to hang-up.</td>
<td></td>
</tr>
</tbody>
</table>

**Blue Button Operations (see diagram on previous page)**

The **Blue** button on the side of the MTS 2000 portable radio is now the “**Answer All**” button. For a backlight button, press a digit (1-9).

The **Blue** button can also be used to answer **Private Calls** or **Telephone Calls** to your radio. Previously, you would have to use the Menu of the radio to answer **Private Calls** or **Telephone Calls**.

When you see the words **CALL** or **PHONE CALL** in your display, you may now answer those calls by pressing the **Blue** button and then respond by pushing the PTT Switch button and speaking.

On the MCS 2000 mobile radios, the **#2** button on the microphone will now function the same as the **Blue** button.
SECTION III: PORTABLE RADIO EMERGENCY OPERATIONS

This section contains information and procedures for operation of the portable radio during an emergency situation.

What You Will Learn

The objective of this section is to explain how to use your portable radio for sending and receiving an emergency alarm. You will learn how to:
• send an emergency alarm/call
• respond to an emergency alarm/call
• cancel an emergency alarm/call

What Questions This Section Will Answer

This section answers the following questions:
1. How do I alert others that an emergency situation has occurred?
2. What happens when an emergency alarm is sent?
3. How does my portable radio function during an emergency?
4. How do I cancel an emergency alarm, whether accidentally or intentionally sent?

Term | Definition
--- | ---
Central Controller | A computer that controls the radio system. It is located in the Electric Building.
Dispatch Consoles | Computers located in the ECC [monitors the Electric System on a 24-hour basis] and in Crew Dispatch.
ECC | Energy Control Center, the department whose responsibility is to analyze incoming information from SCADA and trouble calls and to provide repair solutions for field service units. This center operates 24-hours a day and accepts customer calls during non-business hours.
Emergency
An incident where injury to District personnel or destruction of District property is imminent or has already occurred.

Emergency Alarm Sequence
The sequence of events that take place once an emergency alarm has been sent by pressing the Emergency Button.

Emergency Button
Orange button located on the top of the portable radio. Pressing it for .75 seconds begins the emergency alarm sequence. Pressing it again for 3 seconds cancels the emergency alarm; however, the alarm will not shut-off in ECC until acknowledged by Dispatcher.

Emergency Talkgroup
A Talkgroup that is automatically engaged between the sending radio and the dispatch consoles.

PTT Switch
The large Push-To-Talk [PTT] Switch located on the side of the radio. Pressing the PTT Switch allows you to talk during a transmission or telephone call. When the PTT Switch is released [not being pressed], you can hear the conversations of other radio operators or the person on the telephone interconnect.
Emergency Operation Concepts

An individual is instructed to use the emergency button if the event or situation involves PUD personnel and requires an aide car, paramedics or police. Any electrical contact requires calling an aide car and hence the use of the emergency button.

Not all emergencies warrant the use of the emergency button. Events or situations not requiring an aide car or police should be reported to ECC (Station 1) using the regular trunked ECC Talkgroups.

An event qualifies as an emergency if it is a life-and-death situation involving PUD employees or the public where a person is down because of electrical contact, falls, profuse bleeding, stroke or any condition that warrants medical treatment, such as:

- Burns [body or eyes] - thermal, electrical or chemical
- Inhalation [difficulty breathing] - smoke or chemical
- Unconscious - not breathing
- Crushing or penetrating injury
- Amputation - fingers, toes, limbs
- Spinal injuries
- Allergic reaction - ingestion, injection, inhalation, or absorption
- Head injuries - decreased level of consciousness, combativeness, breathing difficulty, seizures

If you accidentally press the emergency button, you must clear the alarm with a radio call to an ECC dispatcher. Turning your radio off will NOT clear the alarm on the dispatch console. See procedure for clearing emergency alarm.
**Sending An Emergency Alarm**

“Emergency” signals a critical situation where injury to District and other personnel or destruction of District property is imminent or has already occurred. It should never be used for any other reason.

NOTE: The emergency button will only work when the radio is positioned in a trunked Talkgroup. The DIRECT 1 and DIRECT 2 positions (C1 & C2) operate in conventional mode, rendering the emergency button inoperable.

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the orange Emergency Button for .75 seconds.</td>
<td>The red LED lights and the emergency signal is transmitted. A central acknowledgement (1 beep) indicates that the alarm was received by the system. A console acknowledgement (five beeps) and an “ACK RECEIVED” in the display indicate that the alarm was received by the dispatch console. The alarm will continue at the dispatch console until cleared by a dispatcher, only after communications with the individual who set off the alarm. The display will flash alternately between “EMERGENCY” and the Talkgroup you were using when the emergency button was pushed.</td>
</tr>
</tbody>
</table>
LED light will be red

Orange Emergency Button

PTT Switch
Communicating Alarm Situation with Dispatcher

The emergency alarm feature will operate in two different ways depending on which talkgroup category you are using when the emergency button is pushed.

If at all possible, District policy prescribes that all emergency alarms be transmitted over the ECC talkgroups. If you can reasonably switch to an ECC talkgroup before pressing the emergency button, it would allow more people to hear your emergency situation and possibly offer immediate assistance. Emergency alarms from all talkgroups will be acknowledged equally.

If you are on ECC 1-3 talkgroups when you push the emergency button, the following occurs:

- Your emergency alarm is transmitted to everyone else on that ECC talkgroup. Other radio displays on that talkgroup will flash alternately between “EMERGENCY RECEIVED” and the ECC talkgroup they are on.
- You must press the Push to Talk (PTT) button to communicate with the dispatcher.
- Your conversation with Station 1 dispatchers is broadcast to everyone on that ECC talkgroup.
- You will not be able to override any existing conversations on that talkgroup. Upon noticing the “EMERGENCY RECEIVED” on their displays, all other users should cease to talk on that talkgroup.
- The emergency alarm can only be cleared after verbal communication with the user of the alarming radio. Even if pushed by accident, you must respond to Station 1 via your radio for clearing the alarm.

If you are on any non-ECC talkgroup (i.e., “SUBSTATION”) when you push the emergency button, the following occurs:

- Your emergency alarm is transmitted to Station 1 consoles only.
- Other radios on your talkgroup will not see that your radio is in the alarm state.
- You must press the Push to Talk (PTT) button to communicate with the dispatcher. You will automatically transmit on the “EMERGENCY” talkgroup.
- Your conversation with Station 1 dispatchers is conducted on the “EMERGENCY” talkgroup and is a private emergency call between you and the dispatcher.
• The dispatcher can, if desired, add other talkgroups to your emergency call via the console.
• You do not compete with any other voice users and are automatically placed in the “EMERGENCY” talkgroup.

The emergency alarm can only be cleared after verbal communications with the user of the alarming radio. Even if pushed by accident, you must respond to Station 1 via your radio for clearing the alarm (see previous page for Canceling an Emergency Alarm).

**Canceling an Emergency Alarm**

Note: The emergency alarm is not turned off until acknowledged on the console by an ECC dispatcher. Turning your radio off does NOT clear the emergency alarm on the ECC dispatch consoles.

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the orange Emergency Button for 3 seconds, or until you hear a medium-pitched emergency exit tone.</td>
<td>The radio will cease to flash “EMERGENCY” and will return to normal operation.</td>
</tr>
</tbody>
</table>

Although the emergency alarm is cleared from your radio, it will still alarm the ECC consoles until physically cleared by an ECC dispatcher. The dispatcher will only clear the alarm after receiving verbal communications from the user of the alarming radio.

**It is critical that all emergency alarms, real or by accident, are verbally communicated to the ECC dispatchers.**
SECTION IV: RADIO INFORMATION AND CARE

This section contains information and procedures pertinent to the radio itself.

What You Will Learn

The objective of this section is to provide a reference for information about the radio not contained in Section I: General Information and Section II: Basic Radio Operation. You will learn about:

- cleaning, servicing and handling of the radio
- identifying and using the various mechanical devices on the radio
- important safety information

In This Section

What Questions This Section Will Answer

This section answers the following questions:

1. What do I do when the battery is low?
2. How do I handle the radio safely, for myself, others and the radio itself?
3. What happens when the radio doesn’t work?
Ordering, Installing and Removing Batteries

Ordering Batteries
When a battery is defective, order a new battery by calling the Telecommunications Department [783-5505] and requesting a replacement. Return the defective battery to Telecommunications [mail stop O1] for proper disposal. The battery should come already charged and with the belt clip attached. If the belt clip is not attached to a new battery, return it to Telecommunications.

Low Battery Alert
The battery will emit an alert tone and the Battery Status Annunciator [ ] will flash to indicate a low-battery condition if the battery voltage falls below the low-voltage level. The tone will be emitted when the PTT Switch is released in the transmit mode, and when the low-battery condition is detected in the receive mode. Change or charge the battery within the hour.

Charging the Battery
When using a desk model charger, insert the radio in the charger. The red light will be on as long as the radio is in the charger and the battery is charging. It will take 12 to 16 hours to fully charge the battery.

When using a vehicle mount, first remove the universal connection cover. Insert the radio in the vehicle mount and gently rotate handle at the top. The battery will charge within one hour in the vehicle mount charger. Red light means charging, and green light means charged.

Removing the Battery (see diagram on page 60)
1. Turn off the radio and hold it so that the battery side of the radio is tilted down.
2. Press down on the two battery release levers.
3. With the release levers pulled down, the top of the battery will come apart from the radio.
4. Remove the battery completely away from the radio.

WARNING: For disposal, nickel-cadmium batteries must be delivered to an authorized metals reclamation dealer, which is done when necessary by the Telecommunications Department. Return all defective batteries to Telecommunications, mail stop O1.

Do not dispose of any batteries in a fire, as they may explode.
Installing the Battery (see diagram on page 60)

1. Turn off the radio and hold it with the back of the radio facing up.
2. Place the two notched tabs of the battery [located at the inside base of the battery] into the metal cutouts of the radio [located at the inside base of the radio].
3. Rotate the battery toward the radio and press the top of the battery into the radio until both battery release levers “click” into place.

Battery Information

The radio receives its power [7.5Vdc] from a rechargeable nickel-cadmium battery. These batteries are a safe, dependable power source for your radio. Proper care of the battery when not in the radio will insure its effectiveness and allow for peak radio performance.

Care should be taken to avoid external [outside the radio] short circuiting of the battery.

Continuous charging is harmful to the battery. The radio should not be left in the charger for longer than a weekend.

WARNING: A sustained high-rate discharge [for example, a paper clip placed accidentally across the battery contacts] may permanently damage the battery, void the battery warranty, and create a burn or fire hazard.
Opening the Battery Compartment
Cleaning and Handling the Radio

Cleaning

Clean external surfaces of the radio with a mild detergent [other solutions, such as solvents, may permanently damage the radio housing] and a stiff, non-metallic, short-bristled brush. Apply the detergent solution sparingly with the brush, being careful not to allow excess detergent to remain entrapped near connectors and controls or in cracks and crevices. Do not submerge the radio in the detergent solution. Dry the radio thoroughly with a soft, lint-free cloth.

Clean all battery contacts with a lint-free cloth to remove dirt, grease, or other foreign material that may prevent good electrical connections.

Handling

• Avoid physical abuse; do not pound, drop, or throw the radio unnecessarily. Do not carry the radio by the antenna.
• Avoid subjecting the radio to an excess of liquids. Never allow the radio to become submersed.
• Avoid subjecting the radio to corrosives, solvents, or spirits.
• Do not disassemble the radio in any way.
• Replacement radios will not be issued for those with obvious abuse and damage.
Viewing Your Radio’s ID Number

The radio ID number is labeled on the front of the radio unit and always starts with the numerals ‘70’. If for some reason, you need to view the radio ID number that is programmed into the radio unit, follow these steps:

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To view your radio’s ID number, press the left arrow key [&lt;] until</td>
<td>The display shows 3 choices; for example, “CALL,” “PAGE” and “PHON.”</td>
</tr>
<tr>
<td>“CALL” appears on the display.</td>
<td></td>
</tr>
<tr>
<td>2. Press the key below “CALL” or “PAGE”.</td>
<td>The display changes to show the last ID number transmitted or received.</td>
</tr>
<tr>
<td>3. Press the left arrow key [&lt;] to view “MY ID:”</td>
<td>The display changes to “MY ID:” followed by your radio’s ID number.</td>
</tr>
<tr>
<td>4. Press the HOME key to return the radio to the home display.</td>
<td>The radio will return to the home display.</td>
</tr>
</tbody>
</table>

FCC Safety Standards

The Federal Communications Commission [FCC], with its action in General Docket 79-144, March 13, 1985, has adopted a safety standard for human exposure to radio frequency electromagnetic energy emitted by FCC regulated equipment. Proper operation of your radio will result in user exposure substantially below FCC recommended limits.

- Do not hold the radio with the antenna very close to, or touching, exposed parts of the body, especially the face, ears, or eyes, while transmitting. Hold the radio in a vertical position with the microphone two to three inches away from the lips.
- Do not hold the transmit switch [PTT Switch] on when not actually desiring to transmit.
- Do not allow children to play with any radio equipment containing a transmitter.
- Do not operate radio transmitters near explosive blasting caps. The transmitted radio energy may trigger a blasting cap and cause an explosion. [Disable transmission or turn the radio off in blast zones.]
- Do not operate radio transmitters in an explosive atmosphere unless it is a type especially qualified for such use. An explosion may result. [PUD radios are NOT qualified for use near explosives.]
Do not replace or charge batteries in a hazardous atmosphere. Contact sparking may occur while installing or removing batteries and cause an explosion.

Turn radio off when removing or installing a battery.

Using the Keypad

The keypad controls or inputs data to many of your radio’s features. The upper 12 keys are arranged and function like a standard telephone keypad. The bottom three keys are the left arrow key [<], HOME key, and right arrow key [>].

Selecting a Feature:

The display, combined with the top three buttons of the keypad, gives quick access to many of the radio’s features without having to have a dedicated mechanical key for each feature.

The names of the features [CALL, PAGE, etc.] are shown on the display, three at a time, with key-like outlines to make them look like keys.

Selection of features is controlled by the three keys directly below the feature names: the left key controls the left feature, the middle key controls the middle feature, and the right key controls the right feature.

Left and Right Arrow Keys:

The left [<] and right [>] arrow keys are used to scroll the display forward or backward through the radio’s features and lists. There is no end-point to the list, so if you continue to scroll in one direction, the display will “wrap around” back to the beginning of the list. If you hold either key down, the display will scroll at a faster rate until the key is released.

The left arrow key is also used for editing when you are entering information manually from the keypad. Pressing the left arrow key will backspace, and erase the display, one character at a time. If you have erased all the digits, an additional press of the left arrow key will return the display to the preprogrammed list.

HOME Key:

The HOME key will always return you to the home [default/programmed] Talkgroup. This will be the current Talkgroup [Zone] as selected (see Programmable Home Button, p. 25). In addition, if you are using a feature that requires it, pressing the HOME key will also cause information to be saved in memory before going to the home display. Some radio features will automatically go to the home display when they are completed, without have to press the HOME key, thus reducing the number of keypresses required.
Interpreting the Indicator LED

The Indicator LED on top of the radio indicates radio operating conditions.

A. With PTT Switch pressed [radio transmitting]:

<table>
<thead>
<tr>
<th>Description</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuous Red LED</td>
<td>Normal transmission.</td>
</tr>
<tr>
<td>LED Unlit</td>
<td>Radio is not transmitting.</td>
</tr>
</tbody>
</table>

B. With PTT Switch released [radio receiving]:

<table>
<thead>
<tr>
<th>Description</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blinking Green Light</td>
<td>Receipt of a Telephone Call, Private Call, or Page.</td>
</tr>
<tr>
<td>Blinking Red Light</td>
<td>Talkgroup is busy.</td>
</tr>
</tbody>
</table>

Servicing the Radio

Proper repair and maintenance procedures will assure efficient operation and long life for this product. If you suspect a radio problem, check the following items before requesting service from the PUD Telecommunications Department (extension 5505).

1. Radio Checks:
   • Be sure the radio is turned on and the Talkgroup Selector Knob is in the proper position.
   • Replace the battery.
   • The antenna must be screwed on properly, with its base flush against the top of the radio.
   • Try operating the radio from several different locations, especially when using the radio inside buildings.
   • Check the transmitter by transmitting to an alternate portable radio.
2. **Operating Instructions:**
   Review your operating instructions and ensure that you are using the radio properly.

3. **Problem Not Solved:**
   If, after following steps 1 and 2, your radio still has a problem, contact the PUD Telecommunications Department at (425) 783-5505.
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  • B: 900 MHz Radio Index by Last Name
  • C: 900 MHz Radio Index by Radio ID Number
  • D: Simple Radio Protocol/Phonetic Alphabet
  • E: Radio Failsoft Operations List
PUD Radio Operations Manual: Mobile

This manual is written for those employees who use 900Mhz mobile radio (MCS 2000) to access the PUD’s radio network system. It gives information and procedures for proper usage. This supplement does not tell how to program or repair the mobile unit. For that information, see the vendor’s manual.

The sections of the Mobile Radio manual are:

Section V:
General Information
This section contains information applicable to
the use of mobile radios within the PUD environment. It answers the questions:

What is the coverage and transmitting distance
of the radio system?
How are the radio ID numbers assigned?
Who will have radios?
What are Talkgroups?
Where do I go for help with my radio?
How does the computerized radio system work?
What happens when the computer system fails?
Identifying controls, switches, indicators, and
connectors
Interpreting the display

Section VI:
Basic Mobile Radio
Operation
This section contains information and procedures
of day-to-day operations of the mobile radio on
the job, including:

Interpreting the mobile radio alert tones
Turning the mobile radio on and off
Selecting a Talkgroup
Transmission procedures
Paging procedures
Telephoning procedures
Private Call procedures
Programmable features
Using the microphone keypad and buttons
Section VII: Emergency Operations
This section contains information and procedures for operation during an emergency situation, including:

- Emergency operation concepts
- Sending an emergency alarm
- Communicating emergency alarm with dispatcher
- Canceling an emergency alarm

Section VIII: Mobile Radio Information and Care
This section contains information and procedures pertinent to the mobile radio itself. Use this section for reference for other than basic operation of your mobile radio, including:

- Servicing the mobile radio
- FCC safety standards
- Viewing your radio's ID number

Section IX: Appendix
This section contains information that is updated periodically.

- A: 900 MHz Radio Index by Department
- B: 900 MHz Radio Index by Last Name
- C: 900 MHz Radio Index by Radio ID Number
- D: Simple Radio Protocol/Phonetic Alphabet
- E: Radio Failsoft Operations List
SECTION V: GENERAL INFORMATION

This section contains information applicable to the use of mobile radios within the PUD radio system.

What You Will Learn: The objective of this section is to explain the PUD’s radio system. You will learn about:

In This Section
• coverage and transmitting distance of the radio system
• radio assignments
• groupings of radio users [Talkgroups]
• the computerized radio system’s configuration
• what happens when parts of the radio system fail

What Questions This Section Will Answer: This section answers the following questions:

1. What is the coverage and transmitting distance of the radio system?
2. How are radio ID numbers assigned?
3. Who will have radios?
4. What are Talkgroups?
5. How does the computerized radio system work?
6. What happens when the computer system fails?

General Information Concepts

The PUD is installing a computerized radio system to provide:

• Emergency alarm capabilities.
• Better communication for field staff through the use of a repeater system that allows everyone in a Talkgroup to hear both sides of conversation within that Talkgroup.
• More available channels.
• Increased coverage.
• Access to the telephone system for making and receiving telephone calls.
• Paging capabilities.
• An electronic event log for easier troubleshooting.

The Telecommunications Department is responsible for maintaining the Radio System. It maintains an inventory of radios, programs the radios, and assigns a unit number to each one.
In the event of radio system failure, the “failsoft” system allows continued use of radios in a conventional two-way mode until the computer system can be restored. Other problems with the radio units can be referred to the Telecommunications Department.

**What is the Coverage and Transmitting Distance of the Radio System?**

The Telecommunications Department is in the process of ensuring coverage of the entire county and all services areas of the PUD. Please refer to the chart in the Appendix for current coverage. Some low-lying, heavily wooded, or urban areas may have limited coverage. If you are nearing the edge of the covered area, try moving a few feet to avoid interference and gain longer transmitting distance.

**How are Radio ID Numbers assigned?**

All radio unit ID numbers are six (6) digits. Typically, they begin with either “70” generally followed by the assigned employee’s 4-digit telephone extension number, “0” followed by the assigned vehicle’s 3-digit ID number, “9” followed by the employee’s 3-digit radio number, or “90” followed by a 2-digit radio number. (See Appendix C.)

**Who will have Radios?**

During the implementation of the Radio System, work groups will be trained on its use and assigned radio units over time. For a current list, please see the Appendix A, B or C.

**What are Talkgroups? Who’s in Which Talkgroup?**

A Talkgroup is a connection between a specific group of radios. Each radio unit is assigned to a “home” Talkgroup based on work groups. During day-to-day or storm-related activity, System Dispatch may ask radio users to temporarily select other Talkgroups when the radio unit’s user is assigned to work in another area with a different work group.

For example, when an outage occurs in an area where the assigned line crew is already working on another problem, System Dispatch may send another line crew to repair the outage. They will be able to communicate with the other crews in that area by selecting the other crew’s Talkgroup. When the temporary assignment is completed, System Dispatch will ask radio users to switch the radio units back to their assigned Talkgroups.

For a list of PUD Talkgroups, see Appendix A, B or C.
Where Do I Go for Help With My Radio?
The Telecommunications Department is responsible for maintaining the Radio System and the radio units. If your radio is not functioning properly, you need new batteries, or have questions about radio operation, contact Telecommunications [Operations Center, 1st floor] at 425-783-5505.

How Does the Computerized Radio System Work?
The Radio System depends on the computer to control and allocate the radio resources — similar to the District’s telephone system that allocates ‘trunk lines’ to GTE so that users can place telephone calls. The Radio System computers allocate radio channels in a ‘trunk line’ operation. This makes sure that users get features and channels when required. It also permits management of the system to document when expansion is required.

- In current system, only Dispatch and mobile units around the area can hear.
- In the Simulcast system, all radio units within a Talkgroup can hear.
- Simulcast Remote Sites use base stations to connect to the main system.
- The Main and Alternate Computers are housed at the Electric Building.
- Darrington and Index Base Stations are not on the Simulcast System but can be patched into it by Dispatch when required.

See the Appendix for configuration diagrams of the Radio System.

What Happens When the Computer System Fails?
The “failsoft” system ensures that you will continue to have radio communications capability in the event of computer system failure. During operation, the radio will automatically go into failsoft operation if the central controller fails for any reason. While in failsoft, your radio will transmit and receive on a predetermined frequency on a conventional, as opposed to computerized, channel.

How “Failsoft” Works
When the radio is in failsoft operation, you will hear a faint “beeping” sound every ten seconds. At the same time, the display will alternate between showing “FAILSOFT” and the current active Talkgroup.

You will lose the following features:
- Emergency Alarms
- Private Call
- Telephone Call
- Paging

In other words, your radio becomes like a two-way radio. You should observe standard two-way radio transmission protocol by not “talking over” someone who is already transmitting.
When the computer system returns to normal operation, the radio will automatically leave the failsoft operation and return to computerized operation.

**Identifying Controls and Buttons**

Identify the various parts of your radio below, then refer to the sections named for more information about features and functions they perform and how to use them. Refer to drawing on next page.

<table>
<thead>
<tr>
<th>Name</th>
<th>Use</th>
<th>Refer To</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. On/Off/Volume</td>
<td>Push the button in to turn the radio on and turn control to adjust the volume level of incoming transmissions.</td>
<td>Section VI: Turning the Mobile Radio On or Off</td>
</tr>
<tr>
<td>Control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. LED Status</td>
<td>Indicates the radio operating status:</td>
<td>Section V: Interpreting the Display</td>
</tr>
<tr>
<td>Indicators</td>
<td><strong>Green, flashing</strong> - incoming Call or Page.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Red, continuous</strong> - radio transmitting.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Orange, continuous</strong> - system busy</td>
<td></td>
</tr>
<tr>
<td>C. Display</td>
<td>Provides visual information about many of the radio’s features and status.</td>
<td>Section V: Interpreting the Display</td>
</tr>
<tr>
<td>D. Talkgroup</td>
<td>Selects the operating Talkgroup or Zone.</td>
<td>Section VI: Selecting a Talkgroup and Zone</td>
</tr>
<tr>
<td>Selector Control</td>
<td></td>
<td>Section V: What is a Talkgroup?</td>
</tr>
<tr>
<td>E. Microphone</td>
<td>Accepts voice input to the radio.</td>
<td>Section VI: Transmission Procedures</td>
</tr>
<tr>
<td>F. Push-To-Talk</td>
<td>Engages the transmitter and puts the radio in the transmit mode. Push</td>
<td>Section VI: Transmission Procedures</td>
</tr>
<tr>
<td>(PTT) Switch</td>
<td>to talk, release to listen.</td>
<td></td>
</tr>
<tr>
<td>G. Microphone Connector</td>
<td>Plug-in for microphone.</td>
<td>Section VI: Transmission Procedures</td>
</tr>
</tbody>
</table>
Section V

Menu

Sel

Home

Opt

Zone

Page

H/L Phon Scan Call

A On/Off Volume Control

B LED Status Indicators

C Display

D Talkgroup/Zone Selector Control

G Microphone Connector

E Microphone

F Push-To-Talk (PTT) Switch

1 2ABC 3DEF

4GHI 5JKL 6MNO

7PRS 8TUV 9WXYZ

# * 0
## Programmable Buttons

<table>
<thead>
<tr>
<th>Name</th>
<th>Use</th>
<th>Refer To</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Zone</strong></td>
<td>Used for Zone Selection. Push button and turn Zone Selector Knob (D)</td>
<td>Section VI: Basic Radio Op</td>
</tr>
<tr>
<td><strong>Page</strong></td>
<td>Press button to send a page to another radio.</td>
<td>Section VI: Paging Proc.</td>
</tr>
<tr>
<td><strong>Dim Display</strong></td>
<td>Press this button to control the brightness of the display backlighting.</td>
<td></td>
</tr>
<tr>
<td><strong>Emergency</strong></td>
<td>Press this button to invoke the emergency function.</td>
<td>Section VII: Emer. Proc.</td>
</tr>
<tr>
<td><strong>User</strong></td>
<td>This button can be programmed by the user to go directly to a particular Zone and Talkgroup.</td>
<td>Section VI: Programmable Features</td>
</tr>
<tr>
<td><strong>Not used</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>Press this button to get dial-tone and make a telephone call.</td>
<td>Section VI: Teleph. Proc.</td>
</tr>
<tr>
<td><strong>Scan</strong></td>
<td>Press this button to turn Scan ON/OFF or to program Scan list.</td>
<td>Section VI: SCAN Features</td>
</tr>
<tr>
<td><strong>Private Call</strong></td>
<td>Press this button to initiate or answer a Private Call.</td>
<td>Section VI: Priv. Call Proc.</td>
</tr>
<tr>
<td><strong>Menu</strong></td>
<td>Press this button to make a menu selection. Use the Talkgroup/Zone Selector Control to display desired function, then press select (SEL). Used for programming functions.</td>
<td>Section VI: Programmable Features</td>
</tr>
<tr>
<td><strong>Select</strong></td>
<td>Press this button to select the menu or function currently displayed.</td>
<td>Section VI: Pgm. Features</td>
</tr>
<tr>
<td><strong>Home</strong></td>
<td>Press the Home button to exit a function. Returns the radio to the home Talkgroup, position A-1.</td>
<td>Section VI: Select. Talkgroup</td>
</tr>
<tr>
<td><strong>User</strong></td>
<td>This button can be programmed by the user to go directly to a particular Zone and Talkgroup.</td>
<td></td>
</tr>
</tbody>
</table>
STATUS INDICATORS

*Green flashing:* 
Incoming call or Call Alert Page

*Red continuous:* 
Transmitting

*Orange continuous:* 
Receiving/Busy

**Annunciators**

- On/Off Volume
- Microphone Connector
- Programmed Buttons
- Talkgroup/Zone Selector
- [Alphanumeric characters displayed here]

**PROGRAMMABLE BUTTONS**

1. Zone
2. Page
3. Dim Display
4. Emergency
5. User Programmable
6. Not used
7. Phone
8. Scan
9. Private Call
10. Menu
11. Select
12. Home (A-1)
13. User Programmable
**Interpreting the Display**

The display for this radio contains annunciators, alphanumeric characters, and status indicators. (See previous page for diagram.)

- **Three-color status indicators** show the status of the radio:
  - Green (flashing): incoming Call/Private Call or Call Alert page
  - Red (continuous): radio is transmitting
  - Orange (continuous): system/channel is busy; on a secure-equipped radio, an incoming clear (non-secure) call

- **Annunciators** are symbols, used as supplemental display indicators, to remind the user when specific features are active.

- **Alphanumeric characters** provide messages and menu options to the user.

### Status Annunciators

Up to seven different annunciators (symbols) can appear in the radio’s display, as shown in the illustration on the previous page.

<table>
<thead>
<tr>
<th>Annunciator</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="Monitors.png" alt="Monitor" /></td>
<td>Monitor on (carrier squelch on)</td>
</tr>
<tr>
<td><img src="Secure.png" alt="Secure" /></td>
<td>Secure transmit operation enabled. (NOT USED)</td>
</tr>
<tr>
<td><img src="Scanning.png" alt="Scanning" /></td>
<td>Scanning has been turned on.</td>
</tr>
<tr>
<td><img src="List.png" alt="List View" /></td>
<td>List view (icon on solid); list programming (icon flashes)</td>
</tr>
<tr>
<td><img src="TalkAround.png" alt="Talk Aound" /></td>
<td>Your radio is communicating directly with another radio and not through a repeater. This is referred to as “talkaround.”</td>
</tr>
<tr>
<td><img src="Page.png" alt="Page" /></td>
<td>The radio has received a page, private call, or has entered one of these features.</td>
</tr>
<tr>
<td><img src="Telephone.png" alt="Telephone" /></td>
<td>The radio has entered the telephone interconnect feature or a phone call is being received.</td>
</tr>
</tbody>
</table>

ON = Feature is being accessed. FLASHING = feature programming in progress.
Annunciators
(Page intentionally left blank.)
SECTION VI: BASIC MOBILE RADIO OPERATION

This section contains information and procedures for day-to-day operation of the mobile radio on the job.

What You Will Learn In This Section

The objective of this section is to explain how to use your mobile radio for those functions you will need on a daily basis. You will learn how to:

- turn the mobile radio on and off
- select a Zone and Talkgroup
- adjust display intensity
- turn tones on or off
- transmit and receive messages
- send a Page or respond to a Page
- make or receive a Telephone Call
- make or receive a Private Call

What Questions This Section Will Answer

This section answers the following questions:

1. What are the functions of the mobile radio that are used in the PUD system?
2. How do I operate my mobile radio?

Term | Definition
--- | ---
Alert Tone | An audible sound emitted by the radio to alert you to an operating condition of the radio.
Annunciator | A symbol permanently shown on the display above the alpha-numeric characters. Indicates status of certain radio features.
Channel | A base station resource controlled only by the system’s computers.
Display | Small screen on the front of the radio which provides visual information during operation.
ID Number | Six-digit number, beginning with “70,” assigned to each radio for identification purposes, much like a telephone number.
**LCD [Liquid-Crystal Display]**  The type of small screen on the front of the radio which provides visual information during operation.

**LED, Indicator LED**  The red/green light-emitting diode [LED] located on the top of the radio which indicates the radio's status.

**Page, Paging**  Radio feature that allows one radio operator to leave a request for another to contact him/her.

**Private Call**  Radio feature that allows one radio operator to carry on a conversation [transmission] with another radio operator without other members of the Talkgroup being able to hear.

**Protocol**  Conventions and standards for transmissions on the PUD radio system.

**PTT Switch**  The large Press-To-Talk [PTT] Switch located on the side of the radio. Pressing the PTT Switch allows you to talk during a transmission or telephone call. When the PTT Switch is released [not being pressed], you can hear the conversations of other radio operators or the person on the telephone interconnect.

**Talkgroup**  A connection between a specific group of radios, typically by department of job function.

**Telephoning, Telephone Interconnect**  The radio feature that allows you to use your radio similarly to a telephone. The radio system accesses the telephone interconnect [PUD telephone system] for you.
Timing Out

The time-out timer feature limits the amount of time that you can continuously transmit on a Talkgroup. If you hold down the PTT Switch longer than the allotted time:

- A pre-alert warning tone will be generated four seconds before termination of your transmission to warn you that your conversation is about to be cut off.
- Four seconds later your transmission is terminated and an alert tone is emitted until the PTT Switch is released.

Transmit

To broadcast voice or data over air waves.

Transmitter

The device used to convert sound waves (voice) or computer data to electromagnetic energy for broadcast.

Zone

A grouping of Talkgroups accessed through the Zone Selector Switch [3-position (A,B,C) toggle] Switch or menu for Zones A-F.
## Interpreting the Mobile Radio Alert Tones

<table>
<thead>
<tr>
<th>Alert Tone</th>
<th>Description</th>
<th>Refer To</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Successful Power-up</strong></td>
<td>A short, medium-pitched tone when the radio is first turned on indicates that the radio has passed its power-up self-test and is ready for use.</td>
<td></td>
</tr>
<tr>
<td><strong>Unsuccessful Power-up</strong></td>
<td>A short, low-pitched tone when the radio is first turned on indicates that the radio has failed its power-up self-test and is not ready for use.</td>
<td></td>
</tr>
<tr>
<td><strong>Invalid Mode</strong></td>
<td>A continuous, low-pitched tone is heard when an invalid or unprogrammed operation is attempted on the radio.</td>
<td></td>
</tr>
<tr>
<td><strong>Valid [Good] Key Press</strong></td>
<td>A short, medium-pitched tone when a keypad is pressed indicates that the key press was accepted.</td>
<td></td>
</tr>
<tr>
<td><strong>Invalid [Bad] Key</strong></td>
<td>A short, low-pitched tone when a keypad key is pressed indicates that the key press was rejected.</td>
<td></td>
</tr>
<tr>
<td><strong>Emergency Alarm/Call Exit</strong></td>
<td>A continuous, medium-pitched tone when the Emergency Button is pressed indicates that the radio has entered the emergency mode.</td>
<td></td>
</tr>
<tr>
<td><strong>Failsoft</strong></td>
<td>A faint “beeping” tone every 10 seconds indicates that the radio is operating in the failsoft mode.</td>
<td></td>
</tr>
<tr>
<td>Alert Tone</td>
<td>Description</td>
<td>Refer To</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Time-Out Timer</td>
<td>Your radio’s time-out timer limits the length of your transmission time. When you are pressing the PTT Switch (transmitting), a short, low-pitched warning tone will sound four seconds before the allotted time will expire.</td>
<td></td>
</tr>
<tr>
<td>Time-Out Timer</td>
<td>If you hold down the PTT Switch longer than the time-out timer’s allotted time, a continuous, low-pitched tone will sound, indicating that your transmission has been cut off. This tone will continue until the PTT Switch is released.</td>
<td></td>
</tr>
<tr>
<td>Phone Busy</td>
<td>A “bah-bah-bah-bah” when telephone interconnect is accessed indicates that all available lines are busy and the radio is in queue for the next available phone line.</td>
<td></td>
</tr>
<tr>
<td>Page Received</td>
<td>A group of four medium-pitched tones every five seconds indicates that your radio has received a Page.</td>
<td>Section VI: Paging Procedures</td>
</tr>
<tr>
<td>Page Sent</td>
<td>A single, medium-pitched tone, followed by a group of four medium-pitched tones indicates that a Page sent by your radio has been received by the target radio.</td>
<td>Section VI: Paging Procedures</td>
</tr>
<tr>
<td>Private Call Received</td>
<td>A group of two medium-pitched tones repeated every five seconds for approximately 20 seconds indicates that your radio has received a Private Call.</td>
<td>Section VI: Private Call Procedures</td>
</tr>
</tbody>
</table>
### Basic Mobile Radio Operation Concepts

Your Snohomish County PUD mobile radio offers a number of advantages, including fast system access, enhanced privacy, and ease of operation. Unlike the portable radio, it is permanently installed in a vehicle.

As with the portable radios, there is no need to check to see if a channel is busy before a transmission; however, you do need to **listen for the alert tones before you start talking** to receive information about availability of channels and features you are trying to access. Only one attempt is required to access the computerized radio network system. If all channels are busy, the call request enters a queue and the central controller automatically assigns the next available channel. A high pitched “dih-dih-dit” [known as the “tweedle-dee”] tone sounds when the call may be made.

The mobile radio is used in conjunction a palm microphone. The keypad is on the microphone.

<table>
<thead>
<tr>
<th>Alert Tone</th>
<th>Description</th>
<th>Refer To</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Computer System Busy</strong></td>
<td>A “bah-bah-bah-bah” tone when the system is accessed indicates that all available channels are busy and your radio is in queue for the next available channel.</td>
<td>Section VI: Basic Mobile Radio Operation</td>
</tr>
<tr>
<td><strong>Call Back</strong></td>
<td>A group of three medium-pitched tones [di-di-dit] indicates that a Talkgroup is now available for your previously requested transmission.</td>
<td>Section VI: Basic Mobile Radio Operation</td>
</tr>
<tr>
<td><strong>Talk Permit Tone</strong></td>
<td>A group of three medium-pitched tones [di-di-dit] indicates that a Talkgroup is now available for your requested transmission.</td>
<td>Section VI: Basic Mobile Radio Operation</td>
</tr>
</tbody>
</table>
**Turning the Mobile Radio On or Off**

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Turn the mobile radio on by pressing the ON/OFF button (A) on the front left side of the radio.</td>
<td>The mobile radio carries out a self-test, and if it passes the check, the display momentarily shows “<strong>SELF TEST</strong>.” If the radio fails the self check, the display shows “<strong>ERROR XX/XX</strong>” [where <strong>XX/XX</strong> is an alphanumeric error code], accompanied by a bad-power-up, low-pitched tone. The radio is in the selected Talkgroup when it powers-up. It is now set to receive calls from this Talkgroup.</td>
</tr>
<tr>
<td>2. Adjust the volume to a comfortable listening level by rotating the ON/OFF button (A) clockwise to increase the volume and counterclockwise to decrease the volume.</td>
<td>Volume adjusts accordingly.</td>
</tr>
<tr>
<td>3. Turn the mobile radio off by pressing the ON/OFF button (A) again.</td>
<td>The mobile radio powers off.</td>
</tr>
</tbody>
</table>
### Selecting a Zone and Talkgroup on the Mobile Radio

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the Zone Button (1) or select <strong>ZONE</strong> from the menu.</td>
<td>The Zone portion of the display will begin to flash.</td>
</tr>
<tr>
<td>2. Rotate the Mode Selector (D) to scroll to the desired Zone.</td>
<td>The display will scroll through the available Zones: A, B, C, D, E, F, G or H.</td>
</tr>
<tr>
<td>3. Press the Select Button (13) when the desired Zone is displayed.</td>
<td>The Zone stops flashing.</td>
</tr>
<tr>
<td>4. Rotate the Mode Selector (D) to scroll to the desired Talkgroup.</td>
<td>The display will scroll through the Talkgroups in the selected Zone.</td>
</tr>
<tr>
<td>5. Stop rotating the Mode Selector when the desired Talkgroup is displayed.</td>
<td>The radio will send and receive transmissions within the displayed Talkgroup.</td>
</tr>
</tbody>
</table>
### Mobile Radio Transmission Procedures

#### Transmitting from the Mobile Radio

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Lift the microphone out of its holder and press the PTT Switch (F).</td>
<td>The red indicator (B) will light during transmission. Permit to Talk Tone sounds like “di-di-dit.”</td>
</tr>
<tr>
<td><em>Wait until you hear the 3 quick beeps, telling you that the computers have assigned you a channel.</em></td>
<td></td>
</tr>
<tr>
<td>If the busy tone sounds, release the PTT Switch and wait for the automatic call back tone.</td>
<td>The orange LED indicator (B) will light when the radio is receiving a transmission. Busy Tone = a low-frequency “bah-bah-bah-bah.”</td>
</tr>
<tr>
<td>When you hear the call back tone [“tweedle-dee”], you will have three seconds to press and hold the PTT Switch, allowing you to make your call without getting another busy signal.</td>
<td>Call Back Tone - sounds like “di-di-dit.”</td>
</tr>
<tr>
<td>If a continuous talk-prohibit tone is heard when the PTT Switch is pressed, transmission is not possible.</td>
<td>Talk-Prohibit Tone = continuous low-pitched tone. The radio may be out of range or there is no channel available.</td>
</tr>
<tr>
<td>If the radio is out of range, check the coverage chart for the closest place where you can be within range.</td>
<td>The display will alternate between “OUT OF RANGE” and the current Talkgroup. The red LED indicator (may flash several times as the radio tries to access the system.</td>
</tr>
<tr>
<td>2. <em>Wait until you hear the 3 quick beeps (the “Tweedle-dee”), telling you that the computers have assigned you a channel.</em></td>
<td>When the computer has allocated a channel to you, you will hear 3 quick beeps (Call Back Tone).</td>
</tr>
</tbody>
</table>

*(continued on next page)*
With the PTT Switch pressed, speak slowly and clearly into the microphone, keeping a distance of 2 inches to 4 inches. When your transmission is completed, release the PTT Switch to listen.

3. Carry on with your conversation in the normal radio manner: Press the PTT Switch to talk; release the PTT Switch to listen.

**Receiving a Transmission on the Mobile Radio**

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. When the mobile radio is on, select the Talkgroup. <strong>Note:</strong> See <em>Selecting a Zone and Talkgroup</em> above.</td>
<td>Your mobile radio is now set to receive calls on the selected Talkgroup.</td>
</tr>
<tr>
<td>2. Listen until you hear a transmission, then adjust the ON/OFF VOLUME knob for a comfortable listening level.</td>
<td></td>
</tr>
<tr>
<td>3. Lift the microphone off-hook.</td>
<td></td>
</tr>
<tr>
<td>4. Carry on with your conversation in the normal radio manner: press and hold the PTT button to talk; release the PTT button to listen.</td>
<td></td>
</tr>
</tbody>
</table>
### Paging Procedures

The Page feature allows a radio to transmit a call alert with your radio ID to a selected radio. An acknowledgment display will show if the selected radio receives your alert. The radio can receive and respond to Pages from other radios [not telephones], and send Pages to them.

The Page feature operates across Talkgroups. The radio ID Number of the person paging you can be displayed by depressing your Page button. To respond to a page when the paging radio is in a different Talkgroup, select the caller’s Talkgroup. Follow normal transmission procedures as previously described. (Note: return to home Talkgroup when finished.)

### Sending a Page

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Select the Home Talkgroup of the person you are paging.</td>
<td>The radio displays the selected Talkgroup.</td>
</tr>
<tr>
<td>2. Press the Page Button (11) or select PAGE from the menu.</td>
<td>The Page annunciator displays, along with the last transmitted or received radio ID.</td>
</tr>
<tr>
<td>3. To send a Page to the last radio ID transmitted or received, simply press the PTT Switch on the microphone.</td>
<td>The display changes to show the numbers as they are being entered. The cursor will flash to indicate the location of the next digit to be entered.</td>
</tr>
</tbody>
</table>

To send a Page to another radio, enter the six-digit radio ID using the keypad on the microphone; then press the PTT Switch.

**Note:** Once you have started entering numbers, the left arrow key [<] will function as a backspace key.

**If you hear 5 beeps:**

The system has received your ID number, the radio you are calling is on the air and has received the page. The radio will display “INVALID ENTRY.” A bad-keypress tone will also be heard if you try to enter a seventh digit. The ID number is transmitted.

The radio will return automatically to the current Talkgroup.
**If you hear 1 beep:**

The ID number has been received by the system.

The radio you are paging is not on the air or not available. Your radio remains in the Page mode.

A low-pitched alert tone sounds and the display changes to “NO ACKNOWLEDGE”.

If after 6 seconds the called radio fails to acknowledge the alert, you can either:

Press the PTT Switch to send the ID number again,

**OR**

Press the HOME key to exit and return to the current Talkgroup.

### Answering a Page

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>When a Page is being received, you will hear a recurring four-beep tone. The display will alternate between showing the current Talkgroup and “PAGE RECEIVED.” The green LED and call received status annunciator will flash.</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Any button press, keypad press, or Talkgroup change will turn off the Page audible and visual indicators.

1. **Optional:** To view the ID # of the paging radio, press the Page Button. Press the page button again to exit Page function.

The display will show the ID number of the radio that paged you.
Section VI

Telephoning Procedures

The Telephone feature allows you to use your radio similarly to a standard telephone by accessing the PUD telephone interchange. You may use the same shortcuts as you do from the phone on a desk: the last four digits of in-house numbers and dialing “9” for and outside line. You can also call a radio from a telephone. This section will describe this feature.

Remember that on a radio transmission, only one person can talk at a time. Before talking, the person using the telephone to talk to a radio must wait for a beep that indicates the radio operator has released the PTT Switch. The radio operator must press and hold the PTT Switch to talk and release it to listen.

Both parties will hear a high-pitched alert tone fifteen seconds before the call times out; you will then have 15 seconds to complete your conversation.

Making a Telephone Call

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Select the phone feature by pressing the Phone Button (7).</td>
<td>The display will show the last number dialed.</td>
</tr>
<tr>
<td>a. If the message times out or “NO PHONE” displays, press HOME or the Phone Button to hang-up and start again.</td>
<td></td>
</tr>
</tbody>
</table>
You Do | The Mobile Radio Does
---|---
2. If you want to call the last number dialed, press the PTT Switch. If you want to call a different number, enter it using the keypad, using any of the numeric [0 - 9] keys. The left arrow allows backspacing to correct errors. Then press the PTT Switch. | After you press the PTT Switch, you will either:

1) hear dial tone followed by the sound of each digit dialed and then ringing. If you get a busy signal, hit HOME to cancel the call and try again.

2) **if the telephone interconnect is in use**, a busy tone sounds immediately and “PHONE BUSY” is displayed. **DO NOT HANG UP.** When a channel is available, your call will automatically be dialed.

3. If your call does not go through, you will hear a constant tone. Push your HOME key to hang-up and start again. |

---

**Receiving a Telephone Call**

When your radio receives a telephone call, you will hear a telephone-type ringing sound and the display will show “PHONE CALL.” The telephone annunciator will appear in the upper right corner of the display.

| You Do | The Mobile Radio Does |
---|---|
1. Enter the phone feature by pressing the PHONE button (7). | The radio will not answer the telephone call if you do not press the PHONE button before pressing the PTT button.

2. Carry on with your conversation in the normal radio manner: Press and hold the PTT Switch to talk; release the PTT Switch to listen. | The radio system sends a beep to the telephone when the PTT switch is released, indicating to the person on the phone that the line is clear to talk.

3. When the call is completed, exit the PHONE feature by pressing the Phone Button. | The radio “hangs up” the telephone interconnect and returns to normal operation.
Calling a Radio from a Telephone

### You Do | The Mobile Radio Does
--- | ---
1. If calling a radio located in the general simulcast area, dial ext. 8400 (from a PUD phone) or 425-783-8400. This function is available in the Darrington area by calling 425-783-8500 and in the Index area by calling 425-783-8600. When the tone stops, enter the 6-digit radio ID. See Appendix A, B, or C. If the number you are calling is busy or does not answer, hang up and try again. You will hear a continuous high-pitched tone.

OR  
2. Caller hears ringing. User has about 10 seconds to answer the call. Follow the directions for Receiving A Telephone Call.

3. If the radio user answers, carry on with your conversation in the normal radio manner. The radio generates two go-ahead beeps when the radio’s PTT Switch is released. This signals the land-line party to begin talking.

### Private Call Procedures

The Private Call feature allows you to:
- carry on a conversation that is heard by only the two parties involved.
- determine whether the radio that you are calling is in service.
- leave your radio’s ID number with the radio you are calling so that you may be called back.
- view the calling radio’s ID number before answering.

The private Call feature operates across Talkgroups. If the person you are calling on a Private Call is using a different Talkgroup than you are and that person does not answer using the Private Call feature, you will NOT hear him or her, but everyone on the other Talkgroup will. See Answering a Private Call below for details.
## Making a Private Call

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the Call Button.</td>
<td>The Private Call annunciator is displayed, as well as the ID from the most recent incoming Page or Private Call to your radio, or outgoing Page or Private Call transmitted from your radio.</td>
</tr>
<tr>
<td>2. There are 2 ways to enter an ID number:</td>
<td>The display changes to show the numbers as they are being entered.</td>
</tr>
<tr>
<td>a. If you do nothing else before Step 3, the last number transmitted or received will be sent out</td>
<td>The cursor will flash to indicate the location of the next digit to be entered.</td>
</tr>
<tr>
<td>b. Enter the new 6-digit number from the keypad.</td>
<td></td>
</tr>
<tr>
<td>3. Press and release the PTT Switch to transmit a ring request to the receiving radio.</td>
<td>The ID number is transmitted and the display shows &quot;PLEASE WAIT&quot;. If the receiving radio is on the air, you will hear telephone-type ringing for 20 seconds, or until the called radio answers the call.</td>
</tr>
<tr>
<td>Note: If the radio you are calling is not in service, you will not hear the ringing and the display will show &quot;NO ACKNOWLEDGE&quot;.</td>
<td></td>
</tr>
<tr>
<td>4. If the party you are calling does not answer the call within 20 seconds:</td>
<td>The display shows &quot;NO ANSWER&quot;, the telephone ringing will stop and a low-pitched tone will sound.</td>
</tr>
<tr>
<td>a. Press HOME to hang up, OR a. The radio will return to normal operations</td>
<td></td>
</tr>
<tr>
<td>b. Press the PTT Switch to send a Page. b. You will hear 5 beeps, indicating the system has received your ID number, the radio you are calling is on the air, and it has received the Page.</td>
<td></td>
</tr>
</tbody>
</table>
You Do | The Mobile Radio Does
---|---
5. If the party you are calling answers, carry on with your conversation in the normal radio manner: press and hold the PTT Switch to talk; release the PTT Switch to listen. | Your radio and the radio you called will be in a “private” conversation that no one else in the radio system will be able to hear you.

6. When you have finished the conversation, press the Call button to hang up. | The radio will return to normal operation.

**Answering a Private Call**

*If you press the PTT Switch before you select the PRIVATE CALL button, the response will be transmitted to everyone in your selected Talkgroup, but the person calling you will NOT be able to hear you.*

When your radio receives a Private Call, you will hear two alert tones [repeating every 5 seconds for 20 seconds], and the display will alternate between “CALL RECEIVED” and the home display. The Private Call status annunciator will show at the top of the display.

You will have 20 seconds to answer the call before the radio automatically returns to the normal operation.

You Do | The Mobile Radio Does
---|---
1. To respond to the private call, press the Call Button. | The display will show the incoming caller’s ID number, and the call received annunciator will turn off.

After viewing the caller’s ID number, you can decide to either talk privately [go to step 2], or not answer the call by letting the remainder of the 20 seconds elapse and returning to normal operation. | NOTE: If you do not enter the Private Call feature [via the Call Button] before pressing the PTT Switch, your transmission will be made as a Talkgroup transmission, rather than a private call.

2. Press and hold the PTT Switch to talk. | The caller’s ID number will remain on the display for the duration of the call.

Carry on with your conversation in the normal radio manner: press and hold the PTT Switch to talk; release the PTT Switch to listen.
3. When you have finished the conversation, press HOME to hang up. The radio will return to normal operation.

**Programmable Features**

The following sections describe programmable features and options on the mobile radio and microphone. Some of these features have been pre-programmed via the radio’s software. Other programmable buttons and features can be programmed by the user. This section will describe which buttons and features you can change and present specific directions for doing so.

**User Programmable Buttons**

There are four user programmable buttons. Two of these buttons are located on the face of the mobile radio and are labeled “Ø” and “OPT”. The other two programmable buttons are the numbers “1” and “3” on the microphone keypad.

These buttons can be programmed to automatically change your Zone and Talkgroup to a pre-determined location. For example, pressing the HOME button always takes you to the A-1 Talkgroup. You can program the OPT button to go to A-1, the Ø button to go to A-8 or any other frequently used Talkgroup. This feature prevents scrolling through with the Talkgroup/Zone selector control.

**Programming the Buttons**

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Select the Zone and Talkgroup you would like to program a button for.</td>
<td>The display shows the Zone letter, channel number, and Talkgroup name.</td>
</tr>
<tr>
<td>2. Press the programmable button and hold for approximately 2-3 seconds.</td>
<td>You will hear one acknowledgement beep.</td>
</tr>
</tbody>
</table>
PROGRAMMABLE BUTTONS

1. Zone
2. Page
3. Dim Display
4. Emergency
5. User Programmable
6. Not used
7. Phone
8. Scan
9. Private Call
10. Menu
11. Select
12. Home (A-1)
13. User Programmable
The SCAN Feature

The SCAN feature allows you to monitor activity on multiple Talkgroups. This allows you to change your Zone/Talkgroup for another conversation while still monitoring your HOME Talkgroup or other designated Talkgroups.

NOTE: You may miss activity on your selected Talkgroup while you are listening to a call on a scanned Talkgroup (for example, Private Call, Talkgroup Call, Page, etc.).

The District policy for use of the SCAN feature is as follows:

- All non-Line-Department users will have radios programmed to scan their A-1 and maybe A-2 user-selected Talkgroups.
- Operations and Everett Line Crew radios will be programmed to scan A-2, ECC-2 EV-EA, and B-2 Everett.
- All local area office mobile radios will be programmed to scan the appropriate ECC Talkgroup (ECC-1 for North, ECC-2 for Everett and East, or ECC-3 for South), and the office Talkgroup [Arlington (B-1), Monroe (B-4), Snohomish (B-5), South County (B-6), or Stanwood (B-7)].

Any deviations from this scan policy must be approved through your supervisor. Please note that scanning too many Talkgroups can cause confusion and missed radio calls.

If you are temporarily assigned to another local office or crew outside your normal working area, you may change your SCAN feature to correspond with your new workgroup (see Programming the SCAN Feature below). You are required to change the SCAN feature to its original configuration upon return to your normal workgroup.

Turning SCAN Feature On or Off

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To turn the SCAN feature on, press the SCAN button, <strong>but do not</strong> hold down.</td>
<td>You will hear one acknowledgement beep and see the SCAN symbol [ ] in the top left.</td>
</tr>
<tr>
<td>2. To turn the SCAN feature off, press the SCAN button, <strong>but do not</strong> hold down.</td>
<td>You will hear one acknowledgement beep and the SCAN symbol [ ] will no longer be on the display.</td>
</tr>
</tbody>
</table>
A1 ECC-1 N
### Programming the SCAN Feature

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the SCAN button and hold for approximately 2-3 seconds.</td>
<td>The display will show a flashing list view icon [​][​] indicating you are in the list programming mode. A small flashing arrow also points to the SCAN button.</td>
</tr>
<tr>
<td>2. Use the Talkgroup/Zone selector knob to scroll through the Talkgroup/Zone list.</td>
<td>The display shows the Talkgroup/Zone selected.</td>
</tr>
<tr>
<td>3. Press the SELECT (SEL) button to turn SCAN on for that Talkgroup.</td>
<td>The display will show the SCAN symbol [​][​] in the top left.</td>
</tr>
<tr>
<td>4. Press the SELECT button again to turn SCAN off for that Talkgroup.</td>
<td>The SCAN symbol [​][​] is no longer on the display.</td>
</tr>
<tr>
<td>5. When you have completed your selected SCAN list, press SCAN to save selections and return to normal operating mode.</td>
<td>The list view programming icon is no longer on the display. The display returns to the Talkgroup you had selected when you pressed the SCAN button to begin programming. The SCAN feature is automatically turned ON.</td>
</tr>
</tbody>
</table>

*See Section V: Interpreting the Display*
Section VI

Menu
Sel
Home
Opt
Zone
Page
SCAN
Annunciator
List Annunciator (flashes when in programming mode)
User Programmable

User Programmable

A1 ECC-1 N
Using the Microphone Keypad and Buttons

The microphone has been programmed with some special features. For general microphone use, see Section V: Identifying Controls and Buttons.

In addition to the two user programmable buttons “1” and “3” on the keypad, other features have been pre-programmed. These features are intended to make the microphone a useful tool in navigating and selecting Zones and Talkgroups.

Using the Microphone Keypad

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the number “2” on the keypad</td>
<td>This functions the same (“Answer All”) as the Blue Button on the portable radio (see p. 48).</td>
</tr>
<tr>
<td>2. Press the number “4” on the keypad</td>
<td>The selected channel number increases by one. The display now shows a different Talkgroup. For example, if the original Talkgroup display was A1 ECC 1 N, after pressing the number 4 on the keypad, the new display would be A2 ECC 2 EV-EA.</td>
</tr>
<tr>
<td>3. Press the number “7” on the keypad</td>
<td>The selected channel number decreases by one. The display now shows a different Talkgroup.</td>
</tr>
<tr>
<td>4. Press the number “6” on the keypad</td>
<td>The Zone letter increases to the next letter. The display shows the corresponding Talkgroup for the new Zone. For example, if the original Talkgroup on display was A1 ECC 1 N, after pressing “6” on the keypad, the new display would be B1 ARLINGTON.</td>
</tr>
<tr>
<td>5. Press the number “9” on the keypad</td>
<td>The Zone letter decreases by the preceding letter. The display shows the corresponding Talkgroup for the new Zone.</td>
</tr>
</tbody>
</table>
User Programmable

Channel Up

Channel Down

Answer All (same as “Blue Button”)

User Programmable

Zone Up

Zone Down

Answer All (same as “Blue Button”)
The right side of the microphone has three buttons that have also been programmed for three particular features. For directions on using these features, see Section VI: Paging Procedures and Telephoning Procedures.

### Using the Three Buttons on the Microphone

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press Top Button on right side of microphone.</td>
<td>The radio enters the PAGE mode. The display shows “ID:70XXXX” and the PAGE symbol “XX”.</td>
</tr>
<tr>
<td></td>
<td>Follow directions in Section VI: Paging Procedures.</td>
</tr>
<tr>
<td>2. Press the Middle Button on the right side of the microphone.</td>
<td>This button functions like the HOME button and changes the display to the A-1 Talkgroup.</td>
</tr>
<tr>
<td>3. Press the Bottom Button on the right side of the microphone.</td>
<td>The radio enters the TELEPHONE mode. The display will show the last number dialed.</td>
</tr>
<tr>
<td></td>
<td>Follow directions in Section VI: Telephoning Procedures.</td>
</tr>
</tbody>
</table>

The special features described for the microphone keypad and buttons are not user-programmable. They have been selected and programmed into the software that operates your radio.
**SECTION VII: MOBILE RADIO EMERGENCY OPERATIONS**

This section contains information and procedures for operation of the mobile radio during an emergency situation.

**What You Will Learn In This Section**

The objective of this section is to explain how to use your mobile radio for sending and receiving an emergency alarm. You will learn how to:

- send an emergency alarm/call
- respond to an emergency alarm/call
- cancel an emergency alarm/call

**What Questions This Section Will Answer**

This section answers the following questions:

1. How do I alert others than an emergency situation has occurred?
2. What happens when an emergency alarm is sent?
3. How does my mobile radio function during an emergency?
4. How do I cancel an emergency alarm, whether accidentally or intentionally sent?

**Term**

<table>
<thead>
<tr>
<th><strong>Definition</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Central Controller</strong></td>
</tr>
<tr>
<td><strong>Dispatch Consoles</strong></td>
</tr>
<tr>
<td><strong>ECC</strong></td>
</tr>
<tr>
<td><strong>Emergency</strong></td>
</tr>
<tr>
<td>Term</td>
</tr>
<tr>
<td>-------------------------</td>
</tr>
<tr>
<td>Emergency Alarm Sequence</td>
</tr>
<tr>
<td>Emergency Button</td>
</tr>
<tr>
<td>Emergency Talkgroup</td>
</tr>
<tr>
<td>PTT Switch</td>
</tr>
</tbody>
</table>
Emergency Operation Concepts

An individual is instructed to use the emergency button if the event or situation involves PUD personnel and requires an aid car, paramedics or police. Any electrical contact requires calling an aid car and hence the use of the emergency button.

Not all emergencies warrant the use of the emergency button. Events or situations not requiring an aid car or police should be reported to ECC (Station 1) using the regular trunked ECC talkgroups.

An event qualifies as an emergency if it is a life-and-death situation involving PUD employees or the public where a person is down because of electrical contact, falls, profuse bleeding, stroke or any condition that warrants medical treatment, such as:

- Burns [body or eyes] - thermal, electrical or chemical
- Inhalation [difficulty breathing] - smoke or chemical
- Unconscious - not breathing
- Crushing or penetrating injury
- Amputation - fingers, toes, limbs
- Spinal injuries
- Allergic reaction - ingestion, injection, inhalation, or absorption
- Head injuries - decreased level of consciousness, combativeness, breathing difficulty, seizures

If you accidentally press the emergency button, **you must clear the alarm with a radio call to an ECC dispatcher.** Turning your radio off will not clear the alarm on the dispatch consoles. See procedure for clearing emergency alarm.
**Sending an Emergency Alarm on the Mobile Radio**

“Emergency” signals a critical situation where injury to District or other personnel or destruction of District property is imminent or has already occurred. It should never be used for any other reason.

Note: The emergency button will only work when the radio is positioned in a trunked talkgroup. The DIRECT 1 and DIRECT 2 positions (C1 & C2) operate in conventional mode, rendering the emergency button inoperable.

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the Emergency Button (D)</td>
<td>The red LED lights and the emergency signal is transmitted. A central acknowledgment (1 beep) indicates that the alarm was received by the system. A console acknowledgment (five beeps) and an “ACK RECEIVED” in the display indicate that the alarm was received by the dispatch console. The alarm will continue at the dispatch console until cleared by a dispatcher, only after communications with the individual who set off the alarm. The display will flash alternately between “EMERGENCY” and the talkgroup you were using when the (D) button was pushed.</td>
</tr>
</tbody>
</table>
Communicating Alarm Situation with Dispatcher

The emergency alarm feature will operate in two different ways depending on which talkgroup category you are using when the emergency button is pushed.

If at all possible, District policy prescribes that all emergency alarms be transmitted over the ECC talkgroups. If you can reasonably switch to an ECC talkgroup before pressing the emergency button, it would allow more people to hear your emergency situation and possibly offer immediate assistance. Emergency alarms from all talkgroups will be acknowledged equally.

If you are on ECC 1-3 talkgroups when you push the emergency button, the following occurs:

- Your emergency alarm is transmitted to everyone else on that ECC talkgroup. Other radio displays on that talkgroup will flash alternately between “EMERGENCY RECEIVED” and the ECC talkgroup they are on.
- You must press the Push to Talk (PTT) button to communicate with the dispatcher.
- Your conversation with Station 1 dispatchers is broadcast to everyone on that ECC talkgroup.
- You will not be able to override any existing conversations on that talkgroup. Upon noticing the “EMERGENCY RECEIVED” on their displays, all other users should cease to talk on that talkgroup.
- The emergency alarm can only be cleared after verbal communication with the user of the alarming radio. Even if pushed by accident, you must respond to Station 1 via your radio for clearing the alarm.

If you are on any non-ECC talkgroup (i.e., “SUBSTATION”) when you push the emergency button, the following occurs:

- Your emergency alarm is transmitted to Station 1 consoles only.
- Other radios on your talkgroup will not see that your radio is in the alarm state.
- You must press the Push to Talk (PTT) button to communicate with the dispatcher. You will automatically transmit on the “EMERGENCY” talkgroup.
- Your conversation with Station 1 dispatchers is conducted on the “EMERGENCY” talkgroup and is a private emergency call between you and the dispatcher.
- The dispatcher can, if desired, add other talkgroups to your emergency call via the console.
- You do not compete with any other voice users and are automatically placed in the highest priority “EMERGENCY” talkgroup.
• The emergency alarm can only be cleared after verbal communications with the user of the alarming radio. Even if pushed by accident, you must respond to Station 1 via your radio for clearing the alarm.

**Canceling an Emergency Alarm on the Mobile Radio**

*Note: The emergency alarm is not turned off until acknowledged on the console by an ECC dispatcher. Turning your radio off does not clear the emergency alarm on the ECC dispatch consoles.*

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the Emergency Button (D) for 3 seconds or until you hear a medium-pitched emergency exit tone.</td>
<td>The radio will cease to flash “EMERGENCY” and will return to normal operation. Although the emergency alarm is cleared from your radio, it will still alarm the ECC consoles until physically cleared by an ECC dispatcher. The dispatcher will only clear the alarm after receiving verbal communications from the user of the alarming radio. It is critical that all emergency alarms, real or by accident are verbally communicated to the ECC dispatchers.</td>
</tr>
</tbody>
</table>
SECTION VIII: MOBILE RADIO INFORMATION AND CARE

This section contains information and procedures pertinent to the mobile radio itself.

What You Will Learn In This Section

The objective of this section is to provide a reference for information about the mobile radio not contained in Section V: General Information and Section VI: Basic Mobile Radio Operation. You will learn about:

- important safety information

What Questions This Section Will Answer

This section answers the following questions:

1. How do I operate the mobile radio safely, for myself, others and the mobile radio itself?
2. What do you do when the mobile radio doesn’t work?

Viewing Your Radio’s ID Number

How do you find your radio’s ID number?

Finding Your Radio ID Number

<table>
<thead>
<tr>
<th>You Do</th>
<th>The Mobile Radio Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the PAGE or CALL button.</td>
<td>The display changes to show the last ID number transmitted to received.</td>
</tr>
<tr>
<td>2. Turn the Talkgroup/Zone selector to the left one notch.</td>
<td>The display shows “MY ID: 70XXXX” and the “XX” symbol.</td>
</tr>
<tr>
<td>3. Press HOME to return to your normal (A-1) Talkgroup.</td>
<td>The display shows the A-1 Talkgroup.</td>
</tr>
</tbody>
</table>
**FCC Safety Standards**

The Federal Communications Commission [FCC], with its action in General Docket 79-144, March 13, 1985, has adopted a safety standard for human exposure to radio frequency electromagnetic energy emitted by FCC regulated equipment. Proper operation of your radio will result in user exposure substantially below FCC recommended limits.

The following precautions are recommended:

- Do not operate the transmitter of a mobile radio when someone is within two feet of the antenna.
- Do not operate the transmitter of any radio unless all RF connectors are secure and any open connectors are properly terminated.
- Do not operate this equipment near electrical blasting caps or in an explosive atmosphere.
- Do not allow children to play with any radio containing a transmitter.
- Do no hold the transmit [PTT] button on when not actually desiring to transmit.
- All equipment must be properly grounded according to installation instructions for safe operation.
- All equipment should be serviced only by qualified technicians.

**Servicing the Mobile Radio**

Proper repair and maintenance procedures will assure efficient operation and long life for the mobile radio. If you suspect a radio problem, check the following items before requesting service from the PUD Telecommunications Department (extension 5505).

1. **Mobile Radio Checks:**
   - Be sure the mobile radio is turned on.
   - Check antenna.
   - Try operating the mobile radio from different locations.
   - Check the transmitter by transmitting to an alternate radio.

2. **Operating Instructions**
   Review your operating instructions [PUD Mobile Radio Operations Manual] and ensure that you are using the radio properly.

3. **Problem Not Solved:**
   If after following steps 1 and 2, your mobile radio still has a problem, contact the PUD Telecommunications Department at (425) 783-5505.
APPENDICES

A: 900 MHz Radio Index by Department .......................... A-1
B: 900 MHz Radio Index by Last Name ........................... B-1
C: 900 MHz Radio Index by Radio ID Number .................... C-1
D: Simple Radio Protocol/Phonetic Alphabet ..................... D-1
E: Radio Failsoft Operations List .................................. E-1
### APPENDIX A: 900 MHz Radio Index by Department

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Department</th>
<th>Contact Channel</th>
</tr>
</thead>
<tbody>
<tr>
<td>707503</td>
<td>Anderson, Val</td>
<td>Arlington</td>
<td>B-1 - ARLINGTON</td>
</tr>
<tr>
<td>707505</td>
<td>Arlington CSR 1</td>
<td>Arlington</td>
<td>B-1 - ARLINGTON</td>
</tr>
<tr>
<td>707504</td>
<td>Arlington CSR 2</td>
<td>Arlington</td>
<td>B-1 - ARLINGTON</td>
</tr>
<tr>
<td>760366</td>
<td>Arlington Flag 1</td>
<td>Arlington</td>
<td>B-1 - ARLINGTON</td>
</tr>
<tr>
<td>700366</td>
<td>Arlington Flag Trk</td>
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</tr>
<tr>
<td>707497</td>
<td>Arlington Spare</td>
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</tr>
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<td>D-16 - MANAGER</td>
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</tr>
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**APPENDIX D: Simple Radio Protocol/Phonetic Alphabet**

Alert the called party first by using his or her name or call sign (vehicle number) first, then identify yourself. Subsequent communication can be carried on without identifying the name or call sign.

<table>
<thead>
<tr>
<th>You say:</th>
<th>To indicate:</th>
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<tbody>
<tr>
<td>“over”</td>
<td>You have finished this part of your communication and you want the other person to respond.</td>
</tr>
<tr>
<td>“roger”</td>
<td>You have understood instructions or a request.</td>
</tr>
<tr>
<td>“out”</td>
<td>You are ending your communications. This lets the Talkgroup know that you are finished and that the Talkgroup is free for others to use.</td>
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</table>

**Example:**

Joan: “Jim, this is Joan. Over.”
Jim: “Joan, this is Jim. Over.”
Joan: “Would you bring your truck in for refueling? Over.”
Jim: “Roger. I will be in at 11:30. Over.”
Joan: “I will see you then. Out.”
Jim: “Out.”

**One unit (206) calling a second unit (207):**

206: “207, this is 206. Over.”
207: “206, this is 207. Over.”
206: “When you complete the job on Colby, will you let us know?”
207: “Roger. We should be here another hour. Over.”
206: “Roger. Out.”
207: “Out.”
Appendix D: Phonetic Alphabet

Use the following words to stand for the letters of the alphabet when spelling out names and other words that would aid the understanding of your communication.

<table>
<thead>
<tr>
<th>Letter</th>
<th>Word</th>
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<tbody>
<tr>
<td>A</td>
<td>ALPHA</td>
</tr>
<tr>
<td>B</td>
<td>BRAVO</td>
</tr>
<tr>
<td>C</td>
<td>CHARLIE</td>
</tr>
<tr>
<td>D</td>
<td>DELTA</td>
</tr>
<tr>
<td>E</td>
<td>ECHO</td>
</tr>
<tr>
<td>F</td>
<td>FOXTROT</td>
</tr>
<tr>
<td>G</td>
<td>GOLF</td>
</tr>
<tr>
<td>H</td>
<td>HOTEL</td>
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<tr>
<td>I</td>
<td>INDIA</td>
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<tr>
<td>J</td>
<td>JULIET</td>
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<tr>
<td>K</td>
<td>KILO</td>
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<tr>
<td>L</td>
<td>LIMA</td>
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<tr>
<td>M</td>
<td>MIKE</td>
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<tr>
<td>N</td>
<td>NOVEMBER</td>
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<tr>
<td>O</td>
<td>OSCAR</td>
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<td>PAPA</td>
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<td>QUEBEC</td>
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<td>S</td>
<td>SIERRA</td>
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<td>TANGO</td>
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<td>U</td>
<td>UNIFORM</td>
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<td>V</td>
<td>VICTOR</td>
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<td>W</td>
<td>WHISKEY</td>
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<td>X</td>
<td>X-RAY</td>
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<td>Y</td>
<td>YANKEE</td>
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<tr>
<td>Z</td>
<td>ZULU</td>
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In the event of a **Failsoft** condition, our 900 MHz radio system is divided to provide continuing radio operations in a “shared” capacity. Each group below identifies which Talkgroups are assigned together on a particular channel. Please remember to use proper radio protocol during a Failsoft condition to facilitate the shared use of these resources.

| Group 1  | ECC-1 | Group 2  | ECC-2 | Group 3  | ECC-3 | Group 4  | QUIET FACILITIES WATER ENGR EVERET ENGR ENERGY SRVS TRANSPORT RISK MGMT METERRDR PLAT Environmental CONF #1 CONF #2 CONF #3 CONF #4 STORM 1 STORM 2 T&D ENGR SUB.ENGR PRO.ENGR SCADA DIS.ENGR SUP.ENGR FLAGGING SURVEY PWR QLTY | Group 5  | WATER_MN WATER_CO CUST. ACCT. JACKSON TAC-7 | Group 6  | LOCAL OF. YARD OPS SAFETY ECC-4 CREW DISPATCH TAC-1 TAC-2 TAC-3 TAC-4 TAC-8 TAC-9 TAC-10 (Emerg.Mgmt) STORM 3 STORM 4 STORM 5 | Group 7  | MONROE SNOH ARLING STANWOOD SOUTH CTY EVERETT EVT ANNEX Cust 2 Cust 3 STORES Dist. Srvs. Emerg. | Group 8  | Telecom T-2 CS_FIELD JACKSON 1 MTR DEPT | Group 9  | WATER_DA DATA AQ | Group 10 | TELECOM Telecom T-1 SECURITY CUR DIV |