



Echo911 Radio Etiquette and Use Handbook

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We have included our 10-codes list, but you may elect to use plain talk instead. No improvised 10-codes or slang will be accepted.

We have also included our phonetic alphabet for you to use as well.

Please distribute this to all radio users who will be utilizing dispatch services.

If you have any questions, comment, or concerns please email Dylan@echo911.com or open a support ticket in your customer portal.

- **Standard Radio and Charger Use**

- Standard Radio (No screen) Basic Functions. (Fig.1)

- Top



- Volume/Power Knob

- Channel Selector

- Emergency Button

- Feature button

- PTT Button

- Scan Button

- Playback button

- How to turn radio on/off2.1

- Turning the radio on

- ◆ Using the “Volume/Power Knob,” turn it clockwise and you will feel and hear a “click.” The radio power on phase takes up to 45 seconds. You should hear the power on noise within 30 seconds and your channel name within the next 30 seconds. If you have issues with this stage, please see troubleshooting on page 8.

- Turning the radio off

- ◆ Using the “Volume/Power Knob,” turn it counter-clockwise and you will feel and hear a “click.”

- How to adjust volume2.2

- Using the “Volume/Power Knob,” turn it clockwise to increase the volume and counter-clockwise to decrease the volume. (Note, the transmission start noise can only be turned off or on and not adjusted).

- How to check battery life2.3

- The standard radio does not have a screen. In order to check your battery life, you will need to communicate with dispatch. Please use the phrase ****Unit Number with Prefix and Suffix**** “to Central, Battery Status”

- How to activate emergency button2.4

- Press the orange “Emergency Button” to activate. Dispatch will check your status and respond accordingly. Your microphone WILL be turned on when the “Emergency Button” is activated.

- How to change channels2.5

- Using the “Channel Selector,” turn clockwise to go up in channels and counter-clockwise to go down in channels. The channels will announce their name. If you have any issues with this stage, please see troubleshooting on page 8.

- **Standard Radio and Charger Use (cont.)**

- How to scan.....3.6

- Press the “Scan Button” to toggle scanning off and on. The radio will announce “scanning” when scan is on and a channel name when scanning is turned off.
 - ◆ *Please note: If you are scanning and you hear traffic on another channel, if you key up within 5 seconds without turning scanning off then your traffic will go through that channel and not the one you have selected.*
 - ◆ *Please note: If you turn the radio to another channel while scanning is on, then the scan feature will be turned off and will need to be reactivated.*

- How to replay radio traffic.....3.7

- Press the “Playback Button” to replay the last traffic the radio received / transmitted. You will hear the audio clips in successive order from newest to oldest. If you press the button a second time the recordings will stop. (If you are playing back traffic and you receive a transmission, the recording will continue until you press the “playback button” to turn it off.)
 - ◆ *Please note: Your playback will always begin at the most recent even after you have already played traffic back.*
 - ◆ *Please note: Your radio will not store traffic that occurred while the radio was off, out of range, or on another channel. However, if you had scan on, the traffic will be recorded and can be played back.*

- Charger Use.....3.8

- Each Standard Radio comes with one charging base, connecting cable, wall brick, and 2 batteries.
 - ◆ Connect the charging base to the supplied cord and the supplied cord to the wall brick.
 - Please use the supplied cord and brick as different power outputs could damage the equipment.
 - ◆ Plug the assembled equipment into an outlet and the LED on the front of the charger should light up Green.
- Charging a battery.....3.9
 - ◆ Place the battery in the properly assembled charger with the contacts from the battery facing the contacts from the charger.
 - The LED should change from GREEN to RED if the battery requires charging.
 - If the light does not change colors, it is possible that the battery is already charged or the battery is not contacting the charger.



!!! DO NOT CHARGE YOUR BATTERY WITH THE RADIO !!!
THE CHARGER IS ON A TIMER AND ONCE THE CHARGE CYCLE IS COMPLETE, YOUR BATTERY WILL BEGIN DISCHARGING!
IT IS RECOMMENDED TO CHARGE THE BATTERY BY ITSELF AND NOT ATTACHED TO THE RADIO!



UPON INITIAL RECEIPT OF YOUR BATTERIES, WHETHER ORDERED SEPERATELY OR ONE THAT ACCOMPANIES YOUR RADIO, IT IS RECOMMENDED TO CHARGE THE BATTERIES FULLY BEFORE USING THE RADIO IN ORDER TO INCREASE BATTERY LIFE AND LONGEVITY.



❖ Radio Etiquette

- Etiquette Legend.....4.1
 - Items in asterisks ** ** will be unit specific and you will say what applies to you.
 - Items in quotation marks "" "" will be what you need to say with minimal variations.
- How to begin any transmission.4.2
 - ****Unit Number with Prefix and Suffix**** “to Central”
 - Please wait for acknowledgement. The two or three seconds it takes the dispatcher to respond allows them to open your call and type as you speak.
 - ◆ Short transmissions such as ****Unit Number with Prefix and Suffix **** then “10-07”, “10-08”, “10-97”, or “10-98”; or any emergency traffic will be exceptions to this guideline.
- How to call in / out of service (10-08) ...4.3
 - ****Unit Number with Prefix and Suffix**** “to Central, 10-08 (or In Service)”
 - ****Unit Number with Prefix and Suffix**** “to Central, 10-07 (or Out of Service)”
 - If you are a unit that logs your vehicle’s mileage, give it after your transmission is acknowledged.
- Place yourself en route (10-77)4.4
 - ****Unit Number with Prefix and Suffix**** “to Central”, wait for acknowledgement.
 - “10-77(or en route) to ****site with number**** or give the full address for a ****10 code or plain talk****
 - If you are calling en route to another agencies site, please say their prefix then the site number.
 - ◆ Please note, if you are going to an address and you do not want anyone else to hear the address then say to the dispatcher, “10-85, 1 to 1”
- Place yourself on scene (10-97)4.5
 - ****Unit Number with Prefix and Suffix**** “to Central, 10-97(or on scene)”
- Clearing from a call (10-98, 10-08)4.6
 - ****Unit Number with Prefix and Suffix**** “to Central, 10-08 (or In Service)”
 - You **MUST** use “10-08” or “In Service” to clear from a Security Detail (10-91).
 - **OR** ****Unit Number with Prefix and Suffix**** “to Central, 10-98 (or Complete Assignment)”
 - Saying “10-98” **WILL NOT** clear you from a Security Detail (10-91).
- Answering Status Checks4.7
 - Dispatch will check unit status at different intervals.
 - High Priority Calls
 - ◆ Every 3 minutes
 - Medium Priority Calls
 - ◆ Every 5 – 10 minutes
 - Low Priority Calls
 - ◆ Every 15 Minutes
 - Security Details (10-91)
 - ◆ Every 60-90 minutes
 - Dispatch will check your status by saying, “Central to ******Unit Number with Prefix and Suffix****, status?”
 - You should reply:
 - ◆ “10-99” or “Oscar Kilo” for “Status Check Okay”
 - ◆ “10-55” or “Need Assist” for if you need back up.
 - ◆ “10-31” for “Officer’s Life in Immediate Danger”
 - You can call these at any time and not just on status checks.
 - You should **NOT** reply:
 - ◆ “It’s all good here”
 - ◆ “I’m cool”
 - ◆ **OR** anything other than one of the approved responses above.

❖ **Radio Etiquette (cont.)**

➤ Traffic Length4.8

- Please keep all transmissions as short as possible to maintain open air for other traffic.
- Please know what you are going what to say before keying up to transmit.

➤ Cross Traffic.....4.9

- Cross traffic is any radio traffic that originates from a user to another user and does not require an action from your dispatcher.
 - Please limit cross traffic to only what is necessary to accomplish a task. If you want to have a full conversation with someone please Switch Channels (10-85) to your private channel.
 - ◆ All companies are given a company specific private channel for this reason. If you find that a radio does not have this, please open a ticket in the customer portal.
 - ◆ If you would like a shared private channel for a company that you work with that also uses our service, then you would need to open a ticket in the customer portal.
 - All requests to add another companies’ channels of any type will be verified by the company who owns the channel being requested before the channel will be added.

➤ One to One Radio Traffic.....4.10

- Only a dispatcher can initiate one to one radio conversations. If you need to speak one on one, please state, “**Unit Number with Prefix and Suffix** “to Central, 10-85 One to One”.
- We will accommodate as much as possible, but if all dispatchers are busy then you may experience a delay.
 - ◆ *Please note: The dispatcher will key up your radio and advise you of being on a “one to one”, but if at any point during the conversation the other party does not reply within **5 SECONDS** the one to one will automatically end, and any further traffic will go to the channel you are on.*

❖ **Special Call Types 5**

➤ Security Detail (10-91)5.1

- A Security Detail (10-91) is an event where the unit will be at a site/place for a period of time performing site checks, foot/mobile patrols, static posts, or anything of the like.
 - You may have numerous “call-outs” on your Security Detail and all of these will be entered in to the **SAME CALL LOG** for simplicity.
 - ◆ **You clear these “call-outs” by going “10-98” or “Clear Assignment.”**
 - ◆ **You clear from the “Security Detail” by going “10-08” or “In Service.”**

➤ Patrol Hit (10-92)5.2

- A Patrol Hit (10-92) is a call type where you simply want to mark that you were out at a certain place at a certain time.
 - You should only use this when you are on scene.
 - Dispatch will immediately open a call at the address you indicated, place you on scene, and then clear the call, which places you back in service (10-08).

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❖ **Echo911 10-Codes**..... 6.1

10-01 Receiving Poorly	10-31 Officers Life In Immediate Danger	10-63 BOLO	10-98 Completed assignment
10-02 Receiving Well		10-64 Assist Citizen	
10-03 Emergency radio traffic only	10-32 Rape	10-65 Meet officer	10-99 Status Check Okay
10-04 Ack./Okay	10-33 Armed Robbery	10-66 Leave Zone	10-100 Pursuit
10-05 Relay	10-34 Shooting	10-67 Back in Zone	10-1000 Jail Escape (Specify Which Facility)
10-06 Busy	10-35 Cutting/Stabbing	10-68 Nature of Assign.	MOST COMMON and IMPORTANT 10-CODES ARE BOLDED
10-07 Out of service	10-36 Correct Time	10-69 Check veh./subj.	PHONETIC ALPHABET.6.2
10-08 In Service	10-37 Burglary	10-70 Prepare to copy	A - Alpha
10-09 Repeat	10-38 Theft of property	10-71 Traffic Stop	B - Bravo
10-10 Meal Break	10-39 Fight	10-72 Have you dispatched	C - Charlie
10-11 Trans. to rapidly	10-40 Gas	10-73 Service Truck	D - Delta
10-12 Officials/visitors present	10-41 Assault	10-74 Unattended death	E - Echo
10-13 Road/Weather Cond.	10-42 Officer @ home	10-75 Suicide (Attempted)	F - Foxtrot
10-14 Escort/Convoy	10-43 Criminal Mischief	10-76 Indecent exposure	G - Golf
10-15 Prisoner in custody	10-44 Large Disturbance	10-77 En route	H - Hotel
10-16 Procure prisoner@	10-45 Req. Supervisor	10-78 Move out *court order*	I - India
10-17 Procure papers @	10-46 Req. Investigator	10-79 Burglar Alarm	J - Juliet
10-18 Complete ASAP	10-47 Req. Crime Scene	10-80 Bomb Threat	K - Kilo
10-19 Return to station	10-48 Req. Coroner	10-81 Mental Patient	L - Lima
10-20 Location	10-49 Subj. with a gun	10-82 Special Detail	M - Mike
10-21 Call by PX	10-50 Traffic Accident	10-83 Inservice training	N - November
10-22 Disregard	10-51 Domestic Disturb.	10-84 Intoxilizer oper.	O - Oscar
10-23 Stand by	10-52 Unwanted Person	10-85 Switch Channels	P - Papa
10-24 Trouble @ station	10-53 Prowler	10-86 Fire	Q - Quebec
10-25 Do you have Contact with?	10-54 Stolen Vehicle	10-87 Narcotic invol.	T - Tango
10-26 Can you obtain vehicle data from	10-55 Assist Officer	10-88 Patrol, Building Check. Walk Through etc. (typically only used with on a 10-91, Security Detail)	U - Uniform
10-27 Any answer or inquiry	10-56 Intox. Driver/ped	10-89 Officer Safety Dangerous individual	V - Victor
10-28 Vehicle Reg. (Tag)	10-57 EMERGENCY	10-90 Notify Chain of command	W - Whiskey
10-29 Check wanted (Warrants)/stolen	10-58 Ambulance	10-97 Arrived at Scene	X - X-ray
10-30 Unauth. traffic	10-59 Wrecker		Y - Yankee
	10-60 Confidential info.		Z - Zulu
	10-61 See subj. get info.		
	10-62 Attempt contact		

❖ Emergency Procedures

- Initiated by Dispatch 7.1
 - Dispatch may place a single channel or all channels on “10-03” or “Emergency Traffic Only”
 - If it is a single channel, the traffic will only be broadcast on your dispatch channel and they will say:
 - ◆ “Central all units, 10-03 Emergency Traffic Only for **units and reason why**.”
 - **You are not to speak on the channel, unless you also have an emergency, or are involved in the active emergency call the 10-03 was called for, as your traffic will be disregarded until 10-03 is cleared.**
 - **EXCEPTION:** If you also have an emergency you should announce, **Unit Number with Prefix and Suffix** “to Central, 10-57” and then state your Emergency.
 - The dispatcher will cancel the “10-03 Emergency Traffic Only” by stating, “Central to All Units, Resume Normal Traffic”
 - Dispatch may broadcast to **ALL CHANNELS ON ALL RADIOS AT ONE TIME** for “10-03 Emergency Traffic Only”
 - Dispatchers have to meet certain criteria to use this function.
 - ◆ Criteria are as follow: **ALL CRITERIA MUST BE MET TO PLACE ALL CHANNELS ON EMERGENCY TRAFFIC ONLY.**
 - All dispatchers are handling radio traffic or fielding phone calls
 - **AND** There is excessive radio traffic
 - **AND** there is a **LIFE OR DEATH** emergency occurring that requires one or all dispatchers undivided attention.
 - ◆ A dispatcher will announce, “CENTRAL TO ALL UNITS THIS IS AN EMERGENCY BROADCAST TO ALL UNITS ON ALL FREQUENCIES. EMERGENCY TRAFFIC ONLY.”
 - **You are not to speak on the channel, unless you also have an emergency, or are involved in the active emergency call the 10-03 was called for, as your traffic will be disregarded until 10-03 is cleared.**
 - **EXCEPTION:** If you also have a **LIFE OR DEATH EMERGENCY** you should announce, **Unit Number with Prefix and Suffix** “to Central, 10-57” and then state your Emergency.
 - ◆ The dispatcher will cancel the “10-03 Emergency Traffic Only” by stating, “Central to All Units on All Frequencies, Resume Normal Traffic”



**IF EMERGENCY TRAFFIC ONLY IS DECLARED, ESPECIALLY FOR
PROLONGED PERIODS OF TIME, BY EITHER OF THE ABOVE
METHODS AND SUBSEQUENTLY CANCELED THERE WILL
UNDOUBTEDLY BE LOTS OF HELD RADIO TRAFFIC.
PLEASE BE PATIENT.**



- Initiated by User 7.2
 - Users can request emergency traffic only.
 - Say, **Unit Number with Prefix and Suffix** “to Central, (Optional, I need) 10-03.” If able, please state the nature of the emergency.
 - ◆ If the unit is silent, unable to state natures, or otherwise unresponsive to dispatch then POLICE AND OTHER CLOSE BY UNITS will be IMMEDIATELY DISPATCHED **AND** the dispatcher will remotely activate the microphone on your radio after announcing, “**Unit Number** We are opening your microphone”.
 - The only person who will be able to hear the audio will be the dispatcher who opens the mic.

❖ **Troubleshooting**

- Radio not fully powering on8.1
 - Did you hear the boot up noise?
 - ◆ If “NO,” check to make sure you on have a charged battery and it is firmly in place.
 - ◆ If “YES,” please make sure are in an area where you have signal.
 - If the radio still does not fully boot, remove the battery, wait 60 seconds, put the battery back in, turn the power back on, and try again.
 - If this does not resolve your issues, please open a ticket in the customer portal.
- Radio not announcing channels 8.2
 - Did the radio suddenly stop announcing the channel?
 - ◆ If “YES,” please make sure you are in an area where you have signal and that your battery did not die.
 - You can confirm the battery is not dead by and rebooting the device. To reboot: Remove the battery, wait 60 seconds, put the battery back in, turn the power back on. If the radio still will not announce the channel then refer to section 8.1
 - ◆ If “NO,” check to make sure you on the correct channel, refer to section 2.5
 - If you are on the correct channel, have confirmed you have good battery life with signal, and the radio still does not announce the channel, please open a support ticket in the customer portal.

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