Santa Cruz County CERT Beginning MURS Training
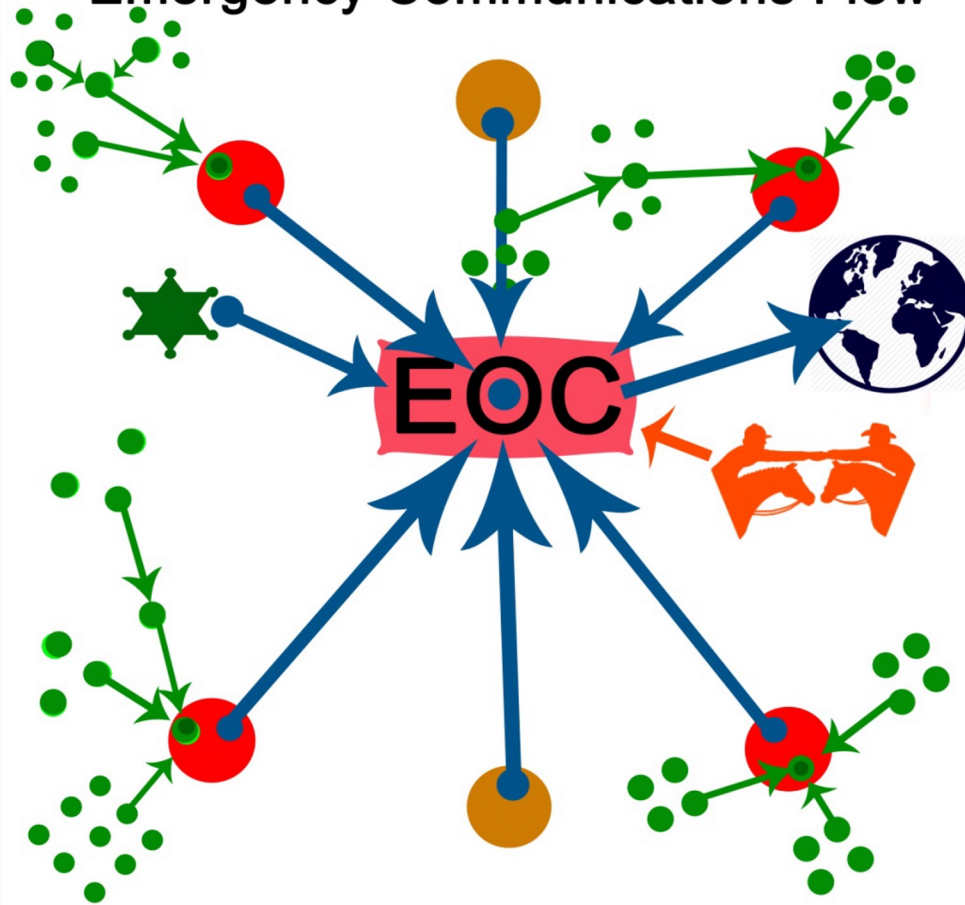
Why?

- Why radios for CERT?

- Why have your own radio ?

- Why this radio?

- Why the CERT programming?

Emergency Communications Flow

CERT
ARES
Hospitals
Horse Association

CERT Squad Members are Critical to Emergency Communication in a Disaster

BOOTS ON THE GROUND !!

Radio Maintenance

▸ Your Radio, Your Responsibility !

Assemble the radio – belt clip, strap, antenna - follow the manual

**************KEEP YOUR BATTERY CHARGED**************

Label your stuff

▸ Anything is better than nothing . . .

Accessories

Replacement Battery

Speaker Microphone

- **Highly Recommended**
  - Spare Battery +
  - Speaker Mike
- **Nice to Have**
  - Clamshell AAA Battery Pack
  - Earpiece
  - Vest or Harness, Clip for Vest
  - External or Mag Mount Antenna

Extended battery

Earpiece on Microphone

AAA Batteries

Radio Vest

RADIO OPERATION

1) Turn On – Volume Set

2) Push To Talk (PTT)
    A (top) and B (bottom)

3) Two Channel Display

4) Activity Lights
    Transmit –Red
     Receive – Green

1

4

2

2

3

Battery

BTECH

Murs1-1
Murs1-2

MENU   ▲   ▼   EXIT/AB

1 STEP   2 TXP   3 SAVE
4 VOX   5 WN   6 ABR
7 TDR   8 BEEP   9 TOT
* SCAN   0 SQL   # -○

Operation

To Change Channels

\# Lock (or unlock) the KeyBoard

▸ Look for the triangle- that is the channel you will change .

▸ Use the up or down arrows to change.

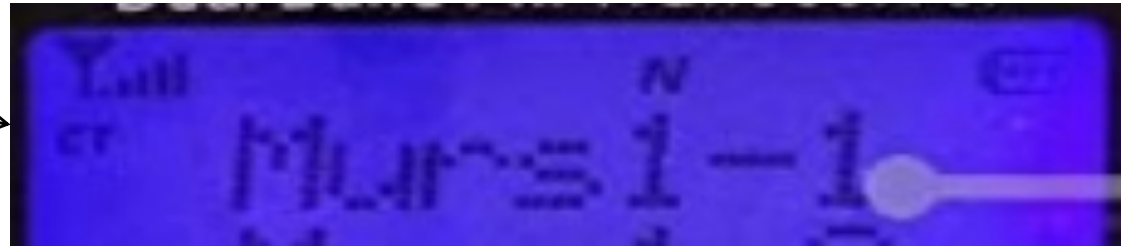▸ Use the Exit/AB button to move the triangle to the other channel

Operation

Incoming Signal Strength

Narrow Band

Battery

▸ Channel Display

Tone Squelch

Munsi-1

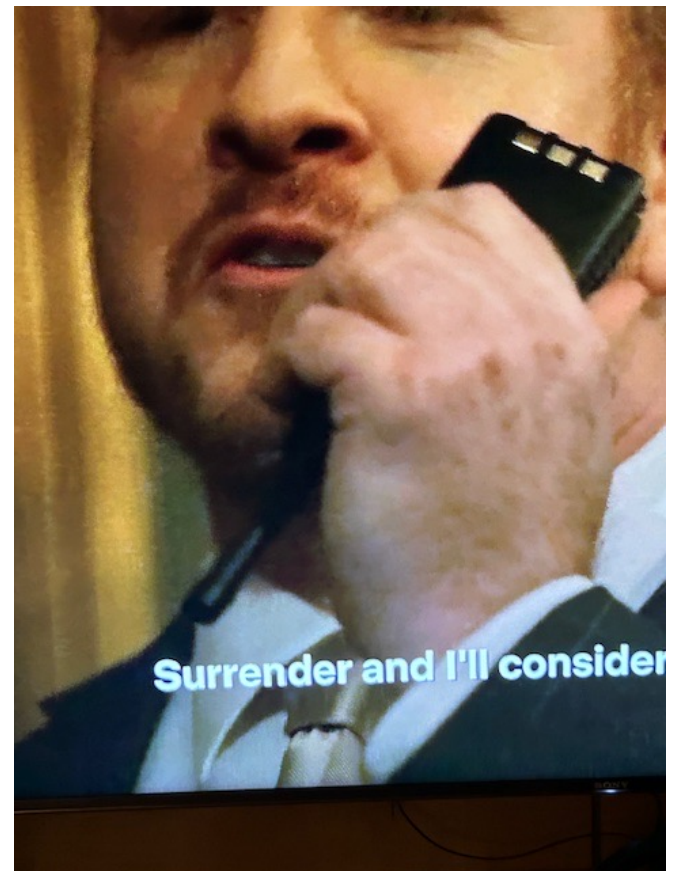## Important to Improve Communication

▸ Holding the Radio

▸ Holding the microphone

▸ **Listening !!!**

Wrong way to hold the radio . . .

Surrender and I'll consider

Other Radio Functions

▸ **F Button**
  ▸ Quick Push –
    FM Radio –On/Off

  ▸ Push and Hold (for a moment)–
    Siren Alarm

▸ **M Button**
  ▸ Quick Push -
    Cycle flashlight through steady/
    strobe/off

  ▸ Push and Hold (for a moment)
    Open Receive squelch

F ➡

M ➡
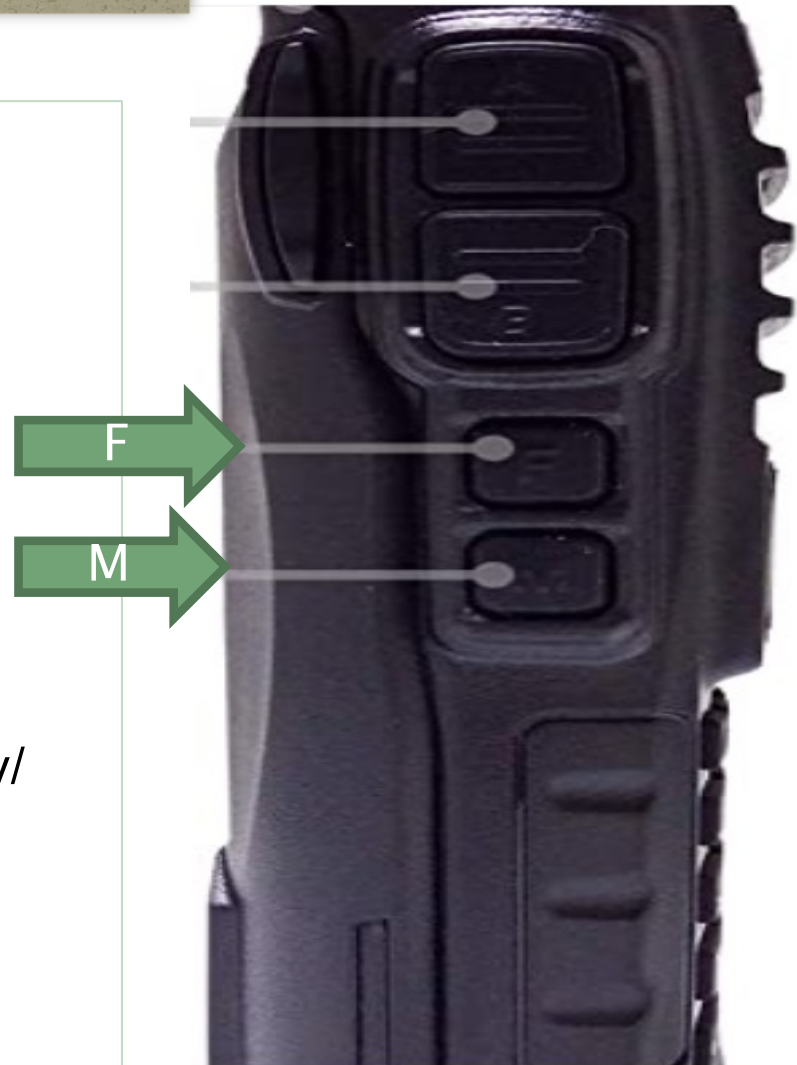
Etiquette
Some One Else Is Listening

- MURS RADIOS ARE FOR PROFESSIONAL PURPOSES
- Do NOT

      Yell, Shout, Whistle, Make Noises

      Do Not Curse

      Do Not Play Music or Sing

      Children must be supervised

DO   Speak slowly and clearly in a normal voice

      Pause and listen between transmissions

      Keep your messages short and on point

Protocol

- To Contact
- 1) **Listen!** Is someone already talking?

  If Yes-Is your message an emergency or priority?

  If Yes – Say "Emergency" in a pause. You should be given the channel to use.
- If No - Wait until they are done
- 2) **Listen!** Is someone already talking?

  If No – Say the name or tactical identifier* you want to contact and then say yours . Wait for them to answer. If they don't answer after a minute or so, call again.

  * tactical call- an identifying name of a function or location used instead of a personal name.

Protocol

▸ ## To Answer –

▸   When you hear someone call you by name or tactical call, respond only with your name or call. Wait to hear their message. Then transmit your information.

If you are not heard; - Try again
- Hold your radio higher
- Change your location
-   Ask for a Relay *

* A Relay is a person who can hear two parties who cannot hear each other. They assist by letting both parties know that they will relay and then communicating the messages between the parties. In some instances, multiple relay people may be needed to move information over a long distance or difficult terrain.

"Statue of Liberty" pose

What is a NET? Think ICS

Most CERT communication will be directly from one person to another. Sometimes there may be several people using the same channel who will need to take turns.

If too many people are trying to talk on the same channel- one person should establish **Net Control**. They will function as a communications Team Leader. They determine who will speak and in what order. Members speak only as called upon by Net Control after identifying their presence. All information goes through Net Control unless the Net Control indicates two members can communicate directly with each other.

Net Control

Operator   Operator   Operator
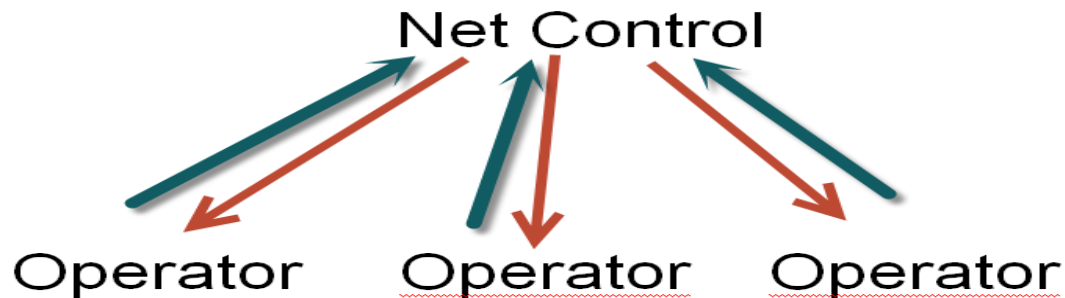
What Can Go Wrong?

I can't hear anyone!

- Check the volume
- Check the channel
- Check the battery icon
- Turn the radio off and back on – does it talk to you? " Channel Mode"
- Check that the battery is fully installed
- Using a speaker mike? Make sure it is completely plugged in.
- There is a lot of noise– QRN/QRM
- Voices are garbled and not understandable

Emergency Message Passing

- Have a pen and paper, or have a scribe.
- Be calm, pay attention and speak slowly
- Acknowledgment of contact
- First – who is reporting and where the emergency is.
- What is the problem– **Brief** – Fire? Medical? Vehicle Accident?
- After initial information– details of problem and location
- ONLY COMMUNICATE WHAT YOU KNOW

Practice – Practice –Practice !!!

- Find Users in your Area to talk to.
- Join Team Radio exercises
- Use Radios at Team Zoom meetings to practice protocol even if you can't hear each other on the radio. (you never know who you might hear)

- **Thank You For Serving Your Community as CERT by providing Essential Emergency Communications !!!!**