

San Diego Amateur Radio Emergency Services

ARES Monthly Meeting Message Handling Tutorial - 101 November 8th, 2008

Message Handling Tutorial - 101 Agenda



- Message Handling
- ۲ Deployment
- Confidentiality ۲ Message Handling Importance
- Sending the Message
- Procedural Words ۲
- Letter and Mixed Groups Verification of copy

► ITU Phonetic Alphabet

Message Handling Procedures

Summary

Phonetics

Sample Message

Message Handling Practice, Practice, Practice



- Essential attributes
 - Having a Good Attitude is as important as operating skills - Willingness to take direction
 - Desire to LEARN
 - Know the difference between the Hobby and Service aspects of ham radio
 - Following ICS protocol and instructions
 - Keep a record of your messages, and notes to learn from
 - Be a TEAM PLAYER

 - BE PREPARED for any disaster

Message Handling Importance Not just for Hospitals

Agencies / Community events:

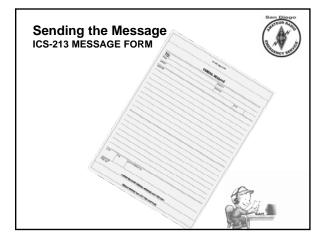
- EMS
- Cal Fire
- Salvation Army
- Red Cross
- MARS
- SKYWARN
- VOAD (Vol. Orgs. Active in Disaster)
- Special Events
- Miramar Air Show
- Special Olympics
- Runs

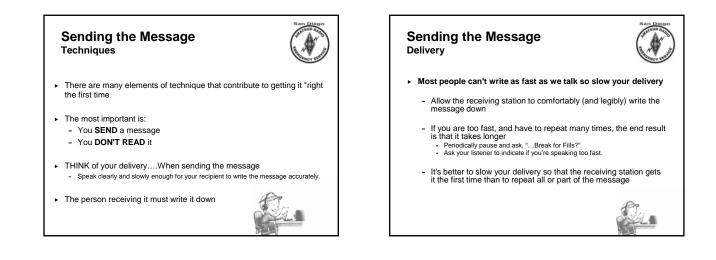
Sending the Message The Basics

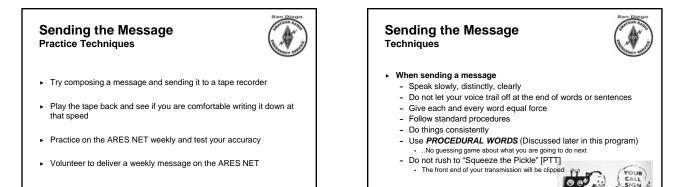


Efficient traffic handling

- USE ONLY THE ICS-213 MESSAGE FORM.
- Relay the message with 100% accuracy
- Relay in the least amount of time
- Do you need clarification before going on the air?
- Clarification is a judgment call
- It is Not necessary for you to understand traffic content to communicate effectively
- Accuracy is all the more critical element
- Send the message ONCE (right the first time)
- Maintain a copy of the message for your records.







Procedural Words A Common Language



- Sending technique involves the use of certain procedural words and phrases
- The receiving station can anticipate what is coming next if standard language is used
- Familiar ... phrases such as "Figures" (i.e., 1[one]5[five]7[seven])
 Or "I spell", (i.e., [juliet] [oscar] [hotel] [november]
- When first encountered, these procedures sometimes seem a bit artificial and unnecessary, but reap benefits in the end!

Procedural Words A Common Language

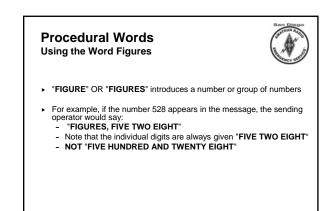


- Procedural words have proven over a long period of time to be useful
- With practice the use of procedural words in your message sending, will become more natural
- The primary function of these words and phrases is to define the parts of the message, and to alert the receiving station about what is to follow

Procedural Words Common Phrases



- The phrase MESSAGE FOLLOWS is used to alert the receiving operator that the message is about to start
- The next thing the receiving operator hears must be written down
- BREAK is used
 - At the end of the address
 - And again at the end of the text
 Along with releasing the microphore
 - Along with releasing the microphoneAt the end of each sentence or phrase



Procedural Words Using the Word INITIAL



- INITIAL introduces a single letter. It is often an initial in a person's name
- Also INITIAL is used any time there is a single letter
- Always use phonetics when saying the letter
- ► So if a person's middle initial is "I", it is sent as "INITIAL, INDIA"
- PERIOD Always use Plain Language
- If you mean to say Period, say Period or Comma or Colon

Procedural Words Using "I SPELL"



- I SPELL is used to alert the receiving operator that the next thing that will be sent will be a series of letters
- If the word or group to be spelled is a pronounceable word
 - Say the word followed by "I SPELL" followed by the spelling
 Spell all Technical terms. Difficult or unfamiliar words
 - Spell all Technical terms, Difficult or unfamiliar word
 So if the city name Bethesda appears in a message
 - So if the city name bethesda ap
 It would be sent BETHESDA
 - I SPELL ... BRAVO ECHO TANGO HOTEL ECHO SIERRA DELTA ALFA
 - Repeat the word "BETHESDA"

Phonetics Helpful Hints

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Phonetics may or may not be used

The use of phonetics becomes a judgment call

- Dependant on the quality of communications

If 2-meter FM stations are full quieting to each other
 Phonetics often are not necessary

If the radio conditions are poor, phonetics generally work better

· If spelling without phonetics, deliver the letters slowly and distinctly

Sending operator makes decision

Can actually slow the process down



ITU Phonetic Alphabet A - ALFA N - NOVEMBER B - BRAVO O - OSCAR C - CHARLIE P - PAPA Q - QUEBEC R - ROMEO D - DELTA E - ECHO F - FOXTROT S - SIERRA G - GOLF T - TANGO H - HOTEL U - UNIFORM I - INDIA V - VICTOR W - WHISKEY J - JULIET X - XRAY K - KILO L - LIMA Y - YANKEE M - MIKE Z - ZULU

Procedural Words Common Phrases



- I SAY AGAIN indicates that you are going to repeat the previous word, group or phrase
- It is important that the receiving operator knows what is coming
- Repeat, to avoid incorporating duplicate wording or information into the message
- Questions are indicated with the word "QUERY"
 - If the meaning of the message is dependent on a comma
 - Other punctuation, spell the name of the punctuation out
 - Such as COMMA or PERIOD
 - Decimal points in numbers are indicated by the word "DECIMAL"

Message Handling Procedures Using the word "Check"



- Some message forms have a "Check" in the heading or preamble, which gives a word count
- This is helpful to determine whether the message was received correctly
- If you copy a message in five or ten word lines, it is easy to check the word count before you acknowledge receipt of the message
- You might encounter additional procedural phrases
- These might be accepted by some organizations and not by others
 For the most part they are redundant to the procedures already discussed
- ▶ In ARES we use:
 - "ICS Procedures and Forms ONLY"
 - The ICS-213

Letter and Mixed Groups How to Send



- LETTER GROUP introduces a group of two or more letters that generally do not form a common word
- ► For example, RACES is a letter group
- Example send as "LETTER GROUP ROMEO ALPHA CHARLIE ECHO SIERRA"
- MIXED GROUP introduces a group that is a combination of letters and numbers
- For example, Z4758RSK
- This would be sent "MIXED GROUP ZULU FOUR SEVEN FIVE EIGHT ROMEO SIERRA KILO"

Summary

- Always say the individual numbers and use phonetics for the letters
- Using I SPELL before the "Letter Group" and "Mixed Group" accomplishes the same thing
- The term AMATEUR CALL is sometimes used to introduce an amateur call sign
- ► So if a message were addressed to K3XO, it would be stated AMATEUR CALL - KILO THREE XRAY OSCAR
- · Amateur call signs should always be given phonetically
- DO NOT USE ARRL RADIOGRAM FORMS... THEY ARE NOT ACCEPTED UNDER ICS

