

## **“BASIC EMCOMM PROCEDURES”**

*“20 Suggestions on being a better operator”*

- 1) To transmit in the voice mode, always remember to **TALK ACROSS THE FACE OF THE MICROPHONE!** Talking across the mike cuts down on sibilants, breath sounds, the “popping” of “P’s” and similar sounds. This technique makes the communication more understandable.
- 2) Speak slowly, distinctly, clearly, and do not let your voice trail off at the end of words or sentences.
- 3) On FM, hold the transmit button down for a least a second before beginning your message, if your are on a link system then wait at least two seconds after you key the mike before you speak. This will assure that the first part of the message is not cut off by the squelch system.
- 4) Know what you are going to say before you push the mike button. It is very easy to confuse the whole transmission if the operator does not have the facts right on the tip of the tongue and ready to put out the message in a crisp and orderly fashion.
- 5) Make sure you are not on the air with someone else. Listen before transmitting—the pause you hear from the Net Control Station (NCS) may be deliberate to allow two other stations to complete a transmission.
- 6) On VHF or UHF frequencies, look for a receiving “hot-spot” site and use it, particularly when on the fringes of communications. Don’t walk around talking while in communications fringe areas. Repeaters have much more power than you’re handheld. Even if you have a good signal from the machine, it does not mean you are good into the machine.
- 7) Under stress, many operators have a tendency to talk fast. Even if you are in the midst of the action, remember to talk slowly and clearly in order to get the message across correctly. **ACCURACY FIRST, SPEED SECOND.**
- 8) If you are relaying a message for another person, be sure you repeat the message exactly, word-for-word, as it is given to you. If it makes no sense to you, get an explanation before you put it on the air. Refer the message back to the originator for clarification.
- 9) Watch certain words. Use “affirmative” instead of “yes.” Use “negative” instead of “no.” “Roger” is a good word. It means “message received,” implying that it is understood. The use of Q signals on voice operation is not advisable! They are too easily misunderstood, rarely save time, and often result in errors.
- 10) Always identify your unit at the beginning of each transmission. The NCS, or anyone else for that matter, needs to know who is calling because voice identification may be difficult. Identify your unit again when the message exchange is completed, as required by FCC rules.
- 11) The word “break” is never used **UNLESS** it is emergency traffic. Otherwise, use your call letters to gain access to the net. Even on practice nets, never just blurt out your comment- always address net control by giving your Callsign, then wait for him to ask for your comment.

NCS should not acknowledge folks who make comments without being properly recognized, unless it is to ask them to give their call and be recognized before commenting.

12) Do not act as a “relay station” unless the NCS, or another radio station, asks for a relay—and you can fulfill the requirement at your station.

13) When transmitting numbers (house numbers, street numbers, telephone numbers), always transmit the number sequences as a series of individual numbers. Never say numbers in combinations. Example: “12345 SW 148 Ave.” is given as a series “one, two, three, four, five, south west, one, four, eight Avenue.” Do not say: “Twelve three forty-five south west A-hundred forty-eight Avenue.” There is much confusion when sending combinations of numbers.

14) If there is a proper name or any difficult words to be transmitted, always spell them out using the ITU Standard phonetic alphabet. Do not improvise a phonetic alphabet; if you don’t know the ITU-recommended phonetics, learn it, or keep a copy in front of you handy for reference.

15) Always acknowledge calls and instructions. If you cannot copy, or respond to the call immediately, then tell the caller to repeat or stand by. Otherwise, acknowledge each call immediately.

16) Never acknowledge calls and instructions unless you understand the call or instructions perfectly. If you do not understand, ask for a repeat. Make sure you have the instruction right before acknowledgment.

17) NCS stations frequently are very busy with work that is not on the air. If you call the NCS and do not get a reply, be patient and call again in a minute or two. If it is an emergency, call more often and state that it is an emergency; otherwise, just space the calls to the NCS until they answer. You may be in a dead spot; try moving your position slightly until acknowledged. Above all, be patient.

18) **ONLY TRANSMIT FACTS.** Do not clutter up the air with non-essential information. Be careful what you say on the air!

19) Always know where you are located. If you are mobile or portable and moving around, always keep a sharp lookout for location identification. The NCS and many others may need to know exactly where you are physically located, so keep a sharp eye on surroundings. If called upon, you can accurately describe your location at any time. This is particularly important if you are with a search team or other mobile units.

20) Always keep a monitor on the net frequency. If you must leave the frequency, ask permission from the NCS to change. Advise the NCS of the change and always report back to the NCS when you have returned to the net frequency. It is vital that the NCS knows the whereabouts of each station in the net, and it is up to you to keep the NCS advised.

These suggestions are intended to help you become a better EMCOMM operator, however many of them will help you become a better operator all together if followed.