

Amateur Packet Radio Field Reference

Cupertino ARES/RACES

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1 Quick Reference

County Packet BBS Specifics

Frequencies are in MHz

Call Sign	Connect	User Access	NOTES
W1XSC	W1XSC-1	145.750, 223.620, 433.570	Cup PRIMARY
W2XSC	W2XSC-1	145.730, 223.560, 433.590	
W3XSC	W3XSC-1	144.310, 223.540, 433.450	
W4XSC	W4XSC-1	145.690, 223.600*, 433.550	Cup SECONDARY

*223.600 is primarily for BBS forwarding; O.K. for back-up user access, testing.

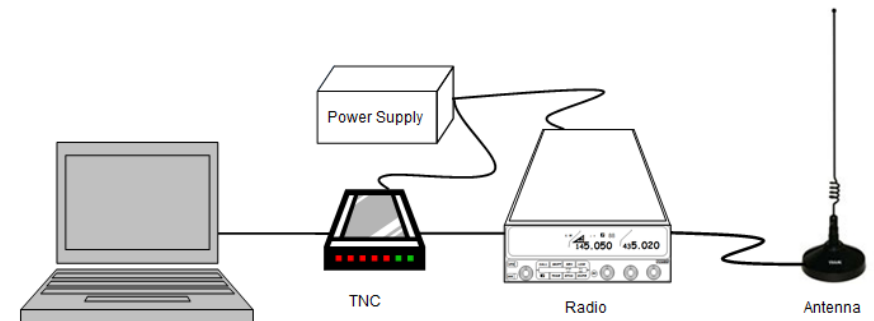
BBS Locations

Call Sign	Location
W1XSC	San Jose
W2XSC	Crystal Peak (South County)
W3XSC	Palo Alto
W4XSC	Frazier Peak (East of Milpitas)

8 Amateur Radio Packet Overview

What is Ham Radio Packet?

- Amateur packet radio is one of many digital modes that hams can use.
- Packet Radio is used to transmit digital data by radio or other wireless communications links.
- Packet radio can send to or retrieve "mail" from a packet Bulletin Board System (BBS).



Typical Packet System

- Computer: Runs the packet software that communicates with the BBS.
- TNC: Terminal Node Controller; the interface between your radio and your computer (similar to a telephone modem).
- Radio: Set to the frequency of the BBS and other packet stations.
- Antenna: Connected to the Radio.
- Power Supply: Powers the Radio and TNC; could also be a battery.

Why use Packet Radio?

- BBSs allow messages to be stored, retrieved, or forwarded throughout the connected BBS network.
- The recipient does not need to be on line to get the message, meaning that messages can be retrieved at the recipient's convenience.
- Packet is ideal for passing lists of material, addresses, instructions, or complex words (e.g. pharmaceuticals or chemicals)
- We would use packet radio for the same reasons we would use internet email: message accuracy, delivery, and the ability to handle message complexity.
- The Santa Clara County Emergency Management Association (EMA) knows that our local communications infrastructure **WILL FAIL** during an earthquake and **expects** Ham Radio to enable the response and speed the recovery. Packet Radio is part of the response.

- When all required fields are filled in, the top banner turns **Green** and the controls are enabled. When done, press the **Submit to Outpost** button at the top to pass this message to Outpost.

The screenshot shows the XSC ICS-213 Message form. The top banner is green, and the 'Submit to Outpost' button is circled in red. The form contains the following fields:

- MESSAGE FORM**: SCCo ICS Form 213 (05/29/2019) PIF 2.1
- Date:** 11/19/2019
- Time:** (24 hr clock) 10:08
- Situation Severity:**
 - ☐ Emergency (e.g. life threat)
 - ☐ Urgent (e.g. property threat)
 - ☒ Other (all others)
- Message Handling Order:**
 - ☐ Immediate (as soon as possible)
 - ☐ Priority (less than one hour)
 - ☒ Routine (more than one hour)
- Message Requests You To:**
 - ☐ Take action
 - ☐ Yes
 - ☐ No
 - ☐ Reply
 - ☐ Yes, by: _____
 - ☐ No
 - ☐ For your info (no action required)
- ICS Position:**
 - Operations:** Xanadu EOC
 - Location:** Xanadu Fire Station / ICP
 - Name:** _____
 - Telephone #:** _____
- ICS Position:**
 - Incident Commander:** _____
 - Location:** Xanadu Fire Station / ICP
 - Name:** _____
 - Telephone #:** _____

- The form data is extracted, formatted, and transferred to Outpost where it is loaded in a message form and opened.
- NOTE!** If you don't see the message form, then check the Windows Tool Bar for a new highlighted Outpost icon.
- Fill in the **To:** field. All other fields are disabled.
 - When done, press **Send**.
 - From Outpost, press **Send/Receive** to send the message.

The screenshot shows the XND-861P_R_ICSC213_ICP Staffing Summary (PM:551) form. The form is titled 'Private Message' and contains the following fields:

- Bbs:** W1XSC-1
- From:** XNDEOC
- To:** _____
- Subject:** XND-861P_R_ICSC213_ICP Staffing Summary

The form also contains a list of staffing summary items:

- 1. [OTHER]
- 2. [ROUTINE]
- 3. [10:08]
- 4. [Operations]
- 5. [Incident Commander]
- 6. [Xanadu EOC]
- 7. [Xanadu Fire Station / ICP]
- 8. [ICP Staffing Summary]
- 9. [The following staff is in place at Xanadu Fire Station / ICP]
- 10. [Rec-Sent: [sender]]

Cupertino Tactical Calls

Cupertino OES

CUPCCC	Citizen Corps
CUPDOC	Citizens Corps DOC
CUPDPW	DPW/Service Center
CUPEOC	EOC
CUPMRC	Med Reserve Corps
CUPOPS	Field Ops
CUP911	CUP ALT91
CUP469	Comm 469 PSCV

ARKs

CUPMVA	Monta Vista ARK (Z1)
CUPRSA	Regnart Sch ARK (Z2)
CUPGGA	Garden Gate ARK (Z3)
CUPLSA	Lawson Sch ARK (Z4)

CUPDZA	DeAnza ARK (Z5)
CUPCSA	Creekside ARK (Z6)
CUPMRA	Montebello Ridge ARK
CUPSCA	Stevens Canyon ARK

City Parks & Rec

CUPBBF	Blackberry Farm
CUPCMP	Cali Mill Plaza
CUPCSP	Creekside Park
CUPFRP	Franco Park
CUPHOP	Hoover Park
CUPJOP	Jollyman Park
CUPLVP	Linda Vista Park
CUPMRP	McClellan Ranch Park

SCCo Tactical Calls

Santa Clara County OEM

XSCEOC	SCCo EOC, 55 W Younger Ave, San Jose
XSCRCT	SCCo RACES Communications Trailer
XSCRUL	SCCo RACES Unit Leader
XSCRRO	SCCo RACES (Chief) Radio Officer

Santa Clara County Communications

XSC911	SCCo 911 Dispatch
XSCCOM	SCCo Communications Center, 2700 Carol Dr, San Jose
XSCCIT	SCCo Communications Interoperability Trailer

CUPMEP	Memorial Park
CUPMVP	Monta Vista Park
CUPPOP	Portal Park
CUPSBP	Sterling Barnhard Park
CUPSSP	Somerset Square Park
CUPTOP	Three Oaks Park
CUPVAP	Varian Park
CUPWIP	Wilson Park
CUPQLN	Quinlan Center
CUPSEN	Senior Center

Public Safety

XSCSWS	Sheriff, West Side
XSCF71	Cupertino Fire
XSCF72	Seven Springs Fire
XSCF77	Monta Vista Fire

Local Services

CUPSAN	Cup Sanitary District
CUPWVS	West Valley Community
SJWEOC	San Jose Water
CUPSH[1-6]	Cupertino Shelters [1-6]

Neighborhoods

CUPFRM	The Forum
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Ad-hoc Addresses

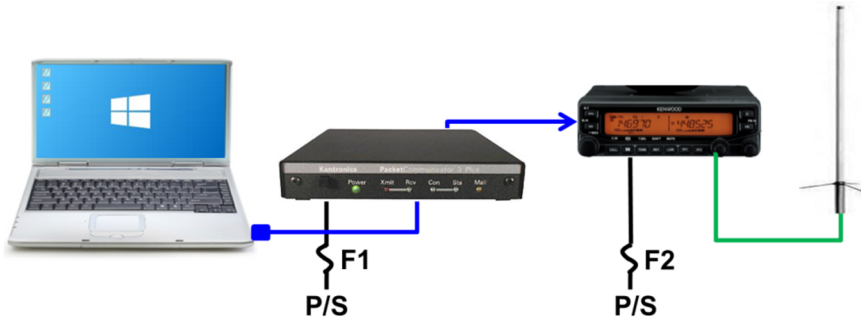
CUP001 through CUP009	
-----------------------	--

See these SCCo RACES Packet Notices for all SCC configured Tactical Calls:

- SCCo Packet Tactical Calls
- SCCo XSC Tactical Calls

2 Packet Startup Procedure

This is a four-step process for confirming the operational state of a packet station.



1. Connections: Confirm that all packet components are correctly cabled.

- _____ 1. Laptop; Serial USB Adaptor (serial comm port may exist on older laptop models and is an alternative connection).
- _____ 2. TNC
 - a. To PC: Serial modem cable to Serial USB Adaptor, or USB cable for newer KPC3+
 - b. To Radio: custom data cable; depends on the TNC and radio connection.
 - c. Power: fused, connected to battery or power supply
- _____ 3. Radio
 - a. To TNC: custom data cable (see above)
 - b. To Antenna: coax connected to antenna
 - c. Power: fused, connected to battery or power supply

2. Power Up: Apply power. Verify all devices are correctly powered up.

- _____ 4. Laptop boots up, battery is charged or power adaptor plugged in
- _____ 5. TNC: Apply power, verify Power LED lights up; Verify the fuse LED is NOT lighted (indicates a blown fuse).
- _____ 6. Radio: Apply power, verify radio turns on

3. Equipment Settings: Confirm all equipment settings. This occurs prior to starting Outpost.

- _____ 7. Use a laptop terminal program (Ipserial.exe, PuTTY.exe) to verify Comm Port Settings.
- _____ 8. TNC Settings:
 - a. Check Comm Port settings
 - b. TNC: cmd: int terminal
 - c. TNC: cmd: CD Software

	jurisdictions within the county.
XSC EOC-213RR Resource Request	PackItForms version of the Santa Clara County Resource Request Form.
XSC OA Municipal Status	Report city status and incidents
XSC OA Shelter Status	Report shelter status
XSC Allied Health Facility Status	Report skilled nursing facility status
XSC RACES Mutual Aid Request	Request RACES resources

Other Forms

ICS 309 Communications Log	Creates a standard ICS 309 Comm log report based on packet messages sent. Different report options let you customize the data and look and feel. Run this report at the end of your shift.
Generic ICS-213 Message Form	This form is a program that can run on a remote PC on the same subnet as Outpost. See the ICS-213mm Message Manager User Guide for details.
Legacy PacFORMS	Replaced by PackItForms

2. For City-to-County packet messages, use the above SCCo RACES PackItForms or free-form messages.
3. Run PackItForms from Outpost to ensure several of the default fields are automatically filled in.
4. Select the PackItForm to use; the form opens in a browser.

Completing the PackItForm

5. Required fields are all highlighted in **RED**.

- From Outpost, press **Send/Receive** to connect to the BBS and send the message.

NOTE! The file name is set automatically as part of the message Subject. This will come in handy at the receiving end. Also, in the above example, note that the user added a “_R_” to indicate the Priority.

7.5 Receiving a spreadsheet .csv file

Continuing with the above example, proceed to recover the file as follows:

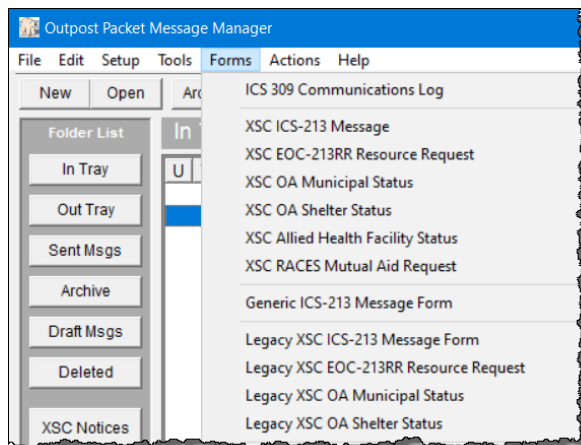
- At the receiving station, once the message arrives, open the message.
- Press **File->Save As** from the Outpost message menu.
- The file name will default to the message’s subject with the correct ‘csv’ file extension. Press **Save**. Close the message.
- Open your spreadsheet program.
- Press **File->Open** from the Excel menu. Change the “Files of Type” to “Comma Delimited (*.csv).” Locate the file saved by Outpost. Press **Open**.
- The entire message is brought into the spreadsheet. Delete any header lines that show up in the file.

7.6 Sending a PackItForm message

*For Santa Clara County EOC use only.
Not for use within Cupertino.*

- PackItForms are browser-based, fill-in-the-blank, html message forms used within Santa Clara County.

To open the forms from Outpost, go to the Forms Menu, and choose the desired form.



Form name	Purpose
Standard Santa Clara County PackItForms	
XSC ICS-213 Message Form	Send a message from the cities/agencies to Santa Clara County EOC, or other

- Radio set to the frequency for the selected BBS
 - Tone set to NONE
 - Offset set to NONE
 - Squelch is open
 - Radio is set to high power
 - Correct side of the radio is selected for packet (depends on the radio)

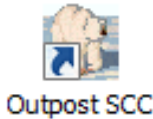
4. Outpost Application Settings

- Laptop Application (see Section **Error! Reference source not found. Error! Reference source not found.**)
 - Station ID is set to your FCC Call Sign
 - Tactical Call is set per your operational instructions
 - PC Time is checked to be the correct time
 - BBS is set to the required BBS
 - TNC is set to the TNC type you are using
 - Other Outpost configurations

3 Outpost Packet Message Manager

3.1 Application Startup

1. **Start Outpost.** Look for the Outpost icon on the PC desktop, and double-click on it.
2. The **Station ID Form** opens.



- a. Use the **User Call Sign** dropdown to select your call sign. If your FCC call sign is not listed, press **New** and fill in all fields. Verify the User Fields are filled in as follows:

User Call Sign:	< your call sign >
User Name:	< your name >
Message ID Prefix:	<Last 3 chars of your call sign>

- b. Press **Apply** when Done.
- c. Use the **Tactical Call Sign** dropdown to select your tactical call. If your assigned Tactical call is not found, press **New** and fill in all fields. Verify the Tac Call Fields are filled in as follows:

User Tactical Call:	<input checked="" type="checkbox"/> CHECKED.
Tactical Call Sign:	< per your assignment >, 6 characters
Additional ID Text:	Short description of the location
Message ID Prefix:	< Usually, the first or last 3 characters of your tactical call, or your call sign>

- d. Press **OK** when done. The Outpost main form will open.

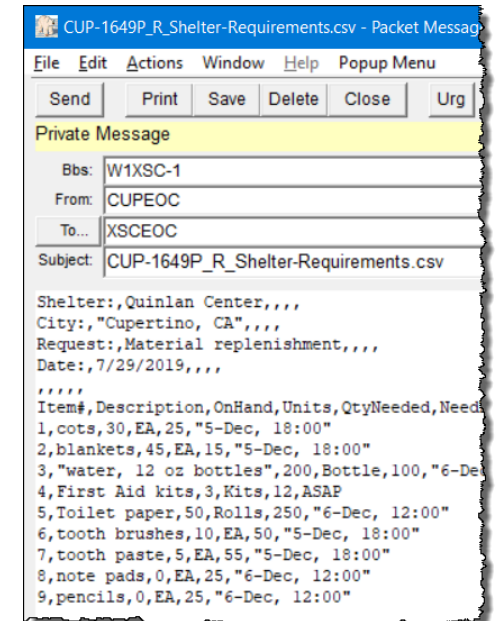
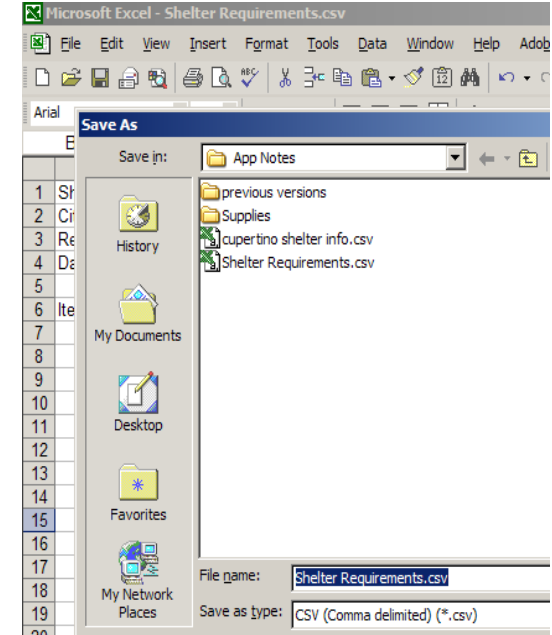
7.4 Sending a spreadsheet .csv file

Attempting to send a standard spreadsheet file will cause Outpost, the BBS, or both, to hang because of embedded binary content in the spreadsheet.

However, most spreadsheet applications support a way to export spreadsheet data into one or more ASCII formats that are compatible with Outpost.

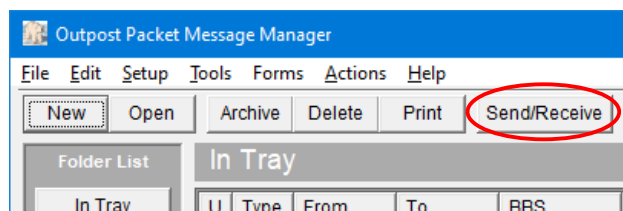
This approach works with many spreadsheet packages.

1. Once the spreadsheet is created, move a copy of it to the PC where Outpost resides.
2. At the Outpost PC, open the spreadsheet, press **File->Save As** from the spreadsheet menu.
3. Change the "Save as Type" to "Comma Delimited (*.csv)". Press **Save**. A file with a *.csv extension is created.
4. Back at Outpost, press **New** to open a new message form.
5. Press **File->Open** from the Outpost message menu.
6. Change the "Files of Type" to "All files (*.*)".
7. Change the directory to where the *.csv file is located, select the file, and press **Open**. The *.csv file is copied into the body of the message.
8. Take a look at this example on the right. Note that all fields are separated by commas, and fields with embedded commas are surrounded by quotes.
9. When done, press **Send** to move the message to the Out Tray.



NOTE! Not adding any additional subject line detail (Handling Order and message summary) will delay processing your message on the receiving end.

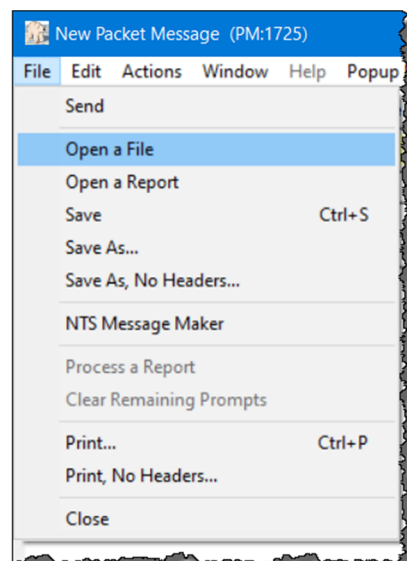
5. Enter the body of the message.
6. Press **Send** when done.
7. From Outpost, press **Send/Receive** to connect and send the message to the BBS.



7.3 Sending a text file

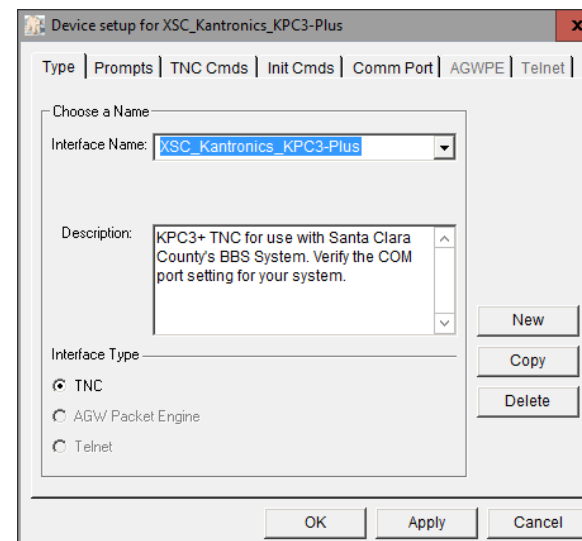
The text of the message can originate from a text file created elsewhere. To import a message from a text file, do the following:

1. From the Outpost main form, click on the **New** button.
2. Select **File > Open a File**. Navigate to the directory where the file resides and select the file. Press **OK**.
3. The text will be loaded into the Message area.
4. The message Subject is set to the text file name.
5. Press **Send** when done.
6. From Outpost, press **Send/Receive** to connect and deliver the message to the BBS.

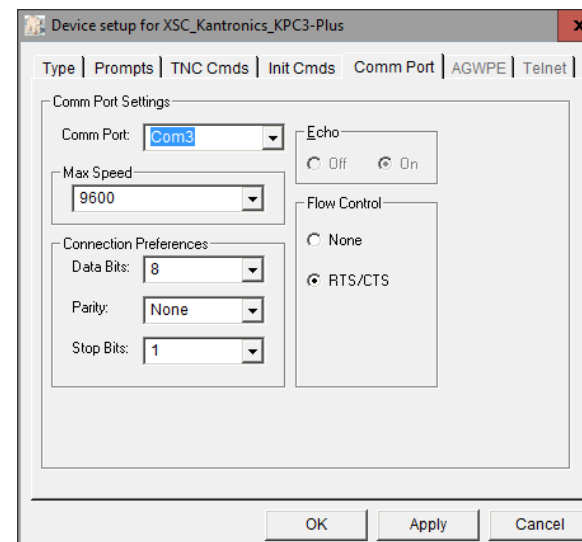


3. Set up the TNC. From Outpost, select **Setup > TNC Settings**.

- a. On the *Type* tab, select the Device Name, such as **XSC_Kantronics_KPC3-Plus**, or whatever TNC you have.



- b. On the *Comm Port* tab, select the PC Comm Port to which the TNC is connected. Only existing Comm Ports will be listed.



- c. For KPC3: do not change any fields on any other tabs.
- d. Press **OK** to Save your settings.

4. **Set up the BBS.** From Outpost, select Setups > BBS Settings.
 - a. On the Name tab, select the primary BBS Name for your city. If that BBS is not available, select your secondary BBS.

- b. Set **BBS Type** to “Let Outpost determine...”
 - c. Press **Set/Get TNC** to reopen the TNC Settings form, and press **OK** from that form. This links the TNC to this BBS.
 - d. Do not change any fields on any other tabs.
 - e. Press **OK** to Save your settings
5. **Confirm your settings.** Check the bottom of the Outpost main form and confirm you see your Station ID, Tactical Call, BBS, and TNC listed as you have just set up.

2. Recipient Address and Message

To ensure the message gets to the right person, fill in the rest of the message.

Subject: Fill in the rest of the subject line after the Message ID.

Message Body

From: Whom is the message from? Include the ICS position or function.

To: To who do you want to receive the message? Include ICS position or function.

Message Fill in the message details.

Signature: Put whom the message is from.

7.2 Free-Form Message

1. From Outpost's main window, press the **New** button to create a new message. A blank message form opens.
2. The **BBS:** and **From:** fields are filled in with the BBS and From Station call sign or tactical call that were previously defined.
3. Fill in the **To:** field with the call sign or tactical call of the station to receive this message.
4. Complete the **Subject:** text. Add a message description after the Message ID characters (**XND-862P** in this example).

7 Creating packet messages

7.1 Packet message addressing basics

Addressing a packet message requires 2 types of addresses:

1. What individual do you want to receive the message?
2. What packet station can deliver it to the individual?

We want to “embed” our message below into a packet message with additional addressing information

From: Ops, Xanadu Fire ICP
To: Ops, Xanadu EOC
Subj: ICP Staffing Summary

~~~~~  
~~~~~  
~~~~~

Signed,  
Dave Miller Ops Chief

BBS: W1XSC-1  
From: XNDFS1  
To: XNDEOC  
Subj: XND47823P: ICP Staffing Summary

From: Ops, Xanadu Fire ICP  
To: Ops, Xanadu EOC  
Subj: ICP Staffing Summary

~~~~~  
~~~~~  
~~~~~

Signed,
Dave Miller Ops Chief

1. Packet Address Header

The packet address header gets the message to the correct packet station.

- BBS:** The “store and forward” mail drop where this message is sent. **Automatically filled in.**
- From:** Tactical call of your packet station. **Automatically filled in.**
- To:** Destination station
- Subject:** Outpost automatically sets the Message ID in the subject line. You need to fill in the rest of the subject text.

Use the SCC **Standard Subject Line Format** as follows:

<SenderMsgNbr>_<HandlingOrder>_<MsgSummary>

XND-478P_R_ICP Staffing Summary

Short description of the contents of the message
R=routine, I= Immediate, E= Emergency
3-character message prefix, a hyphen, a “P”, and a message number

6. **Other SCC Outpost Settings (Installer v160).** While there are several settings that can be made in Outpost, the following are the default settings for operating in the SCC County BBS system.

NOTE: For Alt911 deployments, see *Section 4.3 Cupertino Packet Settings for ALT911 Deployments* for specific settings.

Setup > Station ID

Tab	Option	What to set
Signature	<input type="checkbox"/> Insert a signature for <call> in all messages []	Optional

Setup > BBS

Tab	Option	What to set
Retrieving	<input checked="" type="checkbox"/> Retrieve Private Messages	Checked
	<input type="checkbox"/> Retrieve NTS	Unchecked
	<input checked="" type="checkbox"/> Retrieve Bulletins	Checked
	<input type="radio"/> All new Bulletins	A XSCPERM LA
	<input type="radio"/> Selected Retrieval	A XSCEVENT LA
	<input checked="" type="radio"/> Custom Retrieval	A ALLXSC L> CUP
	NOTE: Add the last 2 lines as shown	
	<input type="checkbox"/> Skip NTS Messages that I send	Unchecked
	<input type="checkbox"/> Skip Bulletins that I send	Unchecked
	<input type="checkbox"/> Keep messages on BBS, do not delete after retrieving	Unchecked

Tools > Send/Receive Settings

Tab	Option	What to set
Automation	<input checked="" type="radio"/> Manual – Initiate Send/Receive sessions manually.	Checked
	<input type="checkbox"/> Send a message immediately when it is complete	Unchecked
	Send/Receive Button Setup <input checked="" type="radio"/> Send/Receive	Checked
Receiving	<input type="checkbox"/> Play this sound on arrival:	Unchecked
Printing	<input type="checkbox"/> Auto print	Unchecked
	<input type="checkbox"/> Print received messages	No preference
	<input type="checkbox"/> Print received, sent messages	
	<input checked="" type="checkbox"/> Print with message headers	Checked
Notifications	<input checked="" type="checkbox"/> Print Delivery, Receive Receipts	Unchecked
	<input checked="" type="checkbox"/> N0 through N3	Check All
Other	<input checked="" type="checkbox"/> Play this sound... [sound136.wav]	Checked
	<input checked="" type="checkbox"/> Show the TNC session form during Send/Receive	Checked

- a. Press **OK** to Save your settings.

Tools > Message Settings

Tab	Option	What to set
New Messages	<input checked="" type="radio"/> Set default to Private	Checked
	<input type="checkbox"/> Create and send NTS messages as private	Unchecked
	<input type="checkbox"/> Default destination [_____]	Unchecked
Message Numbering	<input checked="" type="checkbox"/> Add Message number to subject line <input checked="" type="radio"/> With hyphenation	Checked
	<input checked="" type="checkbox"/> Add Message Number Prefix	Checked
	<input type="checkbox"/> Add message number separator	Unchecked
	<input checked="" type="checkbox"/> Assign a local message number to inbound messages.	Checked
Replies / Forwards	<input checked="" type="radio"/> Set default to private	Checked
	<input checked="" type="checkbox"/> Close original message on reply or forward	Checked
Receipts	<input type="checkbox"/> Always request a Delivery Receipt	Unchecked
	<input type="checkbox"/> Always request a Read receipt	Unchecked
	<input checked="" type="checkbox"/> Auto-Delivery Receipt	Checked
	<input type="checkbox"/> Auto-Read Receipt	Unchecked
Deleting	<input checked="" type="checkbox"/> Prompt before permanently deleting a message	Checked
Adv	<input checked="" type="checkbox"/> Automatically start Opdirect Message Capture System	Checked
	Opening a locally created PacFORM... <input checked="" type="radio"/> Never <input type="radio"/> Prompt <input type="radio"/> Always	Never
	If the msg was previously submitted <input type="radio"/> Never <input checked="" type="radio"/> Prompt <input type="radio"/> Always	Prompt
	Opening a received PacFORM... <input type="radio"/> Never <input type="radio"/> Prompt <input checked="" type="radio"/> Always	Always

- Press **OK** to Save your settings.
- Exit and restart Outpost to ensure the **Adv** Opdirect settings take effect.

Tools > Report Settings

Tab	Option	What to set
Variables	Global Variables: Next Message Number [###]	Next Msg Number
	Organization:	"Cupertino ARES"
	County:	"Santa Clara County"
	All other fields at your discretion	Optional
ICS309	<input checked="" type="radio"/> No Automation	Checked
	Task ID:	Activation No.
	Task Name:	Event Name
	Radio Operator Name:	See Station ID Form
	Station ID:	See Station ID Form

6.1 Create the ICS 309 Communication Log

Follow these steps to produce the Packet ICS 309:

- From Outpost, go to **Tools > Report Settings**, 3rd tab, "Other ICS309 Fields." Enter all fields. These fields automatically flow to the ICS309 Form. Then...
- From Outpost, go to **Forms > ICS 309 Communication Log**. Note all header fields are filled in.
- Select **Period** Tab. Select **Range**, set the **From:** and **To:** to the date/time range for when the event occurred.
- Select **Content** Tab. Put '**Delivered**' (no quotes) in this field to exclude Delivery Receipts.
- Select **Output** Tab. Check the formats you want printed. Multiple options are ok.

NOTE: If you do not have a printer, then select the **Microsoft Print to PDF** printer to produce a .pdf file.

- Press **Build Data Set**, then press **Print**.

6.2 Create an Archive of your messages

- From Outpost, **File > Export**, then select either "**This Folder**" (for the folder shown) or "**All Folders**" (for your entire system). Use meaningful file names. This creates an Outpost readable file that later can be imported back in to restore your messages to their original folders.

6.3 Create a printable list of your messages

- From Outpost, **File > Save All**.
- This will create an Ascii formatted file of all messages in the current folder with a Page Break embedded between each message. Use meaningful file names.
- Repeat this step for any other folder where event messages were created and stored.
- At some future time, this file could be printed to generate one message per page. Or, because the messages are in a .txt file, any one could be copied and pasted into another note pad, and printed for reference.

6.4 Reset (cleanup) Outpost for the next event

- Make sure you do all 3 of the things above.
- Go to **In Tray**, click on the first message, scroll down, Shift-Click on the last message to highlight all messages, then press **Delete**. Repeat for **Sent**, **Archive**, **Draft**, and any other folders in which you put event messages that were just backed up.
- Keep the contents of the folder "XSC Notices." These messages are for reference and prevents Outpost from downloading them again.
- In the **Deleted** Folder, highlight all and delete from the Deleted Folder.
- Hand off all logs and files to the EOC Documentation Unit.

5 CUPEOC Operations

Before the Event

- _____ 1. Familiarize yourself with the **C469-Packet-Procedures.pdf**.
- _____ 2. Set up all ISA Report Templates.
- _____ 3. Set up all ISA recipient Address Book entries.

During an Activation – Comm Van

- _____ 4. Follow **C469-Packet-Procedures.pdf**.

During an Activation – Remote CUPEOC

For specific activations, the **CUPEOC** Packet Station must be established from a remote / home location until C469 is in place and operational. To operate as the remote CUPEOC station, proceed as follows:

- _____ 5. **Set your Tactical Call.**
From Outpost, select **Setup > Station ID**.

Tab	Option
Station ID	<input checked="" type="checkbox"/> Use Tactical Call Tactical Call Sign: [CUPEOC] Additional ID Text: [Cupertino CA EOC] Message ID Prefix: [CUP]

- _____ 6. Press **OK** to Save your settings.
- _____ 7. Send County EOC a standard Check-in Message:

To: **XSCEOC**
Subject: <MsgNbr>_R_Check-In **CUPEOC, Cupertino EOC**
Body: Check-In **CUPEOC, Cupertino EOC**
 Present are:
 [List of FCC call signs and full names, one per line.
 Include Shift Supervisor, NCO, your name]
- _____ 8. Notify Net Control when CUPEOC Packet station is operational.
- _____ 9. Notify Shift Supervisor or Net Control of any event-specific County Notices.
- _____ 10. Pass Packet Traffic as directed by the Shift Supervisor.

6 Packet Documentation

Whether it be an exercise or a real activation, when its all over, there are 2 things that need to be done:

1. Submit all documentation to your jurisdiction's Documentation Unit for archiving.
2. Reset Outpost for the next deployment

- a. Press **OK** to Save your settings.

Tools > Log Settings

Tab	Option	What to set
	<input checked="" type="checkbox"/> L1: Send/Receive Session Window Logging	Checked
	<input type="checkbox"/> L2: Interface Data Logging	Unchecked
	<input type="checkbox"/> L3: Diagnostic Logging	Unchecked

- a. Press **OK** to Save your settings.

Tools > General Settings

Tab	Option	What to set
	<input checked="" type="checkbox"/> Show Station Identification Form on Startup	Checked
	<input checked="" type="checkbox"/> PC Time Check, at startup...	Checked
	Custom Folder labels: Folder 1 [XSC Notices] Folder 2 [] Folder 3 [] Folder 4 [] Folder 5 []	Recommended All others are optional.
Addressing	<input type="checkbox"/> Use hierarchical address Continent parameter in validation.	Unchecked
Profiles	Save profile changes when switching profiles... <input type="radio"/> Always (original Outpost behavior) <input checked="" type="radio"/> Prompt (avoids unintentional changes) <input type="radio"/> Always (best for shared stations with presets)	Prompt
Miscellaneous	<input checked="" type="checkbox"/> Auto-Print with Message Header	Checked
	Recently used configuration list [] entries	8

- a. Press **OK** to Save your settings.

Tools > Script Settings

Tab	Option	What to set
	<input type="checkbox"/> Run this script on startup []	Unchecked
	<input type="checkbox"/> Run this script on exit []	Unchecked
	<input checked="" type="radio"/> Send/Receive runs standard process	Checked

- a. Press **OK** to Save your settings.

7. **Connection Test.** Verify connectivity with the BBS. From the Outpost Main Menu tool bar, press **Send/Receive**. Verify that the Send/Receive Session Window opens. When done, verify that it closes without error.

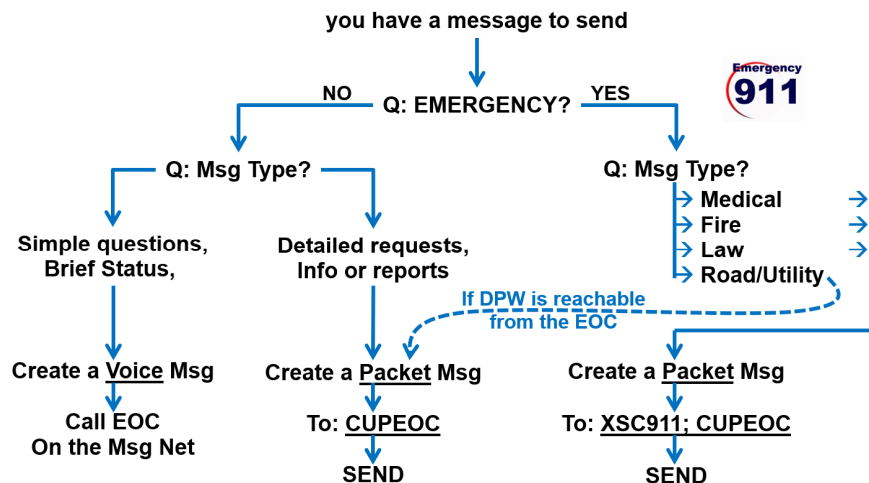
4 ALT911 Packet Message Handling

4.1 Introduction

Description: This procedure describes how packet operators will handle the intake of emergency requests from the field and transmission to Santa Clara County Communications for dispatch.

Process

1. Set up Packet for Emergency Use.
2. Ask the right questions, gather the right information. Ensure you have enough information for County Comm to create an actionable and dispatchable event.
3. Create the message. Use the Alt-911 message form to record all information, then load it into the **Alt911** packet program.
4. Address it to the right place:
 - a. For emergencies – Medical, Fire, Law:
To: **XSC911; CUPEOC**
 - b. For emergencies – City Public Works (LGOV):
To: **CUPEOC**
 - c. For non-emergencies (requests, questions):
To: **CUPEOC**



4.2 Ask the right questions

1. First, determine if this really is an emergency?
 - If this is a real emergency (medical, fire, law), then pass as a 911 message to County Comm
 - If this is a real emergency (local access or road problem), then pass to the Cupertino EOC.
 - If this is a non-emergency request, question, or information, then pass it to the Cupertino EOC.
2. Ensure you have enough information for 911/County Comm for them to create an actionable and dispatchable event.

911 Requests	What does 911/County Comm minimally need to know?
GET THIS FIRST:	<ul style="list-style-type: none">• Location of the problem (address)• Reporting Person's (RP) name, contact phone number• When did you last see the problem? (hours, minutes)
Medical Assistance:	<ul style="list-style-type: none">• Age: How old is the person?• Gender: Male or Female• Medical problem (difficulty breathing, unconscious, severe bleeding, etc.)
Fire Report:	<ul style="list-style-type: none">• What is burning (Car, building, etc.)• Are there any people inside?• What is happening now (everyone is safe/trapped, heavy smoke, etc.)
Law Report:	<ul style="list-style-type: none">• Type of problem (suspicious person, fight, accident, break-in, etc.)• What is happening now (suspicious car on street, heard broken glass, etc.)
Local Gov't:	<ul style="list-style-type: none">• Type of problem (tree/pole down, water main break, etc.)• What is happening now (road is blocked, power line arcing, street flooding, etc.)

4.3 Cupertino Packet Settings for ALT911 Deployments

The following settings are in addition or a replacement of the settings listed elsewhere in this guide. From Outpost, make the following changes:

Tools > Send/Receive Settings

Tab	Option	What to set
Automation	<input type="radio"/> Schedule a Send/Receive Session every [10] minutes.	Checked
	<input checked="" type="checkbox"/> Send a message immediately when it is complete	Checked