



Telcall+ Operator Handbook

Using the full features of your HF radio

Written by Kim Rhodes (7880)
Additions and editing by Geoff Peck (0951)
Date: - 1st. April 2017 (version 2.3)

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio



Index

Telcall+ Function	Section	Page
<i>What is Telcall+?</i>	1	2
<i>General notes on terminology</i>	2	3
<i>Which bases do I use for Telcall+?</i>	3	4
<i>Base station types</i>	3.1	5
<i>Sending beacon calls</i>	4	5
<i>Emergency call</i>	5	6
<i>Sending and Emergency call</i>	5.1	7
<i>GPS send position general</i>	6	9
<i>What is logging your GPS position used for?</i>	6.1	9
<i>Where does my GPS position go?</i>	6.2	10
<i>Sending your GPS position</i>	6.3	10 & 11
<i>SMS message to phone from HF radio purpose</i>	7	11
<i>Sending a message from your radio to a mobile phone as an SMS</i>	7.1	11 > 13
<i>Error messages you may receive when text messaging</i>	7.2	13
<i>Sending a text message via your HF radio general</i>	7.3	14
<i>Sending a text message NGT example</i>	7.4	15
<i>MAIL BOXits purpose !?</i>	8	16
<i>Sending a message from your HF radio to another HF radio via Telcall+ & MAIL BOX</i>	8.1	16 > 18
<i>Make direct dial phone calls from your HF radio</i>	9	19
<i>Out-n-About™ mobile phone app. See separate user manual for Out-n-About™</i>	10	19

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

1 *What is Telcall+?*

Telcall+ from Austravel Safety Net Inc. is a one word platform name for a range of innovative remote area HF radio services.

- **Telephone Interconnect**
 - Direct dial phone from your HF radio to any Australian land line or mobile phone (in service).
- **H.E.L.P. (4357)**
 - Austravel base operators (emergency respondents) are alerted by SMS to your GPS or selcall to H.E.L.P. (4357)
 - Either way - no matter which way you send your HF radio alert for help and assistance, multiple Austravel base operators will see your urgent text alert and quickly respond.
 - H.E.L.P. call responders will know who you are which Austravel base and channel you called through, and if you have GPS fitted, they will know your GPS coordinates.
 - All HF radios with a selcall facility can make an Austravel H.E.L.P. (4357) emergency call via an Austravel Safety Net Inc. (primary) base station. There is no restriction on this core “safety in the outback” service, and is included in you annual membership fee.
- **GPS**
 - Log your GPS co-ordinates any time using HF radio or mobile phone
 - Austravel emergency responders receive your GPS coordinates during an emergency call situation
 - Family, friends will be able to see your location via the password secured Out-n-About™ mobile phone app
 - Or within the password secured Austravel web site
 - Automatically interrelates with the Austravel H.E.L.P. call system
- **SMS**
 - Send a text message from your HF radio to any mobile phone in Australia
- **MAIL BOX**
 - Two way text messaging (i.e. send & receive)
 - Family and friends with the Out-n-About™ app can send a text message to the Austravel members MAIL BOX
 - Send a text message to Austravel members MAIL BOX from your HF radio.
 - Their HF radio isn't switched on! Doesn't matter - Austravel members can be sent and then retrieve MAIL BOX messages any time they contact an Austravel (primary) base, anywhere in Australia. (7 day limit applies)
 - MAIL BOX messages can be sent via Perth Base W.A. stored in the cloud, and delivered later at (say) Casino Base NSW.

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

As a precursor to being able to use all the additional Telcall+ features, and unlock your HF radios potential, you must have a few things in place. First you must subscribe to Telcall+. This is additional to your annual membership fee (i.e. an extra \$30/year) noting pro rata payments do not apply.

In addition to making H.E.L.P. (4357) calls in different quick and convenient ways, you can unlock new HF radio technologies devised by Austravel members for Austravel members; providing your HF radio technically supports these functions (*the newer the HF radio the more likely these functions are supported*).

However if you wish to log your GPS position from your HF radio onto the website or the **Out-n-About™** phone app you must also have a suitable GPS receiver unit connected to a radio with the appropriate function operating (technical support ma

A common GPS receiver is the Garmin Model GPS16X-HVS

Pictured right - with other brands available.



Additionally you can log your GPS position to the Telcall+ system using the Out-n-About™ phone application. The scroll panel **Phone GPS** allows a position to be sent automatically or manually when in a mobile phone coverage area.

It is much better to have a GPS fitted to your radio but this helps members whose radios are too old to support a GPS function. Your phone GPS position may still be relevant in an emergency and of course family and friends can monitor your camping travels.

2 General notes on different manufactures terminology

Please note that in this document a “Channel Test” call is the same as a “Beacon” call and is used to ping a base to find the best channel. A “Message” call is the same as a “Page Call”. The same type of call is named differently for different radio types and brands. You need to know this if you are cross referencing to your radio makers handbook for operation. I am also assuming you are reasonably fluent with using your radio and making normal selcalls and beacon / channel testing to another mobile station or to the Austravel base stations. This text does not intend to cover normal operation functions on your radio.

If you are not comfortable with normal usage of your HF radio you may need to do some other reading and practice with your radio before the following will make easy sense.

The following (Table 1) of radios are all (likely) used by Austravel club members. Use the table to see what features are supported with your radio. Your radio must have selcall ability at a minimum to send an emergency call.

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

Table 2 below shows bases and channels currently available. Remember you must be able to beacon a Telcall+ base on an appropriate channel before a Telcall+ function will successfully operate.

3.1 Base Station Types Table 2.

Base Location	Base Selcall number	Telcall+, SMS, GPS, Mail Box	Telephone	Available Channels for Telcall+, SMS, GPS, Mail Box
Perth	6199	Yes	Yes	1,2,3,4,5,7,8,10
Alice Springs	8199	Yes	Yes	3,5,7,8
Casino	2199	Yes	Yes	3,5,7,8
Kununurra	6299		Yes	3,5,7,8
Shepparton	3199		Yes	3,5,7,8
Perth Operator	6001	No	No	1,2,3,4,5,7,8,10

Now we have sorted that your radio is suitable and you know which base to try for, go ahead with the following.

You do not need to read this whole manual. Just use the index for help with the items you need.

4 Sending Beacon Calls

I know you all know why to do this but I will recap anyway.

By making beacon calls to a selected base you get to hear the answer back from the base which is always a (doe,ray,me 3 times) response. You can send several beacon calls to a base on different channels before you decide on the best channel. The clarity of the reverberate back that you hear by ear; is what you use to select the best channel for your next action.

Your next action on the best channel might be:-

- Making a phone call through the radio
- Sending your GPS position to a base
- Sending an SMS to a mobile phone
- Sending a MAIL BOX message to another members radio
- Or just sending a selcall to initiate delivery of any MAIL BOX messages that may be waiting for you
- Send an Emergency call with a selcall or send position call to 4357

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

If you have MAIL BOX messages from another member's radio or from friends with the **Out-n-About™** phone app, stored waiting for delivery to you, these messages will come to your radio after one of the above actions is finished. The MAIL BOX message(s) will be delivered to you on the channel you were just using, as the Austravel base radio computer system knows that is the best channel to deliver any messages to you at that moment. So after you have done some actions just listen for a few seconds, if you here a selcall like sound, just wait till it finishes before putting your radio back on scan as it may be a message for you. Best to turn your radio mute off when making calls so you can hear responses.

A selcall to any of the Austravel (primary) bases will initiate message delivery to you from Austravel's MAIL BOX. A selcall to an Austravel base does not cause any alarms or alerts to an operator. It is OK in this system to send selcalls to a base. Use beacon calls first to establish best channel to use.

Only Perth base has an "in situ" operator and Roy can be contacted directly on 6001. In this instance use beacon calls then selcall.

IMPORTANT NOTE:- The Austravel bases beacon call responses gets the same sounding reply call as a selcall to a base. Remember if a base won't answer a beacon call on an expected channel, it may be busy on another channel with someone else.....try again a bit later or try another channel.

5 **Emergency call:-**

- Emergency Call is the single most important feature of Telcall+
- This H.E.L.P.(4357) emergency call function simplifies your ability to raise attention for radio communication with you. It rejuvenates the purpose of having HF radio.
- It initiates multiple level responses from emergency respondent H.E.L.P. base operators ensuring your emergency call is handled in a timely manner.
- H.E.L.P. (4357) emergency calls automatically send vital information including your GPS position (if GPS fitted to your radio) via SMS to an emergency respondent list of Austravel base operators.
- All Austravel base operators within the emergency respondent list will respond to your emergency, with the first responder making contact.
- The H.E.L.P. (4357) emergency call system is a Telcall+ feature and is available to all Austravel club members regardless of Telcall+ subscription status. You only need selcall capability. (**Safety First for all...some financial conditions may apply after usage by non Telcall+ subscribers**)

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

As stated earlier, Austravel's H.E.L.P. emergency call system is manned by several volunteer members who remain ready to assist remote area travelers; whilst these same Austravel H.E.L.P. volunteers are also available to receive and pass on emergency messages to you from family and friends.

So remember when travelling, leave your radio on scan as much as possible and listen to the morning and afternoon skeds; otherwise Austravel may not be able to locate you in times of need!

We are all aware that the RFDS has ceased HF radio operations in most states of Australia. RFDS no longer monitors the emergency red call button of our radios. This has left some radio users wondering what to do to initiate an emergency call.

5.1 Send an Emergency call:- (red button on some radios)

The (H.E.L.P 4357) emergency call possibilities have now been simplified to the following.

- You can now send a "Secall" or "Send Position" call to H.E.L.P. (4357). Key in either H. E. L. P. or 4357 (same thing) on the alphanumeric buttons on the microphoneor radio front panel.

You can also send a H.E.L.P. call via the ***red button** on your radio (*limited option to *certain later makes & models of HF radio. Seek technical advice as the radio must be set up before this will operate.*)

- Selcall on any channel that you think may have propagation to any of the Telcall+ equipped (primary) bases. You only need to utilise the one selcall (4357) number. **You do not have to address a specific base.**
- When the H.E.L.P. (4357) selcall number is acknowledged at any of the three (3) Telcall+ primary bases, it will initiate an automated SMS message to all of the emergency respondent base operator's mobile phones simultaneously.
- **When your "successful "emergency call is received** at a (primary) base, a reply or revertive is sent back. A message capable radio will show you a message (EMERGENCY RESPONSE ACTIVATED) where as with an old radio you just have to hear the revertive response. If you do not hear a revertive response within a few seconds of your call finishing then send the emergency call again. As you know atmospherics sometimes interfere with selcall sending.

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

- From the successful 4357 call all base operators receive an automated SMS message that there is an emergency call from your selcall number. The SMS message looks something like this example:-

Emergency SMS initiated by emergency call from a later model radio:-

Emergency [4357](#) call from mobile [1226](#) Perth
Base. Channel: 02. Last known (radio or phone)
position just now Lat:-[32.949184](#)
Lon:[115.910919](#) Geoff Peck (QLD), please initiate
Emergency Response Procedure

Emergency SMS initiated by emergency call from an old model radio:-

Emergency [4357](#) call from mobile [1226](#) Perth
Base. Channel: 02. No GPS position available.
Geoff Peck (QLD), please initiate Emergency
Response Procedure

- This automated SMS gives the H.E.L.P. base operators the information they require to connect with the most appropriate Austravel base station to establish either voice contact with you and / or Selcall back to you in the vehicle.
- At this point, once HF radio contact is made, your emergency requirements can be managed by voice over the radio.
- It's important therefore, once you initiate a H.E.L.P. (4357) emergency call, that you stay by your radio and listen out for the H.E.L.P. base operator to make contact with you. It may take few minutes before your initial selcall is acknowledged, wait and be patient, and remember that the base operator will talk to you by phone interconnect via a base.....adherence to two way radio procedures assures a quality outcome.
- Under certain stressful emergency situations, some people may have difficulty remembering the emergency selcall number, this has been anticipated and therefore the Telcall+ emergency system will also respond to 000, 112, 911 or 4357 selcalls. Any of these options can be sent as either as selcall or Send Position call.

Emergency calls can only be accepted by Telcall+ (primary) base stations.

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

NOTE: 1 (Red Button) Only Codan NGT radios are confirmed to have the red emergency button programmed to send an emergency call at this time. This must be set up on your radio before it will operate. If the red button is not programmed you can still send H.E.L.P. emergency calls using a 4357 selcall.

NOTE:2 One of the call types like SECALL is EMERGENCY CALL, particularly on NGT radios where after pressing the "call button" you can scroll down to this "call type". It is OK to use this call type. However to cater for all radio types Telcall+ allows SELCALL , SEND POSITION CALL and EMERGENCY CALL to all be used for emergency calls. It does get a bit confusing when writing EMERGENCY CALL emergency call. An emergency call type automatically sends the GPS position information so in reality it is very similar to a SEND POSITION CALL.

6 GPS position send (general)

- You must have a GPS receiver connected to your radio.
- Radio and GPS must be turned ON.
- GPS must have been on for a few minutes at least, to allow time to acquire satellites.
- You must select a channel suitable for the base you intend to use.
- Use Beacon calls to test channels as required.
- i.e. the (primary) base of choice must be able to receive you OK if you are to send your position.
- The chosen base then passes the information up to the web page via its internet connection.
- Alternatively you can send a position from your Out-n-About phone app if you have phone coverage.

6.1 What is Logging your GPS position used for?

- Presented to Austravel H.E.L.P. emergency respondents, in particular if you send an emergency "GPS Send" call to H.E.L.P. (4357)
- Used for map display within Austravels' secure web page
- Used for map display on **Out-n-About™** phone app.
- Create GPS previous and current location history

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

6.2 *Where does my GPS position go?*

After you have sent your GPS position successfully, the information is sent to Austravels' web site and available for viewing as per www.austravelsafetynet.org.au web functionality.

Note that having a GPS unit fitted also provides valuable information in the advent of needing emergency assistance.

Your position information is available to users of the mobile phone app **Out-n-About™** providing you have authenticated the users to your selcall number. With the **Out-n-About™** app you can also see a history of places visited of which the positions were sent.

There are separate information documents for **Out-n-About™** .

Other help documents are available for other types of radios.

6.3 *Sending your GPS position*

There are two ways to send a GPS position to the Telcall+ system. One is using your radio with attached GPS unit.

To send your GPS position is relevant to the type of radio you have. (*review you radio make and model instructions on sending a GPS position*)

For example on a Codan NGT:-

- press CALL button
- Select a possible channel and conduct a Channel Test Call to the SELCALL number of the base you have selected. (e.g. Perth would be 6199)
- If a good (doe,ray,me 3 times) revertive response is heard on the selected channel then.....

- Press the CALL button again
 - then using the up/down scroll buttons scroll through the types of calls until **Send Position?** appears on the microphone display.
 - Then a short press of the CALL or TICK button will send your position to the selected base.
- The base will receive your GPS position and reply with a single message.
- **GPS POSITION RECORDED** (*job done nothing more to do, maybe put your radio back on SCAN but wait a few seconds to see if any MAIL BOX messages come in.*)

If you are not currently subscribed with Austravels' Telcall+ your reply message will be.....

- **GPS SERVICE DENIED**

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

If you're not subscribed to Telcall+, your GPS position is still available to a web supervisor to assist with emergencies but it is not available to your web page member login area or to the **Out-n-About™** phone app. i.e. your family members cannot access your position on the map in this instance.

The other way to log your position to the Telcall+ systems is using the Phone GPS panel in the Out-n-About app. Sending your position from your phone, while near your radio, is still valid position information. The Telcall+ system can work with either. It may be much easier than using the radio as well. Just use the radio GPS when there is no phone coverage.

This is a viable method for GPS to be added to a persons selcall identity even if they do not have a suitable radio. The limitation is that you need phone coverage.

7 SMS message to a mobile phone from your HF radio....purpose!

- You are located in a remote area (no mobile phone coverage) and wish to send family and friends private information in text form from your radio
- Text in these messages is not stored or available for anyone to see other than your intended destination. Once it is sent the text content is erased.
- Only metadata (not the message content) is held and displayed on the **Out-n-About™** phone app when you are logged in as the owner of the selcall number associated.

7.1 Sending a SMS (text) message from your HF radio to a mobile phonehow?

You can send text messages from your HF radio when in a remote area, directly to any mobile phone in Australia. Text messages are limited to 64 characters consisting of upper case characters, numbers and full stop only. When you send an SMS it's sent to a (primary) Austravel base station selcall number. (i.e. Perth 6199, Casino 2199, Alice 8199 etc.).

Press CALL on most radios and put in a base station selcall number of choice. Do beacon testing to select the best channel for communication to the chosen base. Press call again when best channel is known and step to the call type MESSAGE on Codan, PAGE CALL on Barrett. You need to be fluent with this on your radio type and there are additional information sheets for radio types available but this information is in the specific radio operation manuals.

Enter destination mobile phone number in the actual message you are about to type. Input all 10 digits of the phone number (e.g. 0427983329) then followed by the MESSAGE up to a total of 64 characters including the mobile phone number.

You can start typing straight after the phone number (*leave no space if you wish between last digit of the mobile phone number and first letter of your message*) meaning you have 54

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

characters for your message. A valid mobile phone number must be in the first 10 positions. Do not put spaces in the phone number.

Although this is a mobile phone number, it's required in the message line because the computer system at the base needs to see the mobile number first to be able to direct the text message by SMS to that particular mobile phone. Conversely if the base computer doesn't see the mobile phone 10 digits, in the message string, or accidentally you only entered (say) 9 digits, then the base computer will reject your message, and you will see a "MESSAGE FAIL" come back to you.

Your radios also have a place to put any phone number when making a direct dial HF radio telephone call. This is different and not the correct place for SMS messages. **Don't get confused.**

This table below is an example just to show characters against position available in a typical message send sequence.

Table 3. (the top row is just a character count)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
0	4	2	7	9	8	3	3	2	9	T	H	E		Q	U
17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32
I	C	K		B	R	O	W	N		F	O	X		J	U
33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48
M	P	S		O	V	E	R		T	H	E		L	A	Z
49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64
Y		D	O	G	S	.	1	2	3	4	5	6	7	8	9

i.e. 0427983329THE QUICK BROWN FOX JUMPS OVER THE LAZY DOGS 123456789

Something like this will appear on the recipient's phone as:-

Table 3.

Austrav7880
THE QUICK BROWN FOX JUMPS OVER THE LAZY DOGS. 123456789
Casino Base: Channel03

Some phones may show different formatting for the information depending on display settings

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

Austrav7880 will show up on the destination mobile phone as the sender ID. This may show up in different places on different mobile phones. It means the message came from the HF radio of Austravel Safety Net mobile 7880. (i.e. it will show your selcall number as the sender) You cannot reply to this sender ID.

THE QUICK BROWN FOX JUMPS OVER THE LAZY DOGS 123456789 is the actual message

Casino Base: Channel:03 is just general information that tells which base the message came through and the radio channel used. For most recipients this won't mean anything. If the recipient needed to contact the HF radio user back, they could call a helper from the Urgent Contact list. By providing the base and channel given in the SMS message would make it easier to find the HF radio member.

7.2 Error messages you may receive when messaging

When the SMS message is received by the Austravel (primary) base the base responds with a selcall sounding reply which will put a written message on your radio, that the SMS message was received successfully. On a Codan the message is (Call Complete.) If the number is correct and providing you are paid up with TELCALL+ the SMS message is now dispatched and probably already found and delivered the message to the destination mobile phone (*if mobile phone is switched on and in range of the mobile phone network*). Your radio may be beeping after the reply message. This is normal as you received a reply information message.

However if you made a mistake entering the number you will still get a first reply message from the base radio saying your message was received successfully.

Then it is checked to see if it is an "SMS" message or "MAIL BOX" message (*SMS message and MAIL BOX messages are quite different message services*). If it has a mistake in the SMS phone number or in the case of a MAIL BOX message, the selcall number is incorrect, the Austravel base control computer, will shortly after, send a second message telling you "INVALID NUMBER. MESSAGE FAILED".

If you are not paid UP TO DATE WITH Telcall+ or have not subscribed to the service, you will receive a message "MESSAGE SERVICE DENIED."

If the internet service connection to the base was not available for some reason then your message cannot be sent to SMS or mailbox. In this case the reply to your radio will be "SERVICE UNAVAILABLE"

In review...ensure your destination mobile phone number:-

- **starts at the beginning**
- **has all required 10 digits**
- **and your Telcall+ subscription is current**

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

Some radios have the ability to use upper and lower case and other symbols in a message. Lower case can be sent but will convert to upper case and only a full stop is valid in the other symbols.

If you have the **Out-n-About™** app and with the owner login you can view a history of messages sent from your radio showing dates and times but no text message content. If you have a family member login with the **Out-n-About™** app, they can send a message back to your HF radio. These back-to-you messages from family and friends are automatically delivered to your HF radio the next time you contact a Telcall+ base.

Generally speaking, later models HF Radio(s) are capable of sending text messages directly to another HF radio. Nothing unusual in that, as it's a normal radio feature and does not require a Telcall+ subscription to operate. But you must have propagation directly to the other radio to use this mode of text messaging. Normally if you can talk to another station OK you can probably send a text message direct.

7.3 Sending a message via HF radio (general)

- Radio must be turned ON.
- You must select a channel suitable for the base you intend to use.
- The Austravel (primary) base of choice must be able to receive you OK if you are to send a text message.
- Best practice therefore is to conduct prior beacon testing to establish best channel and base.
- Listen for a response from the base when sending a SMS text message or MAIL BOX text message to a base.
- When that transmission is finished (can take up to 30 seconds or more to send) and when and if your radio display shows "**Call Complete**" this means your text message is 100% received at the base and your SMS will be sent or MAIL BOX text message will be stored.

The chosen Austravel (primary) base then passes the information up to the web via its internet connection. If the message was a valid SMS it is sent, if the message was a valid MAIL BOX messages then it is stored ready for transfer to the nominated mobile radio.

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

7.4 Sending a text message (Codan NGT Example)

To send your text message is as per the instructions for your particular HF radio brand and model you have. (review you radio make and model instructions on sending text messages.)

For example on a Codan NGT:- (similar on other radios)

- press CALL button
- Select a possible channel and conduct a Channel Test call to the SELCALL number of the Austravel (primary) base you have selected. (e.g. Perth would be 6199)
- If a good (doe,ray,me 3 times) response is heard on the selected channel.....
 - then using the up/down scroll buttons scroll through the types of calls until **Message?** appears on the microphone display.
 - Then a short press of the "CALL "or "TICK" button will select the message area.
 - Here the up/down scrolls through 10 previously stored draft messages (if any).
 - Hold at one of the 10 draft messages (if any) and then press tick to Edit that message
 - Now write / edit your new message
 - Starting with the mobile phone number first if your text message is an SMS
 - or starting with the selcall number if your message is a MAIL BOX text message for another members HF radio
 - then press "Tick" to save the message
 - Then press the "Tick" again to send the message
- The Austravel base will receive you message and reply with a single reply message.
- **"Call Complete"**..... then it checks if all is ok for SMS or MAIL BOX dispatch.
- **If there is no further reply** (job done nothing more to do, maybe put your radio back on SCAN)
- **However, you may have a message in the system waiting for delivery to you , so don't be hasty, wait and listen for awhile (after Call Complete), it may be one of the following**
 - Error messages you may receive back :-
 - If not currently subscribed with Telcall+ your message reply will be....
 - MESSAGE SERVICE DENIED
 - or if you made a mistake in the mobile phone number in relation to an SMS message or the selcall number in relation to a MAIL BOX message
 - INVALID NUMBER. MESSAGE FAILED

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

8 Telcall+ MAIL BOXits purpose!

- Send a text message for relay to another Austravel member via an Austravel (primary) base.
- Send to the nearest clearest (primary) base. Receive a messages back the same way
- You can send a text message into one base (i.e. Perth) to a recipient say in NSW who will receive the text message from say Casino base.
- Text messages are held for up to 7 days waiting for the recipient to turn on their radio
- You can send a message to any Austravel members' radio when the recipient is off air or out of range and it will still get there in due course when they turn back on and selcall a base.

8.1 Sending a message from HF radio to another HF radio via Telcall+ MAIL BOX

You can send a message from your radio to the cloud MAIL BOX where it is held for up to 7 days to be relayed to another mobile HF radio when they switch on and call a Telcall+ equipped (primary) base. Messages can be sent into one (primary) base and out from another (primary) base. This gives Australia wide coverage mobile to mobile very easily.

Messages are limited to 64 characters.

Enter destination SELCALL number of another members HF radio in your network. USING ALL 4 DIGITS (e.g. 0880), then the MESSAGE up to a total of 64 characters which includes the target selcall number.

You can start typing straight after the entry of the selcall number, but your first character following the last digit of the secall number:-

- **can be a blank space**
- **or a letter of the alphabet**
- **however It cannot be a numerical number**

meaning you have up to 60 characters for your message.

This table below is an example just to show characters against position available in a typical MAIL BOX message send sequence.

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

Table 3. (**reiterating** that the 5th. character in your message string of your text message cannot be a number!)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
0	8	8	0	T	H	E		Q	U	I	C	K		B	R

17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32
O	W	N		F	O	X		J	U	M	P	S		O	V

33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48
E	R		T	H	E		V	E	R	Y		L	A	Z	Y

49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64
D	O	G	S		1	2	3	4	5	6	7	8	9	0	

i.e. **0880THE QUICK BROWN FOX JUMPS OVER THE VERY LAZY DOGS 123456789**

This message will be received by the Telcall+ (primary) base you are using and then up loaded to a holding MAIL BOX. The MAIL BOX for eg 0880. message senders information is also held.

The next time the Austravel member (0880) sends:-

- a selcall
- a GPS send call
- a SMS text message to a mobile phone
- a message to MAIL BOX

via any (primary) Austravel base, it will recognise 0880, then automatically sweep through the MAIL BOX system looking for any MAIL BOX message(s) for 0880 and after the initial sweep function is complete, the MAIL BOX will then deliver the message held for 0880 (if any). The MAIL BOX will use the base and the channel that 0880 just logged in with, for the reply.

For example if the MAIL BOX message was sent from mobile 1234, then the received MAIL BOX message will appear as:-

1234 THE QUICK BROWN FOX JUMPS OVER THE VERY LAZY DOGS 123456789

- 0880 (selcall) address is the MAIL BOX identifier of the intended recipient
- 1234 (selcall) address is the MAIL BOX identifier of the sender

Messages can traverse across Austravel (primary) bases hence across the country.

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

For reply if you edit the received message it is already set up for reply with the correct reply address included at the beginning of the message.

MAIL BOX messages are a little imperfect in that they are only transmitted once and rely on good signal from the base to you. Sometimes message data is corrupted by atmospheric conditions and a message may get lost.

Messages are only held for 1 week after which time they are automatically deleted from the MAIL BOX system. It's advisable not to put anything too important in this type of message, or consider sending your text message to your intended recipient, once to the mobile phone SMS system, and then again to the MAIL BOX system. This may cover off any failures in final delivery.....a decision best made on the day!

It is expected that Austravel members will use normal BEACON testing of channels to establish the best channel to use to a given base. After the best channel is known then send a selcall to the Telcall+ (primary) base and it will then deliver any messages pending to you.

Sending your GPS position or another message will do the same. The Telcall+ (primary) bases being Barrett equipped make the same reply (revertive) sound for BEACON or SELCALL. Know which call type you are sending and evaluate by ear. This is the normal method of best channel selection. (review section 3).

Family and friends using the **Out-n-About™** phone app can also place messages in the Austravel MAIL BOX system for you to receive. Further information on how family and friends can send you a text message to you for onwards delivery to your HF radio, please refer to the **Out-n-About™** operation manual.

MAIL BOX Operation Error Messages you may receive back:-

If you are not currently subscribed with Austravels' Telcall+ your reply message will be.....

- "MESSAGE SERVICE DENIED." (seen on your radios screen)

If you made a mistake in the SMS message phone number, or the MAIL BOX message selcall number, your reply message will be:-

- "INVALID NUMBER. MESSAGE FAILED" (seen on your radios screen)

Austravels' TELCALL + Operator Handbook

Using the full features of your HF radio

9 Make direct dial phone calls from your HF radio

This is a standard feature which has always been available to members of the Austravel Network. Your Telcall+ additional membership allows you to make a connection directly from your HF radio to any Australian mobile or home phone.

You need to use your normal radio operator manual to give you the information for making a phone call. Phone interconnect is available through all (primary & ancillary) Austravel bases. Use beacon calls to select best channel for base choice.

10 Out-n-About™ mobile phone app (See separate user manual for app)

Austravel Safety Net Inc. has available for club and family members, an option to purchase application that operates on an android or apple mobile phone or tablet. The application named **Out-n-About™** can be purchased from the appropriate Google or Apple play store.

Family and friends with the Out-n-About™ app can:-

- See on a map the last radio or phone logged position of selected members
- Zoom the map, change to Satellite imagery.
- View a history of previous GPS positions on the map or list.
- View and direct call anyone on the Austravel urgent contact list. From this list a family member can talk to one of our base operators and ask for assistance to contact a mobile radio in the field.
- Can send a message from their mobile phone to a member's HF radio in the field using MAIL BOX.

You the owner of the Austravel selcall identity using **Out-n-About™** can:-

- Do all of the above plus the following additions
 - You can request a GPS position from your own vehicle HF radio
 - You can delete GPS positions from your position history
 - Send your mobile phone GPS position to the Telcall+ system from anywhere in the world with phone data or wifi access.
 - You can view a list of message metadata sent from you radio selcall number
 - You can view a list of base stations and their available channels. This list also shows if the bases are currently operational.
 - Send a text message to any suitable HF radio in the club.

You need to pay your Telcall+ subscription for the Austravel for Out-n-About™ app to operate. The app is an optional extra as many of the above features will be free on the Austravel Safety Net web pages in the near future. Further information for purchase and pin numbers is available from Kim Rhodes on 0427983329 or e-mail 7880@westnet.com.au