

992 Emergency SMS Service

User Guide

In the past, the speech and/or hearing impaired could call for police assistance by reporting to 992 Fax Emergency Hotline. With the growing popularity of using Short Message System (SMS) in the community, Police received requests from various Non-Governmental-Organizations to provide a dedicated Short Message System Emergency Hotline for the speech and/or hearing impaired. With the support from the telecommunications companies and the funding granted by the government, this service was launched in October 2004.

What is 992 Emergency SMS Service?

- In emergency situation such as serious illnesses, traffic accidents, crimes, fire, etc. and nobody is around to help you to call 999, you may send a SMS message with your registered mobile phone or household fixed line telephone to the police requesting for assistance.
- Registration of service is free of charge. This service supports Traditional, Simplified Chinese or English SMS messages.
- If your SMS message does not have your location, the police may, according to the registered residential address on your application form, look for you or contact your family in order to provide assistance when it is necessary.

Who can use the 992 Emergency SMS Service?

- (1) Any person who cannot use 999 emergency service owing to speech or hearing impairment; **and**
- (2) The person has successfully registered to use the service with information provided to the Hong Kong Police Force.

Does the system work with all mobile phones or fixed line telephones?

- No, but this 992 emergency SMS service is available at most mobile phone and fixed line telephone service providers in Hong Kong for citizens who have successfully registered.

Steps to apply for the use of 992 Emergency SMS Service

Online Application

- (1) Create a user account in the HKPF Online Applications Platform (“the Platform”) at <https://www.es.police.gov.hk> or log in to the Platform with ‘iAM Smart’ account.
- (2) Select 992 Emergency SMS Service on the Platform.
- (3) Complete the online application form and upload application documents.
- (4) The application information, after being verified, will be passed to the authorized telecommunications company for record in the database.
- (5) Upon receipt of the information, the authorized telecommunications company will send a confirmation SMS message to the registered user. Receipt of such SMS message means that “992 Emergency SMS Service” is ready for use.

Application in Person at Designated Organization or Police Station

- (1) Attend a designated registration organization or Police Station in person for registration.
- (2) Complete and submit the application form to the designated registration organization or Police Station.
- (3) The information, after being verified, will be passed to the authorized telecommunications company for record in the database.
- (4) Upon receipt of the information, the authorized telecommunications company will send a confirmation SMS message to the registered user. Receipt of such SMS message means that “992 Emergency SMS Service” is ready for use.

Would the use of 992 Emergency SMS Service be affected if I change or cancel my telephone number or residential address?

- Yes. Registered users **must** update the registration record online through the HKPF Online Applications Platform at <https://www.es.police.gov.hk>, or approach respective registration organization or Police Station in person to update your personal information as soon as practicable.

How to Report by 992 SMS Message?

The 992 Emergency SMS service should only be resorted to when you are in an emergency situation and are not able to report by fax or ask someone to call 999 for you.

Step 1

- Prepare a SMS message with the following information –
 - (1) Detailed address of the incident (including the district, street, estate, and building name/no., floor, flat, etc).
 - (2) Nature of the incident (please refer to Important Tips 4&5) or the type of assistance requested: police, fire or ambulance service.
 - (3) Number of injured (if applicable). This information will facilitate the deployment of sufficient officers to the scene.
 - (4) Whether you are trapped (if applicable). This information will facilitate the deployment of appropriate types of vehicle and equipment to the scene.
 - (5) Other useful information (to be provided under safe circumstances), e.g. A burglary has occurred and the burglar is still in the house.
- Press 992 to send out the SMS message.

Step 2

- Wait for the **acknowledgement SMS message** from the Report Centre: If the Report Centre receives your 992 SMS message, they will send you an acknowledgement SMS message such as “Report is received. Police will arrive soon.”

Step 3

- Wait for the police/ rescue unit(s) at the scene: If under safe circumstances, please wait for the rescue unit(s) at the scene. The Hong Kong Police strive to respond to all genuine emergency reports within an average time. The average response time in Hong Kong Island and Kowloon Area is 9 minutes while that in the New Territories Area is 15 minutes.

Step 4

- The Report Centre will send out another SMS message to request for more information if rescue unit(s) cannot locate the subject person at scene.

Step 5

- If situation has changed (e.g. you decide to go to hospital yourself or you have moved to another location) and under safe circumstances, please remember to send another SMS message to notify the Report Centre of the latest situation.

What should you do if you do not receive an acknowledgement SMS message?

- **SMS messages may not be always reliable:** You should **assume transmission has failed** if you do not receive any acknowledgement SMS message within 5 minutes after you have sent out your SMS message. You may: (1) resend your SMS message or (2) seek assistance by other means.

Important Tips

- (1) **Do not try texting 992 indiscriminately. False report by 992 is an offence.** This service is applicable within the territory of Hong Kong only, and free of charge. Most of the mobile phone and fixed line telecommunication companies support this service, enabling SMS messages by mobile phones and fixed line telephones.
- (2) After you have applied for the use of this service, the authorized telecommunications company will upload your information onto the system and send a confirmation SMS message to your registered number.
 - If you do not receive the confirmation SMS message after a specified date, or you find any wrong information in the message, please do **not** send any SMS message to reply or make enquiry. You should instead contact your registration organization or Police Station.
 - Receipt of a confirmation SMS message means that the 992 SMS Emergency Service is ready for use. However, please don't try if you don't have genuine need, as this will waste police manpower and resources.
- (3) **Clear your message inbox regularly:** The Report Centre will send an acknowledgement message to the sender. To avoid receipt failure due to full message box, you are reminded to clear your inbox regularly.
- (4) State your location clearly to avoid delay: Since some streets and estates in Hong Kong have same/similar names, and you would communicate with the Report Centre through SMS messages but not directly by voice, you must give your exact location and information clearly to avoid any delay.

Example 1: Rm XX, X/F, Tin Hei House, Tin Ping Estate, Sheung Shui (note: Lung Tin Estate in Lantau Island also has a building of the same name.)

Example 2: No. 10 Law Uk Village, Pat Heung (Note: Tsing Yi and Tin Shui Wan also have villages of the same name.)

- If you do not know where you are or your exact location, you should try to give some indicating names of main streets, buildings, shops, cinemas, banks, etc. in your SMS message. *Example: "I was injured in a car accident near the XX bank outside Exit A of Sheung Wan MTR Station."*
- If you plan for hiking in rural area, you should inform your family of the details of your route in advance. There are distance posts along the government hiking trails, and you may make use of the serial number on the post for location reference.
- In the meantime, the Hong Kong Police launched the "HKSOS" emergency rescue mobile application in 2024, designed specifically for citizens participating in various outdoor activities on land, sea, or air. The App allows users, or their emergency contacts, to press the "SOS" button during emergencies to directly connect to the 999 emergency call centre with a single tap. "HKSOS" also supports individuals with hearing or speech impairments. Persons with special needs can register on the HKSOS app to alert the 999 call centre of their specific requirements. For more details, please refer to the following video at <https://www.youtube.com/watch?v=ugs3GUtT8C0>

- (5) **Reference content for requesting assistance:** You may refer to the examples below to compile your 992 SMS message:-

Incident Location	Type of Assistance	Incident (Examples)
Detailed address of the incident (including the district, street, estate, and building name/no., floor, flat, etc)	Fire	Leakage of gas/ liquid petroleum gas (you must be away from the scene and under safe circumstances before sending the SMS message), Fire, Trapped inside the house, Traffic accident with someone trapped, Person fell into the sea, Person found hanging, Feeling unwell in hiking
	Ambulance	Heart attack, Chronic tracheopathia, Diabetes, Serious injury, Traffic accident, Coma, Accidental injury (indicating area of wound(s)), Sick (Note: if you are alone inside a house, specify whether you can open the door by yourself.)
	Police	Robbery, Wounding, Dispute, Fighting

- (6) Wait for the rescue unit(s) at the scene if it is safe.
- (7) If situation has changed (such as you decide to go to hospital yourself or you have moved to another location), please remember to send another 992 SMS message to notify the Report Centre of updated situation.
- (8) **Pre-set messages are faster and more accurate:** You can store some messages in your telephone in advance, for example your residential address/ details of emergency contact person, so that you can send out a SMS message quickly in emergency situation.
- E.g. I am at Flat XX, 10/F, Tin Hei House, Tin Ping Estate, Sheung Shui. I am requesting for assistance due to..... (Input details of the incident as required by the situation). Emergency contact: Chan Tai Ming at 9000 9000 (if applicable).*
- (9) The maximum capacity for each 992 SMS message is 70 Chinese characters or 160 English letters. A space should be used to separate the sentences if no punctuation mark is used.
- (10) **False report by 992 is an offence:** If a person causes any wasteful employment of the police by knowingly making to any person a false report tending to show that an offence has been committed, or to give rise to apprehension for the safety of any person or property, or tending to show that he has information material to any police inquiry he shall be guilty of an offence.
- (11) If you have any questions about the 992 Emergency SMS Service, you may contact the following organizations for more information. Additionally, proof of membership issued by the following seven designated non-governmental organizations can be used as supporting documents when applying for the service:

Designated Registration Organizations

Organization	Tel No.	Fax No.	Email
Chinese YMCA of Hong Kong Y's Men's Centre for the Deaf Unit 2, G/F, Sau On House, Sau Mau Ping Estate, Kowloon	2717 1754	2348 1612	deafctr@ymca.org.hk
Cheung Ching Lutheran Centre for the Disabled Hong Kong Lutheran Social Service P2/F, Ching Ho House, Cheung Ching Estate, Tsing Yi	2495 0118	2434 2198	r02@hklss.hk
Hong Kong Association of the Deaf No. 109 & 111-118, G/F, Chi Mei House, Choi Hung Estate, Kowloon	2327 2497	3104 2497	info@hongkongdeaf.org.hk
Hong Kong Society for the Deaf (1) Jockey Club Hong Kong Centre Podium Floor, Hong Shing Court, Healthy Village, No. 668 King's Road, North Point (2) Tseung Kwun O Centre G/F, Sheung Mei House, Sheung Tak Estate, Tseung Kwan O (3) New Territories Centre Unit 18-23, G/F, Leung Yin House, Leung King Estate, Tuen Mun	2854 2676 2711 1974 2711 5688	2815 4723 2761 4390 2711 5877	hsw@deaf.org.hk tsw@deaf.org.hk ntcoffice@deaf.org.hk
The Hong Kong Council of Social Service 12/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai	2864 2934	2864 2962	reh@hkcss.org.hk
Silence (1) Pak Tin Integrated Service Centre No. 1, G/F, Tsui Tin House, Pak Tin Estate, Shek Kip Mei (2) Jockey Club Fanling Integrated Service Centre Room 113-115, Cheung Yu House, Cheung Wah Estate, Fanling	2777 0919 3619 7642	2777 0677 3619 7644	info@silence.org.hk
Hong Kong Sign Language Association Unit H, 16/F, Phase 4, Tai Lin Pai Road, Kwai Fong	6414 0307	3011 5494	info@hksla.org.hk

Designated Police Stations

1.	Region	Report Room	Address of Report Room
1.	Hong Kong Island	Central District	No.2 Chung Kong Road, Sheung Wan, Hong Kong
2.		Peak Sub-Division	No.92 Peak Road, Hong Kong
3.		Western Division	No.280 Des Voeux Road West, Hong Kong
4.		Aberdeen Division	No.4 Wong Chuk Hang Road , Hong Kong
5.		Stanley Sub-Division	No.77 Stanley Village Road, Stanley, Hong Kong
6.		Wan Chai Division	No. 1 Arsenal Street, Wanchai, Hong Kong
7.		Happy Valley Division	No.60 Sing Woo Road, Happy Valley, Hong Kong
8.		North Point Division	No.343 Java Road, Hong Kong
9.		Chai Wan Division	No.6 Lok Man Road, Chai Wan , Hong Kong
10.	Kowloon West	Tsim Sha Tsui Division	No.213 Nathan Road, Kowloon
11.		Yau Ma Tei Division	No.3 Yau Cheung Road, Yau Ma Tei, Kowloon
12.		Sham Shui Po Division	No. 37A Yen chow Street, Kowloon
13.		Cheung Sha Wan Division	No. 880 Lai Chi Kok Road, Kowloon
14.		Mong Kok District	No. 142 Prince Edward Road West, Kowloon
15.		Kowloon City Division	No. 202 Argyle Street, Kowloon
16.		Hung Hom Division	No.99 Princess Margaret Road, Kowloon
17.	Kowloon East	Wong Tai Sin District	No.2 Shatin Pass Road, Wong Tai Sin, Kowloon
18.		Sai Kung Division	No.1 Po Tung Road, Sai Kung, Kowloon
19.		Kwun Tong District	No.9 Lei Yue Mun Road, Kwun Tong, Kowloon
20.		Tseung Kwan O District	No.110 Po Lam Road North, Tseung Kwan O, Kowloon
21.		Sau Mau Ping Division	No.200 Hong Ning Road, Sau Mau Ping, Kowloon
22.		Ngau Tau Kok Division	No. 105 Concorde Road, Kai Tak, Kowloon
23.	New Territories South	Kwai Chung Division	No.999 Kwai Chung Road, Kwai Chung, New Territories
24.		Tsing Yi Division	No.13 Tsing Yi Heung Sze Wui Road, Tsing Yi Island, New Territories
25.		Tsuen Wan District	No.23-27 Tsuen King Circuit, Tsuen Wan, New Territories
26.		Sha Tin Division	No.1 Wo Che Street, Sha Tin, New Territories
27.		Tin Sum Division	No.2 Hin Keng Street, Sha Tin, New Territories
28.		Ma On Shan Division	No.200 Ma On Shan Road, Sha Tin, New Territories
29.		Lantau North Division	No.1 Shun Tung Road, Lantau Island
30.		Lantau South Division	No.1 Fu Kong Shan, Mui Wo, Lantau Island
31.		Airport District	No.8 Catering Road West, Chek Lap Kok, New Territories
32.	New Territories North	Pat Heung Division	Kam Tin Road, Pat Heung, New Territories
33.		Sha Tau Kok Division	Shek Chung Au, Sha Tau Kok Road Sha Tau Kok, New Territories
34.		Lok Ma Chau Division	No.100 Lok Ma Chau Road, Lok Ma Chau, Yuen Long, New Territories
35.		Tai Po Division	No.4 On Po Lane, Tai Po, New Territories
36.		Sheung Shui Division	No.8 Sha Tau Kok Road, Lung Yeuk Tau, Fanling, N.T.
37.		Tuen Mun Division	No.100 Pui To Road, Tuen Mun, New Territories
38.		Castle Peak Division	No.12 Wu On Street, Tuen Mun, New Territories
39.		Yuen Long Division	No.246 Castle Peak Road - Yuen Long, Yuen Long, New Territories
40.		Tin Shui Wai Division	No.11 Tin Yiu Road, Tin Shui Wai, New Territories
41.		Ta Kwu Ling Division	Ping Che Road, Ta Kwu Ling, New Territories
42.		Marine	Cheung Chau Division