



992 Emergency SMS 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, the preparation work was commenced in April 2004 and the system will be launched in October.

992 Emergency SMS is the first of its kind in the world!

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

No. Only successfully registered users can make use of the registered mobile phone or fixed line telephone to call for the emergency service. (Detail information can be obtained from the designated registration organizations, see page 4.)

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 with your registered mobile phone or household fixed line telephone to the police requesting for assistance.

Who can use the 992 Emergency SMS Service?

- (1) Any person who cannot use 999 emergency service owing to speech and/or hearing impairment; **and**
- (2) the person has been registered thro' one of the designated registration organizations.

Steps to apply for the use of 992 Emergency SMS

- (1) Go to a designated registration organization in person.
- (2) Complete the application form and return it to the designated registration organization.
- (3) The information, after being verified by the designated registration organization, will be passed to the authorized telecommunications company for storage in the database.
- (4) Upon receipt of the information, the authorized telecommunications company will send out a confirmation short message to the registered user. Receipt of such a message means that "992 Emergency SMS" is ready for use.

Would the use of 992 Emergency SMS be affected if I changed or cancelled my telephone number or residential address?

Yes. You **must** approach your registration organization to update your information **in person as soon as practicable**.

September 2004



How to Report by 992 SMS?

Only use the 992 SMS 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 You must give the following information in your 992 SMS message:

- (1) Detailed address of the incident (including the district, street, estate, and the number of the building, floor, etc).
- (2) Nature of the incident (please refer to Important Tips (3)) 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 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 received. Police will arrive soon.”

Step 3 Wait for the police / rescue unit(s) at the scene: If it is safe, 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 the New Territories Area is 15 minutes.

Step 4 The Report Centre will send out another SMS message to request for more information if they 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, remember to send another SMS message to notify the Report Center.)

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

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



Important Tips

(1) Do not try 992 indiscriminately: After you have applied for the use of this service, the authorized telecommunications company will upload your information onto the system and send a SMS message to your registered number for confirmation. If you do not receive the confirmation SMS message after the specified date, or you find wrong information in the SMS message, do **not** send any SMS message to reply or make enquiry. You should instead contact your registration organization.

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.

(2) Give your location clearly to avoid delay: Since some streets and estates in Hong Kong have the same/similar names, and you do not communicate with the Report Centre directly by voice thro' 992 SMS, you must give your exact location and the information clearly to avoid any delay.

e.g.: Rm XX, 10/F, Tin Hei House, Tin Ping Estate, Sheung Shui (note: Lung Tin Estate in Lantau Island also has a building of the same name.)

e.g.: 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 the names of the main street, building, shop, cinema, bank, etc in your SMS message.

e.g.: "I was injured in a car accident near the XX bank in Sheung Wan and Exit A of Sheung Wan MTR."

If you plan for hiking in the rural area, you should inform your family the details of your route. There are distance posts along the government hiking trails. You may make use of the serial number on the post for reference.

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

Type of assistance	Incident
Fire	Leakage of gas/LPG (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
Police	Robbery, Wounding, Dispute
Ambulance	Heart attack, Chronic tracheopathia, Diabetes, Serious injury, Traffic accident, Coma, Accidental injury (area of wound(s)), Sick (note: if you are alone inside a house, specify whether you can open the door by yourself.)

(4) Wait for the rescue unit(s) at the scene if it is safe.

(5) If situation has changed (such as you decide to go to hospital yourself or you have moved to another location), remember to send another 992 SMS message to notify the Report Centre.

(6) Pre-set messages are faster and more accurate: You can store some messages in your telephone in advance so that you can send out a SMS message quickly in emergency situation. For example, if you frequently go to hospital because of asthma, you may store the following messages in advance:

e.g.: "Asthma relapses. Needs ambulance service to hospital. Rm XX, 10/F, Tin Hei House, Tin Ping Estate, Sheung Shui."

e.g.: "I am now at Rm XX, 10/F, Tin Hei House, Tin Ping Estate, Sheung Shui. I need (input your request as appropriate)."

(7) 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.

(8) Clear the inbox regularly: The Report Centre will send an acknowledgement message to the sender. To avoid receipt failure due to full message box, you should clear your inbox regularly.

(9) SMS messages can be used with mobile phones and fixed line telephones: Most of the mobile phone and fixed line telephone companies support this service. (Please contact the designated registration organizations to obtain the update information.)

(10) Applicable within the territory of Hong Kong only.

(11) Your registered residential address: 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.

(12) Service charge: the service provider will charge you according to the rate on the service plan.

(13) False report by 992 is an offence: As making reports by 999, you have committed a criminal offence if you abuse the 992 SMS and make a false report, which wastes police manpower.

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
Hong Kong Lutheran Social Service Cheung Ching Lutheran Centre for the Disabled G/F, Cheung Ching Estate Community Centre, Tsing Yi	2495 0118	2434 2198	r2@lutheran.org.hk
Hong Kong Association of the Deaf 109 & 111-118, G/F, Chi Mei House, Choi Hung Estate, Kowloon	2327 2497	2327 7445	info@hongkongdeaf.org.hk
Hong Kong Society for the Deaf (1) Hong Kong Centre 668 King's Road, Healthy Village, Hong Shing Court (2) Kowloon Centre Room 509-516, Kar Man House, Oi Man Estate (3) New Territories Centre G/F, Ting Lung House, On Ting Estate	2854 2676	2815 4723	hsd@deaf.org.hk
	2711 1974	2761 4390	ksw@deaf.org.hk
	2711 5688	2711 5877	ntc@deaf.org.hk
The Hong Kong Council of Social Service 12/F, Duke of Windsor Social Service Bldg, 15 Hennessy Road, Wanchai	2864 2935	2864 2962	rh@hkcss.org.hk
Commissioner for Rehabilitation 20/F, Murray House, Garden Road	2973 8186	2543 0486	