

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, this service was launched in October 2004.

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 registered at one of the Designated Registration Organizations or Police Stations or in Hong Kong (a list of the Designated Registration Organizations and Police Stations are at pages 4-5.)

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 through one of the designated registration organizations or Police Stations.

Steps to apply for the use of 992 Emergency SMS

Online Application

- (1) Create a user account in HKPF Online Applications Platform (“the Platform”) at <https://www.es.police.gov.hk> or login 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 information, after being verified, will be passed to the authorized telecommunications company for storage in the database.
- (5) Upon receipt of the information, the authorized telecommunications company will send a confirmation short message to the registered user. Receipt of such a message means that “**992 Emergency SMS**” is ready for use.

Application in Person at Designated Police Station

- (1) Go to a designated registration organization or Police Station in person.
- (2) Complete the application form and submit it to the designated registration organization or Police Station.
- (3) The information, after being verified, 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 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 or a Police Station to update your information in person as soon as practicable.

How to Report by 992 SMS?

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 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 you 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 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.

(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.
- (10) This service is 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:** free of charge for registered users.
- (13) This service supports SMS messages in Traditional Chinese, Simplified Chinese and English only.
- (14) **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.

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	r02@hklss.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 Podium Floor, Hong Shing Court, Healthy Village, No. 668 King's Road, North Point Hong Kong (2) Tseung Kwun O Centre 6/F., Sheung Mei House, Sheung Tak Estate, Tseung Kwan O (3) New Territories Centre G/F, Ting Lung House, On Ting Estate	2854 2676	2815 4723	hsw@deaf.org.hk
The Hong Kong Council of Social Service 12/F, Duke of Windsor Social Service Bldg, 15 Hennessy Road, Wanchai	2864 2934	2864 2962	reh@hkcss.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
Silence (1) Unit 1, G/F, Tsui Tin House, Pak Tin Estate, Shek Kip Mei (2) Room A3, 4/F, Luk Hop Industrial Building, 8 Luk Hop Street, San Po Kong	2777 0919	2777 0677	info@silence.org.hk
	3541 9955	3541 9696	

Designated Police Stations

	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	Tai Po Division
33.	Sheung Shui Division		No.8 Sha Tau Kok Road, Lung Yeuk Tau, Fanling, N.T.
34.	Tuen Mun Division		No.100 Pui To Road, Tuen Mun, New Territories
35.	Castle Peak Division		No.12 Wu On Street, Tuen Mun, New Territories
36.	Yuen Long Division		No.246 Castle Peak Road - Yuen Long, Yuen Long, New Territories
37.	Tin Shui Wai Division		No.11 Tin Yiu Road, Tin Shui Wai, New Territories
38.	Pat Heung Division		Kam Tin Road, Pat Heung, New Territories
39.	Sha Tau Kok Division		Shek Chung Au, Sha Tau Kok Road Sha Tau Kok, New Territories
40.	Lok Ma Chau Division		No.100 Lok Ma Chau Road, Lok Ma Chau, Yuen Long, New Territories
41.	Ta Kwu Ling Division		Ping Che Road, Ta Kwu Ling, New Territories
42.	Marine		Cheung Chau Division