

# WHY TEXT?

The caller is deaf, hearing-impaired or speech-impaired

The caller is unable to speak because of a medical condition such as a stroke



The caller is in a situation where speaking would be unsafe, such as during an abduction or home invasion

# TEXTING FACTS

## How to Text-to-911

- Find the message or messaging icon or menu choice on your phone. Do not use a text app you downloaded.
  - Select 'create a new text message'.
  - Put 911 in the to: field.
  - Put your emergency and your location in the message body.
  - Do not attach or send pictures or videos.
  - Keep your message short and do not use abbreviations.
- After you enter your text, press send.
- If text to 911 is not available in your area you will receive a message instructing you to dial 911.
- Continue your dialog with the 911 center, and follow their instructions.

## When to Text-to-911

Make a voice call when you can. Text if you can't make a voice call, or if a voice call would put you in danger. Text-to-911 is not as fast as making a voice call. The 911 center may ask you to make a voice call if you don't know your location.

## Other Points to Know

- Your phone must be able to send a text message. You can find out by texting a friend or family member to be certain.
- Text-to-911 allows limited location information so it is important that you provide your location within your text message. It can be delayed.
- If text-to-911 doesn't go through, you will get a 'bounce-back' message telling you to make a voice call to 911.