



TEXTING FACTS

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.

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 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 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.



Non-Emergency 260-248-5121