

# TEXT TO 9-1-1



People in Oklahoma, Cleveland, Logan, and Canadian counties can now send a text message to 911 to request emergency help.



## CALL IF YOU CAN, TEXT IF YOU CAN'T

Traditional voice calls to 911 are still the fastest and most efficient way to receive emergency help. Because voice calls to 911 provide more information to 911 call centers, texting to 911 should only be used when you are unable to call. Call if you can, text if you can't.

### THE OPTION IS INTENDED FOR:

- People with speech or hearing disabilities
- Callers who need to remain silent or discreet
- Medical emergencies that render the caller incapable of talking

### TO REQUEST HELP VIA TEXT:

- 1** Open a new text message on your mobile device.
- 2** Type 911 in the recipient field.
- 3** Type the location of the emergency and hit "send."

The 911 dispatcher will respond with instructions or questions. You and the dispatcher can then have a text conversation that includes details about your emergency and information about help.

## ⊘ LIMITATIONS

### WHAT NOT TO TEXT

- Photos
- Videos
- Emoji characters
- Slang words or phrases

### CURRENTLY UNAVAILABLE

- Translation services (non-English speakers should send the address of the emergency first)
- Messages more than 160 characters

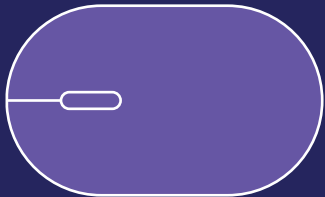


1140 N. Hudson Ave, Oklahoma City, OK 73103  
405.552.1010 | [www.palomarokc.org](http://www.palomarokc.org)

Palomar and its logo are trademarks of Oklahoma City Family Justice Center, Inc.



# MAKING CALLS WITH WIFI



When you make a WiFi call, you are using an Internet connection in place of your carrier's network connection.

## HOW TO MAKE A CALL USING WIFI

You can make a call using a computer or smartphone on your home wireless network or a public WiFi hotspot at a cafe or library, for example. Many third-party apps allow you to make voice calls using a WiFi connection, including Facebook Messenger, WhatsApp, and Skype.

## SETTING UP AND USING GOOGLE VOICE

### HOW IT WORKS

Google Voice is a service that gives you a new phone number for calling, text messaging, and voicemail. It is free to create a Google account to use this service. You can make calls or check your voicemail from any phone number.

### SETTING UP

If you have a phone, you can download the Google Voice app and forward Google Voice calls to your phone. If you don't have a phone, you can set up Google Voice and check voicemails and text messages at [voice.google.com](http://voice.google.com).

### MAKE AN OUTGOING CALL

- 1** From any phone, call your Google Voice number.
- 2** When you hear your voice message, Press the [\*] button.
- 3** Enter your four-digit PIN. You will be presented a variety of options.
- 4** To make a call, press [2].
- 5** Enter the phone number, including area code, then the [#] button.



1140 N. Hudson Ave, Oklahoma City, OK 73103  
405.552.1010 | [www.palomarokc.org](http://www.palomarokc.org)

Palomar and its logo are trademarks of Oklahoma City Family Justice Center, Inc.

