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遠足短訊留蹤服務



主辦單位



支持單位



參與流動電訊服務及營運商



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50222遠足短訊留蹤服務

遠足是一項有益身心的活動，但每年都有發生遠足人士失蹤事件，遠足安全絕對不容忽視。為了協助搜救隊伍搜尋遠足失蹤者，香港通訊業聯會(CAHK)特別義務推出「50222遠足短訊留蹤」服務。遠足人士只要將郊野公園遠足徑上標距柱的編號，以短訊發送至50222，資料便會被保密儲存三天。期間如遠足人士不幸發生意外，搜救隊伍便可參考他事前留下的標距柱編號，協助搜尋失蹤者，增加搜救機會和速度。

運作圖解



遠足人士在郊野公園遠足徑遠足時，路經標距柱，會見到每條標距柱均有獨立的編號，如麥理浩徑第一個標距柱編號為M001。

將標距柱上的編號(如M001)，以手機短訊傳送至50222。



短訊留蹤服務中心會隨即回覆確認短訊。
[如: 短訊已收到，請小心遠足安全!]

途經每一個標距柱，遠足人士均可重覆以上動作，讓系統可更準確掌握你的遠足路線。



資料會被加密儲存在服務中心3天。如期間沒有意外求助報告，3天後資料會被自動刪除。

期間如遠足人士遇到意外失去聯絡，親友報案後，有關方面出動搜救。



在搜救隊伍要求下，服務中心會將遠足人士早前提提供的標距柱位置資料，傳送搜救隊伍以協助搜救失蹤者。

常見問題

是否任何流動電話服務均可使用50222遠足短訊留蹤服務?

所有使用香港五大流動網絡服務供應商，包括中國移動香港、CSL (1010、one2free、新世界傳動網)、PCCW mobile、數碼通、3HK的流動電話服務均可使用。



流動電話預付卡用戶須確保親友知悉電話號碼，在報案時能提供正確的流動電話號碼，搜救隊伍才能應用短訊留蹤系統協助搜救。

使用服務要預先登記嗎? 要不要收費?

無須登記，所發留蹤短訊將不另收費。



在接近邊境地方遠足的人士留意，發短訊前請檢查是否已進入內地網絡，如是短訊則會作漫遊收費。遠足人士可考慮返回本地流動網絡覆蓋時再發短訊留蹤，又或採用網絡服務供應商的各種漫遊優惠。

能否透過智能電話或設備提供的短訊應用發送50222短訊?

暫時來說，50222遠足短訊留蹤服務只適用於香港五大流動網絡服務供應商所提供的短訊服務，一些智能電話或設備所提供的短訊應用軟件，以及透過網絡軟件所發送的文字訊息均不適用(如Skype)。



我們正研發50222短訊應用軟件供智能電話或設備使用，並將於服務的第二階段推出。

短訊內容要包括什麼?

只需上載標距柱編號(如M001)即可，不用任何內文，簡易快捷。若短訊載有其他內文，系統會發出短訊回覆至該遠足人士的手機，告知正確的格式。



系統只會提供符合正確格式的標距柱編號資料，及有關訊息之發放時間予搜救隊伍參考。

什麼人會看到我的短訊留蹤資料?

資料會直接送到香港通訊業聯會(CAHK)的短訊留蹤服務中心自動加密記錄，保留三天後刪除。如三天內接報要求協助，服務中心會檢查資料庫，如有相關資料便會直接電郵給專責搜救單位。



失蹤者家人也不能索取短訊留蹤資料。當有遠足人士失蹤時，搜救隊伍會按既定程序搜救，並視乎需要才會索取短訊留蹤資料協助尋人。

假如我打錯標距柱編號，或忘記發放短訊，或同一短訊發放沿途多支標距柱編號，會有問題嗎?

無論是打錯或忘記發放標距柱編號，遠足人士只要再發送一個最新及正確之編號留蹤即可。

如打錯標距柱編號格式或同一短訊內發放多支標距柱編號，系統則會發出短訊通知該遠足人士重新發送正確格式之標距柱編號留蹤。



是項服務鼓勵遠足人士行經每個標距柱，均以短訊留蹤，以構成一條完整的路線圖，方便搜救單位準確釐定搜救範圍。

我找不到標距柱，可否輸入沿途的其它標記資料?

此服務暫時只接受郊野公園遠足徑上的標距柱編號。

我收不到確認短訊?

確認短訊會即時發放，如遠足人士未能收到確認短訊，請重試發放留蹤短訊，或稍後到網絡接收良好的地方再試。



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SMS Hiker Tracking Service



Organizer



Supporting Units



Supporting Mobile Services and Operators



Email: smsenquiry@cahk.hk Tel: 2863 9903

50222 SMS Hiker Tracking Service

Hiking is a wonderful activity, but safety is essential. The Communications Association of Hong Kong (CAHK) has launched its new "50222 SMS Hiker Tracking Service" to help search and rescue of lost hikers. It helps to keep track of hikers' locations when they periodically "report in" via SMS, whenever they encounter Distance Posts (DP) along their trails. If no incident occurs within 3 days, the data will be erased, but in the event of a lost hiker, rescue parties can use the data to improve rescue time and success rate.

How It Works



Along trails, hikers will encounter various Distance Posts (DP) with their own unique numbers (e.g., the first DP of the MacLehose Trail is "M001").

Hikers SMS 50222 to report Distance Posts numbers (e.g., "M001")



A confirmation message will be returned immediately if a hiker's SMS is received. (e.g., "Message received. Have a safe hike!")

Hikers repeat this procedure at every DP they encounter.



Tracking data will be encrypted and stored, then erased automatically after 3 days if no incident is reported.

If a hiker is lost, his family or relatives can report to police for carry out a rescue operation.



Upon receiving rescue parties' request, the 50222 service center will email the tracking data to dedicated contacts. Rescue parties will analyze the DP records to help the rescue operation.

FAQ

Is the 50222 SMS Hiker Tracking Service usable by any mobile services user?

This service works with all Hong Kong's five major mobile operators: China Mobile HK, CSL (1010, one2free, New World Mobility), PCCW mobile, Smartone and 3HK.



Prepaid SIM Card users must inform families and friends of their mobile number(s) otherwise rescue parties cannot identify phone number ownership.

Do I need to register for the service? Any services charge?

No prior registration or cost is necessary.



To avoid SMS roaming charges, hiker must ensure the mobile service is connecting with Hong Kong's mobile networks.

Can I send the 50222 SMS by using messaging applications via smartphones or other smart devices?

50222 SMS service is only usable with Hong Kong's five major mobile operators SMS network in Phase 1. It is not usable by smartphone applications (e.g. skype).



50222 smartphone applications will be launched in Phase 2.

Any specific content format should be followed?

The system will reply with the correct format and advise a hiker to resend the DP no. again, if a hiker sends the SMS in an incorrect format or includes additional text in the message.



The system will only provide DP numbers and SMS sending times to rescue parties.

Who can access my SMS hike tracking records?

Tracking data is encrypted and stored at the CAHK SMS Hiker Tracking Service system, and erased automatically after 3 days if no incident is reported. Upon receiving rescue parties' request, the 50222 service center will email the tracking data to dedicated contacts.



Even family members of lost hikers cannot access the data.

If I SMS the wrong DP no., or forget to send SMS for the latest DP, what should I do? Can I SMS the DP nos. all at one time?

Simply resend a SMS with the latest and correct DP no. is needed. The system will reply with the correct format and advise hiker to resend the DP no. again, if a hiker sends the SMS in an incorrect format or SMS all DP nos. at one time.

Please send the DP no. ONLY when a hiker arrives at the point.



This SMS hiker tracking service encourages hikers to keep SMS regularly so that their whole hiking route can be tracked. Rescue parties can reference on the information to determine the searching area more accurately.

Can I key in other signage details in the SMS if I cannot find the Distance Post (DP)?

This service only recognizes the DP no. in the Country Trail at this moment.

I cannot receive the confirmation SMS.

Try to resend the SMS again when you reach a place where the network signal is better available. A confirmation message will be returned immediately if a hiker's SMS is received.