



Phone System Hints: Reprogramming business phone services

Q. Do I have to reprogram my phones?

Some workplaces block "N11" calls like 411 because they charge callers, but 2-1-1 is free. If you have an internal phone system or PBX, it may need to be programmed to recognize 2-1-1 as a valid (complete) number. Your IT support person or the phone system vendor will need to do this. If your IT support person has already programmed your internal phone system to accept 2-1-1 calls, the problem may lie with your phone provider, who may have to reprogram their central switches

Q. Do you do the reprogramming?

No, we cannot do the reprogramming from your office. Contact your IT support person or phone vendor for reprogramming your system.

Q. How do I find out what type of phone system I have?

Check with your IT support person or your phone system vendor.

Q. Will I have to pay to have my phone system reprogrammed?

Possibly, depending on who supports your phone system (e.g. internal support staff vs. a maintenance contract with your phone system vendor).

Q. How do I find out who my telephone service provider is?

Check with your IT support person

Q. How does my telephone service provider reprogram my phone?

The telephone service provider will not reprogram your internal phone system. They are responsible for the call after it leaves your system and goes to their central office (CO). If your internal phone system has been reprogrammed and 2-1-1 calls still do not go through, your phone service provider needs to reprogram their central switches.

Q. Will I have to dial "9" to call 2-1-1?

It depends on your phone system. If you have an internal system and need to dial "9" or similar number to access an "outside" line, you may have to. However, it may be possible to have your system set to recognize 2-1-1 automatically as an outside number such as 911.

Q. How can I reach you if I'm still having problems accessing 2-1-1?

Call (408) 345-4336, and we'd be happy to try to help answer your questions and pave the way for your staff and employees to call 2-1-1.