

What if I have problems dialing 2-1-1?

United Way has requested that every landline and wireless carrier provides access to 2-1-1 Information & Referral service in our area. However, it is possible that some carriers are slow to implement 2-1-1 code, or that certain office telephony systems (PBXs) are not able to access this 3-digit code.

➤ **If you are dialing from home, a pay phone, or wireless phone.**

You can be connected to a 2-1-1 Specialist 24 hours a day, 7 days a week by dialing **1-877-773-8148**. Once **connected, please let the specialist assisting you know that you were unable to direct dial 2-1-1.**

➤ **If you are dialing from an office, hospital, or any building with multiple lines.**

Most companies and office buildings have business phone systems, (commonly called a PBX) and 2-1-1 has to be programmed into the PBX before it will work properly. If you dial 2-1-1 from inside your office and get a fast busy signal, this could mean that your PBX is not programmed to allow 2-1-1 to be dialed. Typically, your telecommunications staff or a service provider can make this simple adjustment. Please check with your office manager or telephone system administrator to ensure that 2-1-1 is allowed through your PBX and recognized correctly by your phone system.

➤ **For office managers and technical support personnel**

To allow the use of the 2-1-1 code, simply enable the transmission of the 2-1-1 digits (3 digits, instead of 7, 10 or 11) when dialed from your PBX. This will ensure that users have easy access to the Information & Referral call center.

If you continue to have problems accessing the Southeast Ohio 2-1-1 call center by dialing 2-1-1 please call us on the 1-877-773-8148 toll free number and let the specialist assisting you know that you were unable to direct dial 2-1-1.