

DIALING INFORMATION

CALLING WITHIN PENNCONNECT IPT LOCATIONS

VISIT WWW.PENNCONNECT.PA.GOV FOR DETAILED INSTRUCTIONS, VIDEOS, AND TRAINING MATERIAL

- A. To make a local call or long distance call, dial the 10-digit number. (Area Code + 7-Digit Number)
- B. To dial a toll free call, dial the 10-digit number.

Please note: In September 2017, the 717 area code will receive an overlay of the 223 area code. Starting August 2017, all users in the 717 area code must use 10-digit dialing. For questions, please contact your agency's telecommunications office.

CALLING WITHIN NON-PENNCONNECT LOCATIONS

Follow your dialing plan for local and long distance or inquire with your agency's telecommunications office.

PENNCONNECT VOICEMAIL ACCESS

System A:

1. Dial 717-612-4799
2. Enter your mailbox **11-digit** mailbox number (1+Area Code+7-Digit Number)
3. Enter your PIN

System B:

1. Dial 717-612-4739
2. Enter your mailbox **11-digit** mailbox number (1+Area Code+7-Digit Number)
3. Enter your PIN

To determine if you are System A or System B or for instructions on using PennConnect voicemail, visit www.pennconnect.pa.gov and click on the link: "Which system should I use?" located under the UC Web Client heading.

DIRECTORY ASSISTANCE

Check your dialing plan to determine any leading digits (9 or 1).

- A. Local – Dial 555-1212.
- B. Long Distance – Dial Area Code + 555-1212 OR 411, if applicable.

THREATENING CALLS

Threatening or harassing calls can be traced by the phone company provided the user or agency agrees to file a complaint with law enforcement. Call details will only be given to law enforcement officials.

- A. Once the call in question is over hang up your phone.
- B. Pick up your handset and listen for dial tone.
- C. Dial *57 and hang up.
- D. Call your agency's telecommunications office and report the date and time of the call.

CONFERENCE CALLING

Audio and Web Collaboration services are available via the PennConnect Conferencing tool. Audio and Web Collaboration sessions can be scheduled for up to 300 participants. For instructions and "How- To" videos on scheduling and moderating an audio conference or Web Collaboration session please visit www.pennconnect.pa.gov. PennConnect Conferencing can be used by both PennConnect and non-PennConnect sites. Contact your agency's telecommunications office for more information.

PennConnect tutorial videos, "Getting Started" information, and step-by-step instructions can be found at:

www.pennconnect.pa.gov

To determine if you are a PennConnect user, look for the word OpenStage located on the bottom of your telephone or inquire with your agency's telecommunications office.

NOTE

The use of all Commonwealth phone technology (landline or wireless) is pursuant to the Commonwealth's Acceptable Use Policy. For more information, please refer to Management Directive 205.34 (amended).