



# Preparing for 10-Digit Dial Mandate

## How To: Transfer Call from UC Desk Phone

*As part of the 10-Digit Dial Mandate, you may need to verify phone numbers are set to ten digits. UC phones are the standard State of Missouri desk phones.*

### Transferring a call to another number

- Press “Transfer” softkey. This places the call on hold.



- Dial the 10 digit number (area code, prefix, and 4 digits) that the call will be transferred to.
- When the dialed number rings, either:
  - Press the “Transfer” softkey again, or
  - Wait for the party to answer so you can announce the call, and then press the “Transfer” softkey.
- If the party refuses the call, or the call does not complete successfully, press the “Resume” softkey to re-join the original call.