



# Preparing for 10-Digit Dial Mandate

## How To: Transfer a Call using Centrex/Plexar

*As part of the 10-Digit Dial Mandate, you may need to verify phone numbers are set to ten digits.*

NOTE: Centrex/Plexar are legacy land lines delivered via analog lines from the telephone company. Note, most State of Missouri phones are UC phones.

### Call Transfer

Allows the transfer of a call to another telephone number.

1. Press "Transfer" on desk phone, listen for special dial tone (3 tones).
  - Dial full 10 digits (XXX-XXX-XXXX) of number to be called. Dial full 10 digits (XXX-XXX-XXXX) of number to be called. If the number is long distance, please dial 1 + full 10 digits (1-XXX-XXX-XXXX).
2. When dialed number answers, announce the call.
3. Press "Transfer" key again on phone and hang up.
4. If you encounter a busy, no answer or refusal to accept:
  - a. Press "Transfer" key on desk phone twice to return to original call.