

## Transfer a Call

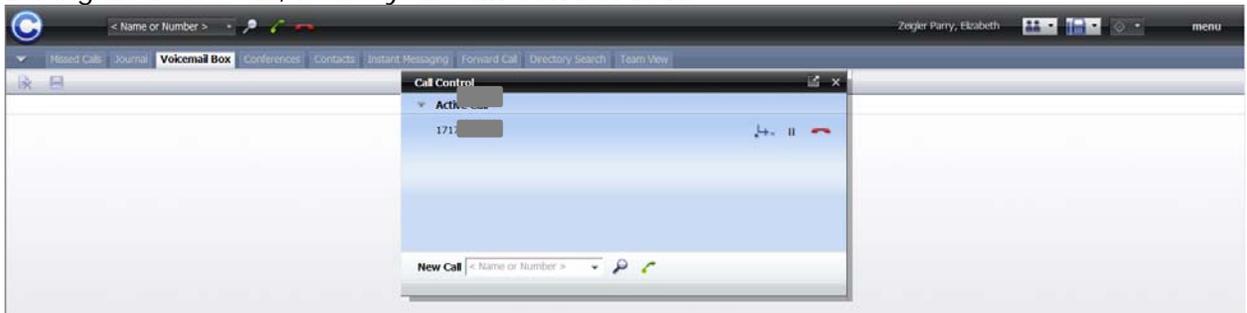
The following will give you step-by-step instructions to transfer an active call to another user.

### Step 1: Log Into UC Web Client

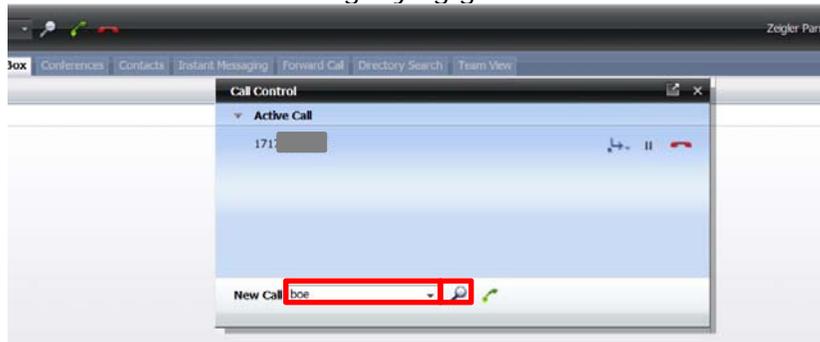
1. Open one of the following links: See last page to determine if you are System A or System B
  - a. System A: <http://openscapeuc1.pa.gov/>
  - b. System B: <http://openscapeuc2.pa.gov/>

### Step 2: Transfer the Call

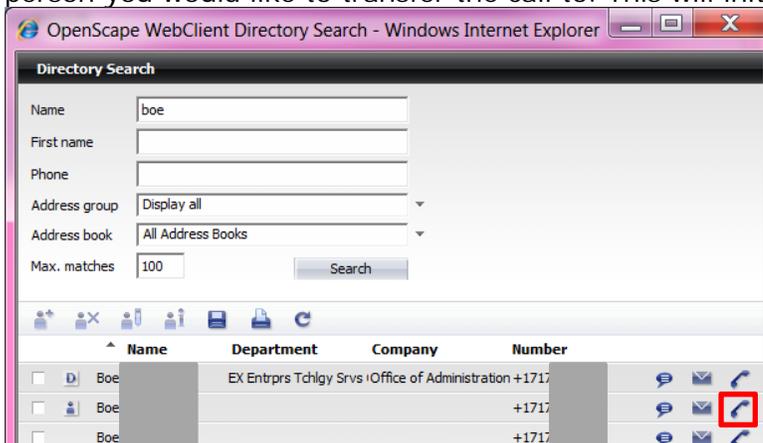
1. During an active call, locate your **call control box**.



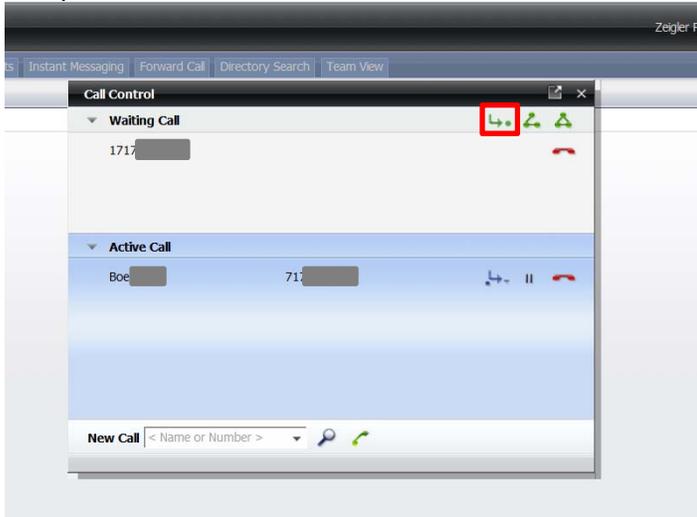
2. To transfer to another user in the Commonwealth, type their last name in the **New Call** box and click the magnifying glass.



3. The **directory search box** will appear. Click the blue handset icon next to the person you would like to transfer the call to. This will initiate another active call.



4. Once the 2<sup>nd</sup> call begins to ring, click the green arrow at the top right corner to complete the transfer.



**System by Agency**

*Use the following tables to determine if you are on System A or System B from Step 1.*

**System A**

10	Aging
15	General Services
19	State
21	Public Welfare
31	PEMA
32	Civil Service Commission
33	PennVest
35	Environmental Protection
36	State Tax Equalization Board
37	Environmental Hearing Board
38	Conservation & Natural Resources
40	State Ethics Commission
65	Gaming Control Board
67	Health
72	Public School Employees Retirement System
79	Insurance
81	Office of the Inspector General
81	OA Executive Offices
83	Patient Safety Authority
92	Auditor General

**System B**

12	Labor & Industry
16	Education
17	Public Utility Commission
18	Revenue
20	State Police
22	Fish and Boat Commission
24	DCED
25	Probation & Parole
26	Liquor Control Board
27	Milk Marketing Board
28	Lt Governor's Office
30	Historical & Museum Commission
63	Independent Regulatory Review Commission
66	Securities Commission
68	Agriculture
71	Municipal Retirement System
75	Banking
78	PennDOT
99	Governor's Office