

Using a desk phone, you can transfer a call to a staff member who does not have an assigned extension by following the steps below:

1. Press the ***Transfer*** button on the desk phone
2. Dial the Vocera Guest Access Number Internal Extension:
 - Central DuPage Hospital: 630.933.1770
 - Delnor Hospital: 630.938.2009
 - Kishwaukee Hospital 815.748.8947 (internal extension 46500)
 - Lake Forest Hospital 224.271.3003
 - Marianjoy Rehabilitation Hospital 630.909.6130
 - Central Campus
 - Northwestern Memorial Hospital 312.472.5598
 - McGaw 312.694.0307
 - Prentice Women's Hospital 312.472.0709
 - Test Server NMH 312.472.0335
 - Valley West Hospital 815.786.1779 (internal extension 46400)
3. The Vocera Genie will say: *"Say the full name of the person or group you want to reach or enter an extension"*
4. Say the **name of the role** or the **first and last name of the staff person** to whom you wish to transfer. For example, "ICU Charge Nurse" or "Jessica Smith".
5. Wait for the Genie to confirm your input. For example, The Genie will say: *"ICU Charge Nurse."*
6. Wait for desired person to answer.
5. Let them know that you are transferring a call.
6. Press ***Transfer*** button again on the desk phone.
7. The incoming caller will be connected to the desired Vocera user