


---

## Transferring Calls to External Numbers

### To transfer a call to an external number:

1. While on the call, press  (Transfer).
2. Press the **Outgoing** button or the Outgoing Call access code (the default code is **8**) to select an outside line.
3. Dial the phone number.
4. Do one of the following:
  - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **Call Key** button to return to the caller.
  - Hang up to transfer the call and disconnect the call from your endpoint.

## Using Reverse Transfer

You can use Reverse Transfer (Call Pick Up) to answer calls that are ringing or holding at other extensions. For example, if you receive a call while you are away from your desk, you can pick up the call from another extension.


### To use Reverse Transfer:

1. Lift the handset, and then press **4**. ENTER EXTENSION NUMBER appears.
2. Dial the extension or hunt group number where the call is ringing or holding. The call is transferred to the endpoint you are using and you are connected to the caller.

## Viewing Your System Information

If you are on a call, you can temporarily view your user information (your user name and your extension number) and the date and time.


### To display your user information and the date and time:

Press  (Special), and then dial **300**.

## Viewing Caller ID Information

If you are currently connected to an external caller with Caller ID, you can toggle between the caller's name and number. If the name is unavailable, CANNOT ACCESS FEATURE appears.

### To show the outside party's name/number:

Press  (Special), and then dial **379**.