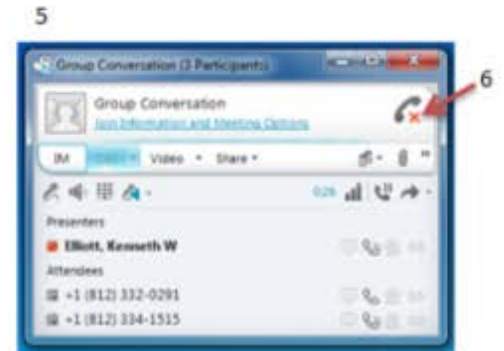
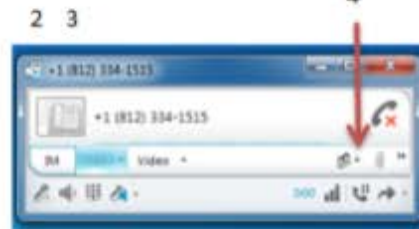
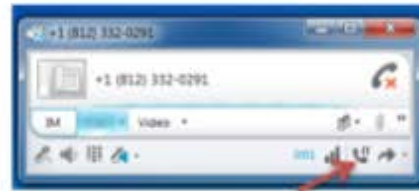


Always MERGE calls when a private line is involved or you need to announce a call

MERGE CALLS (Announced Transfer) to a PRIVATE LINE

- 1 Greet Caller; Place Caller on Hold
- 2 Call the other (or PRIVATE) Line
- 3 Consult / Announce
- 4 Merge the Calls
- 5 After a few seconds, when all 3 names move up, all 3 of you are connected in a Group Conversation
- 6 Say "Ms. X is on the line now" (hang up)



TRANSFER CALL (Blind Transfer)

- 1 Greet Caller; Place Caller on Hold
- 2 Click the Transfer pull-down
- 3 Choose Another Person or Num
- 4 See new window, Search, then Highlight the result
- 5 Click Ok (at bottom)

