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)