NEC Connect Tips & Information

General Information

- Your telephones are connected to the NEC Cloud via your internet connection.
- The top left key on your phone is your extension key.
- The Scroll key toggles between the pages of keys you have available. If you have multiple pages, it is located on the bottom/right key and will display the number of pages you have available.

Dialing and Calling Information

- When calling an outside number, you only need to dial the 10-digit number.
- You do not dial 9 to access an outside number.
- It is not necessary to dial 1 + area code and number.
- When calling an extension number, press the Send soft key or # to send the call. Otherwise, the call will wait a few seconds before connecting to the cloud and processing the call.
- When you call an extension, the called number will ring. If you wish to place an intercom call over the speaker of the called extension, you can dial *90 plus the extension number and press the Send soft key. *Please note: the called extension must activate *91 on their phone for this feature to work.*

Hold, Transfer, and Park Information

- When you place a call on hold, it is on hold and visible only on the extension which puts the call on hold.
- If you wish to place the call on hold so other extensions can view and pick up the held call, you will use Park.
- Park is a universal hold that allows a telephone at your site to access the call.
- To park a call, you will press the Park Set key. You will hear a park location where the call is held. If you have park monitor locations, you will receive a visual location where the call is parked. The key will go red to indicate the park monitor location is busy.
- To retrieve a parked call, dial the park location or press the park monitor key.
- To transfer a call to a voicemail box, press transfer, dial * and the desired extension, and hang up.

Display and Lights Information

- The green lights indicate the extension or park monitor is not in use.
- The red light indicates the extension or park monitor is in use.
- When a phone is idle, your display will go to a screen saver with your extension number and extension name.
- When a phone is idle for an extended period, your display will be blank and your message waiting light will periodically flash red. This indicates your telephone is in power-saving mode.

Access Another Mailbox

- Dial * plus extension/mailbox number and then press the Send soft key.
- Press # when you hear the greeting.
- Dial extension/mailbox number again plus #
- Enter the mailbox PIN code.