

This document is designed to provide a list of commonly used feature codes and feature extensions. For more information regarding the VoiceONE Connect system along with training materials and user guides, please visit www.AccentVoice.com/connect-training.

Feature	Code	Feature Description
Contact Accent	999	Directly contact Accent to place a support ticket, ask a question, inquire about billing, or speak to a representative.
Transfer to Voicemail	*86 + Extension Number	Allows the user to transfer a caller directly to an extension's voicemail box, bypassing the extension ringing.
Call Record (On-Demand)	*9	Start/stop a call recording while on an active call. Requires call recording permissions.
Direct Call Pickup	*8 + Extension Number	Pickup a call ringing on another extension.
Group Call Pickup	*8 + Group Number	Pickup a call ringing on an inbound call group. Requires the user to be a member of the pickup group.
Park Extension	700	Extension to transfer a call to in order to initiate a call park. The call will be parked in numerical sequence in the first available park slot.
Parked Call Pickup Extension	701,702	Available extensions/slots for call to be parked. Park slots for individual calls are automatically assigned by the system.
Conference Bridge	888	Extension to directly access the conference bridge. User will be prompted for a conference room number to join a conference.
Agent Queue Login	611	Login to all designated call queues. Requires administrative permission to login as an agent to queues.
Agent Queue Logout	614	Logout of all queues agent is currently logged in to.
Toggle Day/Night/Temp Mode	604	Toggle system routing and greetings between the three available modes.
Check Voicemail From Another Extension	*98 + Extension Number	Login to a voicemail box from an extension which is not your own extension.
Intercom	*99 + Extension Number	Place a direct intercom call to another extension.
Company Directory	*411	Access the company dial by name directory.
In-Call Blind Transfer	##	Initiate a blind transfer to another extension while on a call. Used primarily with devices which do not have a dedicated transfer button.