

XCast phone features cheat sheet on how to get started quickly.

****Features for PBX customers can vary**

How to set up a VM password:

- To access voicemail, enter 00
- Our customer VM passwords are preset as e.g. 1151301 or whatever your zip code is. It is always two one's (11) then your zip code.
- If you want to change your VM password, and/or receive their VM as an email, please call our office and we will be glad to do that for you!

How to set up Greeting on phone:

- Enter 00 and your VM password. Enter 2 for recording.
- To use the recording hit # sign
- Cancel the recording * and this will return to the main menu.

How to retrieve voicemails:

- dial 00 from desk/home phone then enter password to listen to voicemail.
- From a different landline or cell phone: Dial your full 10-digit phone number. Wait for the auto attendant, press the *key and enter your password when prompted.
- You can also bypass the voice mail by hitting 00 and your extension-e.g., 004796. Wait for the auto attendant, press *key and enter password when prompted.

Accessing the Message: The message allows you to listen to your current, saved, and deleted messages. Select option 1 from the main menu to enter the Message Center. Then select the following options.

Listen to your message.

- **Key 1 Listen to your messages (Message menu for regular Messages).**
- **Key 2 Listen to your saved messages.**
- **Key 3 Listen to your deleted messages.**
- **Key Return the voicemail Main Menu**
- **# End the call.**

Star Codes:

You can use the call handling options by using the * key on your phone. See the following table for key information.

Note: Do not enter the voicemail system before using these numbers. Lift the handset and dial them as if you are dialing a regular phone number.

- *69 Place a call to the number from which you were last called.**
- *72<number> Forward all calls to the number entered after 72.**
- *73 Cancel forwarding of all calls.**
- *92<number> Forward all busy or unanswered calls to the <number> entered after 92.**
- *93 Cancel forwarding of all busy or unanswered calls.**
- *94<number> Forward calls when registration failed to the number entered after *94**
- *95 Cancel forwarding fail over service**
- *67 Block Caller ID for all outbound calls.**
- *82 Unblock Caller ID for all outbound calls.**
- *67<number> Block Caller ID for single call to <number>.**
- *82<number> Unblock Caller ID for single call to <number>.**
- *77 Do not accept calls from anonymous callers (no Caller ID).**
- *87 Accept calls from anonymous callers (no Caller ID).**
- *78 Turn on Do Not Disturb (all calls will go directly to voicemail).**
- *79 Cancel Do Not Disturb.**
- *76<number> Enable Call Waiting only for this call to <number>.**
- *31 Enable Call Waiting on all calls for all of your devices.**
- *30 Disable Call Waiting on all calls for all of your devices.**