



Brief instructions

COMBOX® basic and pro for fixed network and mobile.

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COMBOX® – your answering machine.

Never miss a call: COMBOX® is the answering machine for all fixed network and mobile telephones. COMBOX®, the invisible answering machine, answers all calls that you cannot answer yourself and tells you when callers have left a message. You can use your COMBOX® all over the world from any telephone or online.

There are two types of COMBOX®:

- > COMBOX® basic is the standard model
- > COMBOX® pro offers additional services such as receiving, printing and sending faxes, greater storage capacity and times, and extensive usage and configuration possibilities in the Online Customer Centre.

This document contains a structured overview of the four different options:



COMBOX® basic for fixed network



COMBOX® basic for mobile



COMBOX® pro for fixed network



COMBOX® pro for mobile

COMBOX® – registration.

Before you can use your COMBOX®, it must be registered to your telephone number and switched on.



> COMBOX® Mobile basic and pro is already pre-installed and does not need to be registered.



> COMBOX® Fixed Network basic and pro must be registered before they are used for the first time. To register, call **freephone number 0800 266 269** from your own telephone and follow the instructions.



COMBOX® pro at a glance

- > You can forward received messages (voice messages and faxes) to up to three e-mail addresses of your choice. The message will be sent as an attachment.
- > COMBOX® pro is also a fully functioning fax machine that you can use to send and receive faxes.
- > You can access your COMBOX® pro online from any PC with an Internet connection via the Swisscom Customer Centre.
- > COMBOX® pro costs CHF 5/month or may already be included in your subscription.
- > If COMBOX® pro is not already included in your subscription, you can change your existing COMBOX® basic to the pro version either via the Online Customer Centre or by calling the Hotline.

Switching COMBOX® on and off.

In order to ensure that COMBOX® answers your calls, you must switch on call diversion to the COMBOX®. To make sure you don't miss any calls, you should activate both 'No reply' (service 61) and 'Engaged' (service 67) call diversions.

If you don't want your telephone to ring, switch on 'Direct' call diversion (service 21). This will ensure that all calls are directly diverted to COMBOX® without your telephone ringing. The various call diversion services are described on the next page.



Fixed network call diversion

Switch on

1. Pick up the telephone with the number to which you have registered your COMBOX®
2. Dial *** NN 086x #** (x is your 10-digit telephone number, including dialling code)
e.g.: *** 61 086 044 123 45 67 #**
3. Wait for confirmation that service is on and hang up
4. Call diversion to your COMBOX® is now switched on

Switch off

1. Pick up the telephone with the number to which you have registered your COMBOX®
2. Dial **# NN #**
3. Wait for confirmation that service is switched off and hang up

Check status

1. Pick up the telephone with the number to which you have registered your COMBOX®
2. Dial *** # NN #**
3. Wait for answer and hang up



Mobile network call diversion

Switch on

1. Pick up the mobile telephone with the number to which you have registered your COMBOX®
2. Dial *** * NN * +41 86x #** and press the Call button
(x is your 10-digit telephone number, including dialling code)
e.g.: *** * 61 * +41 86 079 999 99 99 #**
3. Wait for confirmation that service is on and hang up
4. Call diversion to your COMBOX® is now switched on

Switch off

1. Pick up the mobile telephone with the number to which you have registered your COMBOX®
2. Dial **# # NN #** and press the Call button
3. Wait for confirmation that service is switched off and hang up

Check status

1. Pick up the mobile telephone with the number to which you have registered your COMBOX®
2. Dial *** # NN #** and press the Call button
3. Wait for answer and hang up

NN =

- 61 'No reply' call diversion
- 62 'Mobile phone is switched off or has no reception' call diversion
- 67 'Engaged' call diversion
- 21 'Direct' call diversion

Switching COMBOX® on and off.

'No reply' call diversion (service 61)

Your COMBOX® answers calls that you do not answer within 25 seconds (approx. 5 rings).

'Mobile phone is switched off or has no reception' call diversion (service 62)

COMBOX® answers your calls even if your mobile phone is switched off or has no reception.

'Engaged' call diversion (service 67)

When «engaged» call diversion is switched on, your COMBOX® also answers calls when your line is engaged. If the call waiting function is switched on, calls will only be diverted when all lines are engaged.

'Direct' call diversion (service 21)

All calls are answered directly by COMBOX® without your telephone ringing.

The following call diversions are already switched on for you when you are allocated a new telephone number:



Fixed network: none



Mobile: > 'No reply' call diversion (service 61)
> 'Engaged' call diversion (service 67)
> 'Mobile phone is switched off or has no reception' call diversion (service 62)

Recording greeting messages.



Setting up your personal greeting

1. Call your COMBOX® basic: press speed dial button **1** (hold the **1** button down) or dial **086** + your telephone number
2. Press **9** and then **1**
3. Press **1** in order to record your personal greeting

With COMBOX® pro, you can record several personal greetings with or without the option to leave a message.



Setting up your national and international greeting messages

1. Call your COMBOX® pro: press speed dial button **1** (hold the **1** button down) or, if it has not been programmed, dial **086** + your telephone number
2. Press **9** and then **1**
3. Press **1** in order to record your **first personal greeting**
Press **2** in order to record your **second personal greeting**
Press **3** in order to record your **international greeting**
4. Select whether you want to enable the caller to leave a message:
Yes: press **1**
No: press **2**

Possible greeting messages with option to leave a message

- > Hello. This is the COMBOX® for number 079 XXX XX XX. Thank you for your message.
- > Hello. This is the COMBOX® of Max Muster. I am currently unavailable. Please leave your message and telephone number after the tone.
- > This is the COMBOX® of Estelle Exempel, of Example Ltd. Unfortunately, I cannot answer your call in person. Please leave your name and telephone number after the tone. Thank you.

Possible greeting messages without option to leave a message (only for COMBOX® pro)

- > Hello. This is Max Mustermann. I am currently abroad and will return to Switzerland on XX.XX.2011.
- > Hello – this is the voice mail of Matthew Montgomery. I am on a business trip and will not be available until XX.XX.XX. You can contact me again on XX.XX.XX. Thank you for your call.

Listening to messages on COMBOX®.

As soon as someone has recorded a new message on your COMBOX® a text message will be sent to your mobile or, where fixed network telephones are concerned, a red light usually flashes (MWI). You can simply listen to the voice message on your own phone or on another telephone.

Listen to COMBOX® with your phone

Call your COMBOX® from the telephone with the number to which you have registered your COMBOX®: press speed dial button **1** or **086** + your telephone number

Listen to COMBOX® with another telephone in Switzerland

1. Dial 086 followed by your full telephone number, including dialling code, e.g. **086 079 999 99 99**
2. You will hear your COMBOX® greeting message
3. Press the ***** button during the greeting message
4. Now enter your COMBOX® PIN and then press the **#** button
5. Your messages will now be played back to you automatically

Key functions when listening to messages

While you are listening to your messages you can select the following commands on your phone keypad.

- 1 Ring-back: returns the call of the person who left the message
- 2 Save the message
- 3 Delete the message
- 4 Repeat the message
- 9 Settings menu: go to settings
- 0 Other functions
- # Next message: plays the next message

Listening to COMBOX®



- Main key functions**
- 1 Ring caller back
 - 2 Save message
 - 3 Delete message
 - 4 Repeat message
 - 5 Date/time
 - 6 Caller's number
 - 9 Settings
 - 0 Other functions
 - # Next message

New message alert via SMS

You can set your COMBOX® to send you an SMS when a new message is received. Any national fixed network or mobile telephone number may be used.



In order to receive an SMS alert when a new message is left on your COMBOX®, proceed as follows:

1. Call your COMBOX®: speed dial button **1** or **086** + your telephone number
2. As soon as you are connected, press **9**
3. Press **0**
4. Press **5** (switch SMS alert on/off).*
5. Follow the instructions and enter the number you wish SMS alerts to be sent to (e.g. **079 999 99 99**)

* This setting only works with COMBOX® for the fixed network, not with COMBOX® for mobiles.

COMBOX® PIN.

You need a PIN in order to be able to listen to your COMBOX® from any phone you like or from abroad.



Forgotten your COMBOX® PIN?

Send an SMS with the word COMBOX to the number **444**. You will immediately receive an SMS with your PIN. This service is free within Switzerland.

Listening to your COMBOX® PIN

1. Call your COMBOX® from your own telephone: press speed dial button **1** (hold the **1** button down) or, if it has not been programmed, dial **086** + your telephone number.
2. Press **9** for the settings menu and then press **2**
3. You will now hear your current PIN.

Changing your COMBOX® PIN

4. To change your PIN, press **2** and follow the instructions.

Using COMBOX® abroad.

Your COMBOX® also works perfectly when you are abroad. You will need your PIN to listen to your messages.

Easy and safe listening to COMBOX®

1. Call your COMBOX®: press speed dial button **1** (hold the **1** button down) or, if it has not been programmed, dial **+41 86** + your telephone number.
2. You will be prompted to enter your telephone number (e.g. **079 999 99 99**)
3. You will be prompted to enter your PIN. If you do not know your PIN, it will be sent to you via SMS. You do not need to interrupt your call. Simply follow the voice prompts.
4. After you have entered the correct PIN, you will be able to listen to your messages or change your settings.

You can also call your COMBOX® from abroad as follows:



COMBOX® Mobile **+41 79 499 79 79**



COMBOX® Fixed Network **+41 840 266 269**



Redirecting calls to COMBOX® when you are abroad

In order to avoid unnecessary costs during your stay abroad, you can forward all calls directly (service 21) to your COMBOX® – this means that all connections will stay in Switzerland. Instructions for this are on pages 3 and 4. If you redirect your calls directly to COMBOX®, your phone will not ring, but you will receive an SMS alert.

Managing COMBOX® online.

You can access your COMBOX® via the Swisscom Customer Centre and change your COMBOX® settings online. COMBOX® pro customers can also listen to messages, forward them by e-mail, read and send faxes and add extra SMS alert recipients. In order to activate COMBOX® in the Customer Centre, you must first create a Swisscom login and then activate your COMBOX®(es).

Step 1

- > Type www.swisscom.ch/comboxlogin in your Internet browser.
- > If you already have a Swisscom login, you can log in directly and activate your COMBOX® (step 2).
- > If you do not have a Swisscom login, you need to create a new login. You will be guided through the login process.

Step 2

- > As soon as you are in the Swisscom Customer Centre, click on 'COMBOX® Overview' in the left-hand navigation bar.
- > Select 'Activate internet access to COMBOX®' and indicate which COMBOX® you wish to activate. You will be guided through the activation process.
- > If you have more than one COMBOX® (mobile and/or fixed network), you can activate and manage them all via the same Customer Centre. Repeat step 2 for each COMBOX® you want to activate.

Please note

If another person (e.g. family member or work colleague) uses the same Swisscom login, that person also has access to your COMBOX®. If you use several Swisscom logins, you can activate COMBOX® at any time using one of these Swisscom logins. You can also create a new Swisscom login and access your COMBOX® there.



Additional benefits of online access with COMBOX® pro

With COMBOX® pro, you can also benefit from the following services:

- > Worldwide access to your messages via a PC with an Internet connection
- > Listen to voice messages (directly online)
- > Forward messages via e-mail
- > Manage incoming faxes and forward or print them
- > Upload PDF files and send them by fax to any fax number
- > Receive new message alerts by e-mail and SMS

Receiving, printing and sending faxes.



Your COMBOX® pro is a fully functioning fax machine. With COMBOX® pro, you can receive, print, forward and now send faxes easily and quickly if you log in directly to the Swisscom Customer Centre. It is your own personal fax library.

Simply forward incoming faxes to your e-mail address so you don't have to keep logging in. You can enter up to three e-mail addresses via the online Swisscom Customer Centre.

You can, of course, forward your faxes to any fax machine in the world and print them out.

Personal fax number

With COMBOX® pro, you get your own personal fax number (**086** + your telephone number or, from abroad, **+41 86** + your telephone number).

Finally.

Would you like to upgrade from COMBOX® basic to COMBOX® pro?

You can do this directly in the Customer Centre or by calling our Hotline.

Any questions?

Detailed information about all COMBOX® products can be found directly at:

www.swisscom.ch/combox

Brief overview for users on the move.

Keypad commands for COMBOX® basic and pro.



Main key functions

- 1 Direct callback
- 2 Save message permanently
- 3 Delete message
- 4 Repeat message
- # Next message

Additional key functions

- 5 Date/time (pro only)
- 6 Caller's number
- 9 Settings menu
- 0 Keypad commands

Note: Only the 1, 4 and 0 keys are listed after you have called up your messages.

Tips and notes for your COMBOX®.

To call your COMBOX® from abroad: +41 79 499 79 79

COMBOX® PIN for calling from abroad _____

Forgotten your COMBOX® PIN?

Text COMBOX to 444.

Customer Centre login name _____

Tip: When calling someone else's COMBOX®, you can use the # key to skip the greeting and leave your message straight away.



Listening to COMBOX®



Main key functions

- 1 Ring caller back
- 2 Save message
- 3 Delete message
- 4 Repeat message
- 5 Date/time
- 6 Caller's number
- 9 Settings menu
- 0 Other functions
- # Next message

To activate redirection of calls to your COMBOX®

1. Enter the following key combination:

* * 61 * +41 86x # (x is your 10-digit mobile phone number incl. dialling code). Example: * * 61 * +41 86 079 999 99 99 # .

2. Press the Call button.

To deactivate redirection of calls to your COMBOX®

1. Enter the following key combination: # # 6 1 #

2. Press the Call button.

To query call forwarding status

1. Enter the following key combination:

* # 6 1 #

2. Press the Call button.



COMBOX® settings



Main key functions

- 1 Change COMBOX® greeting
- 2 Change COMBOX® PIN
- 3 Listen to date and time settings menu
- 4 Set language
- 5 Switch SMS alerts on/off
- 6 Message alert signal on your telephone
- 7 Forward fax automatically
- 0 Other functions
- * Back to messages
- # Back to previous menu

Changing your COMBOX® PIN

You can change your PIN at any time.

1. Call your COMBOX®: +41 79 499 79 79

2. Press **9** to access the settings menu.

3. Press **2**.

4. To change your password press **2** and follow the instructions.

