Smart Business Connect
with virtual PBX

User guide for telephony and UCC functions

1. Introduction

This user guide describes all the telephony and UCC functions available to you with Smart Business Connect in your personal Customer Centre. It explains all the relevant services and how to use them via the Customer Centre, your telephone keypad or the Business Communication app.

This guide is generic and applies regardless of which desk telephone you use.

Many functions are configured in the Swisscom Customer Centre. Please have your personal login details ready. If you don't know them, contact your technical administrator or partner.

With some telephones, certain settings can also be configured on the handset itself; these settings are the same as if they were configured via the Customer Centre. Settings configured manually on the telephone handset are automatically saved in the Customer Centre and vice versa.

You can find further information in the following documents:

> Quick Start Guide for telephone installation and basic telephony functions
> Business Communication app user guide

2. COMBOX® pro

2.1 Description

With COMBOX® pro, your phone number is always available. COMBOX® pro answers all calls that you cannot or do not want to answer yourself. In other words, all forms of call diversion (direct, missed calls, when the line is engaged or if there is no connection) work with COMBOX® pro. You can switch off COMBOX® pro and change the settings.

A separate COMBOX® pro can be set up for each telephone number.

NB: In order to switch on your COMBOX® pro, you must turn on call diversion to the COMBOX® pro. In order to switch off your COMBOX® pro, you must turn call diversion off.

2.2 What you need
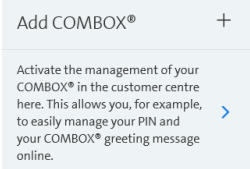
COMBOX® pro is part of Smart Business Connect and is available to every user; nothing else is required to use it.
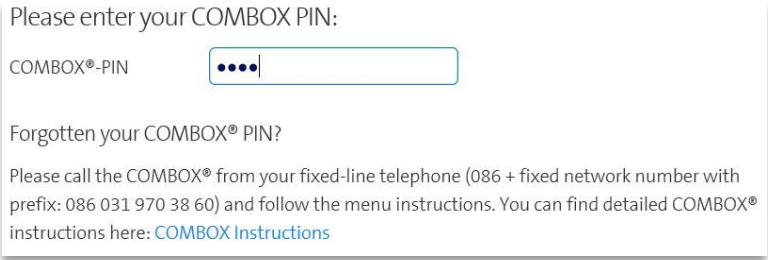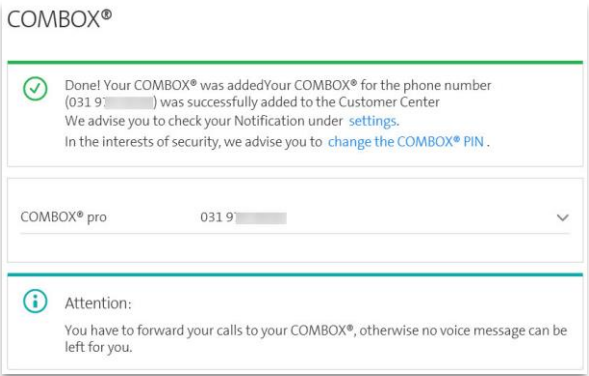
> Every telephone number has its own COMBOX® pro.
> Messages are automatically deleted 24 hours after they are listened to.
> Messages that have not been listened to are automatically deleted after 30 days.

2.3 Use

2.3.1 Activating COMBOX® pro for the first time

You only need to follow these steps once, on initial activation:

1	Log in with your personal Swisscom login (username and password) at www.swisscom.ch/login.
2	Select COMBOX® from the menu on the left-hand side.
3	Activate COMBOX® pro by clicking on the following link: Add COMBOX® + Activate the management of your COMBOX® in the customer centre here. This allows you, for example, to easily manage your PIN and your COMBOX® greeting message online. >
4	Enter your telephone number and click "Continue": Which COMBOX® would you like to add to the Customer Center? Add your COMBOX® phone number *For example 079 111 11 11*

5	In the next window, you will receive a COMBOX® PIN. > On your phone, dial the number shown > Press "*" to cancel greeting amendment > Press "9" to enter settings > Press "2" to hear the PIN If necessary, you can also set up your own personal PIN. Now enter the COMBOX® PIN in the box: Please enter your COMBOX PIN: COMBOX®-PIN ●●●● Forgotten your COMBOX® PIN? Please call the COMBOX® from your fixed-line telephone (086 + fixed network number with prefix: 086 031 970 38 60) and follow the menu instructions. You can find detailed COMBOX® instructions here: COMBOX Instructions
6	If everything is OK, the following window will appear (or similar): COMBOX® ✓ Done! Your COMBOX® was addedYour COMBOX® for the phone number (031 9) was successfully added to the Customer Center We advise you to check your Notification under settings. In the interests of security, we advise you to change the COMBOX® PIN. COMBOX® pro 031 9 ⓘ Attention: You have to forward your calls to your COMBOX®, otherwise no voice message can be left for you.
7	Now you can change your COMBOX® personal greeting if you need to: > Dial "086" followed by your telephone number > Press "9" to enter settings > Press "1" to change your COMBOX® greeting. You can now change three greetings: > first personal greeting > second personal greeting > international greeting

2.3.2 Configuring call diversion to COMBOX® pro

This switches your COMBOX® pro on or off.

1	Log in with your personal Swisscom login (username and password) at www.swisscom.ch/login.
2	In the menu on the left-hand side, select "My business number" and the "Call forwarding" submenu.
3	Now you can choose, from various options, how and when an incoming call should be diverted to COMBOX® pro or another telephone number: **Direct Call Forwarding** Calls are always forwarded to the defined phone number. If direct call forwarding is active, all other call forwarding settings will be overridden. **Call Forwarding Busy** Calls will be forwarded while you are making calls with this number. **Call Forwarding No Answer** Calls are forwarded after a number of rings. **Call Forwarding Not Reachable** Calls are always forwarded to the specified telephone number if your number is not available for any reason. This setting can be used as an emergency facility. **Do Not Disturb** All callers hear the busy tone. If call forwarding is activated when engaged, the calls are forwarded to the defined phone number. **Remote Office** Use your business number with a preferred fixed-line or mobile number. All call charges are billed to your business number. To change a setting, first click on "Change", then select the relevant setting and click on "Save".

2.3.3 Listening to COMBOX® pro

If someone has left a message on your COMBOX® pro, you can listen to it as follows:

1) Directly on your PC via the Customer Centre:

1	Log in with your personal Swisscom login (username and password) at www.swisscom.ch/login.
2	In the menu on the left-hand side, select COMBOX® and the "Voicemails" submenu.
3	You will see a list of current voicemail messages: My voicemails The number of the caller who left each message is displayed, along with the date, time and length of the message. Click on ⏵ to listen to the relevant message on your PC. Click on ↓ to save the message locally on your PC as an *.mp3 file. Click on ➡ to forward the message as an *.mp3 file to any e-mail address: Share voicemail by email If you want to send your voicemail to more than one email address, separate them with a semicolon. For example: joe.bloggs@bluewin.ch;josefine.bloggs@bluewin.ch message Voicemail 28169756567.mp3 17.03.2016 - 10:57 Forward message Email christoph...@swisscom.ch Your message Remark Cancel Send

| 4 | You can archive a message by selecting it and clicking on "Archive". The 🔒 symbol next to the message indicates that it will never be automatically deleted.

 |

2) Directly on your telephone handset:

Here we explain how you can listen to a voicemail message directly on your telephone handset.

1	Dial "086" followed by your telephone number, including the area code, e.g. 086 031 971 10 26. Follow the spoken instructions.
2	On the Yealink T46G telephone, you can programme the "Message" button with the COMBOX® number: Select "Messages -> 1. Voice Mail -> 2. Set Voice Mail" then dial "086" followed by your full phone number under Account1. From now on, you can press the "Message" button on your telephone in order to listen to your voicemail messages. If your telephone does not have a "Message" button, it is a good idea to programme a function key with the COMBOX number, i.e. "086" followed by your phone number.

3) With the Business Communication app:

If you have installed the Business Communication app on your smartphone, you can also listen to your COMBOX® pro on the move:

1	In the Business Communication app, dial "086" followed by your full phone number, including the area code, e.g. 086 031 971 10 26. Now follow the spoken instructions.

3. Outgoing calls: Display name or phone number

3.1 Description
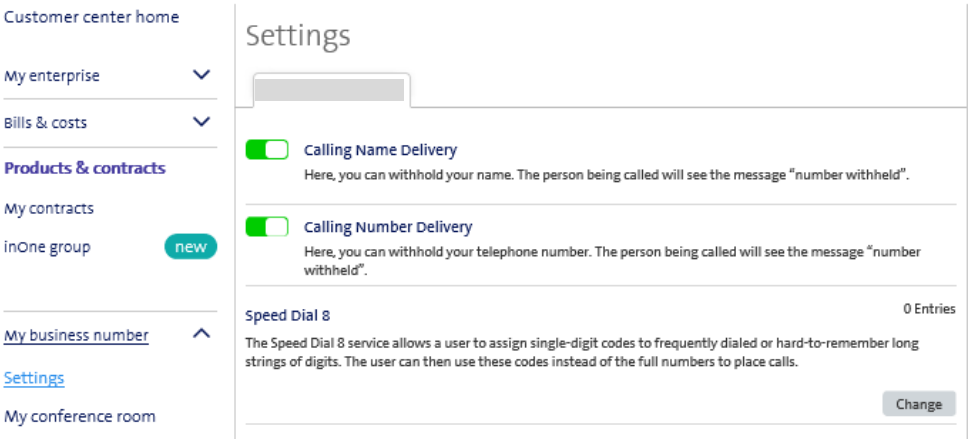
You can set whether the person you are calling can see your name or phone number.

NB:

It is also possible to display a different number from your actual number. For example, an employee can have the company's main number displayed rather than his own, so the call recipient calls the main number back.

If you want to display a different number, certain legal conditions need to be met. Please contact your technical administrator or partner if you would like to use this facility.

3.2 Use in the Customer Centre

1	Log in with your personal Swisscom login (username and password) at www.swisscom.ch/login.
2	In the menu on the left-hand side, select "My business number" and the "Settings" submenu:
3	Now you can choose whether to withhold your name or phone number. NB: A green switch indicates a withheld name or phone number.

4. Reject anonymous calls

4.1 Description

With this function, you can block any anonymous calls (where no phone number is displayed). In other words, all anonymous calls are automatically rejected.

The caller hears the message: "The person you are trying to reach does not accept calls from unidentified numbers."

NB:

> Your technical administrator can also block specific numbers for your account.

4.2 Use

The easiest way of switching this function on and off is directly on the telephone.

Activate: → Dial *99#
Deactivate: → Dial #99#

5. Call waiting

5.1 Description

If "Call waiting" is activated, you can answer a second call while you are already on the line to someone else. You are alerted to the incoming call by two beeps and the phone display. The caller, on the other hand, is not told that you are already on the line, but hears the normal dialling tone. You can interrupt the call you are making and answer the new one.

NB:

> "Call waiting" is activated as standard.
> If "Call waiting" is activated, not all call diversion functions work.
> The most recent activation or deactivation command applies, whether it was sent via the Customer Centre or the phone keypad.

5.2 Use in the Customer Centre

Your technical administrator can switch the "Call waiting" function on and off for you.

5.3 Use via telephone keypad

Activate: → Dial *43#

Deactivate: → Dial #43#
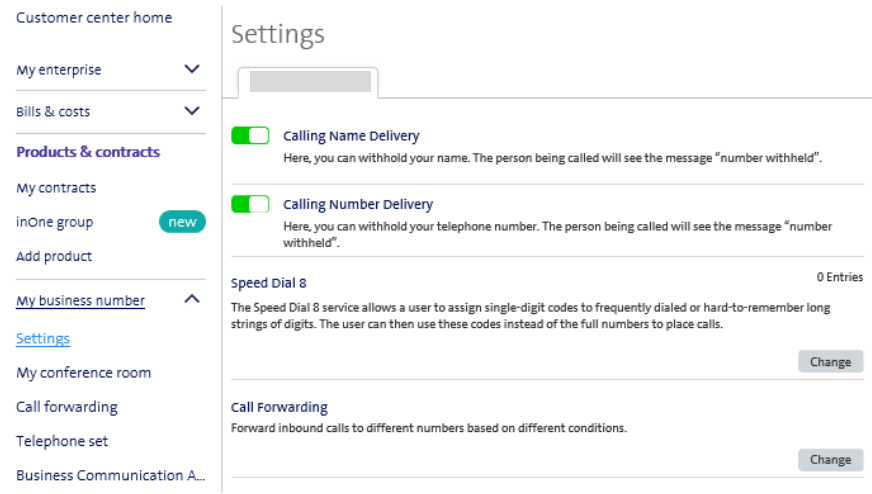
6. Speed dial

6.1 Description

With the "Speed dial" function, you can assign speed dial numbers to eight frequently used numbers. Then, if you press a speed dial number (e.g. 2) on your phone, the saved number is dialled.

NB: This speed dial function should not be confused with assigning a direct number to a function key.

6.2 Use

6.2.1 Customer Centre

1	Log in with your personal Swisscom login (username and password) at www.swisscom.ch/login.
2	In the menu on the left-hand side, select "My business number" and the "Settings" submenu: Customer center home My enterprise Bills & costs **Products & contracts** My contracts inOne group _new_ Add product My business number Settings My conference room Call forwarding Telephone set Business Communication A... Settings **Calling Name Delivery** Here, you can withhold your name. The person being called will see the message "number withheld". **Calling Number Delivery** Here, you can withhold your telephone number. The person being called will see the message "number withheld". Speed Dial 8 — 0 Entries The Speed Dial 8 service allows a user to assign single-digit codes to frequently dialed or hard-to-remember long strings of digits. The user can then use these codes instead of the full numbers to place calls. Change Call Forwarding Forward inbound calls to different numbers based on different conditions. Change
3	In the "Speed dial 8" section, click on "Change" and enter your speed dial number(s): Speed dialling — Phone number — Description 2 ▾ — — Jenny — ⊖ ⊕ — Save Then click on "Save".

6.2.2 Using speed dial

Press a programmed speed dial number on your phone. In our example, press "2" followed by "Call/Dial" and you will be connected to the number +41 31 1234567.
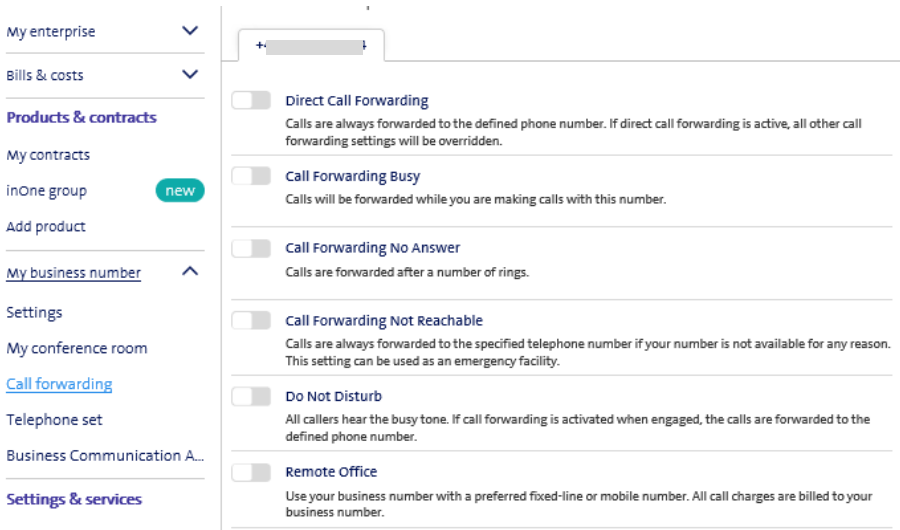
7. Call diversion

With this function, you can automatically divert all calls that you do not wish to answer. This function can be configured for each phone number.

The following types of call diversion are available:

- Call Forwarding Busy
- Call Forwarding Not Reachable
- Remote Office call diversion
- Do Not Disturb call diversion
- Direct Call Forwarding
- Call Forwarding No Answer (divert missed calls)

7.1 Using call diversion in the Customer Centre

1	Log in with your personal Swisscom login (username and password) at www.swisscom.ch/login.
2	In the menu on the left-hand side, select "My business number" and the "Call forwarding" submenu: Move the required switch to "green" and enter your settings in the window that opens.

7.2 Call Forwarding Busy

7.2.1 Description

If you are already making a call, any new incoming calls can be diverted to a different phone number or directly to your COMBOX® pro.

NB:

In order to use this function, "Call waiting" must be switched off. You can do this by dialling #43# on your telephone.
The most recent command applies, whether it was sent
- via the Customer Centre,
- via your telephone keypad, or
- via the Business Communication app.

7.2.2 Use in the Customer Centre

1	**Call Forwarding Busy**
	Calls will be forwarded while you are making calls with this number.
	
	Call forwarding to Enter telephone number Save
	
	Here you can choose whether calls should be diverted to your personal COMBOX® pro, the company COMBOX® pro or an individual number.
	   > Make your changes.
	   > Finish by clicking on "Save".

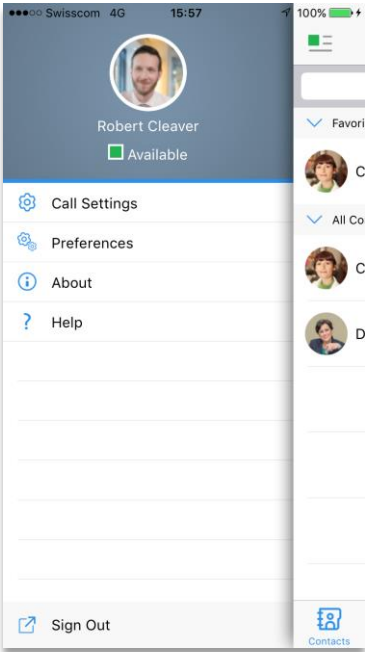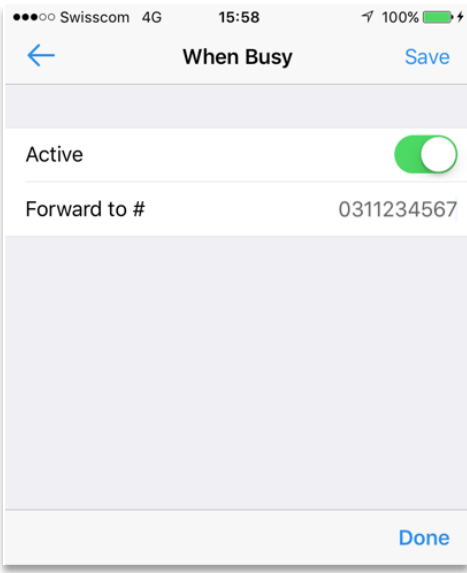### 7.2.3 Use via telephone keypad

Activate: → Dial *67 + phone number + #

Deactivate: → Dial #67#

NB: phone number = number to which calls are to be diverted

7.2.4 Use via Business Communication app (mobile)

1	"Call Settings" menu: Robert Cleaver Available Call Settings Preferences About Help Sign Out
2	Select "Call Forwarding Busy".
3	Configure the setting and confirm by clicking on "OK": When Busy — Save Active — [on] Forward to # 0311234567 Done

7.3 Call Forwarding Not Reachable

7.3.1 Description

If your telephone is not working for technical reasons, e.g. if the router is switched off or your Internet connection is down, you can set a phone number to which you want your calls to be diverted.

NB:

> If you want to remain contactable in such situations, we recommend that you choose a mobile number.
> This function is also called emergency call diversion.

7.3.2 Use in the Customer Centre

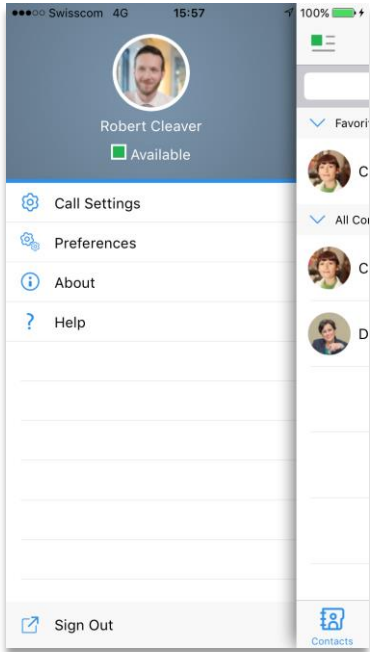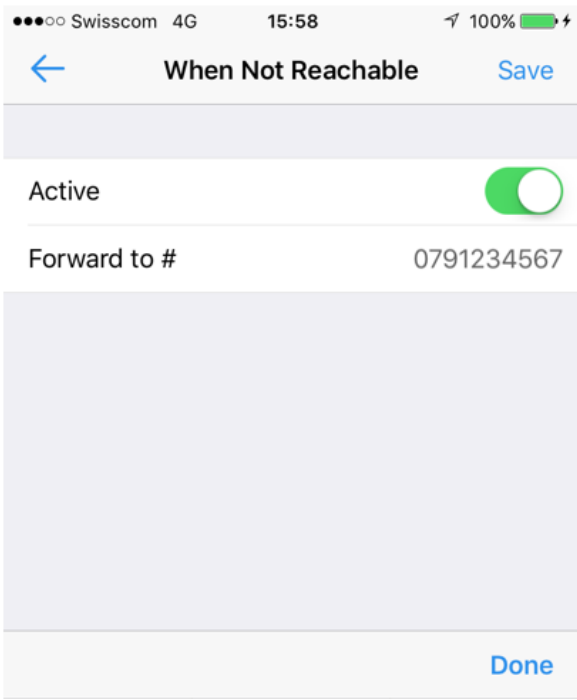| 1	Here you can choose whether calls should be diverted to your personal COMBOX® pro, the company COMBOX® pro or an individual number. > Make your changes. > Finish by clicking on "Save".

7.3.3 Use via telephone keypad

Activate: → Dial *61 + phone number + #

Deactivate: → Dial #61#

NB: phone number = number to which calls are to be diverted

7.3.4 Use via Business Communication app (mobile)

1	"Call Settings" menu:
2	Select "Call forward when unreachable"
3	Configure the setting and confirm by clicking on "OK":

7.4 Remote Office call diversion

7.4.1 Description

With this option, all calls are diverted to a phone number of your choice, such as your private phone number.

The Remote Office function enables you to make calls from your work telephone when you are away from the office. The person you call will see your company phone number. You can therefore make a business call from your landline phone at home, for example. Your business calls are also diverted to your Remote Office phone number.

If Remote Office is activated, your phone line will work as follows:

- All incoming calls are diverted to the Remote Office telephone.
- If you activate Remote Office on the Business Communication app and then dial a number from the app, your Remote Office telephone rings first (e.g. mobile, home phone or hotel room phone).
  After answering, you will be connected to the number you dialled. The person you call will see your company phone number.

NB:

- > All calls are billed to your company number.
- > This function is useful, for example, if you are in a hotel room and want to avoid the high cost of using the hotel phone. To do this, use the Remote Office function in the Business Communication app by setting your hotel room number as your Remote Office call diversion number.
- > You don't need any extra equipment or an additional phone line.
- > Calls can also be diverted to COMBOX® pro (personal and company), but this makes little sense.
- > If you divert calls to a foreign number, additional charges may apply. Ask your Swisscom partner for details.
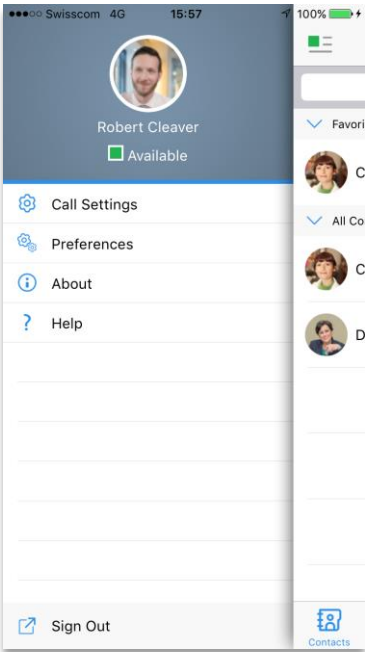
7.4.2 Use in the Customer Centre

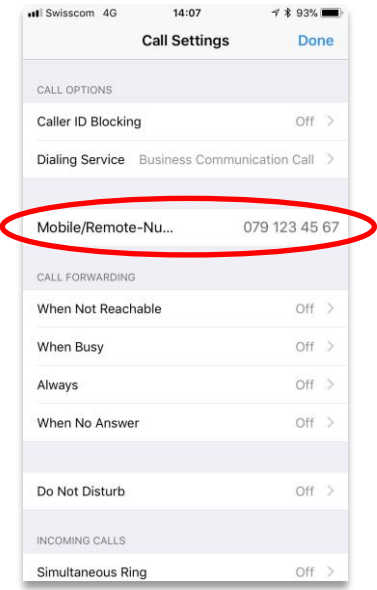| 1	Here you can choose whether calls should be diverted to your personal COMBOX® pro, the company COMBOX® pro or an individual number. > Make your changes. > Finish by clicking on "Save".

7.4.3 Use via telephone keypad

Not supported.

7.4.4 Use via Business Communication app (mobile)

1	"Call Settings" menu:
2	Select "Remote Office".

3	Enter the telephone number and press 'Done' to confirm: NB: If you are using an iOS smartphone, you must enter your mobile number when logging in to the Business Communication app in order for Remote Office to work.

Making a Remote Office call via the Business Communication app:

1	In the app, start by entering the number you want to call and press "Call". Select "Call Back".
2	Your Remote Office telephone will ring. As soon as you pick it up, the call from your Remote Office telephone to the destination number will be established.

7.5 Do Not Disturb call diversion

7.5.1 Description

With this option, the engaged tone will be heard by all callers. Your phone will not ring and the call will not appear on the calls list.

7.5.2 Use in the Customer Centre
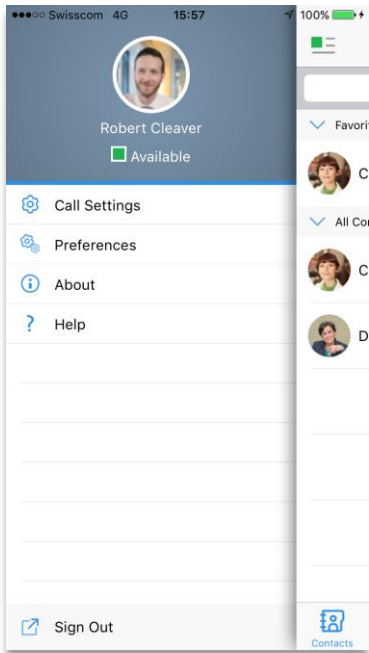
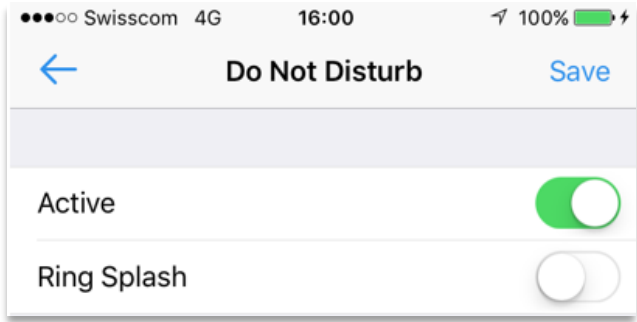|	
1	**Do Not Disturb** — All callers hear the busy tone. If call forwarding is activated when engaged, the calls are forwarded to the defined phone number.

7.5.3 Use via telephone keypad

Activate: → Dial *26#

Deactivate: → Dial #26#

7.5.4 Use via Business Communication app (mobile)

1	"Call Settings" menu:
2	Select "Do Not Disturb".

3	Configure the setting and confirm by clicking on "OK": If you check the "Ring" box, a short ring on your landline telephone will indicate that someone is trying to call you.

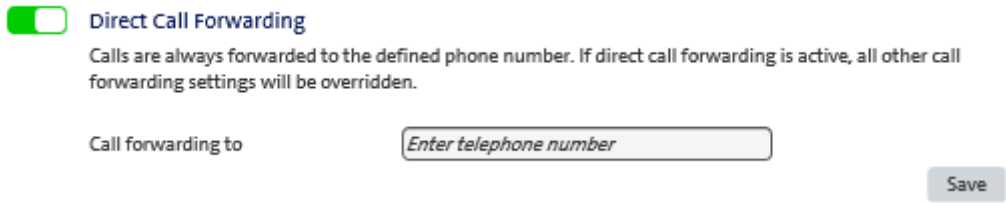## 7.6 Direct Call Forwarding

7.6.1 Description

With this option, all calls are directly forwarded to your personal COMBOX® pro, the company COMBOX® pro or a number of your choice.

NB:

> Call forwarding to your Combox, e.g. 0860319703901
> This service is also called "Permanent call forwarding".
> Incoming calls do not appear on the calls list.
> You can still make outgoing calls.

7.6.2 Use in the Customer Centre

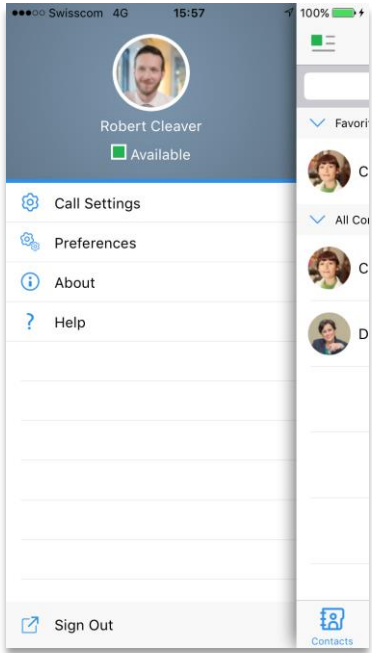|	
1	Here you can choose whether calls should be diverted to your personal COMBOX® pro, the company COMBOX® pro or an individual number. > Make your changes. > Finish by clicking on "Save".

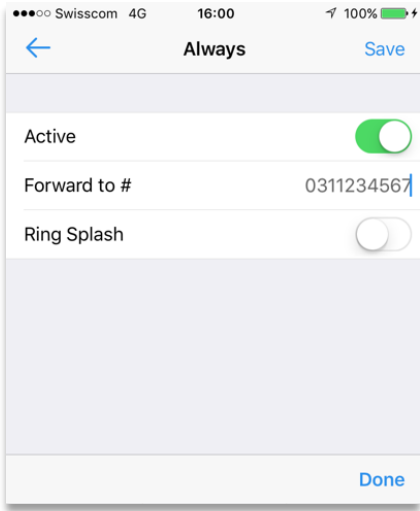### 7.6.3 Use via telephone keypad

Activate: → Dial *21 + phone number + #

Deactivate: → Dial #21#

NB: phone number = number to which calls are to be diverted.

7.6.4 Use via Business Communication app (mobile)

1	"Call Settings" menu:
2	Select "Call diversion"

3	Configure the setting and confirm by clicking on "OK":

If you check the "Ring" box, a short ring on your landline telephone will indicate that someone is trying to call you. |

7.7 Call Forwarding No Answer

7.7.1 Description

With this option, all calls are directly forwarded to your personal COMBOX® pro, the company COMBOX® pro or a number of your choice after a number of rings that you can set yourself.

NB:

> Incoming calls always appear on the calls list.
> You can still make outgoing calls.
> The number of rings before the call is forwarded may deviate from the number set by one ring.
> This service is also called "Call forwarding if no answer".
> If you set the number of rings as "0", this is the same as direct call diversion.

7.7.2 Use in the Customer Centre

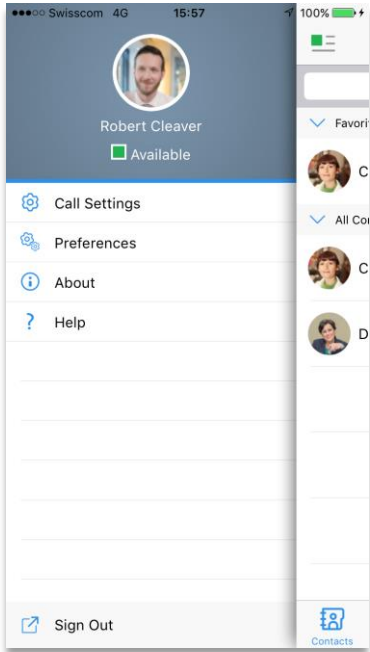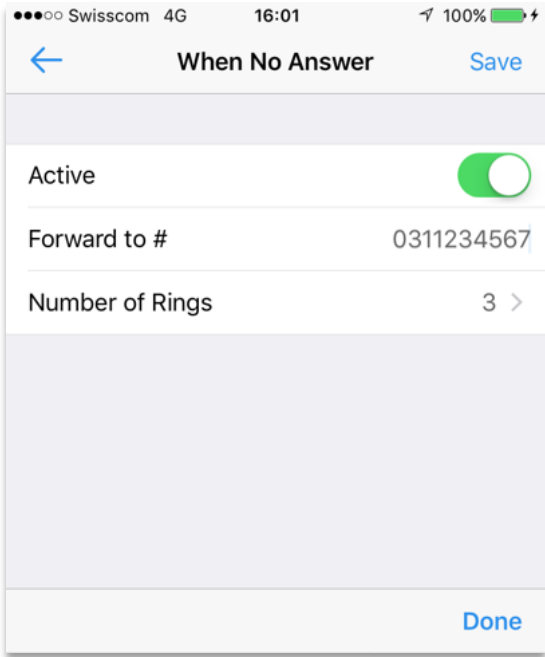|	
1	**Call Forwarding No Answer** Calls are forwarded after a number of rings. Call forwarding to Enter telephone number Forward after 3 ☑ Rings Save Here you can choose whether calls should be diverted to your personal COMBOX® pro, the company COMBOX® pro or an individual number. > Make your changes. > Finish by clicking on "Save".

7.7.3 Use via telephone keypad

Activate: → Dial *61 + phone number + #

Deactivate: → Dial #61#

NB: phone number = number to which calls are to be diverted.

7.7.4 Use via Business Communication app (mobile)

1	"Call Settings" menu:
2	Select "When No Answer".
3	Configure the setting and confirm by clicking on "OK": NB: In the app, the number of rings can be set between 2 and 20.

8. Telephone

8.1 Description

In this menu, you can configure services on the programmable buttons on your telephone. Depending on the type of device and expansion modules, over 80 buttons are available.
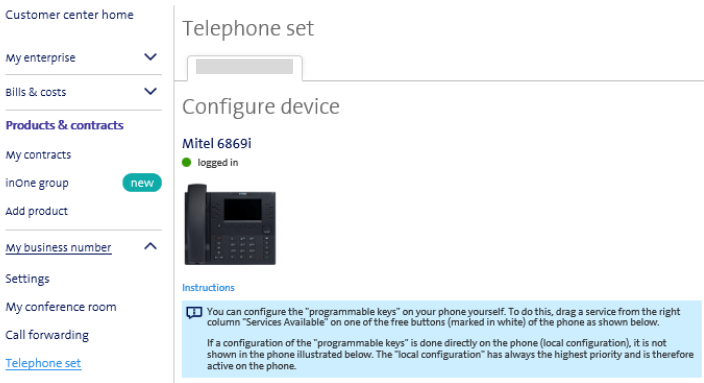
Examples of services that can be assigned to buttons:

- Direct dial
- Turn call diversion ON/OFF
- Turn COMBOX® pro ON/OFF
- My Status (only with advanced package)
- My Contacts (only with advanced package)
- Favorites (only with advanced package)

Most services can be configured multiple times on different buttons.

## 8.2 Use in the Customer Centre

NB: The description of the telephone in your Customer Centre may differ from the one in this user guide; however, the process is the same for every type of telephone.

1	Log in with your personal Swisscom login (username and password) at www.swisscom.ch/login.
2	In the menu on the left-hand side, select "My business number" and the "Telephone set" submenu.
3	A popup informs you how to configure and manage additional functions. Click on the blue "Go" button.

> With your mouse, drag the service you want to a vacant white button. It will have a green outline.
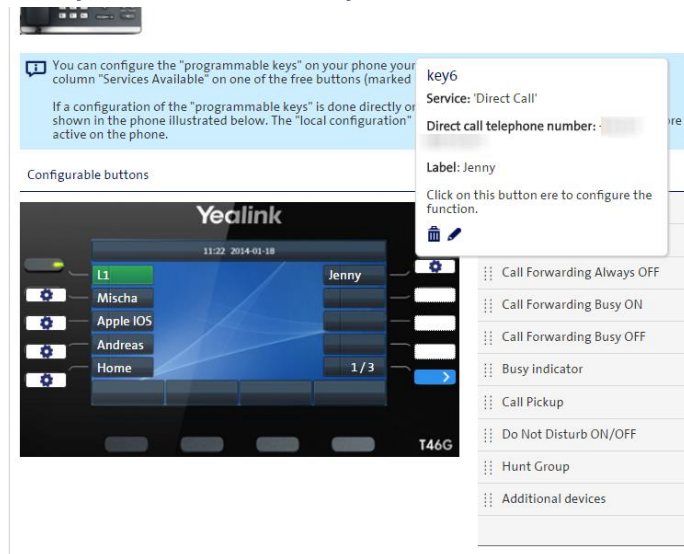

> If you have the advanced communication package, you will also have three other buttons:
> My Status - here you can see your presence information and change the settings on your telephone
> My Contacts - your own contacts that are stored in the Business Communication app and whose presence information is visible
> Favorites - you can store important contacts as favorites
> If you switch to the advanced communication package:
> If you have already programmed individual buttons, these will stay the same; otherwise, the first two buttons will be assigned to the UCC features "My Status" and "My Contacts". "Favorites" can be programmed in the Customer Centre.
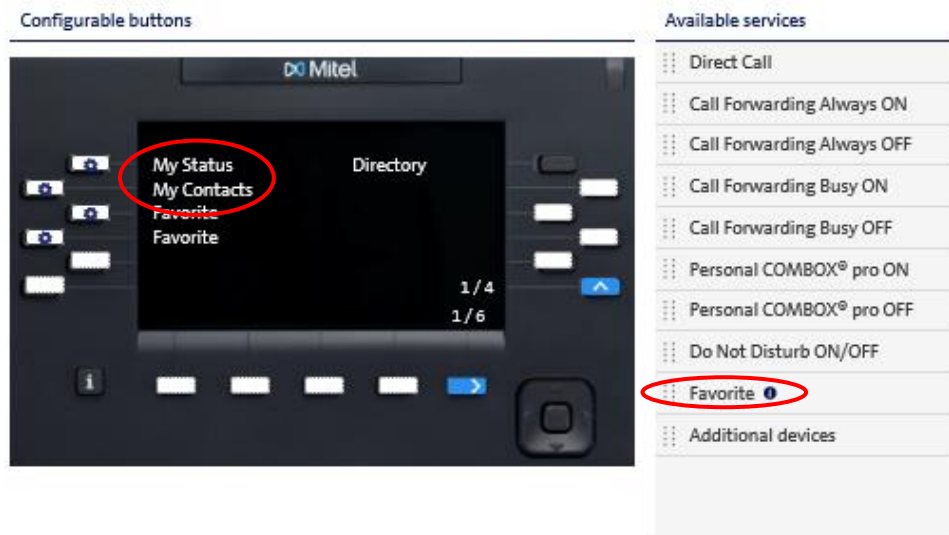
> A popup will appear, in which you can enter additional information such as a label and a phone number.
> Below is the example of "Direct Call":

	Direct Call
	
	Label Jenny
	Phone number
	
	                       Cancel Next
	
	Click on "Next".
	
	> Check the settings and confirm with the blue "Save" button:
	
	Direct Call
	
	The following changes were made:
	
	Label: 'Jenny'
	Phone number:
	
	                 Back Save

4	> After a few seconds, the new settings will be activated on your telephone. Repeat this process for all services that you wish to assign to a function key.
5	Changing the service on a function key: > Move your mouse over the key concerned and click once. A popup opens: > Click on the pen at the bottom of the popup and amend the settings for the service concerned, e.g. enter a different call diversion number.
6	Delete a service from a function key:

> Move your mouse over the key concerned and click once. A popup opens:

> Click on the bin at the bottom of the popup and the service will be deleted from the key.

9. Business Communication app

9.1 Description

With the Business Communication app, you can make calls on your business landline number even if you are out of the office via your smartphone or PC. You can control your availability at any time, wherever you are. The app also enables you to use all your usual landline functionalities anywhere. With the Business Communication app and collaboration tools (Unified Communications and Collaboration) such as online meetings, instant messaging and screen-sharing, you can collaborate easily and more efficiently.

You can download the Business Communication app directly at www.swisscom.ch/bc-app. Simply download the smartphone app from the relevant app store.

9.2 What you need

If you have a Customer Centre login, you will find your login details at www.swisscom.ch/bclogin -> My business number/Business Communication App.

Under "Edit login data", you can set up an alias instead of the predefined username. This alias must take the form of an e-mail address consisting of lower-case letters.

Status	✔ Activated	Deactivate
IM address	_____S@imp1.join.swisscom.ch	
Username	_____S@719266.join.swisscom.ch	
Alias ⓘ	robert.cleaver@bluewin.ch	Change
Password	******	Show password Reset

If you don't yet have a Customer Centre login, please contact your administrator or your Swisscom partner, who will grant you access to the SME Customer Centre or assign you a username/alias and password.

In order to benefit from the full range of functions offered by the Business Communication app, you need the "standard" or "advanced" communications package. You cannot make calls or use all the functions if you only have the "basic" communications package. If you are unsure which communications package you have, please contact your administrator.

Standard communications package
The standard communications package contains an extended range of telephony functions that may be useful for secretarial or field staff, for example. Thanks to the Business Communication app, your employees can be contacted on their landline number even when they are out of the office.

Advanced communications package
The advanced communications package contains an extended range of telephony functions and new tools such as online meetings, instant messaging and screen-sharing (Unified Communications & Collaboration), which may be useful for company managers, in-house employees and field staff, for example.

You can learn how to download, install and use the app in the Business Communication app user guide.

The user guide is available at www.swisscom.ch/bc-app.
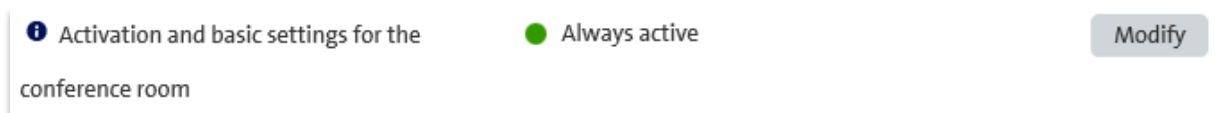
9.2 Online meetings

With the Business Communication app, you can organise online meetings with up to 30 people in "My Room". "My Room" is a place where you can communicate with several people from inside and outside your company at the same time. Online meetings can also be used to exchange instant messages (Chat) or share screens. "My Room" is suitable for spontaneous as well as planned, regular online meetings.

9.2.1 Setting up a conference room at each company location

In order to use the online meeting function to hold teleconferences, the following steps must be taken:

Step 1

An "advanced" package must be assigned to a company employee. This is necessary to ensure that the menu item "Conference room activation" appears under "Location/Location services". Activation is necessary for each location.

Step 2

Activation and set-up of the online meeting at each location. Here you can define the name, external and internal phone numbers and language. This is also necessary for each location. The online meeting is identified in the phone number overview with the letter "C" (for conference room).

Once activation and basic settings have been entered for each location, employees can enter their individual settings, as described in chapter 9.2.2.

9.2.2 Setting up your own conference room for online meetings

You can adjust the following settings for your own conference room (My Room) in your company's Customer Centre at www.swisscom.ch/bclogin:

- Play sound when participants join the conference (default setting: off)
- Session is terminated when the owner leaves the conference (default setting: off)
- Owner of the conference must be available at the start (default setting: off)

Conferences

Settings for my own conference room, as well as resetting of the conference ID and any further information.

Conference ID	891765	Reset conference ID
External number	+41 31 970 41 00	
Internal number	410	

Play sound when participants join the conference

Session is terminated when the owner leaves the conference

Owner of the conference must be available at the start

If you don't yet have a Customer Centre login, please contact your administrator or your Swisscom partner, who will grant you access to the SME Customer Centre or assign you a username and password.

10.   Additional telephony functions

10.1 Description

Smart Business Connect with virtual PBX offers you a whole range of additional telephony functions that are typical of a modern PBX (private branch exchange). If you would like to use any of these functions, please contact your administrator or partner, who can activate them and configure them according to your needs.

Below is a list of the features of Smart Business Connect with virtual PBX additional to those described in this document:

10.1.1 Control calls

> **Call waiting**

> **Announcement/Intercom**

   With the "Announcement/Intercom" service, all listed users can directly call the currently selected user. The call can be automatically answered.

> **Simultaneous call**

   With the "Simultaneous call" service, the user can set additional phone numbers to ring when a call comes in.

> **Linear call distribution/representation**

   With the "Linear call distribution/representation" service, up to five additional phone numbers can be set to ring consecutively until the call is answered – as long as the caller meets the criteria laid down.

> **Remote Office**

   With the "Remote Office" service, any landline or mobile number can be integrated in the company network.

> **Withhold caller's number**

> **Allow selected calls**

   With the "Allow selected calls" service, criteria can be set so calls are only accepted if one of the criteria is met.

> **Reject selected calls**

   With the "Reject selected calls" service, criteria can be set so calls are automatically rejected if one of the criteria is met.

> **Pre-announcement**

   The "Pre-announcement" service enables the caller to play an audio file before the call is connected. Various files can be selected and filters can be defined to control this function.

10.1.2 Call diversion

> **Transfer call**

   With the "Transfer call" service, calls can be transferred to other users.

> **VIP call**

   With "VIP call", the phone rings with a special ring tone if the defined criteria are met.

> ## Additional phone numbers
> With "Additional phone numbers", you can assign up to 10 extra phone numbers.

10.1.3 Profile

> ## Greeting message collection

> ## Privacy
> The "Privacy" service enables users to hide their entry in the company directory and turn off the "engaged" telephone status. It is possible to define users for whom the user remains visible despite the privacy mode being activated.

10.1.4 Notifications

> ## Automatic callback

10.1.5 Monitoring

> ## Busy Lamp Field
> The "Busy Lamp Field" shows the telephone status of a team of up to 15 people. Your company administrator can set this up for you. The same users are displayed on your desk telephone and the app. If one of them receives a telephone call, a separate Busy Lamp Field will open. Note the settings under "Busy Lamp Field":
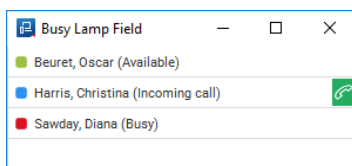
green = the user is available
blue = the user's telephone is ringing
red = the user is busy

If a user receives a call, the green telephone symbol will appear. By clicking on the green telephone symbol, another user can pick up the call. Important: the status shows the user's telephone status, not their presence status[1].

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[1] Presence status is only available with the advanced communications package

10.1.6 Group

> ### Directly join a current call

The "Directly join a current call" service enables an authorised user to directly join an ongoing call. Call pickup is also possible.

10.1.7 Admin

> ### Cost allocation

With the "Cost allocation" service, all paid services are charged to a defined phone number.

> ### Show external caller's number
> ### Show internal caller's number
> ### Withhold caller's number (CLIR)