Instruction manual
Business Telephony

swisscom

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1. Introduction

This instruction manual describes all the services available with Business Telephony and how to use them via the Customer Centre, your telephone keypad or the Business Telephony app/client.

2. COMBOX®

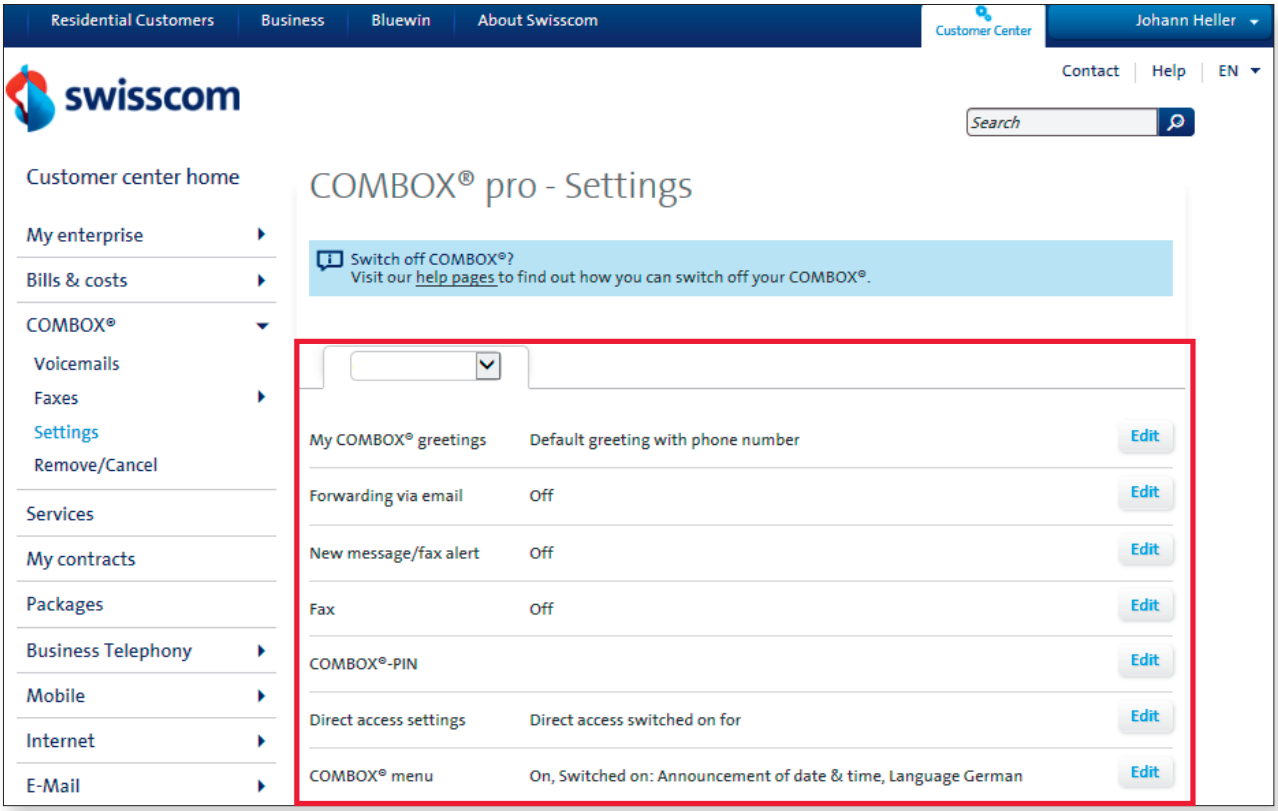
2.1. Description

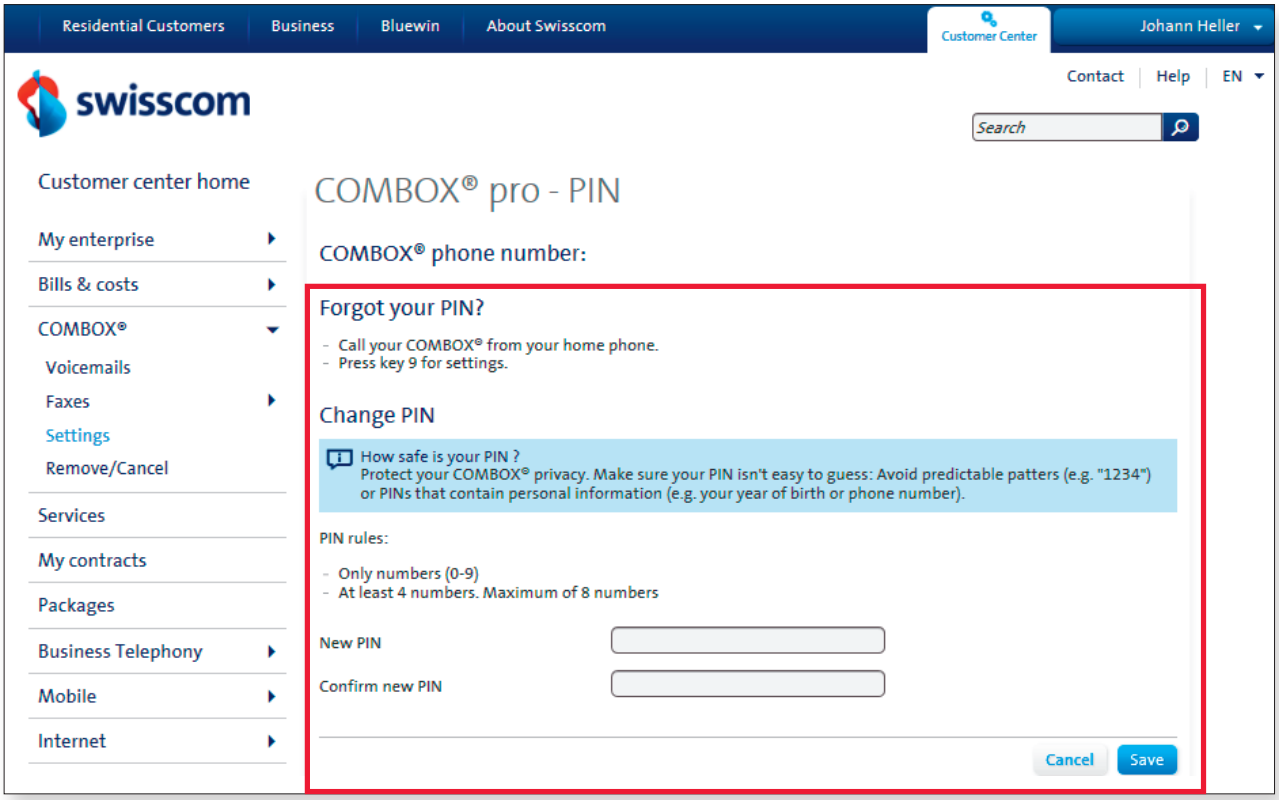
With COMBOX®, all calls to your phone number are answered. COMBOX® answers all calls that you cannot or do not want to answer yourself. In other words, you can forward all types of call (all calls directly, missed calls, calls received while your line is busy, and calls received when you have no mobile signal) to COMBOX®. You can remove COMBOX® and adjust the settings.

2.2. Use

2.2.1. Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **COMBOX® > Settings**
3	Select the number whose **COMBOX®** settings you wish to change
4	You now have several options, e.g. **My COMBOX® greetings, COMBOX®-PIN,** etc.
5	Next to the relevant option, click on **> Edit,** edit the function and then click on **> Save**




Residential Customers
Business
Bluewin
About Swisscom
Customer Center
Johann Heller
Contact
Help
EN
swisscom
Search
Customer center home
My enterprise
Bills & costs
COMBOX®
Voicemails
Faxes
Settings
Remove/Cancel
Services
My contracts
Packages
Business Telephony
Mobile
Internet
COMBOX® pro - PIN
COMBOX® phone number:
Forgot your PIN?
- Call your COMBOX® from your home phone.
- Press key 9 for settings.
Change PIN
How safe is your PIN ?
Protect your COMBOX® privacy. Make sure your PIN isn't easy to guess: Avoid predictable patters (e.g. "1234") or PINs that contain personal information (e.g. your year of birth or phone number).
PIN rules:
- Only numbers (0-9)
- At least 4 numbers. Maximum of 8 numbers
New PIN
Confirm new PIN
Cancel
Save

3. Outgoing number display

3.1. Description

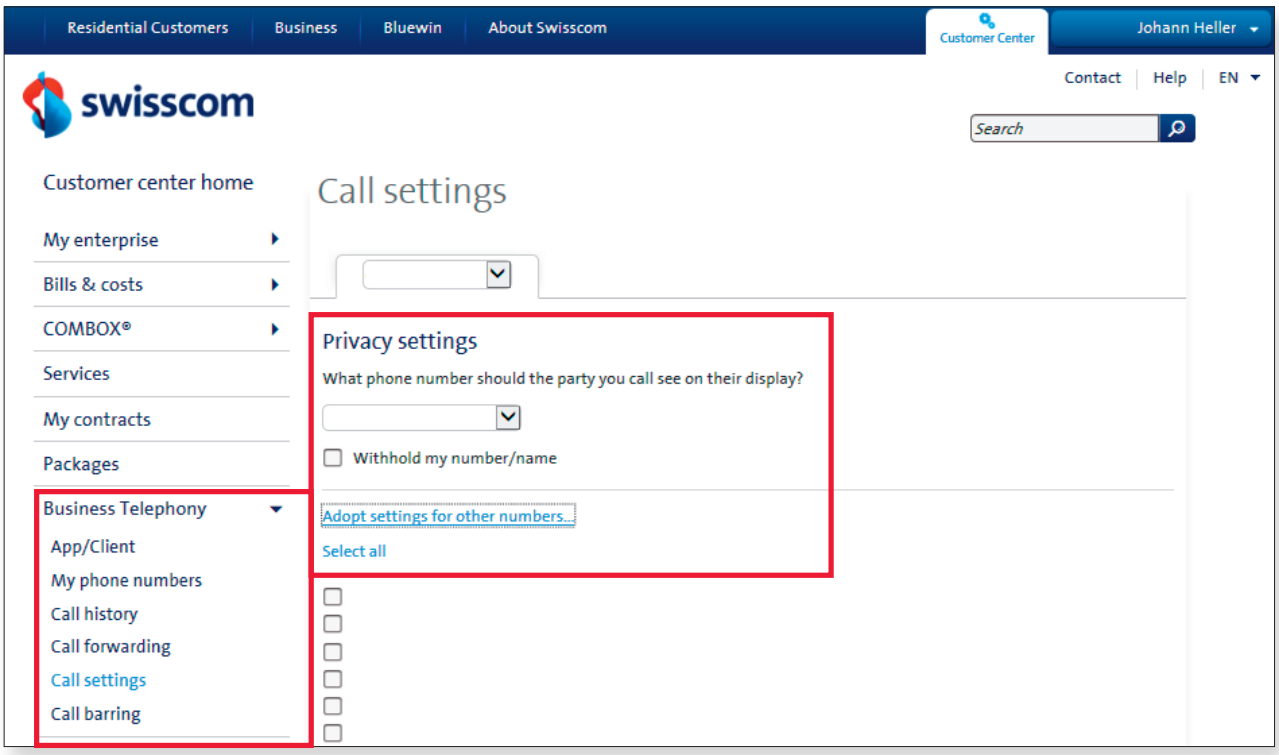
Choose which number is displayed to the person you are calling.

With this function, you can define which of your own phone numbers is displayed to the person you are calling. For example, an employee can have the company's main switchboard number displayed instead of his own number so the customer calls the switchboard number back.

3.2. Use

3.2.1. Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > Call settings**
3	Under **> Privacy settings,** you can select the outgoing phone number
4	If you click on **Adopt settings for other numbers,** you can select the same outgoing phone number for additional phone numbers



4. Reject anonymous calls

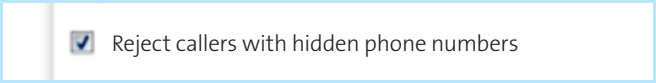
4.1. Description

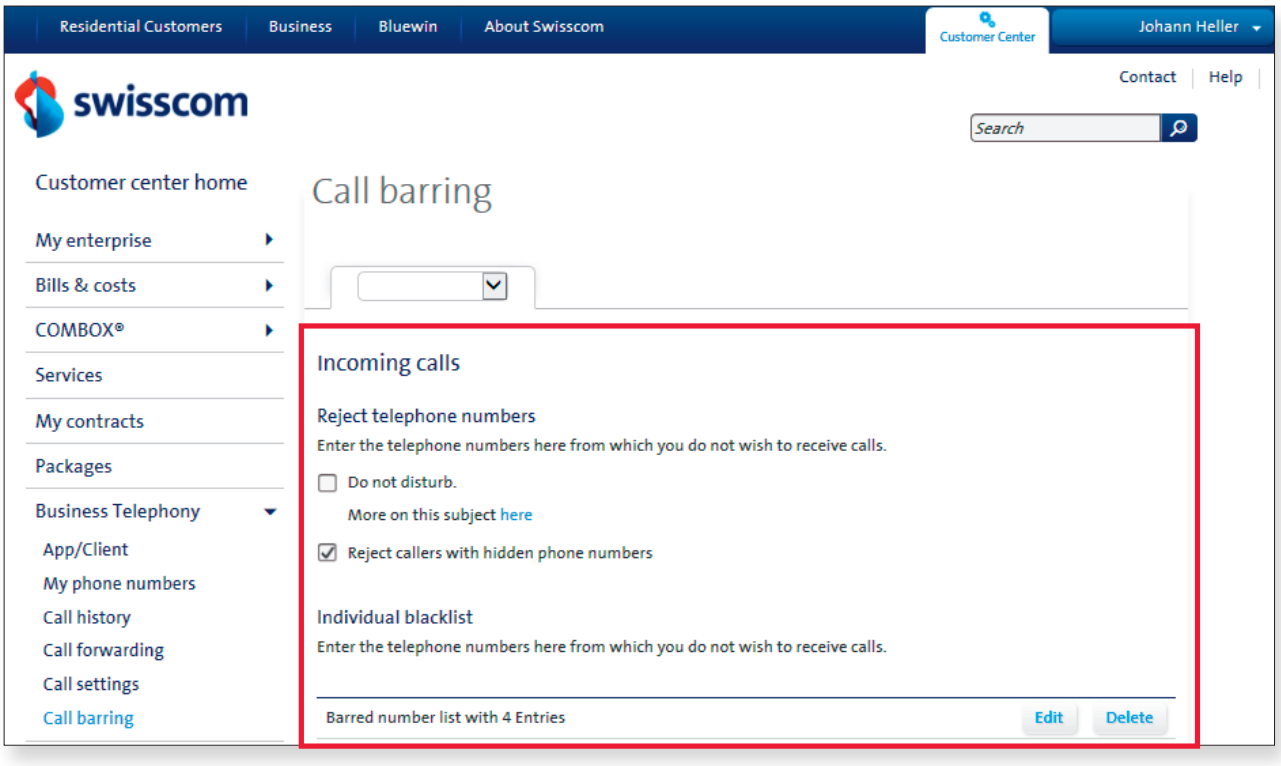
This function enables you to block all anonymous incoming calls (where no phone number is displayed). In other words, all anonymous calls are automatically rejected.

The caller hears the following message: The customer does not wish to receive calls from withheld numbers.

4.2. Use

4.2.1. Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > Call barring**
3	Under **Call barring,** select the phone number for which you wish to reject anonymous calls
4	Select **> Reject callers with hidden phone numbers** 
5	Click on **> Save** to activate the function



4.2.2. Telephone keypad

Activate: > Press * 99 #
Deactivate: > Press # 99 #

5. Call waiting

5.1. Description

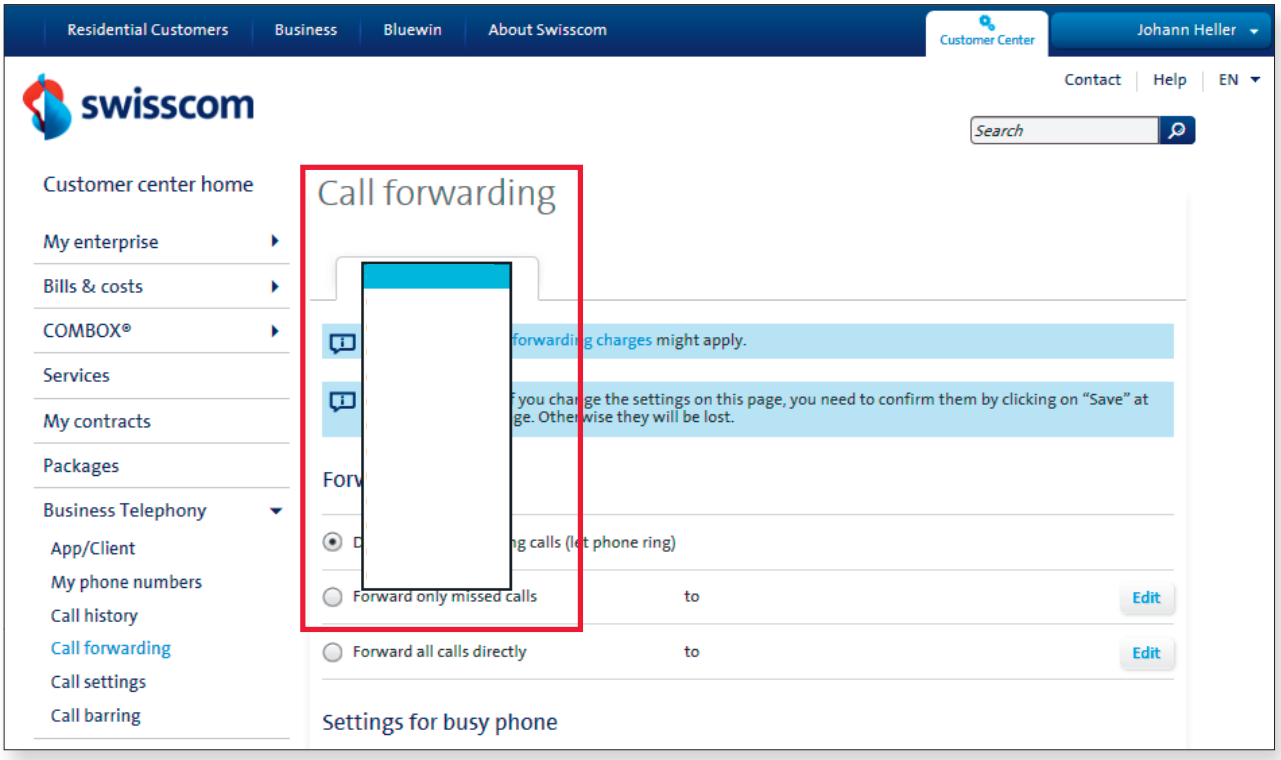
If Call waiting is activated, you can receive a second call while you are already on the line to someone else. The incoming call is indicated with a bleep. The caller is not told that you are already on the line, but hears the dial tone. You can interrupt (hold) the call and answer the new call.

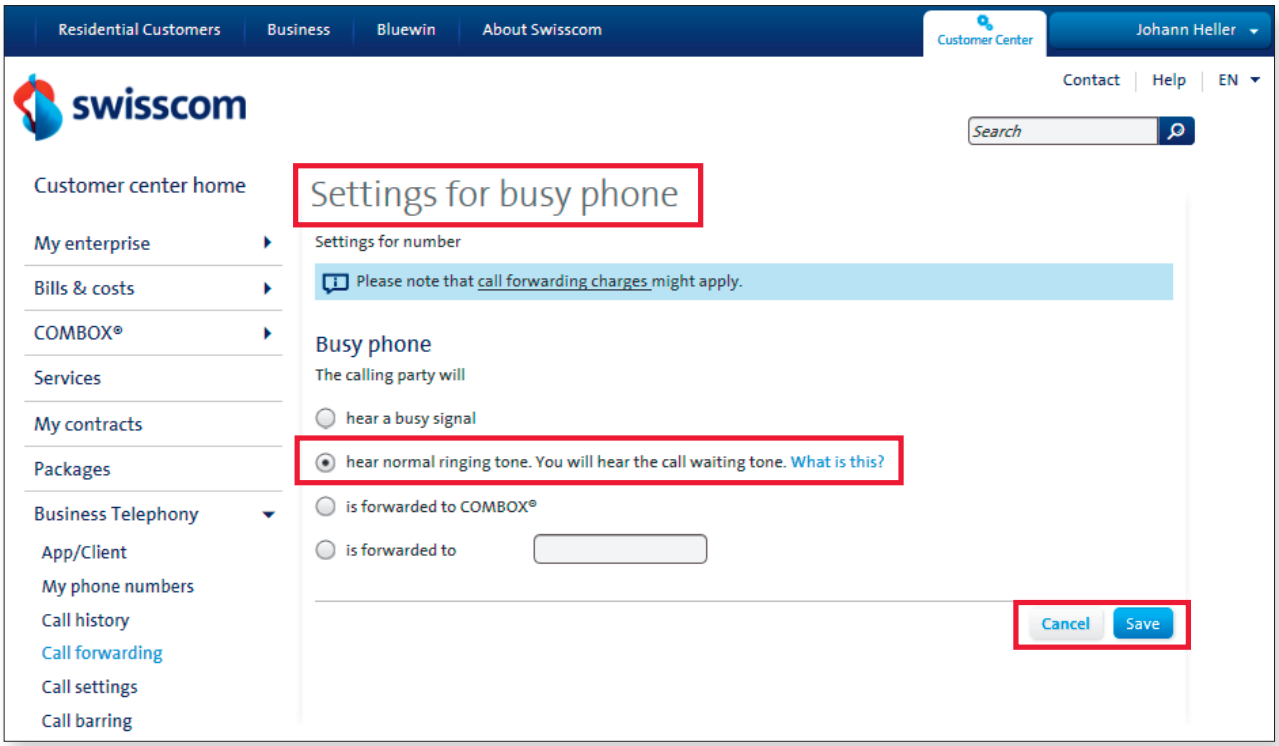
NB: Call waiting is activated as standard.

5.2. Use

5.2.1. Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **IP telephony > Call forwarding**
3	Under **Call forwarding,** select the phone number for which you wish to activate the function
4	Under **Settings for busy phone,** click on **> Edit**
5	Select **> hear normal ringing tone. You will hear the call waiting tone**
6	Then click on **> Save** to activate the function





5.2.2. Telephone keypad

You are already on the phone and you wish to answer an incoming call	1. Press **R** or • and wait for dial tone. 2. Press **2** (1st call is put on hold, 2nd is active). 3. Press **R** or • and then 2 in order to switch between calls.
End	1. Hang up (both calls are ended).
End first call	2. Press **R** or • and wait for dial tone. Press **0** (2nd call remains active).
End second call	3. Press **R** or • and wait for dial tone. Press **1** (1st call becomes active).

6. Call forwarding

This function enables you to automatically forward any call that you do not answer. This function can be set differently for each phone number. There are four different types of forwarding:

- Forward all calls directly
- Forward only missed calls
- Forward calls when busy
- Forward calls when offline

6.1 Forward all calls directly

6.1.1 Description

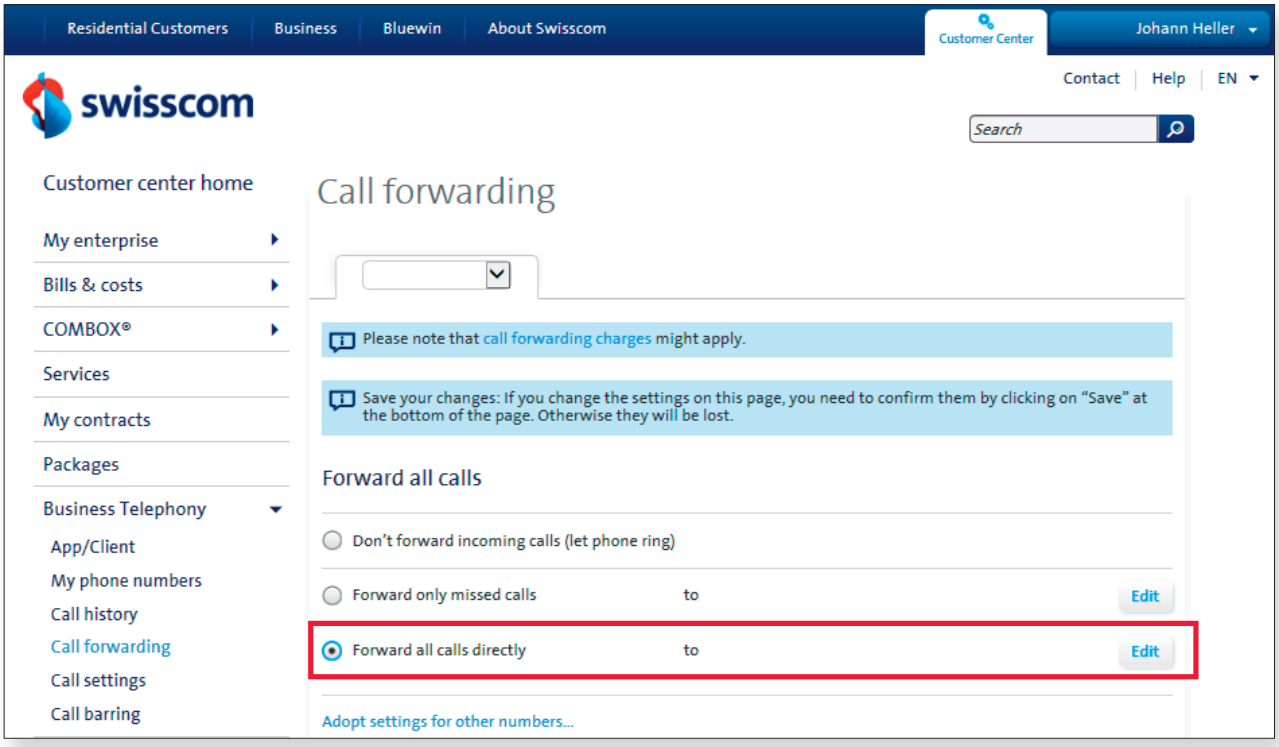
This function enables you to forward all incoming calls directly to any number or to your COMBOX®.

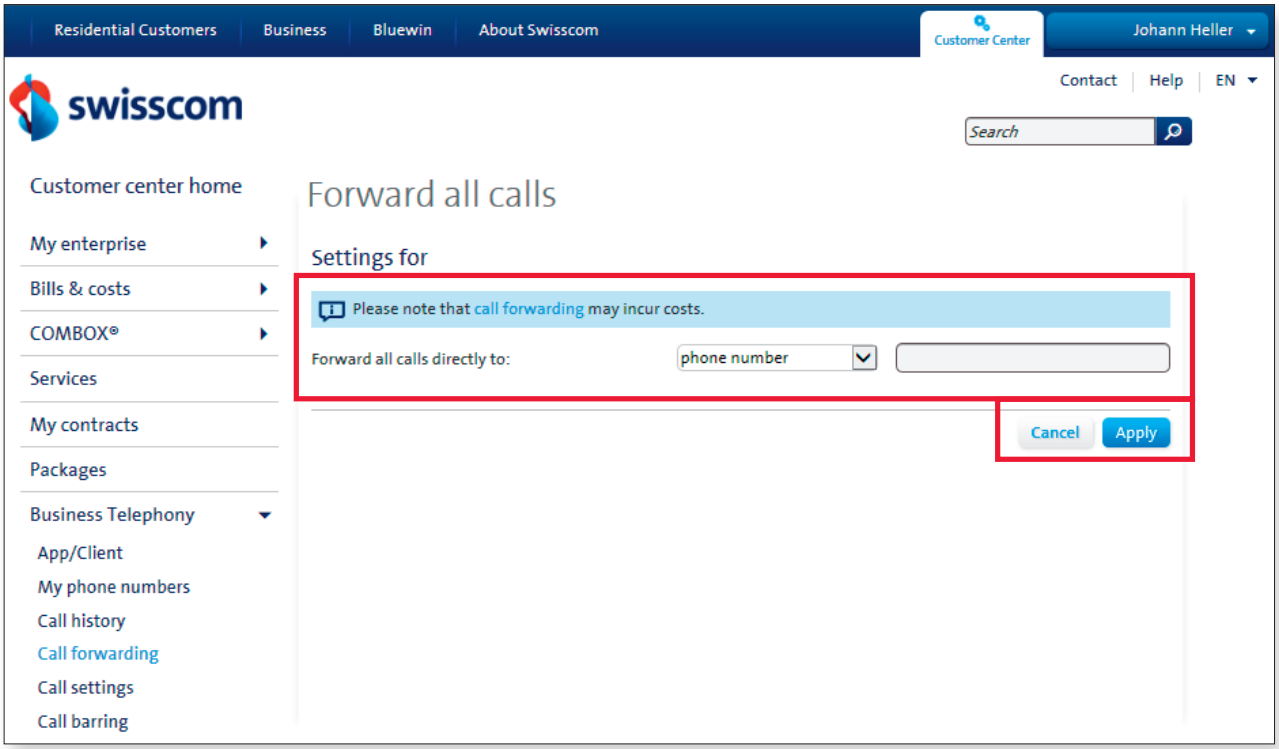
NB: In this case, all calls are immediately forwarded without your phone ringing.

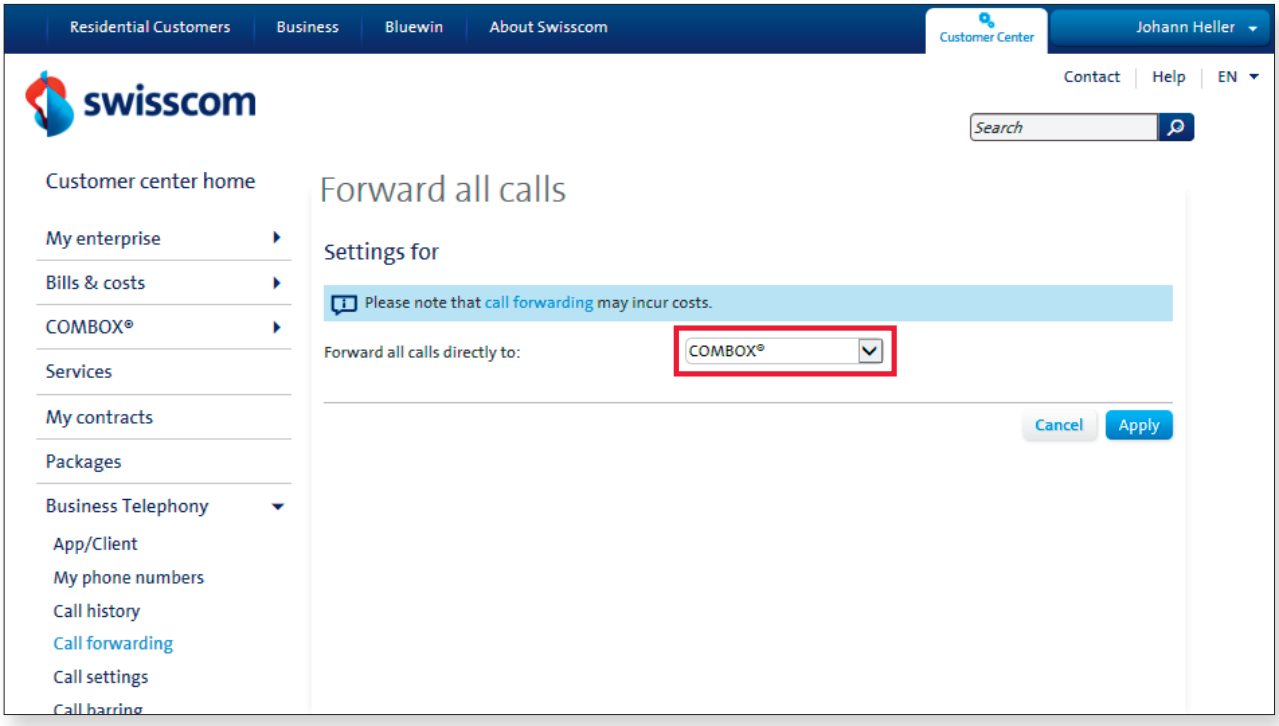
6.1.2 Use

6.1.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > Call forwarding**
3	Under **Call forwarding**, select the phone number from which you want to forward calls
4	Under **Forward all calls** select **> Forward all calls directly** and click on **> Edit**
5	Enter the **phone number to which you want to forward calls** in the box
6	Here, rather than to a phone number, you can opt for calls to be forwarded to your COMBOX®







6.1.2.2 Telephone keypad

Activate: > Press *21 + phone number + #
Deactivate: > Press # 21 #
NB: Phone number = Phone number to which calls are forwarded

6.1.2.3 Business Telephony app/client

App/client: **Forward all calls directly**	
1	**Settings**
2	**Call settings**
3	Mobile app(Android/iOS): **Direct call forwarding** PC client: **Forward all calls**
4	**Enter phone number**
5	**Activate** or **Activate service**
6	**OK** or **Save**

You can find help videos at www.swisscom.ch/bt-help.

6.2 Forward only missed calls

6.2.1 Description

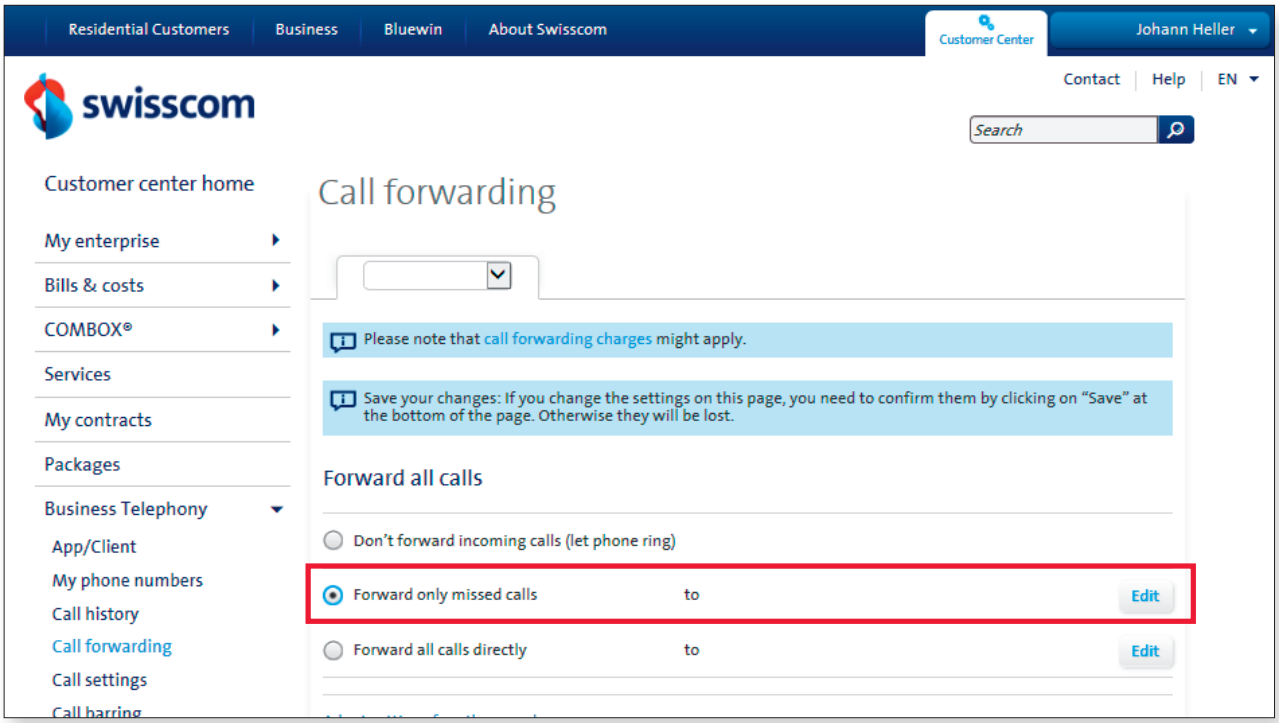
You can forward all calls that you do not answer within a particular time (12 seconds is the standard setting) to any phone number or directly to your COMBOX®.

NB: you can change the length of time until the call is forwarded in the Customer Centre.

6.2.2 Use

6.2.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > Call forwarding**
3	Under **Call forwarding,** select the phone number that you wish to forward calls from
4	Under **Forward all calls,** select **> Forward only missed calls** and click on **> Edit**
5	In the box, enter the phone number to which you wish to forward calls if the line is busy. You can also set the length of time you want the phone to ring for e.g. if you select 12 seconds, your phone will ring for 12 seconds before the call is forwarded to another number
6	Or select COMBOX® to forward calls to your COMBOX®
7	> Save to activate the function



6.2.2.2 Telephone keypad

Activate: > Press *61 + phone number + #
Deactivate: > Press # 61 #
NB: Phone number = Phone number to which calls are forwarded

6.2.2.3 Business Telephony app/client

App/client: **Forward only missed calls**	
1	**Settings**
2	**Call settings**
3	Mobile app(Android/iOS) : **Missed calls** PC client: **Missed calls**
4	**Enter phone number**
5	**Mobile (Android/iOS) only: "Number of rings" can be entered**
6	**Activate** or **Activate service**
7	**OK** or **Save**

You can find help videos at www.swisscom.ch/bt-help.

6.3 Forward calls when busy

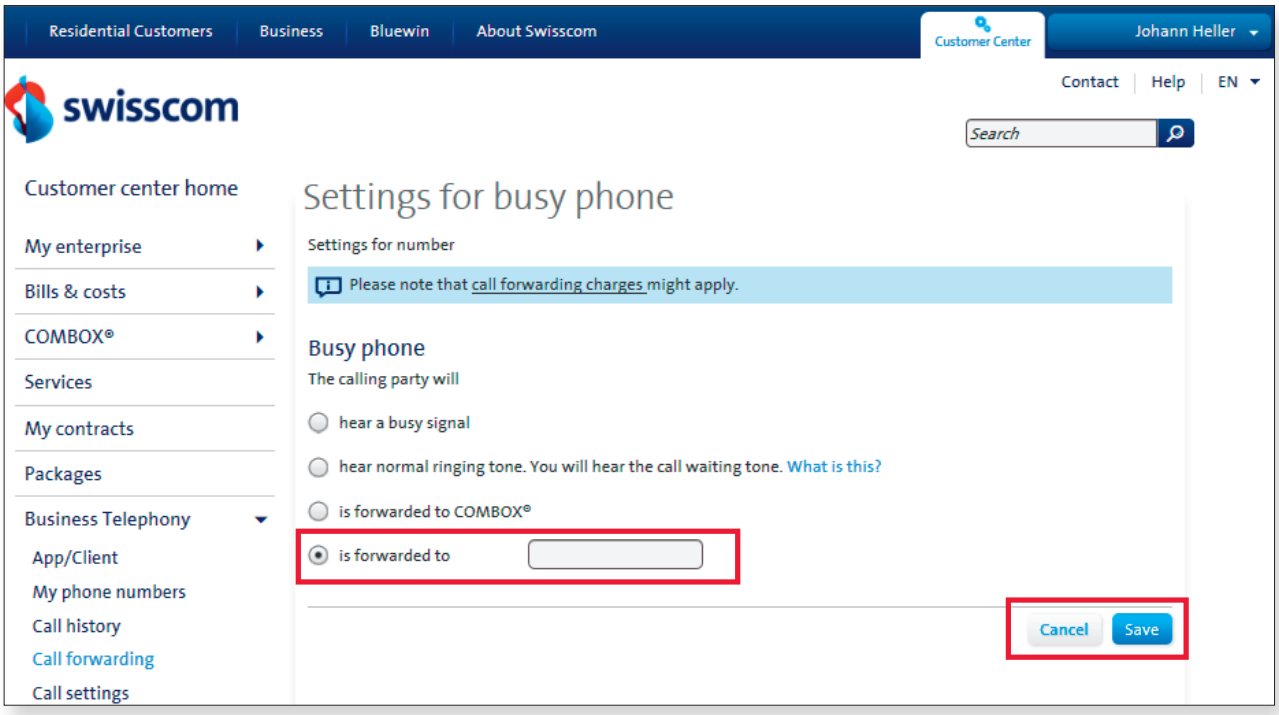
6.3.1 Description

If you already on the line, you can forward incoming calls to any other phone number or directly to your COMBOX®.

6.3.2 Use

6.3.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > Call forwarding**
3	Under **Call forwarding,** select the phone number that you wish to forward calls from
4	Under **Settings for busy phone,** click on **> edit**
5	Select **> is forwarded to** and enter the phone number
6	Or select Combox
7	**> Save** speichern to activate the function



6.3.2.2 Telephone keypad

Activate: > Press *67 + Phone number + #
Deactivate: > Press # 67 #
NB: Phone number = Phone number to which calls are forwarded

6.3.2.3 Business Telephony app/client

App/Client: **Forward calls when busy**	
1	**Settings**
2	**Call settings**
3	Mobile app(Android/iOS): **Line busy** PC client: **Line busy**
4	**Enter phone number**
5	**Activate** or **Activate service**
6	**OK** or **Save**

You can find help videos at www.swisscom.ch/bt-help.

6.4 Emergency call forwarding: forward calls when offline

6.4.1 Description

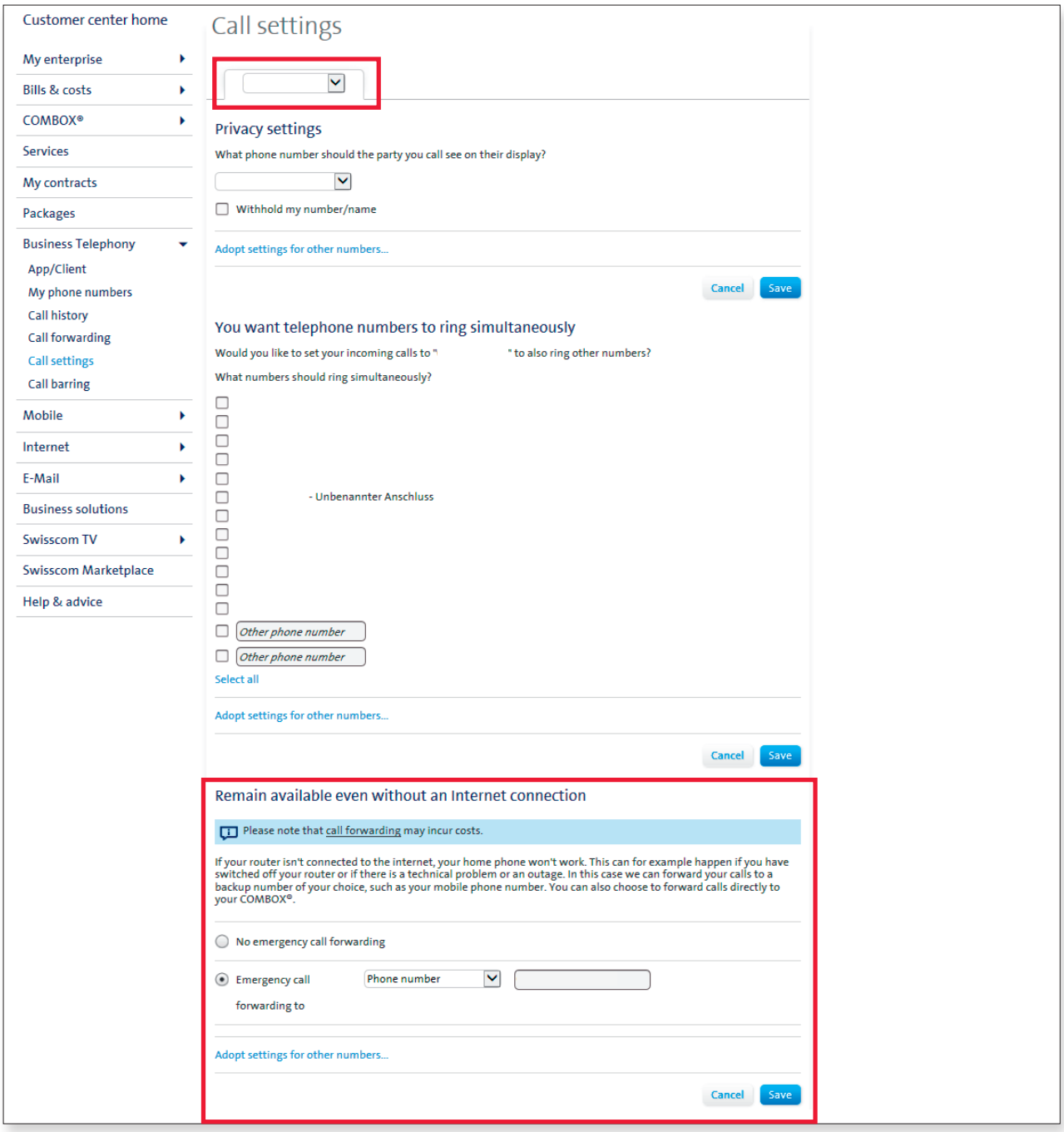
You can set a phone number to which your calls will be forwarded if your telephone is not working for technical reasons, e.g. if your modem is switched off or because your Internet connection is down.

NB: if you want to remain contactable in such situations, we recommend that you choose a mobile number.

6.4.2 Use

6.4.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on Business Telephony > Settings
3	Under Settings, choose the phone number you wish to forward calls from.
4	Under Emergency call forwarding, enter any phone number or select Combox® to forward calls. NB: if you want to remain contactable at all times, we recommend that you choose a mobile number
5	Click Save and the function is activated.



6.4.2.2 Business Telephony app/client

App/Client: **Forward calls when offline**	
1	**Settings**
2	**Call settings**
3	Mobile app(Android/iOS): **when offline** PC client: **when uncontactable**
4	**Enter phone number**
5	**Activate** or **Activate service**
6	**OK** or **Save**

You can find help videos at www.swisscom.ch/bt-help.

7. Call barring (blacklist)

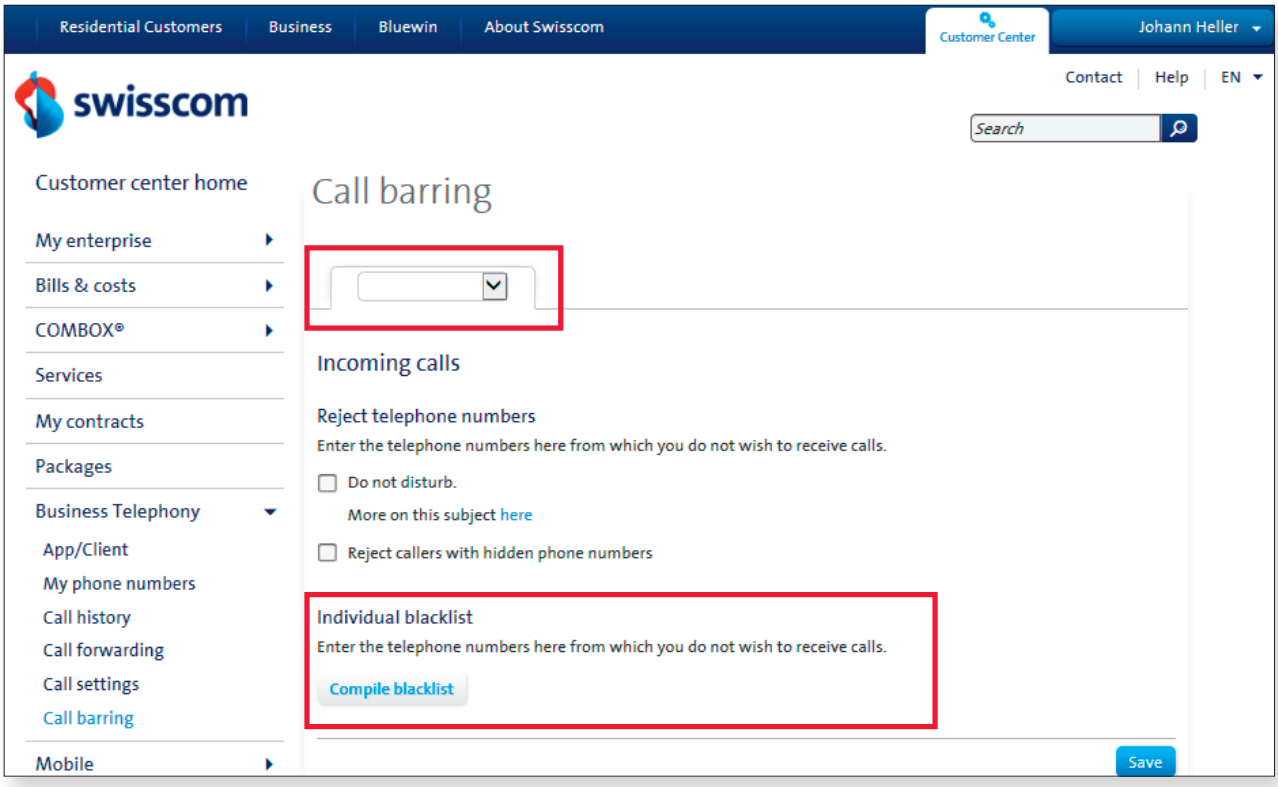
7.1 Description

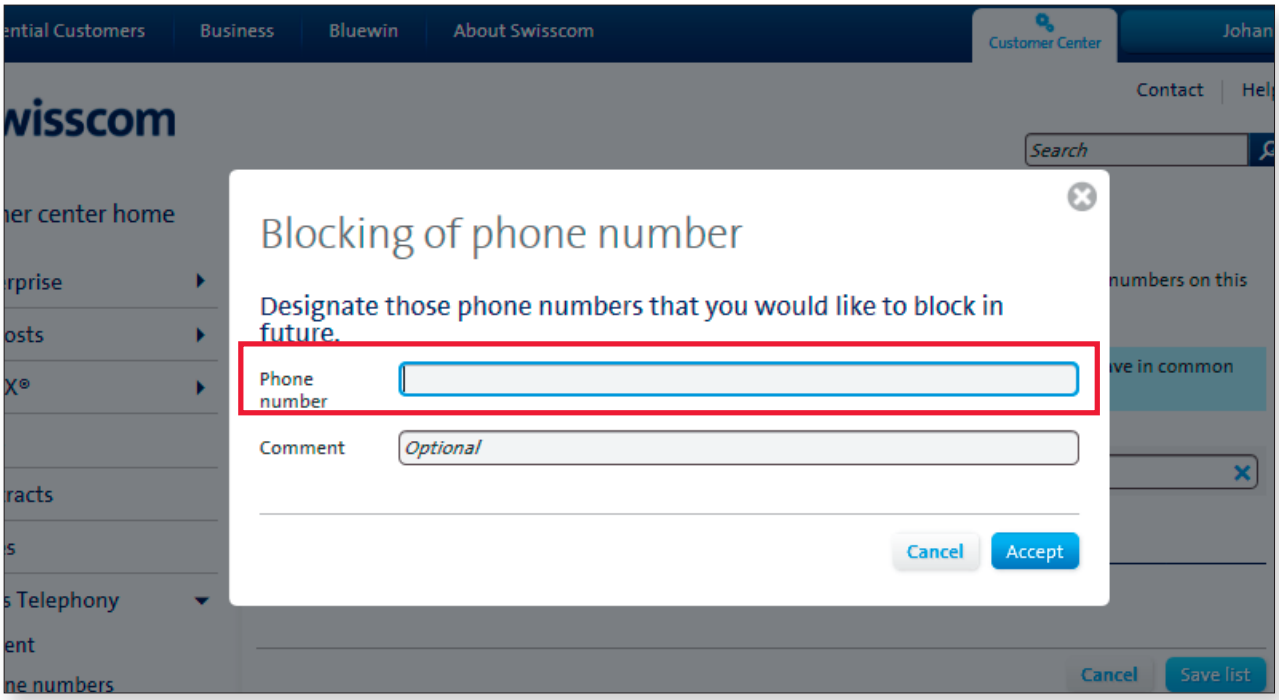
You can enter phone numbers from which you do not wish to receive calls. Calls from these numbers will not be indicated by your phone (ringing, flashing, etc.).
You can enter up to 50 phone numbers.

7.2 Use

7.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > Call barring**
3	Under **Call barring,** select the phone number to which you wish to block incoming calls
4	Under **Individual blacklist,** click **> Compile blacklist**
5	**> Add number** and enter the phone number that you wish to block
6	**> Accept > Save list** to activate the function





7.2.2 Telephone keypad

Press * 00 # and the phone number of the last call you received will be added to the blacklist.
NB: this function is only available from the 25 August 2014 release onwards.

8. Withhold number and name

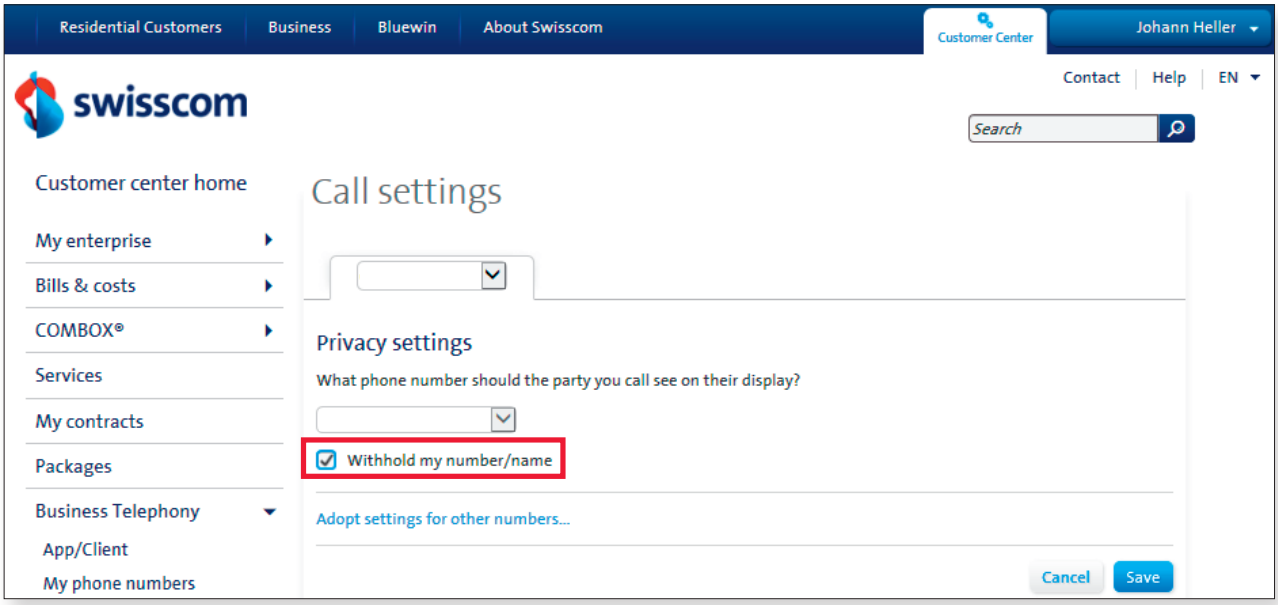
8.1 Description

This function enables you to withhold your phone number or name when you call someone.

8.2 Use

8.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > Call settings**
3	Under **Call settings,** select the phone number, that you wish to withhold
4	Under **Privacy settings,** select **> Withhold my number/name**
5	**> Save** to activate the function



8.2.2 Telephone keypad

Activate: Press *31 #

8.2.3 Business Telephony app/client

App/Client: Withhold number and name	
1	**Settings**
2	**Call settings**
3	Mobile app(Android/iOS): **Withhold number** PC client: **Withhold own number**
4	**Activate**
5	**OK** or **Save**

You can find help videos at www.swisscom.ch/bt-help.

9. Simultaneous ring

9.1 Description

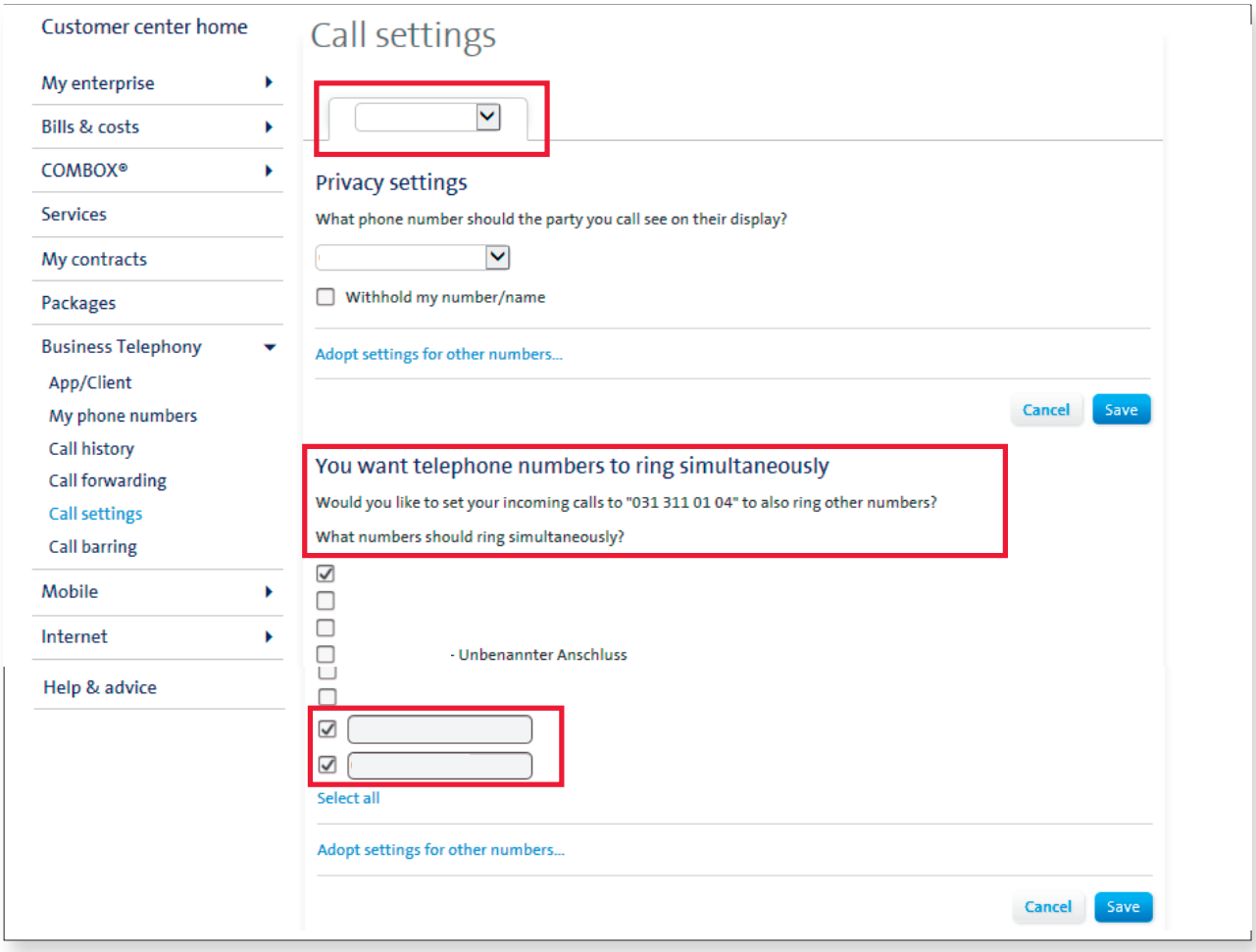
With this function, calls to one number can ring on two or more telephones (each with a different number). This enables you, for example, to ensure that calls to your main phone number can be answered by several different employees.

In addition to your main phone, you can also ensure that your mobile or an external landline phone rings.

9.2 Use

9.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > Call settings**
3	Under **Call settings,** select the phone number whose settings you want to adjust
4	Select the phone numbers that you want to ring. You can enter up to two additional numbers (an external landline number and/or a mobile)
5	Under **Phone numbers to ring simultaneously**, select the phone numbers that should also ring. At the end, you can also enter two additional numbers (one external landline number and/or one mobile).



9.2.2 Business Telephony app/client

App/Client: **Simultaneous ring**	
1	**Settings**
2	**Call settings**
3	Mobile app(Android/iOS): **Incoming calls** PC client: **Incoming calls**
4	Android/iOS app: **Add phone numbers > Enter phone number** PC client: **Enter phone number**
5	**Activate** or **Activate service**
6	**OK** or **Save**

You can find help videos at www.swisscom.ch/bt-help.

10. Block outgoing calls

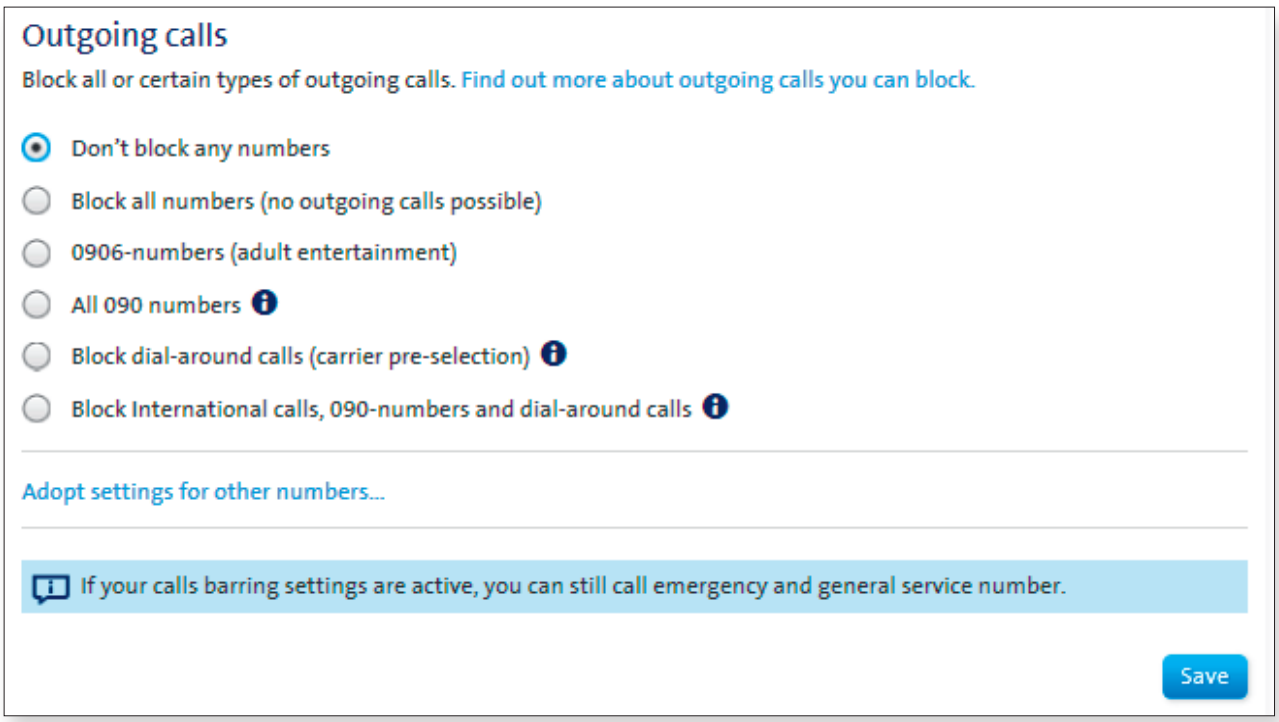
10.1 Description

You can block certain or all outgoing calls. You can therefore prevent employees calling expensive premium-rate numbers, for example.

10.2 Use

10.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password).
2	Click on **Business Telephony > Call barring**
3	Under **Call barring,** select the phone number
4	Under **Outgoing calls,** you can choose from options including **Block all numbers, All 090 numbers, etc.**
5	Select the required function using **> Save** to activate it
6	To deactivate the function, select **> Don't block any numbers,** then click on **Save**



11. Assign number type

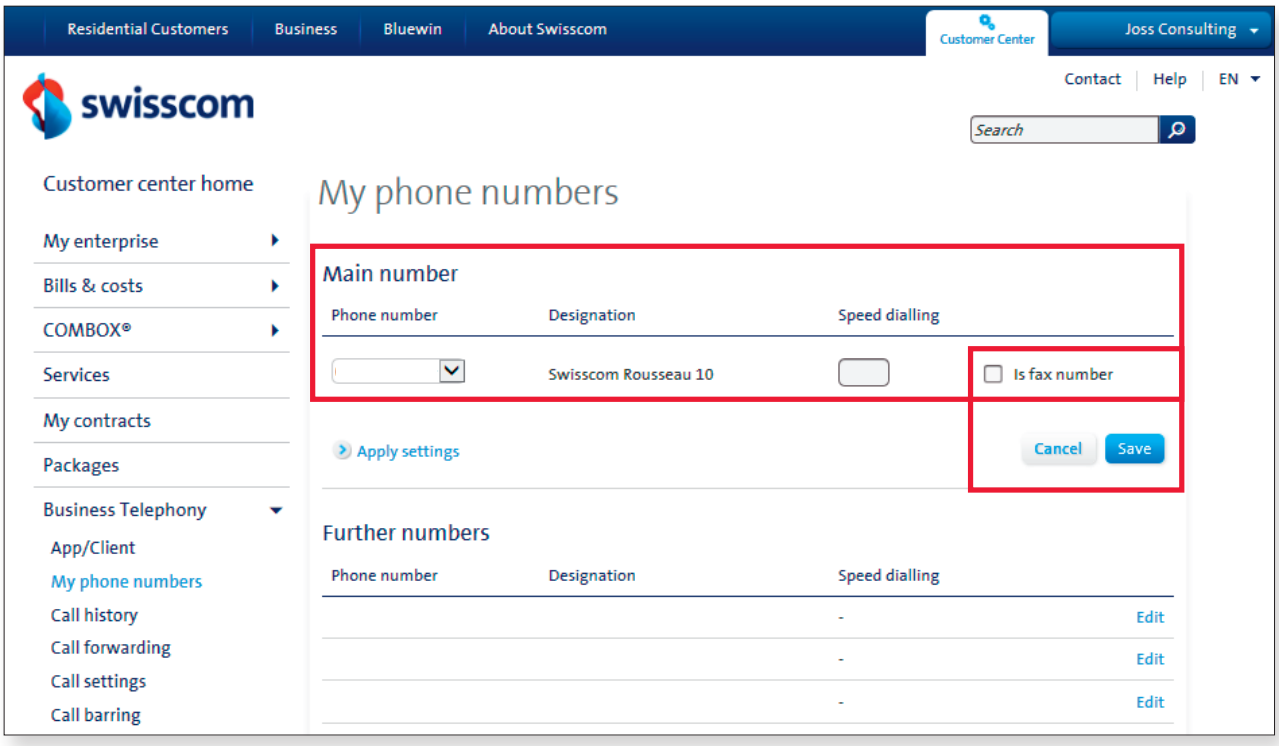
11.1 Description

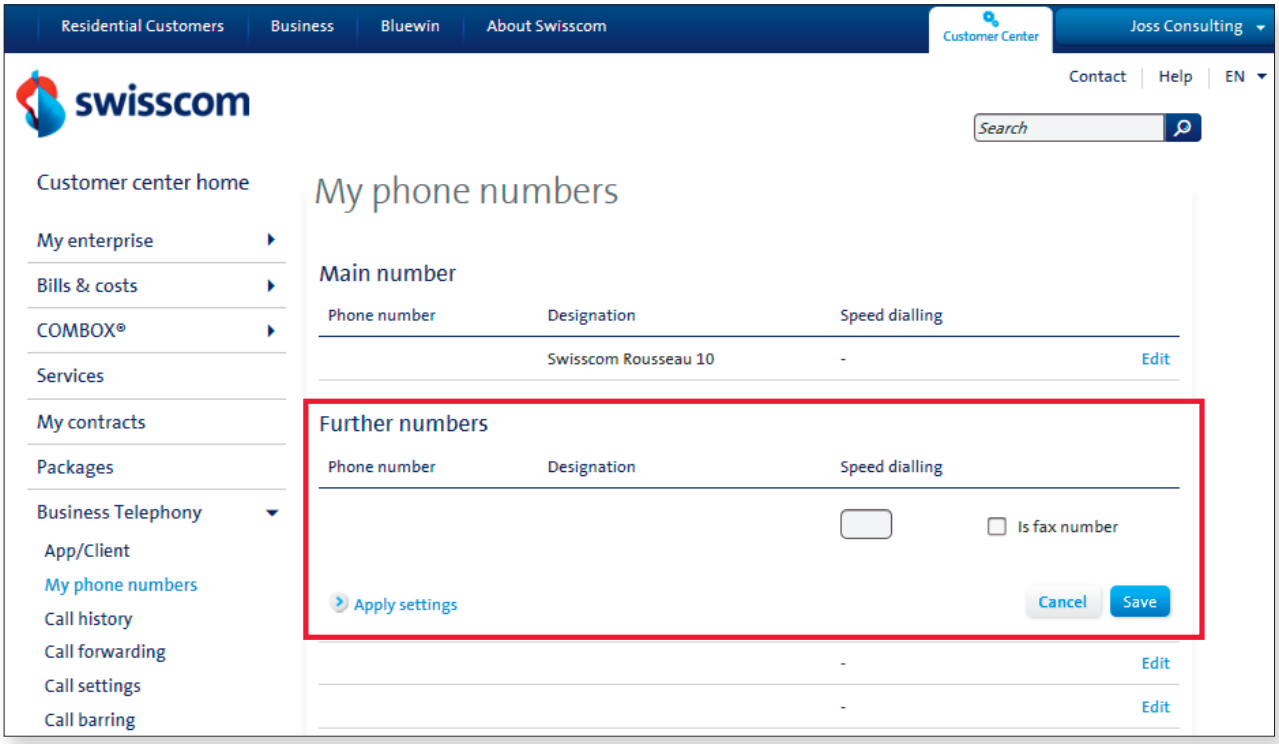
You can assign one of the following number types to each phone number:
- Main number
- Fax number
- Main and fax number

11.2 Use

11.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > My phone numbers**
3	If you want to set up a particular phone number as your main number, you can select the phone number under **Main number** and click on **> Save**
4	If you want to set up a particular phone number as your fax number, under **Main number** or **Further numbers,** click on **> Edit** and select **is fax number** ☐ Is fax number Then click on **> Save** to apply the change
5	If you want to set up a phone number as a main and fax number, under **Main number** click on **> Edit** and select **is fax number** ☐ Is fax number Then click on **> Save** to apply the change




Residential Customers
Business
Bluewin
About Swisscom
Customer Center
Joss Consulting
swisscom
Contact
Help
EN
Search
Customer center home
My enterprise
Bills & costs
COMBOX®
Services
My contracts
Packages
Business Telephony
App/Client
My phone numbers
Call history
Call forwarding
Call settings
Call barring
My phone numbers
Main number
Phone number
Designation
Speed dialling
Swisscom Rousseau 10
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Further numbers
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Speed dialling
Is fax number
Apply settings
Cancel
Save
-
Edit
-
Edit

12. Assign speed dial number

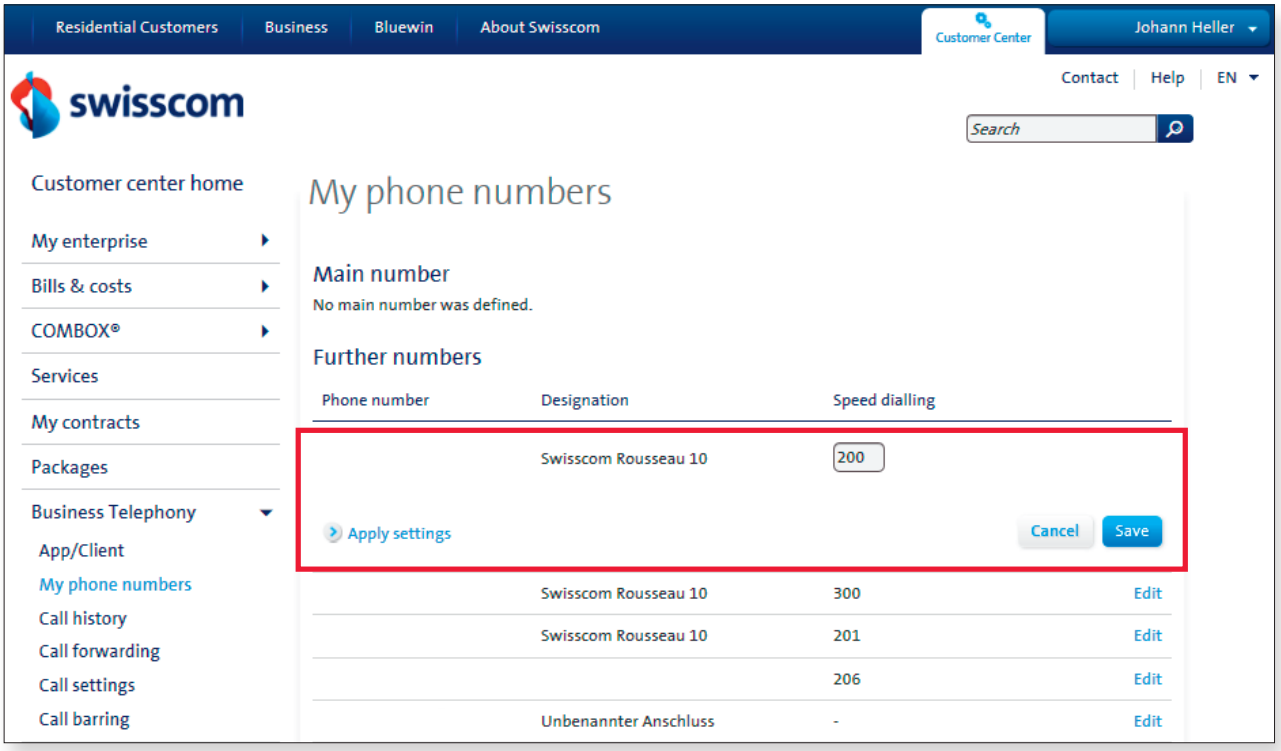
12.1 Description

Speed dialling enables internal staff with their own phone number to be assigned a three-digit speed dial number. They can then be called using this speed dial number.

12.2 Use

12.2.1 Customer Centre

1	Log in at www.swisscom.ch/login with your Swisscom login (username and password)
2	Click on **Business Telephony > My phone numbers**
3	Next to the phone numbers to which you want to assign a speed dial number, click on **> Edit**
4	Under **speed dialling** enter the three-digit number NB: speed dial numbers must be three-digit numbers between 200 and 999
5	Click on **> Save** to activate the function



13. Conference

13.1 Description

With a conference, you can call two people at the same time. To do this, call one person after the other and then connect the two calls.

NB: To make a conference call, you need a telephone with a flash or control button (R or • button).

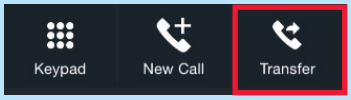
13.2 Use

13.2.1 Telephone keypad

You are on the line to one person and now you want to add another person	1. Press **R** or • and wait for dial tone. 2. Dial phone number and wait for connection. 3. Press **R** or • and wait for dial tone. Press 3. 4. You are connected to both people simultaneously.
End	1. Hang up (both calls are ended).
Switch between people	1. Press **R** or • and wait for dial tone. 2. Press **2** (1st call is put on hold, 2nd is active). 3. Press **R** or • and then 2 to switch back and forth.
End first call	1. Press **R** or • and wait for dial tone. 2. Press **0** (2nd call remains active).
End second call	1. Press **R** or • and wait for dial tone. 2. Press **1** (1st call becomes active).

13.2.2 Business Telephony app/client

PC (Windows and OSX MAC) client: **Conference**	
1	Call the first person
2	Once the call is active, click on **“Add people”**
3	Enter the phone number of the second person manually or select the phone number from your client contacts
4	You are now in a **Conference**
5	You can invite a maximum of 2 people to this conference
6	Click on **Finish** or the **red handset** to end the conference

iOS/Android App: **Conference**	
1	Call the first person
2	Once the call is active, click on **“New Call”** or **“additional functions”**  **iOS** **Android**
3	With Android, select **Conference**.
4	Enter the phone number of the second person manually or select the phone number from your contacts
5	You are now in a **Conference**
6	You can invite a maximum of 2 people to this conference.
7	Click on **Finish** or the **red handset** to end the conference

You can find help videos at www.swisscom.ch/bt-help.

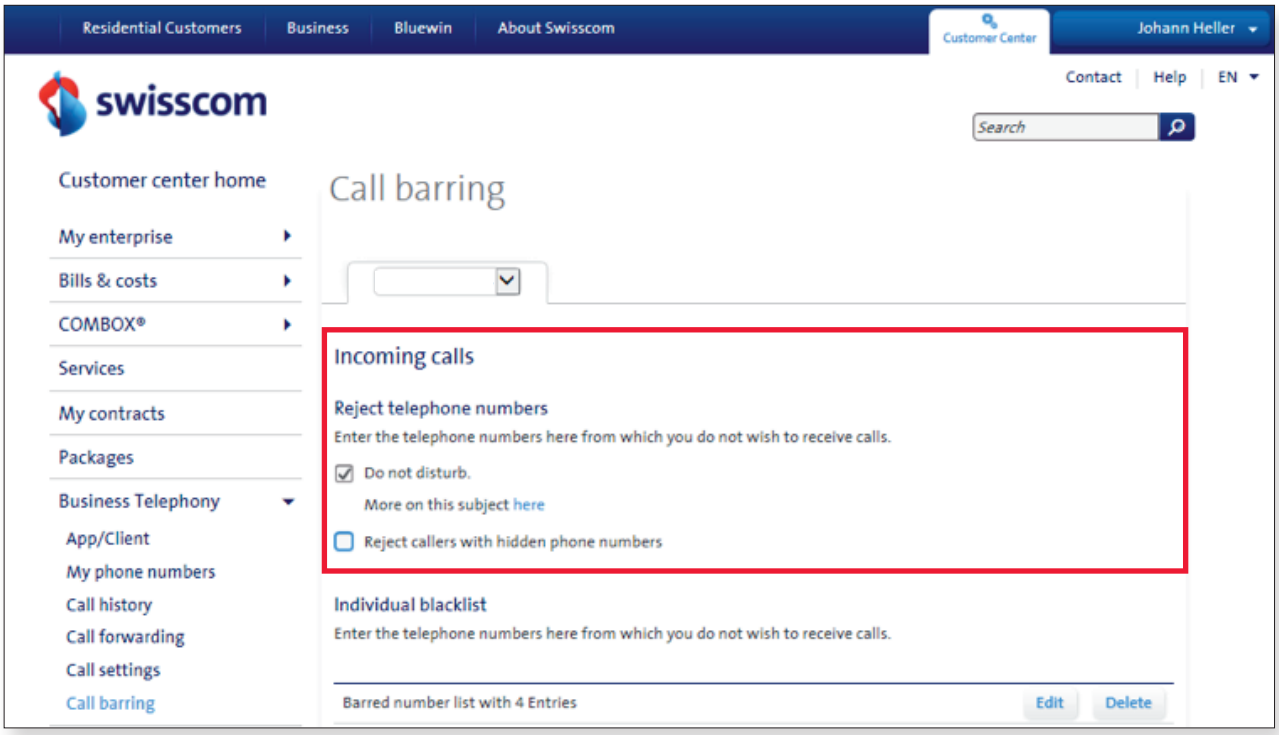
14. Do not disturb

14.1 Description

With this function, you can mute your phone. Callers hear the message: The person you are calling does not wish to be disturbed at present.

14.2 Use

14.2.1 Customer Centre



1	Log in with your Swisscom login (username and password) at www.swisscom.ch/login.
2	Click on **Business Telephony > Call barring**
3	Under **Call barring**, choose the phone number for which you want to activate **Do not disturb**
4	Choose **> Do not disturb** ☑ Ruhe vor dem Telefon.
5	**> Save** and the function is activated.

14.2.2 Telephone keypad

Activate: Press * 26 #
Deactivate: Press # 26 #

15. Stop connection

15.1 Description

This function enables you to interrupt a call briefly, e.g. in order to clarify a question. The person you are calling will hear music on hold. You can resume the call at any time.

15.2 Use

15.2.1 Telephone keypad

Press **R** during a call to interrupt the call.

15.2.2 Telephone menu

During a call, press **“Hold”** on your telephone display. You can find more details in your telephone user instruction manual.

16. Automatic redial

16.1 Description

This function enables you to dial the last number that was called. Automatic redial only works on the telephone handset.

16.2 Use

16.2.1 Telephone keypad

Press * 52 #

17. Call forwarding with/without message

17.1 Description

This function enables you to forward (transfer) calls to other people internally and externally. You can forward calls with a message (you speak to the person to whom you are transferring the call) or directly (without a message).

17.2 Use

17.2.1 Telephone keypad

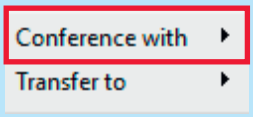
a) Call forwarding with message

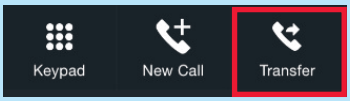
1	You are on the line (with the first person)
2	Press the **R** button and **enter the phone number (internal or external) of the person to whom you want to forward the call**
3	After you have pressed the R button, the first person hears music on hold
4	When the second person answers, you can speak to the second person
5	Hang up to transfer the call. The other two people can now talk to each other

b) Call forwarding without message

1	You are on the line (with the first person)
2	Press the **R** button and **enter the phone number (internal or external) of the person to whom you want to forward the call**
3	After you have pressed the **R** button, the first person hears music on hold
4	Hang up before the second person answers to forward the call. The first person hears a dial tone until the second person answers

17.2.2 Business Telephony app/client

PC (Windows and OSX MAC) client: **Call forwarding**	
1	a) Call someone or b) You have received a call
2	During the call, click on **“additional functions”**
3	Select **Connect to** 
4	Enter the phone number manually or select it from your client contacts and call it
5.1	a) If you would like to speak to the person you are calling, select **“Participate audio”** b) The first call is put on hold and the caller hears music on hold. The second call is now active c) Click on **Transfer** in order to connect the two people
5.2	a) If you want to forward the call directly, select “Forward now” b) The two people are connected c) You are automatically disconnected

iOS/Android: **Call forwarding**	
1	a) Call someone or b) You have received a call
2a	**iOS:** During the call, click on “more”. From the options menu, choose **“Transfer”** 
2b	**Android:** During the call, click on **“Forward”**
3	Enter the phone number manually or select it from your contacts and call it
4.1	a) If you would like to speak to the person first, select **“Call *** *** ** ** first”** b) The first call is put on hold and the caller hears music on hold. The second call is now active c) Click on **Finish** to connect the two people
4.2	a) If you want to forward the call directly, select **“Transfer to *** *** ** **”** b) The two people are connected c) You are automatically disconnected

You can find help videos at www.swisscom.ch/bt-help.

18. Call transfer (ISDN telephones only)

18.1 Description

An incoming call can be transferred directly to any other number without picking up the phone.
NB: only works with ISDN telephones.

18.2 Use

18.2.1 Telephone keypad

The call transfer can only be activated via the telephone menu. You can find more details in the user instruction manual for your ISDN telephone. Look for the “Call deflection” or “Call transfer” option.

19. Automatic name display

19.1 Description

With automatic name display, the caller's name and number are displayed on the phone when a call is received. This function is activated as standard.
With the "Withhold number and name" function, you can prevent your name being shown to the person you are calling.

20. Music on hold

20.1 Description

When you put a caller on hold, they hear music. The music cannot be changed.

21. Display landline number for calls from mobile cellulare

21.1 Description

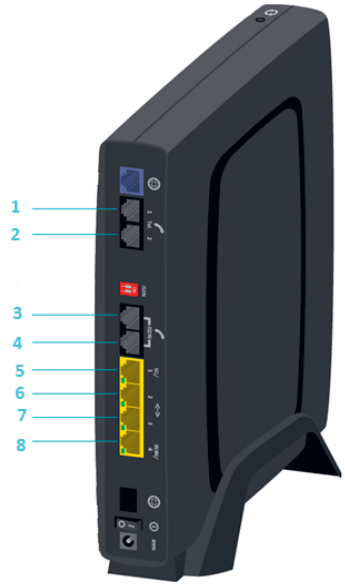
This function is only available with the Business Telephony app for smartphones (Android and iOS).
If you call via the Business Telephony app on your smartphone, your landline number rather than your mobile number is displayed to the person you call.

22. Assign phone numbers (only with Centro Business)

22.1 Description

With the Centro Business, you can continue using your existing telephones. All your phone numbers are assigned to the analogue and ISDN ports of the Centro Business as standard. If you want to change this, you can do so via the Centro Business web portal.

Centro Business overview



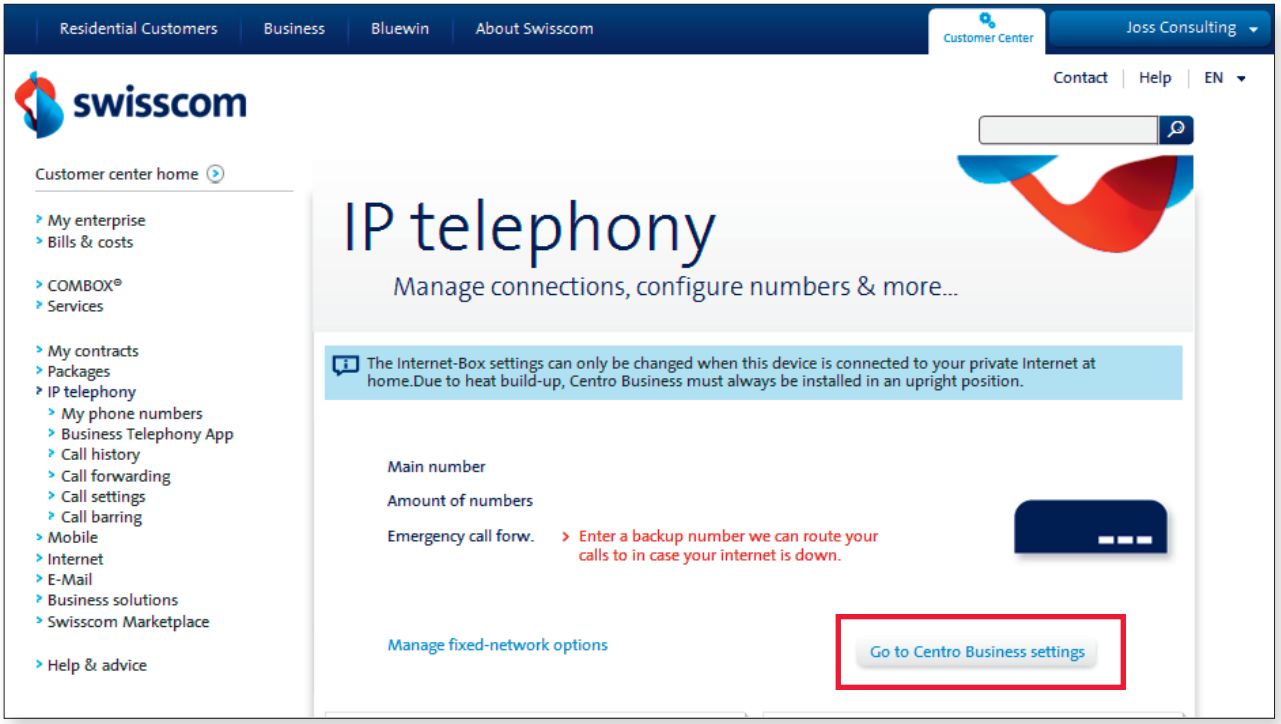
1) FXS 1 > corresponds to analogue port 1, adjustable
2) FXS 2 > corresponds to analogue port 2, adjustable
3) ISDN > MSN settings adjustable directly in ISDN telephone
4) ISDN > MSN settings adjustable directly in ISDN telephone

5–8) IP telephones (Sarnen and Rousseau) can be connected to these ports.

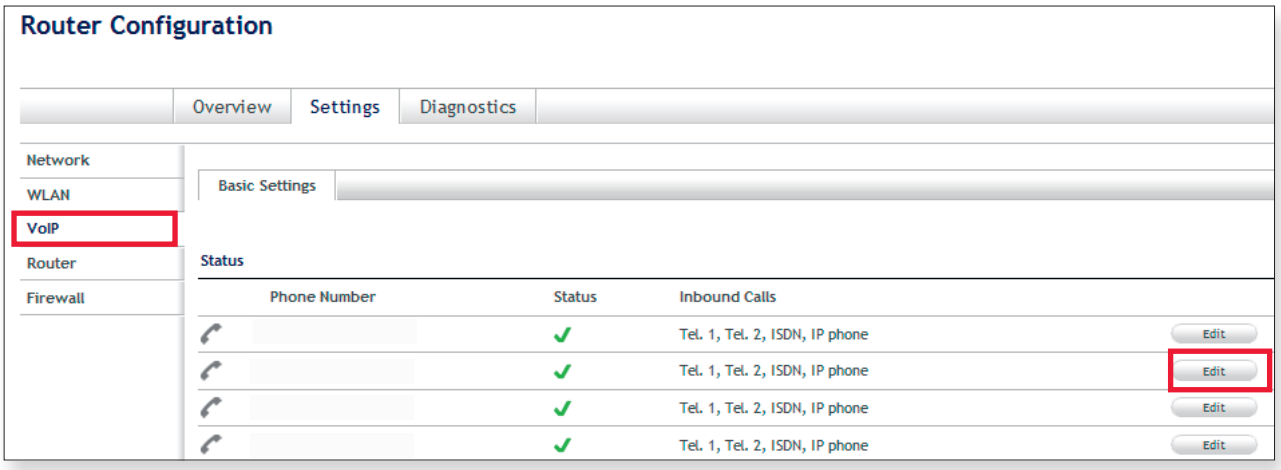
22.2 Settings

22.2.1 Centro Business web portals

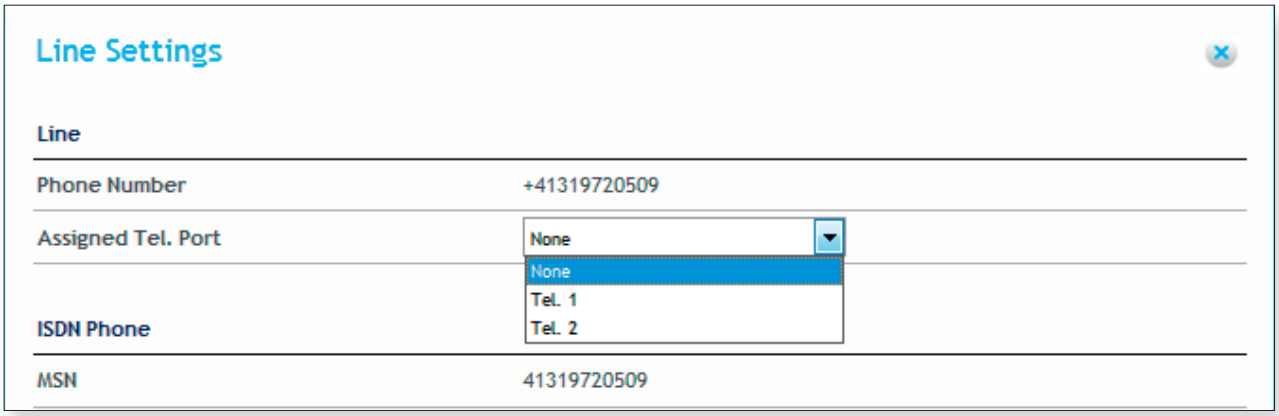
You can find the Centro Business web portal under the “Business Telephony” option in the Customer Centre.



Analogue telephone settings:
In the GUI, under > *Settings* > *VoIP* you can assign the analogue ports on the CB router to individual phone numbers. To do this, click on > *Edit* next to the number to which you want to assign a particular port.

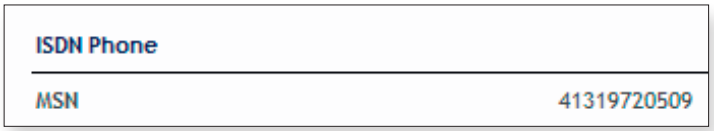


In the next window, you can select a port under > Assigned Tel. Port.



Then click on > *Save* and repeat for other phone numbers.

ISDN telephone settings:
With ISDN telephones, the phone numbers are assigned to the telephone itself. On the telephone menu, go to MSN settings and enter the required number as the username. Do not include the two zeros in the country code. If you are unsure, you can check the number format again in the GUI under > Settings > VoIP > Edit > ISDN Phone.



For more detailed information about your telephone, please consult your telephone instruction manual.