

Instruction manual

Business Telephony



swisscom

Contents

1.	Introduction	4
2.	COMBOX®	4
2.1	Description	4
2.2	Use	4
2.2.1	Customer Centre	4
3.	Outgoing number display	6
3.1	Description	6
3.2	Use	6
3.2.1	Customer Centre	6
4.	Reject anonymous calls	7
4.1	Description	7
4.2	Use	7
4.2.1	Customer Centre	7
4.2.2	Telephone keypad	7
5.	Call waiting	8
5.1	Description	8
5.2	Use	8
5.2.1	Customer Centre	8
5.2.2	Telephone keypad	9
6.	Call forwarding	10
6.1	Forward all calls directly	10
6.1.1	Description	10
6.1.2	Use	10
6.1.2.1	Customer Centre	10
6.1.2.2	Telephone keypad	11
6.1.2.3	Business Telephony app/client	12
6.2	Forward only missed calls	12
6.2.1	Description	12
6.2.2	Use	12
6.2.2.1	Customer Centre	12
6.2.2.2	Telephone keypad	13
6.2.2.3	Business Telephony app/client	13
6.3	Forward calls when busy	14
6.3.1	Description	14
6.3.2	Use	14
6.3.2.1	Customer Centre	14
6.3.2.2	Telephone keypad	14
6.3.2.3	Business Telephony app/client	15
6.4	Emergency call forwarding: forward calls when offline	15
6.4.1	Description	15
6.4.2	Use	15
6.4.2.1	Customer Centre	15
6.4.2.2	Business Telephony app/client	16
7.	Call barring (blacklist)	17
7.1	Description	17
7.2	Use	17
7.2.1	Customer Centre	17
7.2.2	Telephone keypad	18
8.	Withhold number and name	19
8.1	Description	19
8.2	Use	19
8.2.1	Customer Centre	19
8.2.2	Telephone keypad	19
8.2.3	Business Telephony app/client	20
9.	Simultaneous ring	21
9.1	Description	21
9.2	Use	21
9.2.1	Customer Centre	21
9.2.2	Business Telephony app/client	22

10.	Block outgoing calls	23
10.1	Description	23
10.2	Use	23
10.2.1	Customer Centre	23
11.	Assign number type	24
11.1	Description	24
11.2	Use	24
11.2.1	Customer Centre	24
12.	Assign speed dial number	26
12.1	Description	26
12.2	Use	26
12.2.1	Customer Centre	26
13.	Conference	27
13.1	Description	27
13.2	Use	27
13.2.1	Telephone keypad	27
13.2.2	Business Telephony app/client	27
14.	Do not disturb	29
14.1	Description	29
14.2	Use	29
14.2.1	Customer Centre	29
14.2.2	Telephone keypad	29
15.	Stop connection	30
15.1	Description	30
15.2	Use	30
15.2.1	Telephone keypad	30
15.2.2	Telephone menu	30
16.	Automatic redial	31
16.1	Description	31
16.2	Use	31
16.2.1	Telephone keypad	31

17.	Call forwarding with/without message	32
17.1	Description	32
17.2	Use	32
17.2.1	Telephone keypad	32
17.2.2	Business Telephony app/client	33
18.	Call transfer (ISDN telephones only)	34
18.1	Description	34
18.2	Use	34
18.2.1	Telephone keypad	34
19.	Automatic name display	35
19.1	Description	35
20.	Music on hold	36
20.1	Description	36
21.	Display landline number for calls from mobile	37
21.1	Description	37
22.	Assign phone numbers (only with Centro Business)	38
22.1	Description	38
22.2	Settings	39
22.2.1	Centro Business web portal	39

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®

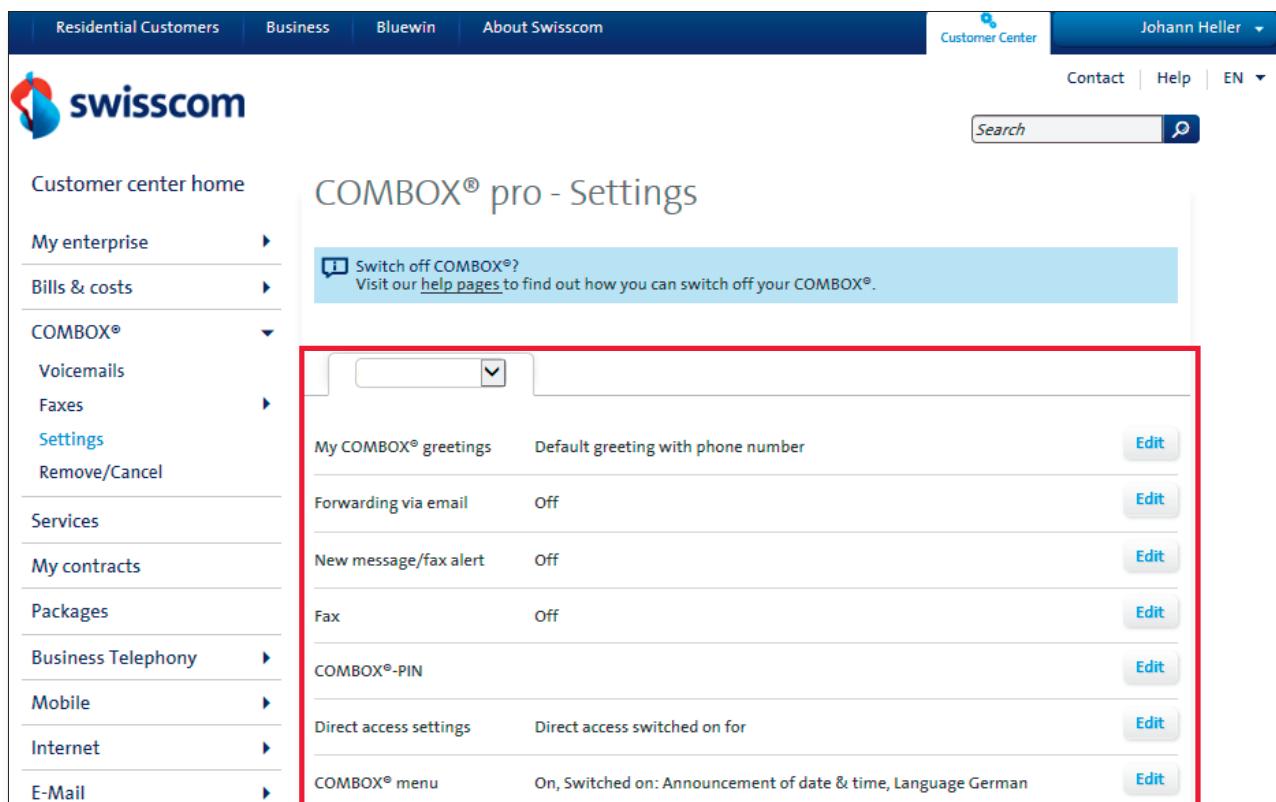
2.1. Description

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**



Customer center home

My enterprise

Bills & costs

COMBOX®

Voice mails

Faxes

Settings

Remove/Cancel

Services

My contracts

Packages

Business Telephony

Mobile

Internet

E-Mail

Customer Center

Residential Customers | Business | Bluewin | About Swisscom | Johann Heller | Contact | Help | EN | Search

COMBOX® pro - Settings

Switch off COMBOX®?
Visit our [help pages](#) to find out how you can switch off your COMBOX®.

My COMBOX® greetings	Default greeting with phone number	Edit
Forwarding via email	Off	Edit
New message/fax alert	Off	Edit
Fax	Off	Edit
COMBOX®-PIN		
Direct access settings	Direct access switched on for	Edit
COMBOX® menu	On, Switched on: Announcement of date & time, Language German	Edit

Residential Customers Business Bluewin About Swisscom  Customer Center Johann Heller ▾

swisscom

Customer center home **COMBOX® pro - PIN**

My enterprise Bills & costs COMBOX® Voicemails Faxes **Settings** Remove/Cancel

Services My contracts Packages Business Telephony Mobile Internet

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 patterns (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

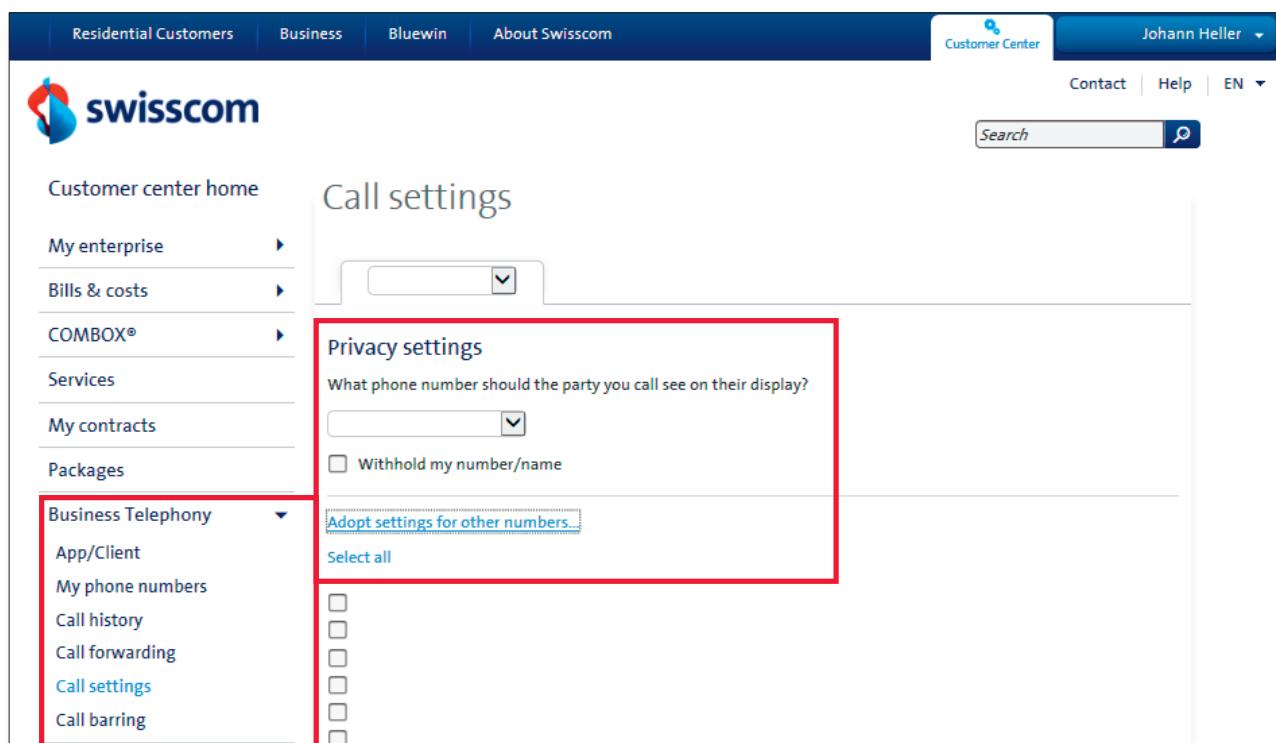
Choose which number is displayed to the person you are calling.

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



The screenshot shows the Swisscom Customer Center interface. The top navigation bar includes links for Residential Customers, Business, Bluewin, and About Swisscom. On the right, there are links for Customer Center, Johann Heller, Contact, Help, and EN. The main content area is titled 'Call settings'. On the left, a sidebar menu is open, showing categories like My enterprise, Bills & costs, COMBOX®, Services, My contracts, Packages, and Business Telephony. The 'Business Telephony' category is expanded, showing sub-options: App/Client, My phone numbers, Call history, Call forwarding, Call settings (which is highlighted in blue), and Call barring. The main content area has a section titled 'Privacy settings' with the sub-instruction 'What phone number should the party you call see on their display?'. It includes a dropdown menu, a checkbox for 'Withhold my number/name', and a link 'Adopt settings for other numbers...'. Below this, there is a 'Select all' link and a list of eight empty checkboxes. The entire 'Privacy settings' section is enclosed in a red box, and the entire sidebar under 'Business Telephony' is also enclosed in a red box.

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.

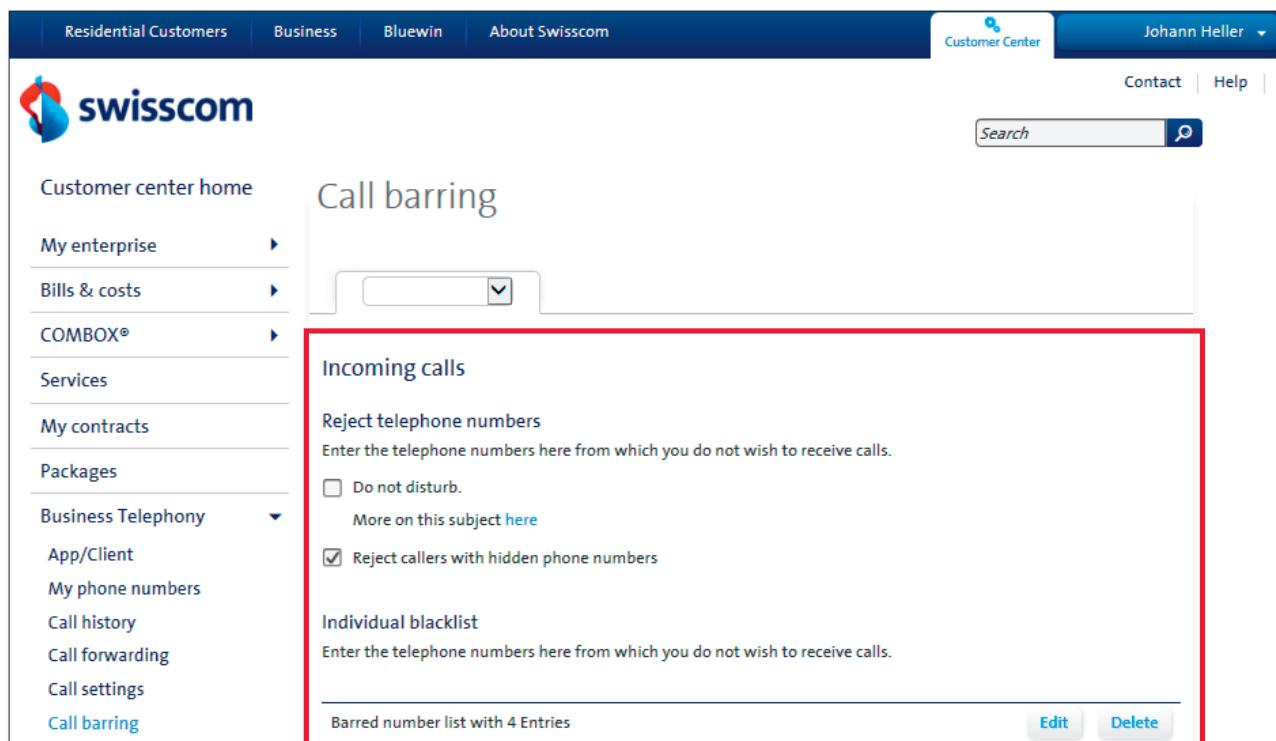
The caller hears the following message: The customer does not wish to receive calls from withheld numbers.

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**

Reject callers with hidden phone numbers
- 5 Click on > **Save** to activate the function



Customer center home

Call barring

Incoming calls

Reject telephone numbers
Enter the telephone numbers here from which you do not wish to receive calls.

Do not disturb.
[More on this subject here](#)

Reject callers with hidden phone numbers

Individual blacklist
Enter the telephone numbers here from which you do not wish to receive calls.

Barred number list with 4 Entries

Edit Delete

4.2.2. Telephone keypad

Activate: > Press * 99 #

Deactivate: > Press # 99 #

5. Call waiting

5.1. Description

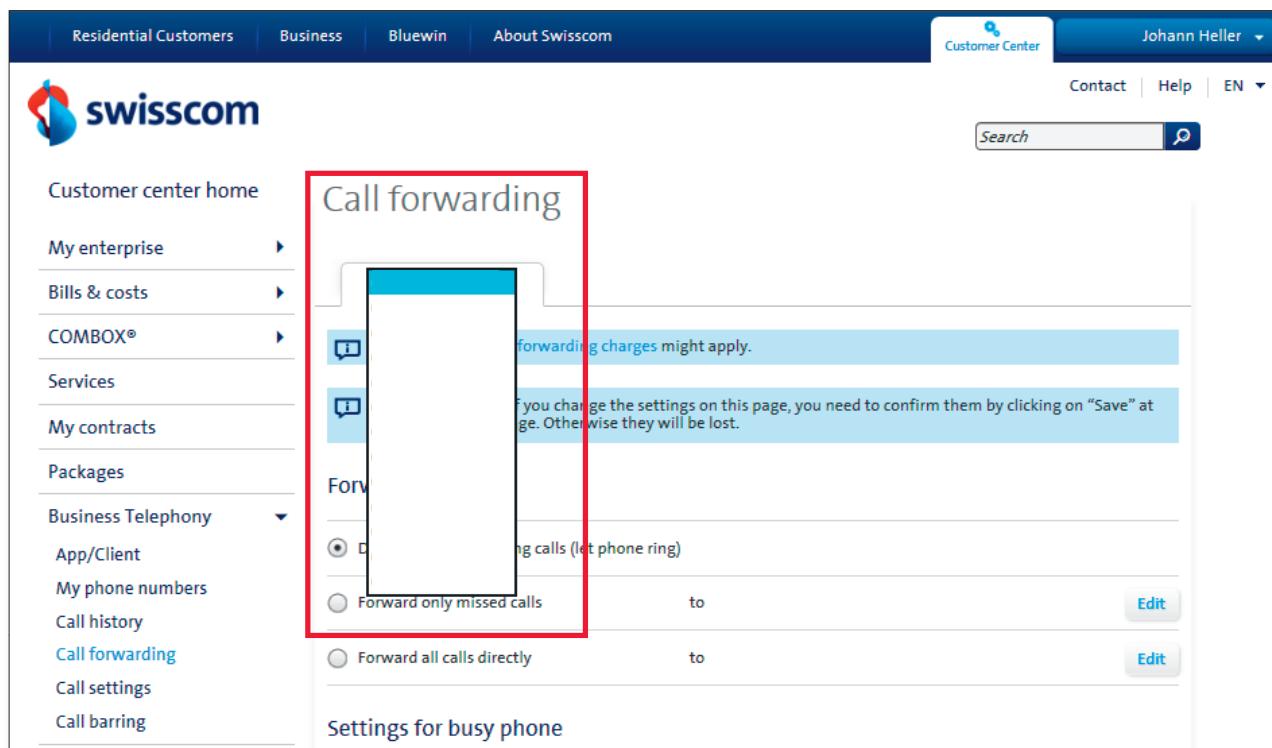
If Call waiting is activated, you can receive a second call while you are already on the line to someone else. The incoming call is indicated with a bleep. The caller is not told that you are already on the line, but hears the dial tone. You can interrupt (hold) the call and answer the new call.

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



The screenshot shows the Swisscom Customer Center interface. The top navigation bar includes links for Residential Customers, Business, Bluewin, About Swisscom, and a Customer Center login for Johann Heller. The main menu on the left lists various services: My enterprise, Bills & costs, COMBOX®, Services, My contracts, Packages, Business Telephony, App/Client, My phone numbers, Call history, Call forwarding (which is highlighted in red), Call settings, and Call barring. The central content area is titled 'Call forwarding' and contains a sub-section for 'Settings for busy phone'. This section includes a note about charges and a warning about unsaved changes. Below this are two radio button options: 'Forward all calls directly' and 'Forward only missed calls'. Each option has an 'Edit' button to its right. The entire 'Call forwarding' section is enclosed in a red box.

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

Settings for busy phone

Settings for number

Please note that [call forwarding charges](#) might apply.

Busy phone

The calling party will

hear a busy signal

hear normal ringing tone. You will hear the call waiting tone. [What is this?](#)

is forwarded to COMBOX®

is forwarded to

Cancel **Save**

5.2.2. Telephone keypad

You are already on the phone and you wish to answer an incoming call	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. Hang up (both calls are ended).
End first call	<ol style="list-style-type: none"> 2. Press R or • and wait for dial tone. Press 0 (2nd call remains active).
End second call	<ol style="list-style-type: none"> 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

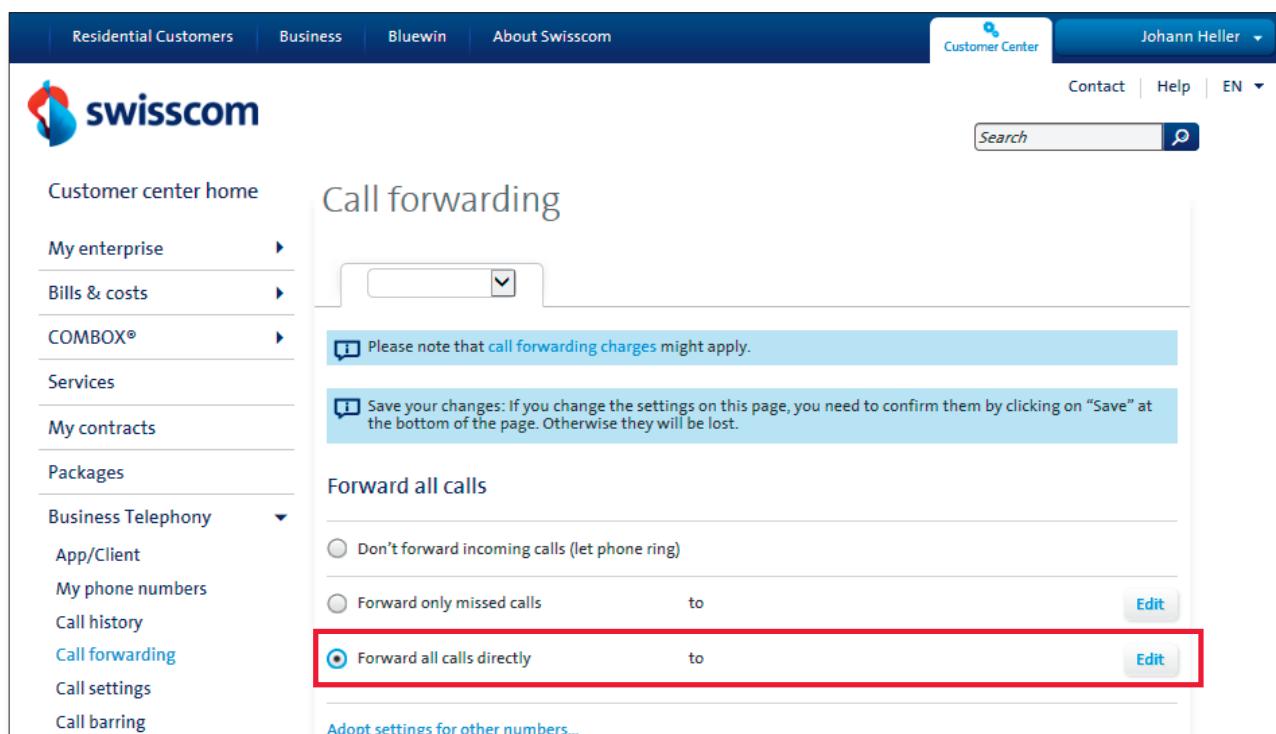
This function enables you to forward all incoming calls directly to any number or to your COMBOX®.

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

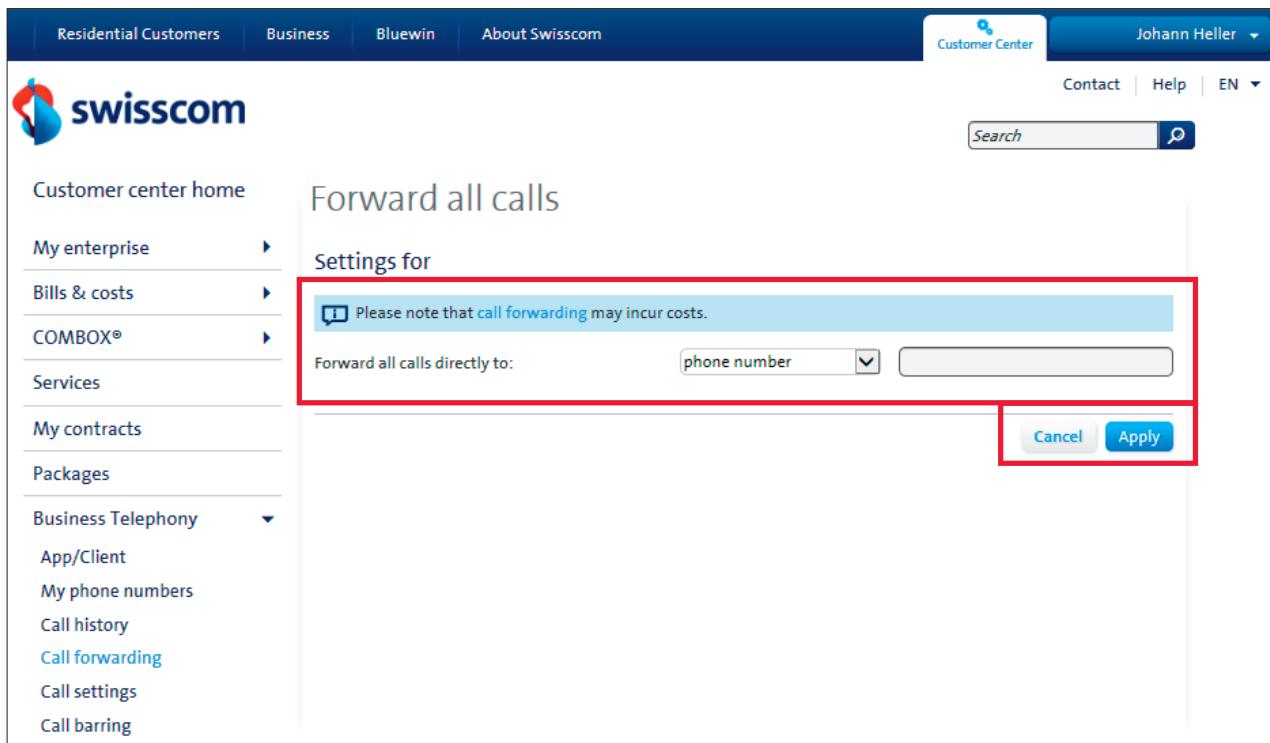
6.1.2 Use

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®



The screenshot shows the Swisscom Customer Center interface. The top navigation bar includes links for Residential Customers, Business, Bluewin, About Swisscom, Customer Center (logged in as Johann Heller), Contact, Help, and EN. The main left sidebar has a navigation tree with 'My enterprise', 'Bills & costs', 'COMBOX®', 'Services', 'My contracts', 'Packages', 'Business Telephony' (selected), 'App/Client', 'My phone numbers', 'Call history', 'Call forwarding' (selected), 'Call settings', and 'Call barring'. The 'Call forwarding' section is titled 'Call forwarding'. It shows a dropdown menu for selecting a phone number. A note says 'Please note that call forwarding charges might apply.' Another note says 'Save your changes: If you change the settings on this page, you need to confirm them by clicking on "Save" at the bottom of the page. Otherwise they will be lost.' Under 'Forward all calls', there are three options: 'Don't forward incoming calls (let phone ring)', 'Forward only missed calls', and 'Forward all calls directly' (which is selected and highlighted with a red box). There is also an 'Edit' button next to the 'Forward all calls directly' option. At the bottom, there is a link 'Adopt settings for other numbers...'.



Residential Customers | Business | Bluewin | About Swisscom | Customer Center | Johann Heller | Contact | Help | EN | Search

swisscom

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

Forward all calls

Settings for

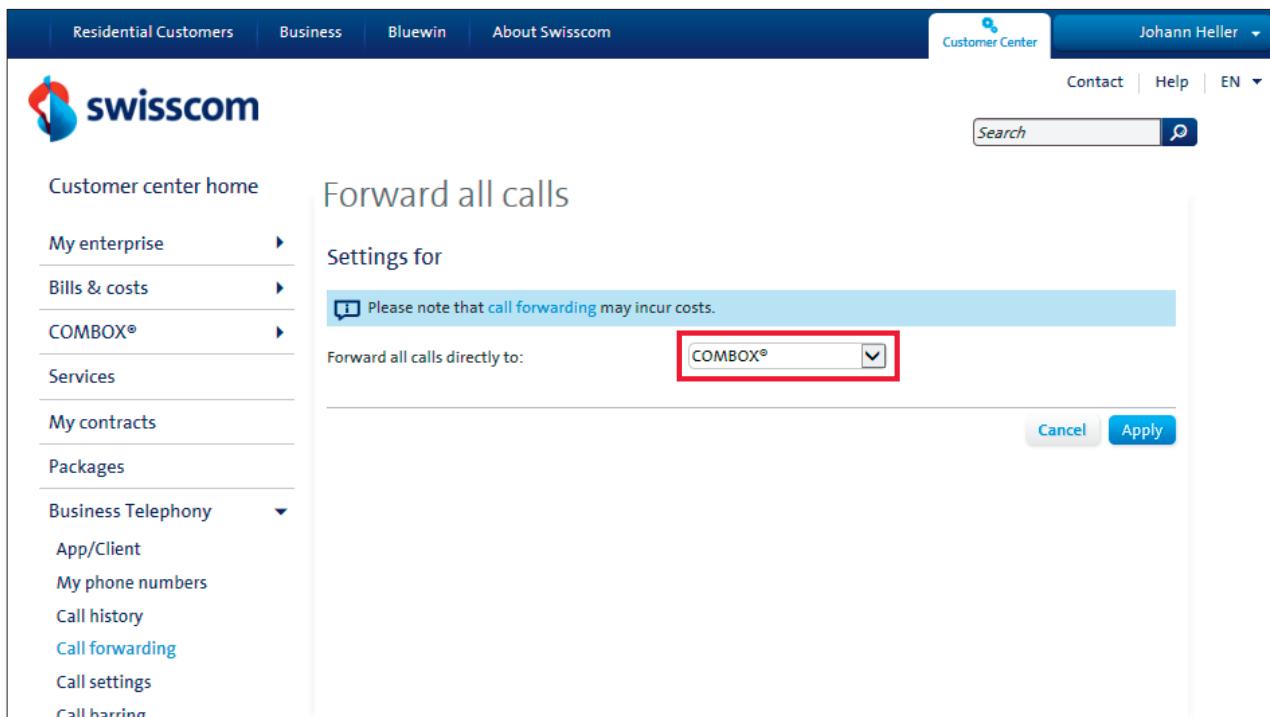
Please note that **call forwarding** may incur costs.

Forward all calls directly to:

phone number

COMBOX®

Cancel | Apply



Residential Customers | Business | Bluewin | About Swisscom | Customer Center | Johann Heller | Contact | Help | EN | Search

swisscom

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

Forward all calls

Settings for

Please note that **call forwarding** may incur costs.

Forward all calls directly to:

COMBOX®

Cancel | Apply

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

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

Call forwarding

Please note that [call forwarding charges](#) might apply.

Save your changes: If you change the settings on this page, you need to confirm them by clicking on "Save" at the bottom of the page. Otherwise they will be lost.

Forward all calls

Don't forward incoming calls (let phone ring)

Forward only missed calls to [Edit](#)

Forward all calls directly to [Edit](#)

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

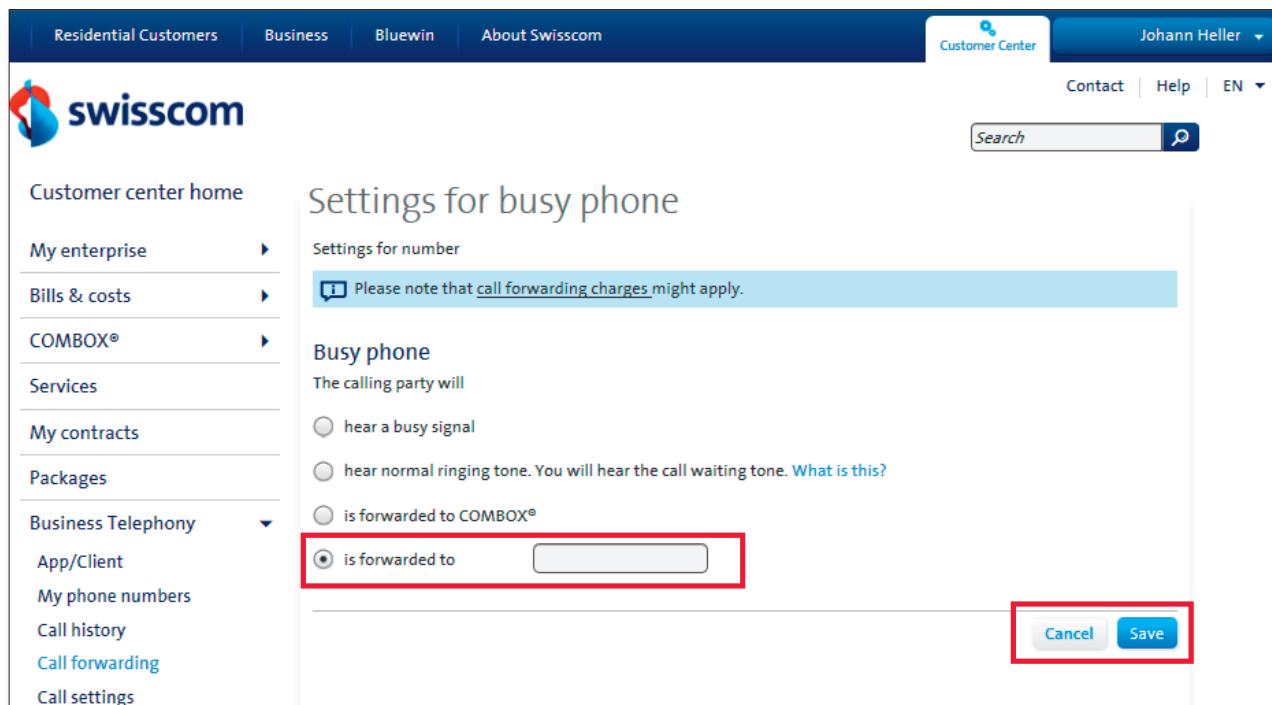
6.3.1 Description

If you are 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



The screenshot shows the Swisscom Customer Center interface. The left sidebar contains a navigation menu with links like 'Customer center home', 'My enterprise', 'Bills & costs', 'COMBOX®', 'Services', 'My contracts', 'Packages', 'Business Telephony' (which is expanded to show 'App/Client', 'My phone numbers', 'Call history', 'Call forwarding', and 'Call settings'), and 'Call settings'. The main content area is titled 'Settings for busy phone'. It includes a note: 'Please note that [call forwarding charges](#) might apply.' Below this, there are four radio button options under 'Busy phone': 'hear a busy signal', 'hear normal ringing tone. You will hear the call waiting tone. [What is this?](#)', 'is forwarded to COMBOX®', and 'is forwarded to' (which is selected and has a red box around it). A red box also surrounds the 'Save' button at the bottom right of the form.

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.

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 Mobile Internet E-Mail Business solutions Swisscom TV Swisscom Marketplace Help & advice

Call settings

Privacy settings

What phone number should the party you call see on their display?

Withhold my number/name

Adopt settings for other numbers...

Cancel Save

You want telephone numbers to ring simultaneously

Would you like to set your incoming calls to " " to also ring other numbers?

What numbers should ring simultaneously?

Other phone number
 Other phone number

- Unbenannter Anschluss

Select all

Adopt settings for other numbers...

Cancel Save

Remain available even without an Internet connection

Please note that call forwarding may incur costs.

If your router isn't connected to the internet, your home phone won't work. This can for example happen if you have switched off your router or if there is a technical problem or an outage. In this case we can forward your calls to a backup number of your choice, such as your mobile phone number. You can also choose to forward calls directly to your COMBOX®.

No emergency call forwarding
 Emergency call Phone number
forwarding to

Adopt settings for other numbers...

Cancel Save

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)

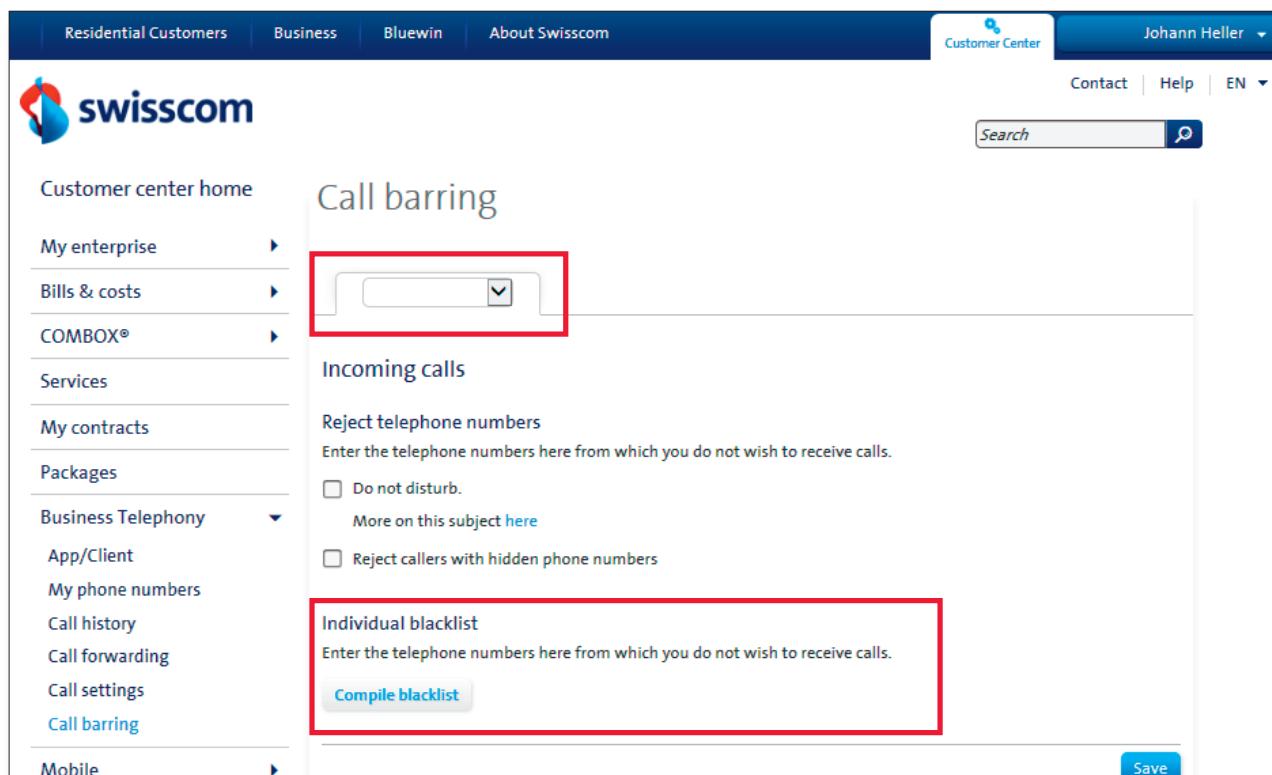
7.1 Description

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.

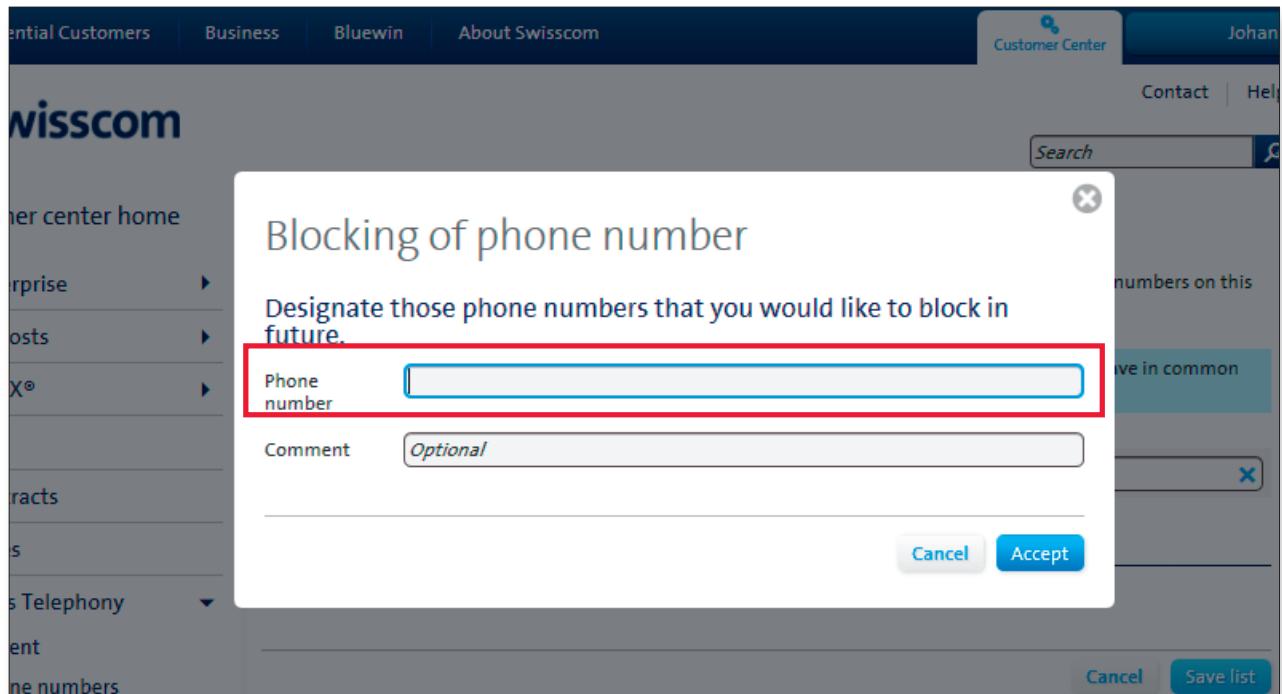
7.2 Use

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



The screenshot shows the Swisscom Customer Center interface. The left sidebar has a 'Business Telephony' dropdown expanded, with 'Call barring' selected. The main content area is titled 'Call barring'. A red box highlights the 'Individual blacklist' section, which contains a text input field and a 'Compile blacklist' button. Another red box highlights the 'Compile blacklist' button. The top navigation bar includes links for Residential Customers, Business, Bluewin, About Swisscom, Customer Center, Johann Heller, Contact, Help, and EN.



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

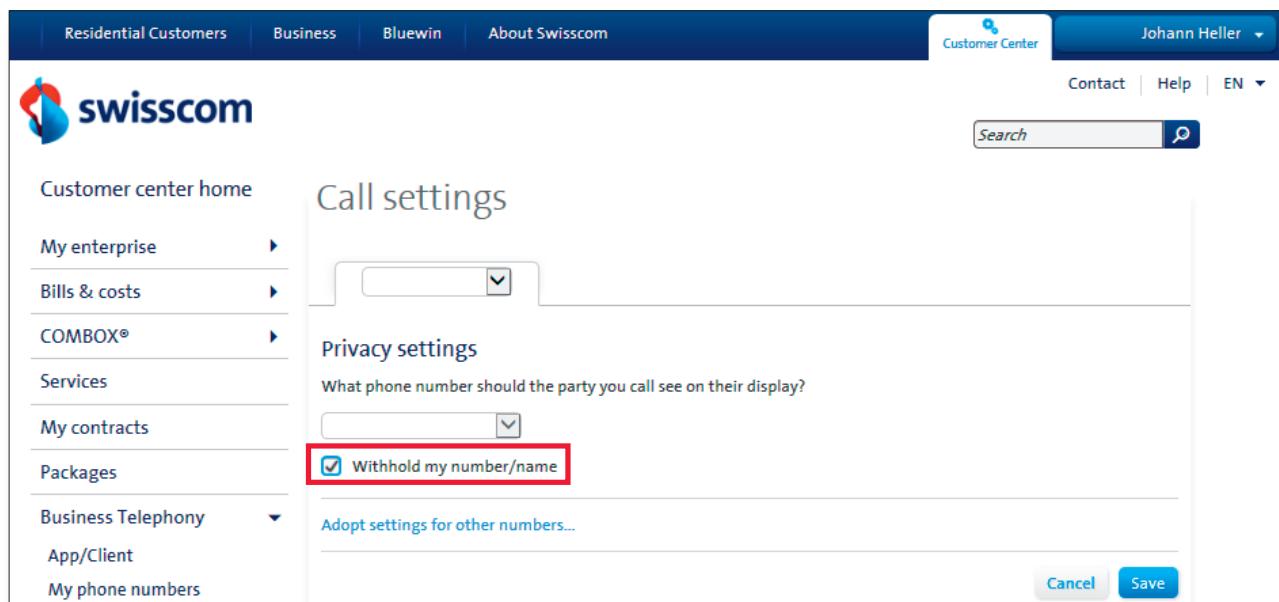
8.1 Description

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



The screenshot shows the Swisscom Customer Center interface. The top navigation bar includes links for Residential Customers, Business, Bluewin, and About Swisscom. On the right, there are links for Customer Center, Contact, Help, and Language (EN). The main content area has a sidebar with links like Customer center home, My enterprise, Bills & costs, COMBOX®, Services, My contracts, Packages, Business Telephony (which is expanded to show App/Client and My phone numbers), and Adopt settings for other numbers... At the bottom right are Cancel and Save buttons.

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**

Outgoing calls

Block all or certain types of outgoing calls. [Find out more about outgoing calls you can block.](#)

- Don't block any numbers
- Block all numbers (no outgoing calls possible)
- 0906-numbers (adult entertainment)
- All 090 numbers 
- Block dial-around calls (carrier pre-selection) 
- Block International calls, 090-numbers and dial-around calls 

[Adopt settings for other numbers...](#)



If your calls barring settings are active, you can still call emergency and general service number.

Save

11. Assign number type

11.1 Description

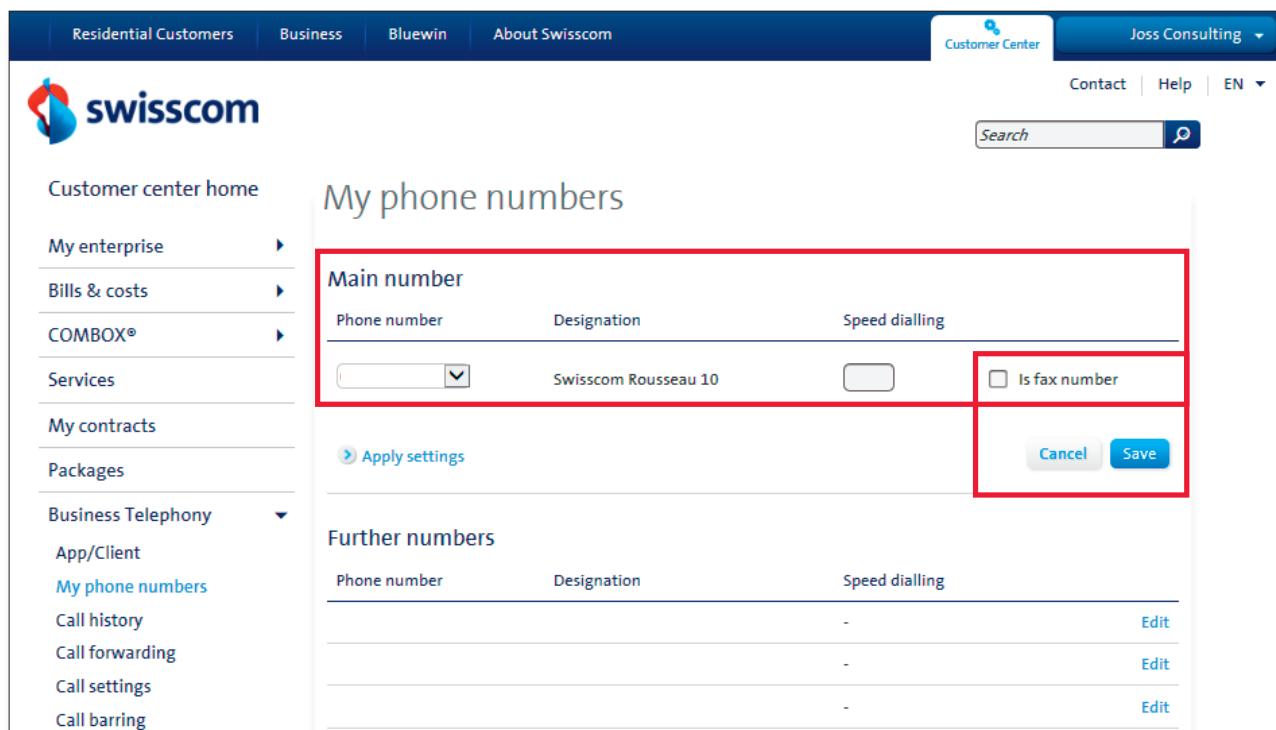
You can assign one of the following number types to each phone number:

- 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



Customer center home

My phone numbers

Main number

Phone number	Designation	Speed dialling
<input type="text"/>	Swisscom Rousseau 10	<input type="button"/>

Is fax number

Apply settings **Cancel** **Save**

Further numbers

Phone number	Designation	Speed dialling
	-	Edit
	-	Edit
	-	Edit

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[!\[\]\(17a0228b39008677ade5db645cf6f2ac_img.jpg\) swisscom](#)

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

My phone numbers

Main number

Phone number	Designation	Speed dialling
Swisscom Rousseau 10	-	Edit

Further numbers

Phone number	Designation	Speed dialling
		<input type="checkbox"/> 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.

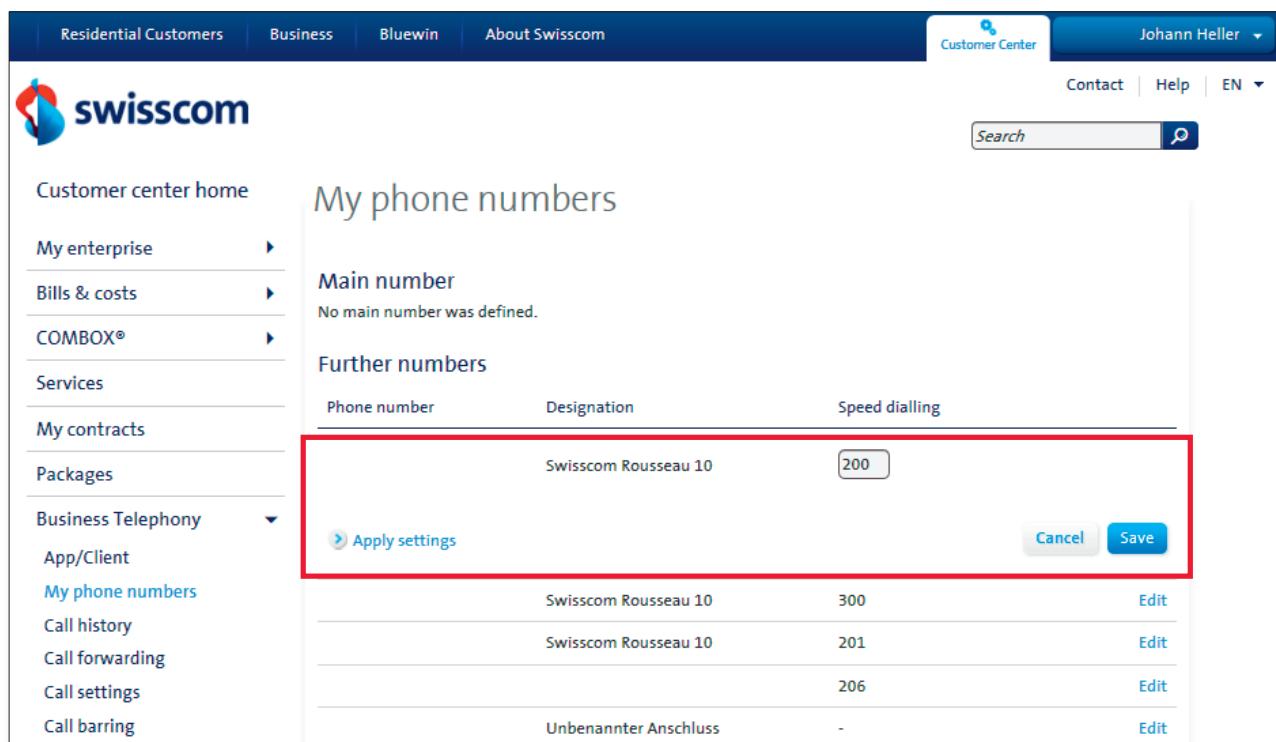
12.2 Use

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



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

Main number

No main number was defined.

Further numbers

Phone number	Designation	Speed dialling
Swisscom Rousseau 10		200
Swisscom Rousseau 10	300	Edit
Swisscom Rousseau 10	201	Edit
Unbenannter Anschluss	206	Edit
Unbenannter Anschluss	-	Edit

Customer Center

Johann Heller

Contact | Help | EN

Search

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 ” 
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.

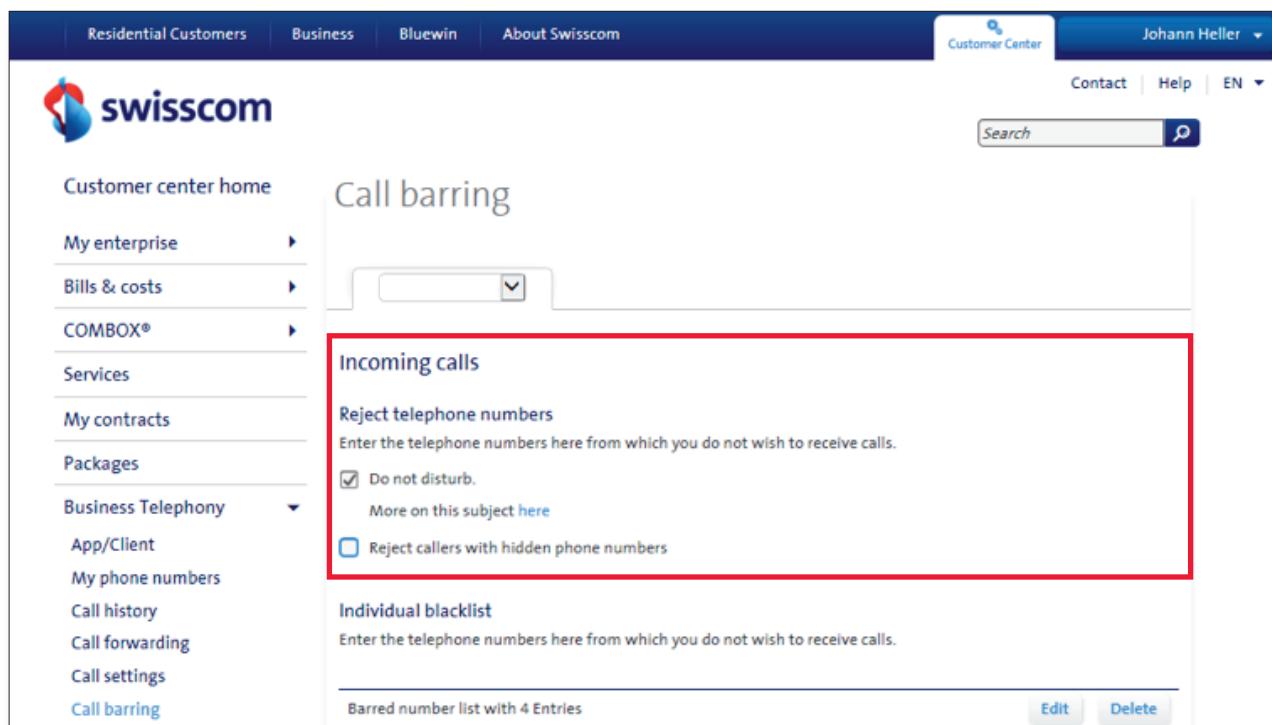
14. Do not disturb

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



Customer center home

Call barring

Incoming calls

Reject telephone numbers

Enter the telephone numbers here from which you do not wish to receive calls.

Do not disturb.
[More on this subject here](#)

Reject callers with hidden phone numbers

Individual blacklist

Enter the telephone numbers here from which you do not wish to receive calls.

Barred number list with 4 Entries

Edit Delete

- 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

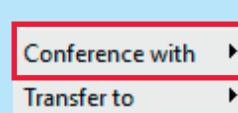
a) Call forwarding with message

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

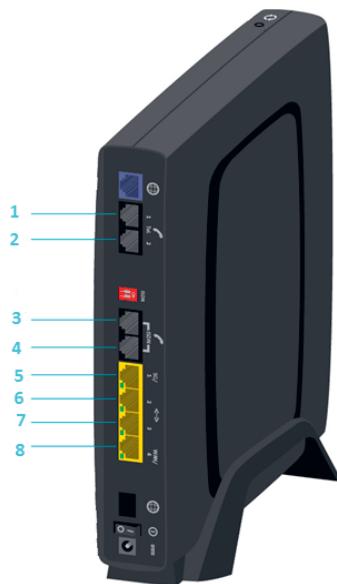
This function is only available with the Business Telephony app for smartphones (Android and iOS). If you call via the Business Telephony app on your smartphone, your landline number rather than your mobile number is displayed to the person you call.

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

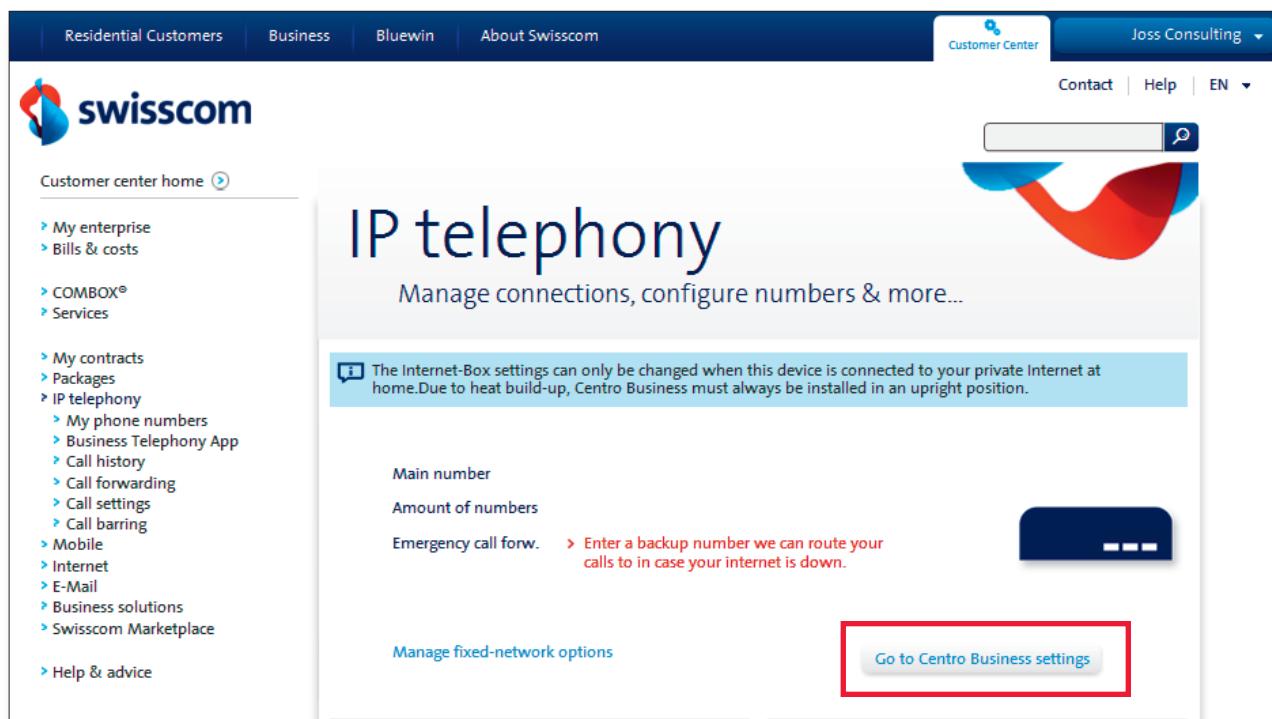


- 1) FXS 1 > corresponds to analogue port 1, adjustable
- 2) FXS 2 > corresponds to analogue port 2, adjustable
- 3) ISDN > MSN settings adjustable directly in ISDN telephone
- 4) ISDN > MSN settings adjustable directly in ISDN telephone
- 5–8) IP telephones (Sarnen and Rousseau) can be connected to these ports.

22.2 Settings

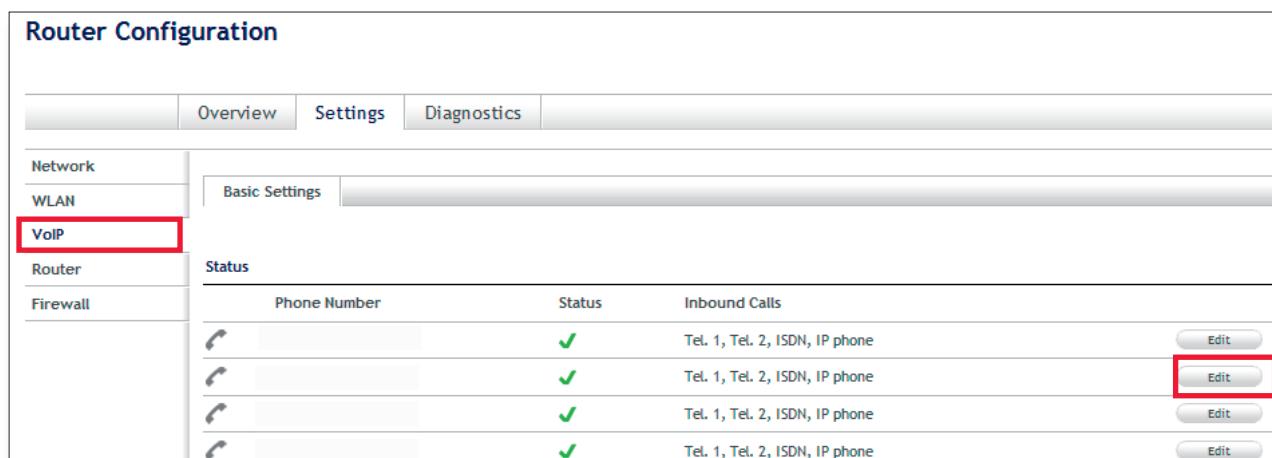
22.2.1 Centro Business web portals

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.

Line Settings

Line

Phone Number	+41319720509
Assigned Tel. Port	<input type="button" value="None"/> <input type="button" value="None"/> <input type="button" value="Tel. 1"/> <input type="button" value="Tel. 2"/>
ISDN Phone	
MSN	41319720509

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.

ISDN Phone	
MSN	41319720509

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