Quick guide
COMBOX® basic and pro for fixed network and mobile

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COMBOX® – your answering machine

Never miss a call: COMBOX® is the answering machine for all fixed network and mobile phones. COMBOX® answers any call that you cannot receive personally and digitally records the caller's voice message. You can operate your COMBOX® worldwide from any phone as well as online.

COMBOX® is available in two versions:

> **COMBOX® basic** is the standard version
> **COMBOX® pro** offers additional services such as receiving, printing and sending faxes. In addition, it features greater storage capacity and other extensive options for use. You can carry out configuration in the Online Customer Centre.

COMBOX® pro at a glance

> You can forward incoming messages (voice messages and faxes) to up to three e-mail addresses of your choice. The message is sent as an attachment.
> COMBOX® pro is also a fully-fledged fax machine that allows you to receive and send faxes.
> In the Swisscom Customer Centre, you have online access to your COMBOX® pro from any PC with Internet access.
> COMBOX® pro costs CHF 5.00 monthly – or is already included in your plan.
> If COMBOX® pro is not already part of your plan, you can either change your existing COMBOX® basic plan into a pro plan in the Online Customer Centre or use the hotline.

This document provides a structured overview of the four different forms of COMBOX®:

COMBOX® basic for fixed networks

COMBOX® basic for mobile

COMBOX® pro for fixed networks

COMBOX® pro for mobile

Note: All settings marked with this symbol can be adjusted online in the Customer Centre at www.swisscom.ch/login

COMBOX® – before use

Before you can use your COMBOX®, it must be linked to your telephone number.

> COMBOX® mobile basic and pro is already preinstalled and activated, and does not have to be registered.

> With COMBOX® fixed network basic and pro, forwarding to COMBOX® must be activated before first use. Please follow the **instructions on page 3**. If you still have an analogue fixed network connection, dial the toll-free phone number 0800 266 269 from your own telephone and follow the instructions to register your COMBOX®.

Activating and deactivating COMBOX®

In order for COMBOX® to answer your calls, you must turn on call forwarding to the COMBOX®. You can find a description of the various forwarding services on the next page. In the following descriptions for call forwarding, please substitute the desired numerical code for "NN".

Available codes (NN =)

004 Activation/deactivation of 61,62,67 at once (mobile only)
61 Call forwarding "if no answer"
62 Call forwarding "if mobile phone is switched off or has no reception" (mobile only)
67 Call forwarding "if busy"
21 Call forwarding "direct"

Call forwarding on the fixed network

So you never miss a call, the two forwarding options "if no answer" (Service 61) and "if busy" (Service 67) should be activated.
We recommend that you make the settings online in the Customer Centre: To do this, go to www.swisscom.ch/login under IP telephony > Call forwarding

Activate

1. Pick up the phone with the number to which you have registered your COMBOX®
2. Dial ***** **NN 086x** **#** (x is your 10-digit telephone number including prefix)
   Example: ***** **61 086 044 123 45 67** **#**
3. Wait for confirmation of activation, hang up
4. Call forwarding to your COMBOX® is now activated

Deactivate

1. Pick up the phone with the number to which you have registered your COMBOX®
2. Dial **#** **NN** **#**
3. Wait for confirmation of deactivation, hang up

Call forwarding on the mobile network

So you never miss a call, you should activate all forwarding options. You can do this with code 004 as "NN". Device-specific instructions can be found online at www.swisscom.ch/help.

Activate

1. Pick up the mobile phone with the number to which you have registered your COMBOX®
2. Dial ***** ***** **NN** ***** **+41 86x** **#** and press the call button
   (x is your 10-digit phone number including. prefix)
   Example: ***** ***** **61** ***** **+41 86 079 123 45 67** **#**
3. Wait for confirmation of activation, hang up
4. Call forwarding to your COMBOX® is now activated

Deactivate

1. Pick up the mobile phone with the number to which you have registered your COMBOX®
2. Dial **#** **#** **NN** **#** and press the call button
3. Wait for confirmation of deactivation, hang up

Querying status

1. Pick up the mobile phone with the number to which you have registered your COMBOX®
2. Dial `*` `#` `NN` `#` and press the call button
4. Wait for a response, hang up

Activating and deactivating COMBOX®

Activating all call forwarding options at once (Service 004) (mobile only)
All relevant call forwarding options are activated for your mobile device: "if no answer",
"if mobile phone is switched off or has no reception" and "when busy".

Call forwarding "if no answer" (Service 61)
Your COMBOX® answers calls that you do not answer within 20 seconds (about 5 rings).

Call forwarding "if mobile is switched off or has no reception" (Service 62) (mobile only)
Even if your mobile phone is switched off or has no reception, the COMBOX® answer calls for you.

Call forwarding "if busy" (Service 67)
When you activate call forwarding "if busy", your COMBOX® answers calls when your line is busy.
If the call waiting feature is activated, there is no forwarding unless all lines are busy.

Call forwarding "direct" (Service 21)
All calls are answered directly by COMBOX® without your telephone ringing.

The following call forwarding options are already activated for you with a new telephone number:

Fixed network: None

Mobile: > if no answer (Service 61)
            > if mobile phone switched off or no reception (Service 62)
            > if busy (Service 67)

Recording greetings and absence messages

You can record a personal greeting which is played to the caller.

With COMBOX® pro, you have the ability to record several personal greetings that you can define as absence messages. With an absence message, the caller cannot leave a message.

Setting up your personal greeting
1. Call your COMBOX® basic: Speed dial key **1** (press and hold the **1** key) or **086** + your telephone number
2. Press the **9** key and then **1**
3. Press the **1** key to record your personal greeting

Setting up your national and international greeting or absence message
1. Call your COMBOX® pro: Speed dial key **1** (press and hold the **1** key) or if not programmed: **086** + your telephone number
2. Press the **9** key and then **1**
3. Press the **1** key to record the **first personal greeting**
   Press the **2** key to record the **second personal greeting**
   Press the **3** key to record the **international greeting**
4. Select whether the caller can leave a message:
   Yes, **greeting**: **1** key
   No, **absence message**: **2** key

Possible greetings
> Hello. This is the COMBOX® of telephone number 079 XXX XX XX. Thank you for your message.
> Hello. This is the COMBOX® of Joe Sample. I am not available at the moment. Leave your message and telephone number after the beep.
> This is the COMBOX® of Estelle Example, Sample Company Ltd. Unfortunately I cannot answer your call personally. Please leave your name and telephone number after the beep. Thank you

Possible absence messages (for COMBOX® pro only)
> Hello. This is Joe Sample. I am currently abroad and will not return to Switzerland until XX/XX/XX.
> Hello – this is the voicemail of Matthew Montgomery. Until XX/XX/XX, I will be on a business trip and not available. You can contact me again on XX/XX/XX. Thank you for your call.

Listening to messages on COMBOX®

Once someone has left a new voice message on your COMBOX®, COMBOX® will tell you – on your mobile phone with a SMS and on the fixed network typically with a red light on the phone (MWI). With the new landline telephony (IP), a new message is indicated by a call from COMBOX®. *

You can easily listen to voice messages with your own phone or another phone. As a COMBOX® pro customer, you have worldwide access to your messages from any PC with Internet access.

Listening to COMBOX® with your telephone
Use the phone with the number to which your COMBOX® is registered to call your COMBOX®:
Speed dial key **1** or **086** + telephone number

Listening to COMBOX® from another telephone in Switzerland
1. Dial 086 and then your complete telephone number including. prefix, e.g. **086 079 123 45 67**.
2. You will hear the greeting of your COMBOX®
3. During the greeting, press the **✱** key
4. Now enter your COMBOX® PIN and then press the **#** key
5. Your messages will now be played automatically

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

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

Listening to COMBOX®

1	2	3
4	5	6
7	8	9
✱	0	#

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

Notification of new messages by SMS
You can set your COMBOX® pro so that you receive an SMS notification on your mobile phone when you receive a message. We recommend that you make the settings online in the Customer Centre: To do this, go to www.swisscom.ch/login under COMBOX® > Settings.

To receive an SMS notification when you receive a message in your COMBOX®, proceed as follows:
1. Call your COMBOX®: Speed dial key **1** or **086** + telephone number
2. As soon as you are connected, press the **9** key
3. Press the **0** key
4. Press the **5** key (activate/deactivate SMS notification)
5. Follow the instructions and enter the desired destination number for the SMS notification
(for example, **079 123 45 67**)

* The COMBOX® calls you and lets it ring 2x. If your line is busy, a second call attempt is made after 60 minutes. Thereafter, no further attempts are made.
** Directly returning calls from value-added service numbers (0800/0848/0900, etc.) by pressing the 1 key is not possible.

COMBOX® PIN

You need a PIN to access your COMBOX® from another telephone or from abroad.

Forgot your COMBOX® PIN?
Send the word COMBOX by SMS to the number 444. You will receive an SMS with your PIN straight away. This service is free in Switzerland.

Listening to your COMBOX® PIN
1. Call your COMBOX® from your own telephone: Speed dial key **1** (press and hold the **1** key) or if not programmed: 086 + your telephone number.
2. Press the **9** Key to go to the settings menu and then the **2** key.
3. You now hear the current PIN.

Changing your COMBOX® PIN
4. To change your PIN, press the **2** key and follow the instructions.

Using COMBOX® abroad

You can also listen to your COMBOX® when you are outside of Switzerland. You will need your PIN for this. As a COMBOX® pro customer, you have worldwide access to your messages from any PC with Internet access.

You can reach your COMBOX® from abroad as follows:

Mobile COMBOX® **+41 79 499 79 79**

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

1. Call your COMBOX® using the appropriate number:
   Mobile: **+41 79 499 79 79**; fixed network: **+41 840 266 269**
2. You will be prompted to enter your telephone number (for example, **079 123 45 67**)
3. You will be prompted to enter your PIN – if you do not know your PIN, it will be sent to you via SMS. You do not need to interrupt the call; just obey the instructions in the announcement.
4. After you enter the correct PIN, you can listen to your messages or change settings.

Forwarding calls to COMBOX® when you are abroad
When you are abroad, messages on your COMBOX® can incur costs. To prevent this, turn off all call forwarding to your COMBOX® for the duration of your stay abroad. You can find the instructions for how to do this on pages 3 and 4.

Managing COMBOX® online

You can add your COMBOX® in the Swisscom Customer Centre and make COMBOX® settings online there. COMBOX® pro customers can also listen to messages, forward them by e-mail, read and send faxes, and add additional SMS notification recipients.

Step 1 – Log into the Customer Centre
1. Enter www.swisscom.ch/login in the Internet browser
2. If you already have a Swisscom login, you can log in directly and activate your COMBOX® (see step 2)
3. If you don't have a Swisscom login, then set up a new login. You will be taken through the login process

Step 2 – Activate Customer Centre access to the COMBOX®
1. In the Swisscom Customer Centre, look for "COMBOX®" in the left-hand navigation
2. If the menu item is present, your COMBOX® is already activated in the Customer Centre. You can immediately take advantage of the additional benefits.
3. If the menu items does not exist, select "Add product" > "Activate Customer Centre access for new COMBOX®" and enter the telephone number for which you want to enable access. You will be taken through the activation process.
4. If you have several COMBOX®(es) (mobile and/or fixed network), you can activate and manage all of them in the same Customer Centre – repeat step 2.

Notice
If another person (such as from your family or in your office) uses the same Swisscom login, that person also has access to your COMBOX®. If you use several Swisscom logins, you can activate the COMBOX® at any time in one of these Swisscom logins. You can also set up a new Swisscom login and integrate your COMBOX® there.

Additional benefits of online access with COMBOX® pro
With COMBOX® pro, you can also benefit from the following services:
> Worldwide access to your messages from any PC with an Internet connection
> Listening to voice messages (directly online)
> Forwarding messages by e-mail
> Managing, forwarding and printing faxes received
> Uploading PDF files and sending them as a fax to a fax number
> Notification of new messages by e-mail and SMS

Receiving, printing and sending faxes

Your COMBOX® pro is a full-fledged fax machine. You can quickly and easily retrieve, print, forward and resend faxes if you log into the Swisscom Customer Centre directly. It is your own personal fax library.

Forward incoming faxes to your e-mail to so that you do not always have to log in. You can enter up to three e-mail addresses online in the Swisscom Customer Centre.

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

Personal fax number
With COMBOX® pro, you have a personal fax number (**086** and your phone number or internationally: **+41 86** and your telephone number).

Finally

Do you want to upgrade from COMBOX® basic to COMBOX® pro?
You can make the change directly in the Customer Centre or call our hotline.

Questions?
You can find detailed information about all COMBOX® versions directly at
www.swisscom.ch/combox

Brief overview for users on the move

Keypad commands for COMBOX® basic and pro.

1	2	3
4	5	6
7	8	9
*	0	#

Main key functions
1 **Direct callback**
2 **Save message permanently**
3 **Delete message**
4 **Repeat message**
Next message

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

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

Tips and notes for your COMBOX®.

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

COMBOX® PIN for calling from abroad _____

Forgotten your COMBOX® PIN?
Text COMBOX to 444.

Customer Centre login name _____

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

Listening to COMBOX®

1	2	3
4	5	6
7	8	9
*	0	#

Main key functions
1 **Ring caller back**
2 **Save message**
3 **Delete message**
4 **Repeat message**
5 **Date/time**
6 **Caller's number**

9 **Settings menu**
0 **Other functions**
Next message

To activate redirection of calls to your COMBOX®
1. Enter the following key combination:
   [*] [*] 61 [*] +41 86x [#] (x is your 10-digit mobile phone number incl. dialling code). **Example:** [*] [*] 61 [*] +41 86 079 123 45 67 [#] .
2. Press the Call button.

To deactivate redirection of calls to your COMBOX®
1. Enter the following key combination: [#] [#] [6] [1] [#]
2. Press the Call button.

To query call forwarding status
1. Enter the following key combination:
   [*] [#] [6] [1] [#]
2. Press the Call button.

COMBOX® settings

1	2	3
4	5	6
7	8	9
*	0	#

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

Changing your COMBOX® PIN
You can change your PIN at any time.

1. Call your COMBOX®: +41 79 499 79 79
2. Press [9] to access the settings menu.
3. Press [2] .
4. To change your password press [2] and follow the instructions.