



Quick guide

COMBOX® basic and pro for fixed-line and mobile networks.

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COMBOX® – your answering machine

Always ready to receive messages: COMBOX® is the answering machine for all fixed-line 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-line networks



COMBOX® basic for mobile networks



COMBOX® pro for fixed-line networks



COMBOX® pro for mobile networks

Note: All settings marked with the following 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-line basic and pro, forwarding to COMBOX® must be activated before first use. Follow the **instructions on page 3** to register your COMBOX®.

Activating and deactivating COMBOX®

In order for COMBOX® to answer your calls, you must turn on call forwarding to 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 “when no answer”
62	Call forwarding “when mobile phone is switched off or has no reception” (mobile only)
67	Call forwarding “when busy”
21	Call forwarding “direct”



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Call forwarding on the fixed-line network



So you never miss a call, the two forwarding options “if no answer” (Service 61) and “when 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 Settings & services --> COMBOX® --> Settings --> Enable / disable. Alternatively, use the menu on your fixed-line telephone or follow the procedure described below.

Activate

1. Pick up the phone on whose telephone number 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

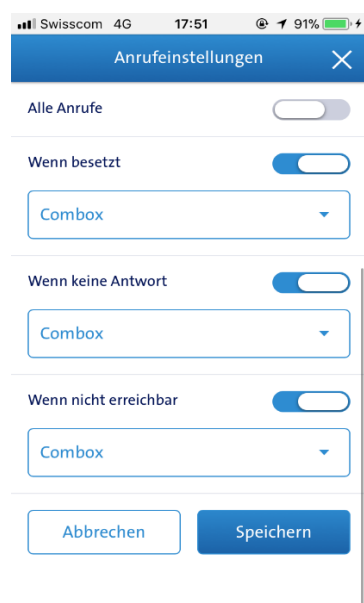
1. Pick up the phone on whose telephone number you have registered your COMBOX®
2. Dial **# NN #**
3. Wait for confirmation of deactivation, hang up



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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 or at <http://cockpit.swisscom.ch/callsettings>.



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”, “when 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 “when 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 “when busy” (Service 67)

When you activate call forwarding “when 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:



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Fixed-line network: None



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Mobile: Call forwarding

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

Activate Visual Voicemail (VVM)



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Activation of VVM for iPhone

1. Send an SMS quoting “VVM” to 444.
2. You will receive an SMS with the order confirmation.*
3. You will receive another SMS with the confirmation that VVM has been activated successfully.
4. Switch off the device, wait a couple of seconds and then switch it back on.
5. Close the VVM setup under "Telephone and Voicemail" on your device.

*Mobile data must be activated.

If activation is not possible, send an SMS quoting “State” to 30047 and reboot your device to activate COMBOX®.

Note: VVM requires mobile data. If data roaming is activated it may incur costs.

Recording greetings and absence messages

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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



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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

Listening to messages on COMBOX®.

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As soon as someone leaves a new voice message on your COMBOX®, it lets you know by sending you an SMS to your mobile or via VVM and the fixed network using a flashing light and/or symbol ("1 message" or similar) on the display (Message Waiting Indicator, MWI). As of 2018 (respectively Smart Business Connect and Managed Business Communication only 2019), MWI replaces the previous solution, in which customers received a call from COMBOX® as soon as a voice message was left on their COMBOX® (outcall notification). MWI is available for HD-Phones.

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 on whose telephone number 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. **086 079 999 99 99**.
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 listening to your messages, you can choose the following commands on your keypad.

- 1 Callback: Call the person back who left you a message*
- 2 Save a message
- 3 Delete a message
- 4 Repeat a message
- 9 Settings menu: Continue Settings
- 0 Additional functions
- # Next message: Plays the next message

Check COMBOX® for



The most important key functions

- 1 Call previous caller back**
- 2 Save a message
- 3 Delete a message
- 4 Repeat a message
- 5 Announcement of date/time
- 6 Previous caller
- 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.



Forwarding of new messages to an e-mail address

You can configure your COMBOX® to e-mail you a copy of the message as an audio file. You can activate e-mail forwarding in the Customer Center (www.swisscom.ch/login --> Settings and services--> COMBOX® --> settings).

** 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 new PIN straight away. This service is free in Switzerland.



Changing 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.
3. 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-line COMBOX® **+41 840 266 269**

You can also access your COMBOX® directly by calling +4186 followed by your telephone number and then entering the PIN.

1. Call your COMBOX® using the appropriate number:
Mobile: **+41 79 499 79 79**; fixed-line: **+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, you can either request it by SMS or generate a new one online in the Customer Centre. The PIN 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.



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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 manage your COMBOX® settings online in the Customer Centre. COMBOX® pro customers can also listen to messages, forward them by e-mail, read and send faxes, and add additional SMS notification recipients. To use the COMBOX® in the Customer Centre, you first need to set up a Swisscom login and – if you have not already done so – activate your COMBOX®(es) subsequently in the Customer Centre.

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 item 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-line), 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, What to do for Internet Explorer: you have to download the file)
 - > Forwarding messages by e-mail
 - > Managing, forwarding and printing faxes received
 - > Uploading PDF files and sending them as a fax to a fax number >
- Notifications about new messages via e-mail and SMS and settings for MWI

Querying, 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 have it printed there.

If you use the “Forwarding via e-mail” function, all received messages are set to “New message” status for 30 days and do not therefore require any COMBOX® storage space. If the maximum capacity of 100 faxes or 100 voice messages is reached, no further faxes or voice messages can be stored on COMBOX. In this case, the existing messages should be deleted manually to free up storage space.

Messages set to “read” status are automatically deleted after 24 hours.

If you don't want to manually delete faxes, call the hotline. The status of future voice messages forwarded via e-mail can be set to “read” via the hotline. The messages are then automatically deleted after 24 hours.

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).

The bottom line.

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