



## Fact sheet

### Login

The screenshot shows the login screen of the Swisscom Business Telephony Mobile App. The screen displays the Swisscom logo and 'Business Telephony' at the top. Below this, there are two input fields: the first contains the username 'caluori.nesina' and the second contains a masked password '.....'. To the right of the password field is a 'Show password' icon (an eye with a slash). Below the password field is a link that says 'Register/Forgot password'. A large blue 'Sign In' button is centered below the links. At the bottom left, there is a 'Save login' checkbox which is checked. At the bottom right, there is a settings gear icon. The status bar at the top shows 'Swisscom', signal strength, 60% battery, and 17:29. The bottom navigation bar shows the version '23.9.6' and standard Android navigation icons.

- 1 Username or alternative username
- 2 Password
- 3 Show password
- 4 Reset password
- 5 Login
- 6 Store password
- 7 Settings

#### Store password

The password is stored for 180 days. Fourteen days before it expires, the app will remind you that you need a new login. The same password can be used again for the new login.

#### Forgotten password

If you have forgotten your password, you can reset it directly via the "Forgotten password" link.

#### Reset password

Your password can be reset in the Customer Centre. You just need a Swisscom login.

#### Alternative username

Instead of the automatically generated username, you can use an e-mail address as your username. You can set this up via the "Forgotten password" link.

#### Migration from a previous version of the app

The stored password is deleted if you update the app. For security reasons, a token-based procedure is used. After the update, the password must be re-entered and stored.

#### Activate permissions

For the app to work properly, please allow access to the options requested (microphone, camera, contacts, calls).

#### Settings

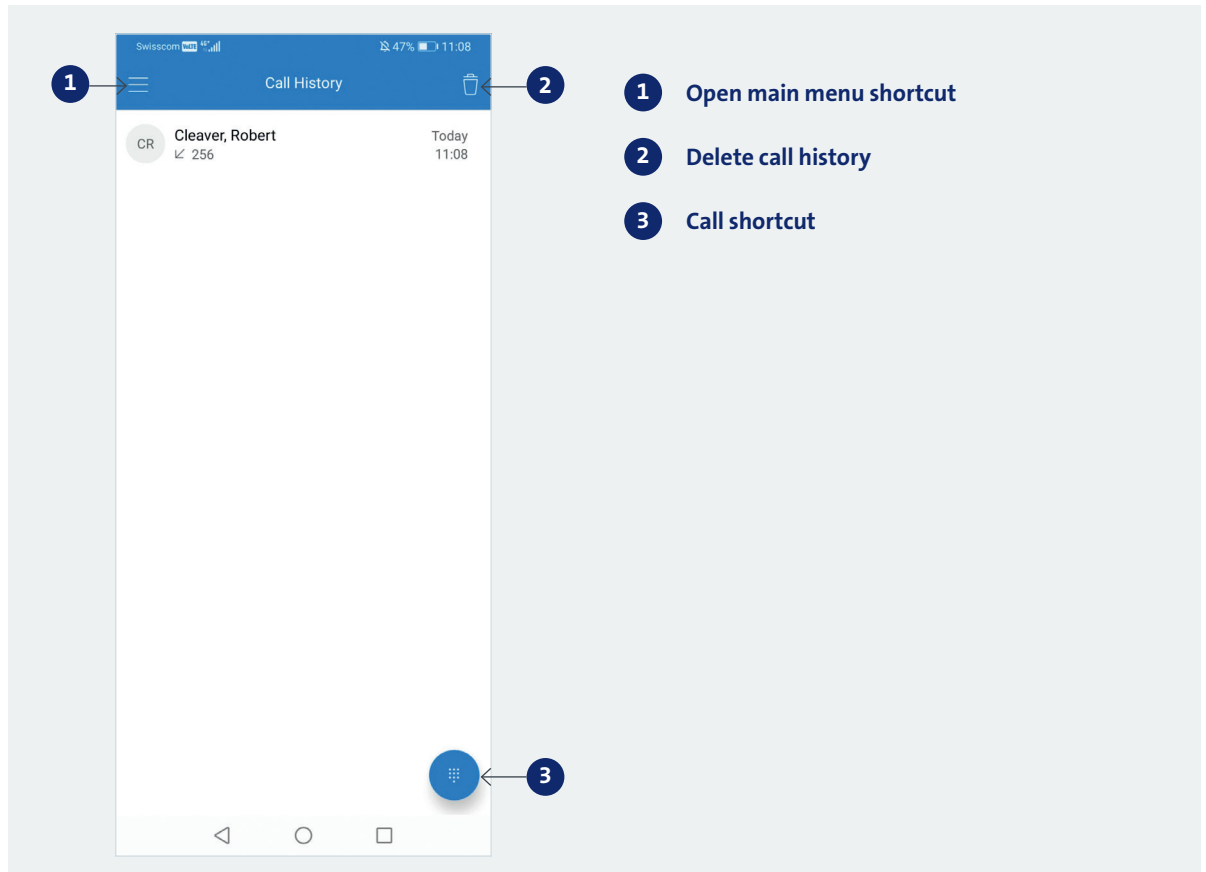
Under this menu, you can access the Swisscom website about the app as well as support options.

#### Enter your own mobile number

After the initial installation, you will be asked to enter your mobile number. You only need to do this once.



## Initial screen after login



### Initial screen after login

Your call history will be displayed as the main page of the app after you log in.

### Simultaneous use on mobile & tablet

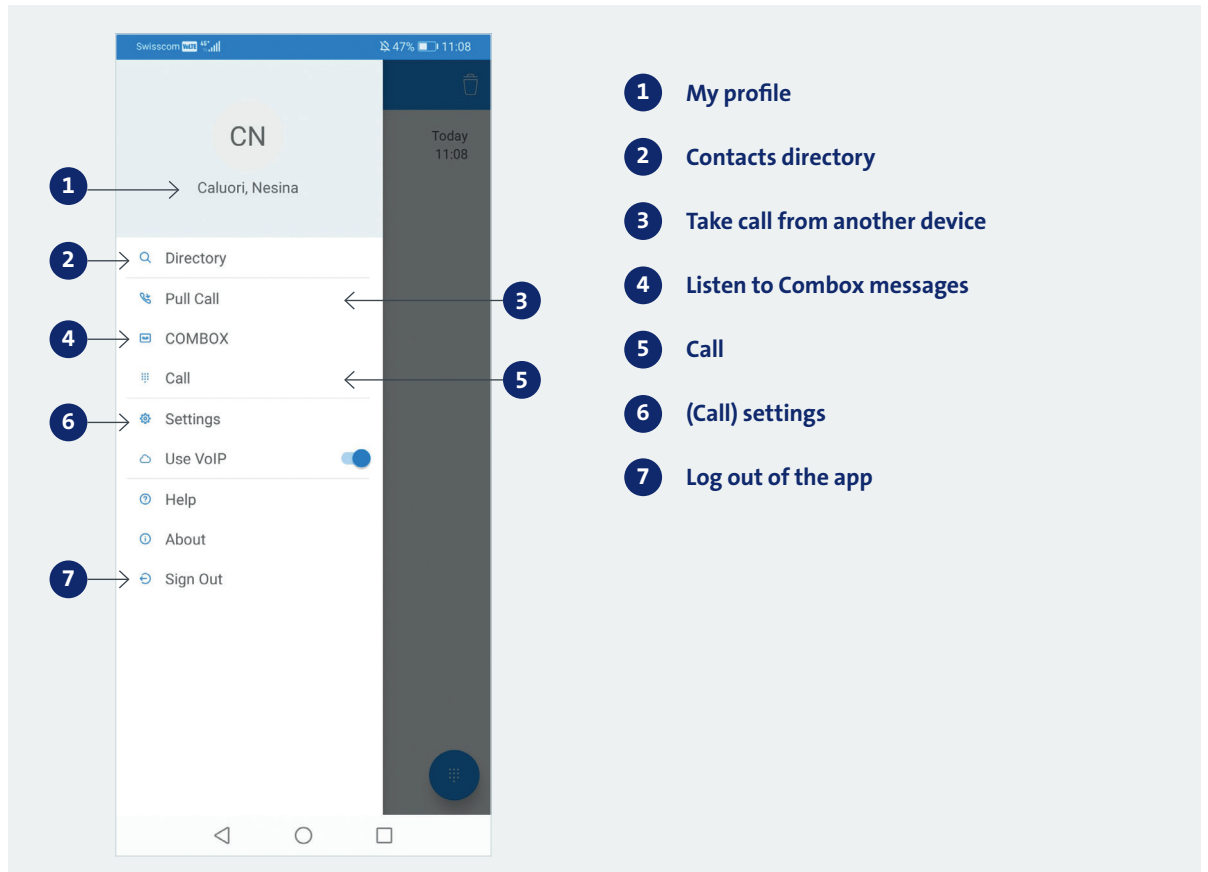
The app can be used on smartphones, phablets and tablets. However, only one device can be used with each account, although parallel use with the desktop client is possible.

### Use on a device without a SIM card

When using the app on devices without a SIM card, ensure that your WLAN network is professionally and ideally configured for the use of the app. If it is poorly configured or access points are badly located, you may encounter problems with call quality (interruptions, no sound, device unavailable).



## Main menu



- 1 My profile
- 2 Contacts directory
- 3 Take call from another device
- 4 Listen to Combox messages
- 5 Call
- 6 (Call) settings
- 7 Log out of the app

### Open main menu

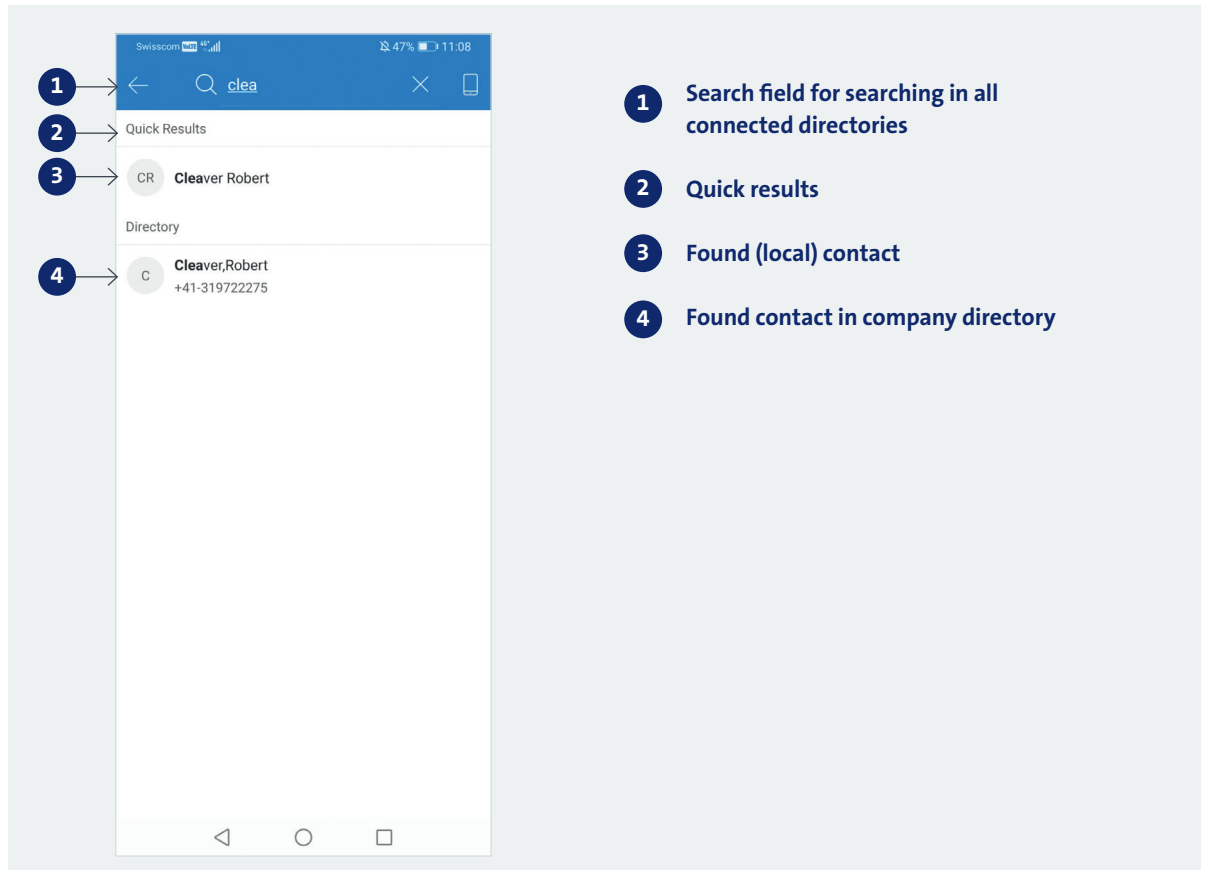
You can open the main menu by swiping from the left side of the screen to the right or by clicking on the three bars in the top left-hand corner.

### Call

Copy a number from the clipboard or dial it manually. If you have set up a Combox, you can access your messages directly by holding down the 1 key or by selecting the COMBOX menu from the main menu.



## Directory search



### Contact list

When you open the search screen, no contacts will be displayed.

### Contact search

You can search in the local directory on the device. To search, you need to enter a number or letter. You can search within the following fields: surname, first name, telephone number.

Please note:

- You cannot search by company name, address or e-mail address.
- To search for a phone number if local contacts are stored **without** the country prefix: Search for example with 044.
- To search for a phone number if local contacts are stored **with** the country prefix: Search for example with +4144 or 44.

### Search results

Found contacts are displayed into two sections. Search results from the local directory are listed in the section entitled "Quick Results".

### Name resolution

Please note that, in some cases, contacts' names may not be displayed during incoming calls or in your call history (local contacts with Android 10).



## During a call

1 → ← Active Calls

2 → .lll Cleaver, Robert

#

00:02

3 → [mute] [hold] [speakers] [options] [end call]

4 → [options]

5 → [end call]

- 1 Back to previous screen
- 2 Contact information
- 3 Call options (mute, hold, speakers)
- 4 Additional functions (transfer call, conference call, new call, number keypad)
- 5 End call