

Mobile – COMBOX® basic. Brief instructions.

Customer service

If you require further information about COMBOX® basic or have questions about how to use it, please contact our customer service department:

From **Switzerland**, call 0800 800 800 (free)

From **abroad**, call +41 848 800 811 (charges apply)



swisscom

Registering COMBOX® basic.

With COMBOX® basic, you never miss a call. The invisible answering machine answers all calls that you cannot answer yourself and tells you when callers have left a message. You need no **additional equipment** and there are **no subscription fees**. You can use your COMBOX® basic all over the world from any fixed line or mobile telephone. Listen to your messages and simply call back by pressing a button.

COMBOX® basic offers the following functions:

- > Storage capacity: 20 messages of 3 minutes each
- > Storage time for new messages: 30 days
- > Storage time for saved messages: unlimited
- > Storage time for messages after they have been listened to: 1 day
- > Call back with a single button press
- > 2 standard greetings (with/without telephone number)
- > 1 personal greeting (1 minute recording time)
- > SMS notification of new messages
- > Change basic settings of your COMBOX® basic (including online)

Redirecting calls to your COMBOX® basic.

Redirecting calls to your COMBOX®.

- In the default setting your COMBOX® answers all calls if
- > you do not answer a call within 20 seconds.
 - > your mobile phone is switched off or has no reception.
 - > you are already making a call and your mobile is engaged.

Tips

- > You can forward calls to a fixed network number or Hanto another mobile number.
- > SMS messages are not forwarded.

You can switch these standard settings on and off individually:

Call is not answered within 20 seconds

To switch on * * 61 * +41 86x # and press call button
(x is your 10-digit mobile phone number incl. dialling code).
Bsp.: * * 61 * +41 86 079 123 45 67 #

To switch off # # 61 # and press call button

Status query * # 61 # and press call button

Your mobile phone is switched off or has no reception

To switch on * * 62 * +41 86x # and press call button
(x is your 10-digit mobile phone number incl. dialling code).
Bsp.: * * 62 * +41 86 079 123 45 67 #

To switch off # # 62 # and press call button

Status query * # 62 # and press call button

You are already making a call and your mobile is engaged

To switch on * * 67 * +41 86x # and press call button
(x is your 10-digit mobile phone number incl. dialling code).
Bsp.: * * 67 * +41 86 079 123 45 67 #

To switch off # # 67 # and press call button

Status query * # 67 # and press call button

Redirecting calls to your COMBOX® basic.

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In the default setting your COMBOX® answers all calls if

- you do not answer a call within 20 seconds.
- your mobile phone is switched off or has no reception.
- you are already making a call and your mobile is engaged.

Tips

- You can forward calls to a fixed network number or to another mobile number.
- SMS messages are not forwarded.



Situation	To switch on	To switch off	Status query
Call not answered within 20 seconds	* * 61 * +41 86x # and press call button	# # 61 # and press call button	* # 61 # and press call button
Mobile phone is switched off or has no reception	* * 62 * +41 86x # and press call button	# # 62 # and press call button	* # 62 # and press call button
Mobile phone is busy	* * 67 * +41 86x # and press call button	# # 67 # and press call button	* # 67 # and press call button

(x is your 10-digit mobile phone number incl. dialling code)

Switching COMBOX® basic on and off.

You have the option of switching your COMBOX® on and off as required.

To switch COMBOX® off

1. Enter the following key combination:
0 0 4
2. Press the Call button.

To switch COMBOX® on

1. Enter the following key combination:
* * 0 0 4 * +41 86x #
(x is your 10-digit mobile phone number incl. dialling code). Example:
* * 0 0 4 * +41 86 079 123 45 67 #
2. Press the Call button.

Switching COMBOX® on and off

To switch COMBOX® off

1. Enter the following key combination:
0 0 4
2. Press the Call button.

To switch COMBOX® on

1. Enter the following key combination:
* * 0 0 4 * +41 86x #
(x is your 10-digit mobile phone number incl. dialling code).
Example: * * 0 0 4 * +41 86 079 123 45 67 #
2. Press the Call button.

Listening to messages on your COMBOX® basic.

As soon as someone has recorded a new message on your COMBOX® a free text message will be sent to your mobile. You can simply listen to the voice message on your mobile or on another telephone.

Using your mobile to listen to COMBOX®

Use your mobile to call your COMBOX®: +41 79 499 79 79. Your messages will be played back to you automatically.

Using another (mobile) telephone within Switzerland to listen to your COMBOX®

1. Dial 086 and then your full mobile number including the dialling code, e.g. 086 079 123 45 67.
2. You will hear your recorded message on your COMBOX®.
3. Press the ***** button during the recorded message.
4. Then enter your COMBOX® PIN and press the **#** button.
5. Your messages will now be played back to you automatically.

Tip: Forgotten your COMBOX® PIN?

Text COMBOX to 444, and you will immediately receive a text containing your PIN. This service is free in Switzerland.

Key functions when listening to messages

Whilst you are listening to your messages you can select the following commands on your mobile phone keypad.

- 1** Ring-back: Returns the call of the person who left the message
- 2** Save: Saves the message
- 3** Delete: Deletes the message
- 4** Repeat: Repeats the message
- 9** Settings menu: Go to Settings
- #** Next message: Plays the next message

Keypad commands for COMBOX® basic and pro.



The most important keypad commands

- 1** Direct callback
- 2** Save message permanently
- 3** Delete message
- 4** Repeat message
- #** Next message

Additional keypad commands

- 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 Center login name _____

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



Your COMBOX® basic PIN.

You need a PIN in order to be able to listen to your COMBOX® from any phone you like or from abroad.

Forgotten your COMBOX® PIN?

Send an SMS with the word COMBOX to the number 444. You will receive an SMS by return with your PIN. This service is free within Switzerland.

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.

Your COMBOX® PIN

You need a PIN in order to be able to listen to your COMBOX® from any phone you like or from abroad.

Forgotten your COMBOX® PIN?

Send an SMS with the word COMBOX to the number 444. You will receive an SMS by return with your PIN. This service is free within Switzerland.

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.



Using COMBOX® basic when abroad.

You can still use your COMBOX® even when you are abroad.

Easy and safe listening to COMBOX®

1. Call your COMBOX®: +41 79 499 79 79.
2. You will be prompted to enter your mobile number (e.g. 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 your call. Simply follow the voice prompts.
4. You will then be taken automatically through the «Listen to Messages» menu.

Redirecting calls to your COMBOX® when you are abroad.

Do you want to avoid unnecessary costs during your stay abroad? Forward all calls directly to COMBOX® – this means that all connections will remain in Switzerland.

Anrufweiterleitung auf die COMBOX® einschalten:

1. Enter the following key combination: * * 21 * +41 86x #
(x is your 10-digit mobile phone number incl. dialling code).
Example: * * 21 * +41 86 079 123 45 67 #.
2. Press the Call button.

To deactivate call forwarding to COMBOX®:

1. Enter the following key combination:
2 1
2. Press the Call button.

To query call forwarding status:

1. Enter the following key combination:
* # 2 1 #
2. Press the Call button.

Using COMBOX® when abroad

Easy and safe listening to COMBOX®

1. Call your COMBOX®: +41 79 499 79 79.
2. You will be prompted to enter your mobile number (e.g. 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 your call. Simply follow the voice prompts.
4. You will then be taken automatically through the «Listen to Messages» menu.

Redirecting calls to your COMBOX® when you are abroad

Do you want to avoid unnecessary costs during your stay abroad? Forward all calls directly to COMBOX® – this means that all connections will remain in Switzerland.

To activate redirection of calls to your COMBOX®

1. Enter the following key combination:
* * 21 * +41 86x # (x is your 10-digit mobile phone number incl. dialling code).
Example: * * 21 * +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: # # 2 1 #
2. Press the Call button.

To query call forwarding status:

1. Enter the following key combination:
* # 2 1 #
2. Press the Call button.



Changing your COMBOX® basic settings.

Personal greeting

You can record a personal greeting. This gives a personal touch to your COMBOX® basic and callers know that they have dialled the right number.

PIN

You need a PIN to use your COMBOX® basic from another fixed line or mobile telephone within Switzerland or abroad.

Menu list after each message

Once registered, COMBOX® basic is programmed to tell you the most important functions after each message is played. You can switch this announcement off at any time.

New message alert via SMS

When switching this service on, you must enter the number to which SMS alerts should be sent. National fixed line and mobile telephone numbers may be used.

In order to create your preferred settings for COMBOX® basic, proceed as follows:

1. Phone your COMBOX® basic
2. As soon as you are connected, press 9

You have the following options:

Keypad commands for COMBOX® basic.



The most important keypad commands

- 1 Change COMBOX® greeting
- 2 Change COMBOX® PIN
- 3 Listen to date and time settings menu
- 4 Set language
- # Back to previous menu

Note: Only the 1, 2 and 0 keys are listed after you have called up your messages.

Recording your personal message.

This is how easy it is to record your personal message

1. Call your COMBOX® from your mobile phone: +41 79 499 79 79.
2. Press **9** followed by **1**.
3. Speak your greeting clearly.
4. Press **1** to save your greeting.

Managing COMBOX® basic online.

You can now access your COMBOX® basic via the Swisscom Customer Centre and change your COMBOX® settings. COMBOX® pro customers can also listen to and forward messages, send faxes and add extra SMS alert recipients. In order to activate COMBOX® in the Customer Centre, you must first create a Swisscom login and then activate your COMBOX®(es).

Step 1:

- > Go to the www.swisscom.ch/kundencentre web page.
- > If you already have a Swisscom login, you can log in directly and activate your COMBOX® (step 2).
- > If you do not have a Swisscom login, you need to create a new login. You will be guided through the login process.

Step 2:

- > As soon as you are in the Swisscom Customer Centre, click on “COMBOX® Overview” in the left-hand navigation bar.
- > Select “Activate internet access to COMBOX®” and indicate which COMBOX® you wish to activate online. You will be guided through the activation process.
- > If you have more than one COMBOX® (mobile and/or fixed line), you can activate and manage them all via the Customer Centre. Repeat step 2 for each COMBOX® you want to activate.

Please note:

If another person (e.g. family member or work colleague) uses the same Swisscom login, that person also has access to your COMBOX®. If you use several Swisscom logins, you can activate COMBOX® at any time using one of these Swisscom logins. You can also create a new Swisscom login and access your COMBOX® there.