

Mobile – COMBOX® pro.

Brief instructions.

Customer service

If you require further information about COMBOX® pro 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® pro.

With COMBOX® pro, **you never miss a call or fax.** The invisible answering machine answers all calls that you cannot answer yourself and digitally notifies you when callers have left a message or sent a fax. You need **no additional equipment.** A subscription to COMBOX® pro only costs **CHF 5 per month.**

You can use your COMBOX® pro all over the world from any fixed line or mobile telephone. Listen to your messages and simply call back by pressing a button. And with internet access, you can access your COMBOX® pro via any PC with an internet connection.

COMBOX® pro offers the following functions:

Answering machine

- > Recording time per voice message: 3 minutes
- > Storage capacity: 100 messages
- > Storage time for saved messages: unlimited
- > Storage time for new messages: 30 days
- > Storage time for messages after they have been listened to: 1 day
- > Call back with a single button press
- > Greetings for calls from within Switzerland:
 - 2 standard greetings (with/without telephone number)
 - 2 personal greetings with/without option to leave a message
- > Greetings for calls from abroad:
 - 1 personal greeting with/without option to leave a message
- > Incoming messages can be forwarded via e-mail to up to 3 e-mail addresses

Faxbox

- > Simultaneous receipt of several faxes (your fax machine is never engaged)
- > Faxes can be printed on any fax machine in the world
- > Send new faxes (max. 5 MB/40 pages) and forward received faxes

Internet access to COMBOX® pro

- > Worldwide access to your messages via a PC with an internet connection
- > Listen to voice messages
- > Forward messages via email
- > Manage and forward received faxes
- > Send new faxes to any fax number or print via a PC printer
- > Email alert when new messages are received
- > Change settings

New message alert signal

- COMBOX® pro can notify you of new messages in various ways:
- > New message alert signal on your telephone (only on Economyline and Multiline^{ISDN} fixed line telephones)
 - > New message alert
 - via text message (up to 3 numbers can be defined)
 - via e-mail (up to 3 e-mail addresses can be defined)

You can order these additional functions free of charge via the customer service number 0800 800 800 or by registering your COMBOX® pro at the Customer Centre (www.swisscom.ch/kundencenter).

Redirecting calls to your COMBOX® pro.

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 to 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®

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 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[®] pro 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[®] pro.

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

Listening to messages on your COMBOX[®] pro.

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.



Receiving and printing faxes.

The easiest way to receive, print, forward and send faxes is to log in directly to the Swisscom Customer Centre. The Swisscom Customer Centre is your own personal library containing all your products and services. Simply forward incoming faxes to your e-mail address.

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

For detailed information on your faxbox, see
www.swisscom.ch/combox

Your COMBOX[®] pro 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 PIN 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® pro 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.

Activate call forwarding to 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 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® pro settings.

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

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

You have the following options:

Keypad commands for COMBOX® pro.

The most important keypad commands		
1	2	3
4	5	6
7	8	9
*	0	#

- 1 Change COMBOX® greeting
- 2 Change COMBOX® PIN
- 3 Listen to date and time settings menu
- 4 Set language
- 7 New messages signalled on your phone
- # Back to previous menu

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

You can change your COMBOX® settings even more easily in the Customer Center (see page “Managing COMBOX® pro online”).

Recording your personal message.

You can replace the standard recorded message of your COMBOX® with a personal greeting. Callers can then be sure of leaving their message with the right person.

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. Press **1** to record your personal welcome message.
Press **2** to record your 2nd personal welcome message.
Press **3** to record your international welcome message.

Managing COMBOX[®] pro online.

You can now access your COMBOX[®] pro via the Swisscom Customer Centre and change your COMBOX[®] settings. You 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.

Important information about COMBOX[®] pro.

Important buttons

- # (hash) jump forward / confirm
- 1 direct call back to the caller who has left a message

Personal fax number

With COMBOX[®] pro, you also get a personal fax number: 086 plus your telephone number. Give your personal fax number to people who send you faxes. In this way, you can receive faxes without your fax machine or telephone ringing.

Direct access numbers

You have the option of registering two additional telephone numbers from which you can access your COMBOX[®] pro without entering a password. You can register these direct access numbers via the COMBOX[®] pro internet service.

Forward messages via e-mail

You can forward incoming messages (voice messages and faxes) via e-mail with your COMBOX[®] pro. The message is sent as an attachment and can be played, displayed or printed directly on your computer. Up to 3 e-mail addresses can be defined.

If you do not wish to use your COMBOX[®] pro any more, you can cancel the service free of charge at any time by telephoning customer service number 0800 800 800.