Voicemail Instructions
Swisscom COMBOX® Instructions

WorldCell International Cellular Service

WorldCell phones all come activated with voicemail. This user guide is for a WorldCell phone using the Swisscom network. Swisscom refers to the voicemail box as a COMBOX®.

WorldCell voicemail is ready and available for use and will automatically accept calls if
- You do not answer the call within 25 seconds
- Your mobile phone is switched off or if you are in an area where there is no reception
- You are already on the phone

WorldCell Customer Care has already done the initial setup of your voicemail box. This means we have already recorded a greeting with your name and established your password as 2355[1]. You can customize your voicemail box[1] by use the menu options and phone prompts as outlined below.

Simple reminders:
- Your default password for your voicemail is 2355[1]
- The pound key "#" is referred to as the "Hash" key in the voice prompts on the voicemail system

There are 3 different ways to listen to your voicemail messages:

Speed Dial Access[2]	Dial with your Mobile Phone	From any Phone
Press and hold the Mailbox Key	+4186079 and your last 7-digits of your mobile phone number	Dial an international call[3] then 4186079 and your last 7-digits of your mobile phone number
"Send-Key"	"Send-Key"	During the greeting press *
During the greeting press *	During the greeting press *	Enter your password then #
Enter your password then #	Enter your password then #	Stored messages are played back
Stored messages are played back	Stored messages are played back	

While listening to the messages, the following functions are available:
1	replays whole message
2	saves the message
03	deletes the message
4	automatically dials the number of the sender[4]
6	message information
7	replays the last 10 seconds
0	plays help
#	skips message and plays back next
*	change settings

Changing the settings:
1	record personal greeting
2	activate standard greeting
3	change password[1]
4	select language (G, F, I, E, S)
0	plays help
*	end or go back to listen to messages

[1] 2355 is our default password, if you change it we will have to completely reset your voicemail and this may take up to 24 hours.
[2] Speed Dial and Mailbox Speed Dial programming is specific to each handset, in the case that this programming has not taken place then use the instructions "Dial with your Mobile Phone" to access your voicemail.
[3] Dialing requirements to make an international call, in the US you dial "011" or in Europe you dial "00" then the number.
[4] Option 4 only works if the caller's number has not been suppressed.