# Quick start guide / understanding the menu system

Press the **Left soft key (LSK)** ⬜ to enter the main menu in idle mode. Use the **Navigation keys** ⬜ to go up or down in the menu list or to navigate within the lists. Press the **LSK** ⬜ to select the menu or an option and confirm a setting.

Press the **Right soft key (RSK)** ⬜ to access the **Phonebook** in idle mode and press the **LSK** ⬜ to **VIEW** the details.

A short press of one of the soft keys confirms the text function described above these keys.

Press the **Up navigation key** ⬜ to access the **Redial list** in idle mode and press the **Down navigation key** ⬜ to access the **Call log**.

| | |
|---|---|
| Answer / end a call | 📞 / 📵 |
| Make a call | Predial number & 📞 or 📞 and dial number. |
| Read Call log | Press ⬜, scroll ⬜ to select **Call log** or **SMS** and browse ⬜. |
| Redial a number | Press ⬜ and browse ⬜ and 📞. |
| Call from phonebook | Press **RSK** ⬜ and browse ⬜ and 📞. |
| Add a name to the phonebook | Predial number and press the **LSK** ⬜ to select **SAVE**, enter the name and press ⬜ **OK**, edit the number if necessary and press ⬜ **OK**. |
| Adjust the earpiece volume during a call | Scroll up ⬜ to increase the volume, scroll down ⬜ to decrease the volume. |
| Adjust the handset loudspeaker volume | During a handsfree call, Up ⬜ to increase, Down ⬜ to decrease. |
| Mute and unmute the microphone | During a call press **LSK** ⬜ **MUTE**, press **LSK** again ⬜ to select **UNMUTE**. |
| Set the date and time | Press the **LSK** ⬜ to enter the menu list, scroll ⬜ to **Clock & Alarm** and press ⬜ **SELECT**, press ⬜ to select **Date & time**. Enter the current time (HH:MM), then the current day (DD/MM) and press ⬜ **SELECT**. |
| Set the handset ring tone | Press the **LSK** ⬜ to enter the menu list, scroll ⬜ to **Personalize** and press ⬜ **SELECT**, scroll ⬜ to **Handset Tones** and press ⬜ **SELECT**. Scroll ⬜ to **HS Ringtone** and press ⬜ **SELECT**. Browse ⬜ through the list to hear the ring tones and select ⬜ your chosen ring tone. |
| Activate/deactivate the answer machine (only Twist 566) | Press ⬜ on the base station to switch the answer machine ON/OFF. |

## Twist 556/566 Handset

**Colour Display**
Headline : shows icons and current menu operation.
Soft key line : shows contextual menus.

**Left Soft key**
- In idle mode, short press to access the main menu.
- Short press to select contextual menu.

**Pick-up & Recall key**
- Press to take the line and answer a call.
- To insert **R** for Belgacom operator services when on line.

**Keypad lock & insert ✱**
- Short press to insert ✱.
- Long press to lock/ unlock the keypad in idle mode.

**Loudspeaker**\*
- Short press to take the line and to activate the handset loudspeaker during a call.

**Earpiece**

belgacom

**Microphone**

**Navigation keys**
Scroll to move through the menus & options.
Scroll up to access the **Redial list** from idle mode.
Scroll down to access the **Call log/SMS** messages from idle mode.

**Right Soft key**
- Short press to access the **Phonebook** from idle mode.
- Short press to select contextual menu.

**Hang-up key**
- A short press to hang-up the line or to exit (return to idle mode).
- A long press to power off the handset.

**Case mode & insert #**
- Short press to insert **#**.
- Press to change case mode when editing.
- Long press to insert a pause (P) when dialling.

**Intercom / Call transfer**
- Short press to initiate an internal call.
- Short press during internal call to transfer the call or switch between internal call and external call.
- Short press to answer an internal call.

\***Warning :** *Handsfree activation could suddenly increase the volume in the earpiece to a very high level. Make sure the handset is not too close to your ear.*

## Icons on the handset display

The display gives information about the operation of your telephone. A total of 9 icons can be shown in the headline of the display :

The following icons appear.

When being used for the first time, it is sometimes necessary to wait until the battery is sufficiently charged before the icons appear on the display.

|  | |
|---|---|
| **ⅠⅠ** | The handset is registered and in range of the base. **When blinking**, this symbol indicates that the handset is not registered to the base or out of range. |
| 🔕 | The ringtone is deactivated. |
| 🕐 | The alarm clock is activated. |
| 📞 | An external call is in progress. **When blinking**, this symbol indicates that there is an incoming external call in progress or that the line is already busy. |
| 👥 | An internal call is in progress. **When blinking**, this symbol indicates that there is an incoming internal call. |
| 🔒 | The keypad is locked. |
| 🔊 | The handset loudspeaker is activated. |
| ✉ | New message(s) (SMS, call log entry or voice mail). |
| 🔋 🔋 🔋 | When charging, the battery bars scroll from empty to full status. When the handset discharges, the battery shows the status : Full, 2/3, 1/3 and empty. |

## Icons on the base display   only Twist 566

The display of the base Twist 566 gives information about the answer machine and the settings.
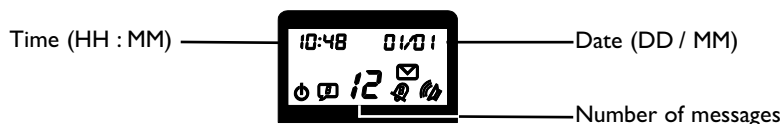
Time (HH : MM) ———— `10:48   01/01` ———— Date (DD / MM)

Number of messages

|  | |
|---|---|
| ✉ | New unread message(s) on answer machine. |
| ✉ | Old message(s) on answer machine, already read. |
| ⏻ | The answer machine is ON. |
| 💬 | Indicates the type of outgoing message. |
| 🔔 | Indicates the number of rings before the answer machine will start playing the outgoing message. |
| 🔊 🔇 | Call screening ON/OFF. |

## Twist 556 base station
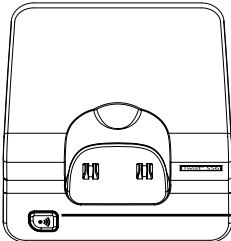
**Paging key**

The paging key enables you to locate a missing handset if the handset is in range and has charged batteries. Press the key until the handset starts to ring. Once retrieved, press 🤙 key on the handset to end paging.

## Twist 566 base station

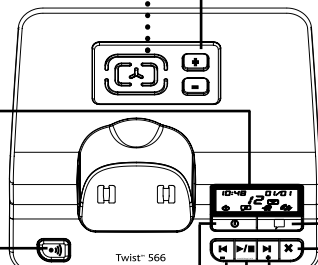**➕ / ➖ Volume keys**

To adjust the base volume level.

Backlight will be ON when there are new answer machine messages or answer machine memory is full.
Icons see page 3.

Loudspeaker

**Paging key**

Press to locate all handsets.

**ON/OFF key**

Press to switch the answer machine ON or OFF.

Twist™ 566

**Skip back / Replay key**

If pressed within 1 second of message playback : Skip to previous message.
If pressed after 1 second of message playback : Replay current message.
In setting mode, short press to modify a setting.

**Play / Stop key**

Short press to play message.
Short press to stop playback while listening to a message.
Long press to enter answer machine setting mode.

**Record Memo & Outgoing messages**

Short press to record a memo.
Long press to record outgoing message 1 or 2 (see page 56).

**✕ Delete key**

Short press to delete the current message during playback.
Long press in idle mode to delete all messages (when all messages have been read).

**Skip forward /Next message**

Short press to go to the next message while listening.
In setting mode, short press to modify a setting.

# Table of contents

# Menu structure

From idle mode, to enter the menu, press the **Left soft key (LSK)** ▱ **MENU**. Use the
**Navigation keys** ▤ to go up or down in the menu list.

| SMS | Write a SMS | SMS Boxes | SMS |
|---|---|---|---|
| | Inbox | SMS Boxes | |
| | | View | Reply |
| | | | Edit |
| | | | Save Number |
| | | | Delete |
| | | | Delete all |
| | Outbox | SMS Boxes | |
| | | View | Edit |
| | | | Resend |
| | | | Save as Draft |
| | | | Delete |
| | | | Delete all |
| | Draft | SMS Boxes | |
| | | View | Edit |
| | | | Send |
| | | | Delete |
| | | | Delete all |
| | SMS Settings | SMS Boxes | |
| | | Set 1st Ring | |
| | | SMS Center 1 | |
| | | SMS Center 2 | Outgoing Nr. |
| | | SMS Center 3 | Incoming Nr. |
| | Default Center | *Select SMS center* | |

Menu

| Clock & Alarm | Date & Time | *Enter Date & Time* |
| | Alarm | Off |
| | | On Once |
| | | On Daily |
| | Alarm Tone | Alarm tone 1/2/3 |

| Phonebook | New Entry | Enter name | Enter number | Enter SMS Box | *Set group* |
| | List Entry | | | | |
| | Edit Entry | *List of names* | | | |
| | Delete Entry | *List of names* | | | |
| | Delete All | | | | |
| | Phbk transfer | | | | |

| Personalize | Wallpaper | Wallpaper 1/2/3/4 |
| | Contrast | Level 1/2/3 |
| | Handset tones | HS Ring Volume | Silence/Volume 1/ Volume 2/Volume 3 |
| | | HS Ringtone | Melody names |
| | | Group Melody | Select melody for group A / B /C |
| | | Key Tone | On / Off |
| | | SMS Tone | On / Off |
| | Handset name | |
| | Auto Answer | On / Off |
| | Language | *List of languages* |

| Adv. Settings | Flash Time | Short/Medium/Long | | |
|---|---|---|---|---|
| | Voice Lang. | *Language list* | | |
| | Security | Change PIN | Enter PIN | Confirm |
| | | Call Barring | Enter PIN | Nr. 1/2/3/4 |
| | Registration | Enter PIN | | |
| | Unregistration | *Handset list* | | |
| | Reset | Yes / No | | |

| Net. Service Belgacom | Call forward | |
|---|---|---|
| | Call fwd busy | Activate / Deactivate / Setting |
| | Call fwd unans | |
| | PhoneMail | |
| | 1919 | Activate / Setting |
| | Cancel RingBk | |
| | Withhold ID | |

# Contextual soft key labels

Depending on context the following soft key labels
may appear above the Left and Right soft keys :

**Soft key label   Function**

| | |
|---|---|
| **MENU** | Initiate a menu function. |
| **SELECT** | Choose the current selection. |
| **OK** | Confirm the current settings / entry or function. |
| **BACK** | Go back to the previous screen. |
| **PHBK** | Access Phonebook list. |
| **MUTE** | Mute the handset microphone. |
| **UNMUTE** | Unmute the handset microphone. |
| **SILENT** | Stop the incoming ring tone. |
| **CLEAR** | Clear the current character and shift the cursor to the left. |
| **SAVE** | Save in phonebook. |
| **STOP** | Switch off the alarm. |
| **VIEW** | View the details of an entry. |
| **ALL** | To call all handsets via intercom. |
| **CONF** | Start a conference call. |
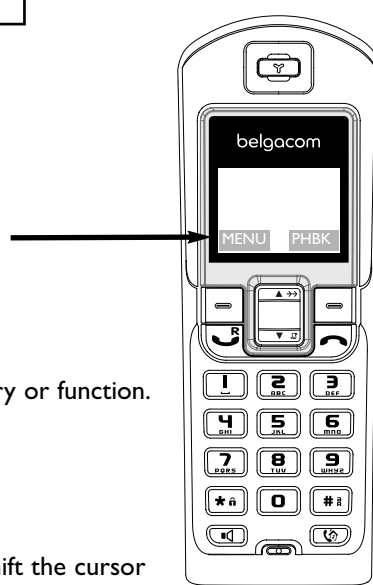
## Conformity, environment and safety

### Safety information

This equipment is not designed to make emergency calls when the power fails. An alternative has to be made available to allow emergency calls.

### Conformity

Hereby, PCE declares that the products Twist 556 and Twist 566 are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. This product can be connected to the analogue telephone networks of Belgacom.

### Power requirements

This product requires an electrical supply of 230 volts, alternating monophased power, excluding IT installations defined in standard EN 60-950. In case of power failure, the communication can be lost.

### Warning !

The electrical network is classified as hazardous according to criteria in the standard EN 60-950. The only way to power down this product is to unplug the power supply unit from the electrical outlet. Ensure the electrical outlet is located close to the apparatus and is always easily accessible.

### Telephone connection

The voltage on the network is classified as TNV-3 (Telecommunication Network Voltages), as defined in the standard EN 60-950.

### Safety precautions

Do not allow the handset to come into contact with water. Do not open the handset or the base station. You could be exposed to high voltages. Do not allow the charging contacts or the battery to come into contact with conductive materials. Never use any battery type other than the one supplied : risk of explosion.
Handsfree activation could suddenly increase the volume in the earpiece to a very high level. Make sure the handset is not too close to your ear.

### Environmental care

Please remember to observe the local regulations regarding the disposal of your packaging materials, exhausted batteries and old phone and where possible promote their recycling.
The equipment that you bought has required the extraction and use of natural resources for its production. It may content hazardous substances for the health and the environment.
In order to avoid the dissemination of those substances in our environment and to diminish the pressure on the natural resources, we encourage you to use the appropriate take-back systems. Those systems will reuse or recycle most of the materials of your end life equipment in a sound way.
The crossed-bin symbol invites you to use those systems.
If you need more information on the collection, reuse and recycling systems, please contact your local or regional waste administration.
You can also contact us for more information on the environmental performances of our products.

## *Recycling & disposal*

### *Disposal instructions for old products.*

The purpose of the WEEE directive (Waste Electrical and Electronic Equipment; 2002/96/EC) is to ensure that products are recycled using best available treatment, recovery and recycling techniques to ensure human health and high environmental protection.

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.

Do not dispose of your old product in your general household waste bin.

Inform yourself about the local separate collection system for electrical and electronic products marked by this symbol :

### *Use one of the following disposal options :*

1. Dispose of the complete product (including its cables, plugs and accessories) in the designated WEEE collection facilities.
2. If you purchase a replacement product, hand your complete old product back to the retailer. He should accept it as required by the WEEE directive.

## Declaration of conformity

We,
PCE
Route d'Angers
72081 Le Mans Cedex 9
France

Declare that the products Twist™ 556 & Twist™ 566 are in compliance with ANNEX IV of the R&TTE-Directive 1999/5/EC and then with the following essential requirements :

Article 3.1 a: (protection of the health & the safety of the user)
      Safety: EN 60950-1 (10/2001)
      SAR : EN 50361 (2001)
Article 3.1 b: (protection requirements with respect to electromagnetic compatibility)
      EMC : ETSI EN 301 489-6 V1.2.1 (08/2002) & ETSI EN 301 489-1 V1.4.1 (08/2002)
Article 3.2:   (effective use of the radio spectrum)
      Radio : EN 301 406 V1.5.1 (2003)

The presumption of conformity with the essential requirements regarding Council Directive 1999/5/EC is ensured.

Date : 21/10/2005      Le Mans

C€0168

Product Quality Manager
Home Communication

### *Using GAP standard compliance*

The GAP standard guarantees that all DECT™ GAP handsets and base stations comply with a minimum operating standard irrespective of their make. Your Twist 556/566 handset and base station are GAP compliant, which means the minimum guaranteed functions are : register a handset, take the line, receive a call and dial. The advanced features may not be available if you use another handset than a Twist 556/566 with your base station or if you register your handset Twist 556/566 to a base station of a different make.
To register and use your Twist 556/566 handset with a GAP standard base station of a different make, first follow the procedure described in the manufacturer's instructions, then follow the procedure described on page 50.
To register a handset of another make to the Twist 556/566 base station, place the base station into registration mode (page 50), then follow the procedure in the instructions of the handset manufacturer.

A financial contribution has been paid to the associated national recovery & recycling system.

The labelled packaging material is recyclable.

DECT™ is a Trade Mark of ETSI registered for the benefit of the implementers of the DECT technology.

## Installing the Twist 556/566

### *Unpacking your Twist 556*

The Twist 556 package contains:

One Twist 556 base station
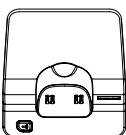
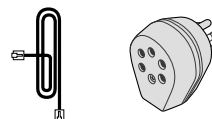One Twist 556 handset

NiMH AAA
550 mAH
rechargeable
batteries

A user guide

Twist 556
Twist 566
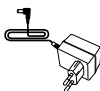
A power supply
unit
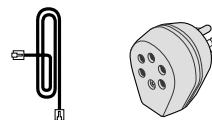
A line cord

### *Unpacking your Twist 566*

The Twist 566 package contains:

One Twist 566 base station
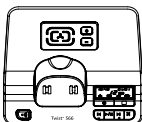
One Twist 566 handset

NiMH AAA
550 mAH
rechargeable
batteries

A user guide
and an SMS
leaflet

Twist 556
Twist 566

A power supply
unit

A line cord

In Twist 556 and Twist 566 multi handset packs, you will also find one or more additional handsets, chargers with power supply units and additional rechargeable batteries.

## *Installing the base station*

Place your product close enough to the telephone and mains power sockets so that the cables will reach. To properly install the base station, plug the line cord and the power cable into the base station. Plug the cord and the cable into the wall. If you have a broadband DSL Internet connection, please make sure you have one DSL filter plugged directly on each line socket used in the house and check the modem and the phone are plugged in the correct filter slot (one specific for each).

**Warning !** The electrical network is classified as hazardous according to criteria in the standard EN 60-950. The only way to power down this product is to unplug the power supply from the electrical outlet. Ensure the electrical outlet is located close to the apparatus and is always easily accessible. Please take care that the power supply and telephone line are connected to the correct sockets as incorrect placement could damage your equipment.

**Warning !** *Always use the line cable provided with the product otherwise you may not have a dialling tone.*

Connect the power supply

Connect the telephone line cord delivered with the product
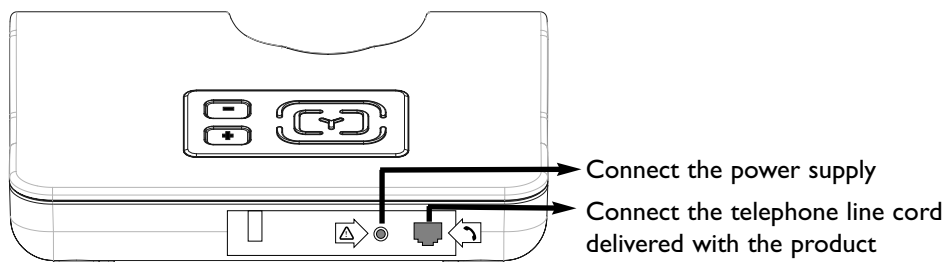
## *Installing and replacing the batteries in the handset*
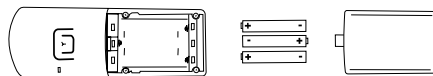
To insert the batteries, open the battery cover, place the batteries as indicated and then replace the battery cover. When the handset is placed on the base station, the 3 battery bars scroll (if charge is needed). Allow 12 - 15 hours for the batteries to fully charge. On first use it may be necessary to wait for a few minutes before seeing symbols on the display.
Never use any battery type other than the one supplied : risk of explosion.
*Warning : the base station must always be plugged into the mains when charging or when in use. Always use rechargeable batteries.*

The warranty does not apply to the batteries and any other components which have a limited lifetime or are exposed to wear.

Batteries should not be disposed of with general household waste.

## *Battery life and range*

Optimal battery life is reached after 3 cycles of complete charging & discharging. When reaching the range limit and the conversation becomes crackly, move closer to the base. To reach optimal range, place the base station away from electrical appliances.

| Battery life in talk time | Battery life in standby mode | Indoor range | Outdoor range |
|---|---|---|---|
| up to 14 hours | up to 140 hours | up to 50 metres | up to 300 metres |

## To select the language of the handset

**Thank you for choosing BELGACOM for your home communication.**

Before using your telephone we invite you to select the menus language of your handset.

First install the batteries and allow the handset to charge a few minutes (see page 14).
Then the language selection screen appears.

Browse 🔼🔽 through the list to choose the language that suits you.

Press ▭ **SELECT** to confirm your language.

Your phone is ready to be used and personalised.

See page 47 if you need to change again the language of the handset.

## Handset power OFF and ON

To power the handset OFF or ON long press the 🔚 key.

## Keypad lock/unlock

Long press the 🔒 key to lock/unlock the keypad in idle mode.

## Introduction

### *Idle mode*

In idle mode, the Twist 556/566 display shows various information :

- The date & time, the name of the handset and the instructions to access the menu.

- New calls, new SMS ☑ or Phonemail messages, if any.

- and the alarm clock 🕐, if activated.

You can define a wallpaper image for the idle mode (see page 45). By default one of the preinstalled pictures is used as wallpaper.

### *Understanding the menu system*

To access the main menus from the idle mode, press the Left Soft Key ▭ **MENU**.

Scroll up ▤ or down ▤ to reach the desired menu and press the Left Soft Key ▭ to **SELECT**. To return to the idle mode press the Right Soft Key to select ▭ **BACK**.

The sub menus are listed one under the other, so when reaching the bottom of the list, the first item is then shown again.
Up to five sub menus are displayed on the screen. When there are more than 5 sub menus in the list, an arrow ▼ is displayed between the soft key labels.

To reach one particular sub-menu, use the navigation keys ▤ and press the Left Soft Key ▭ to **SELECT**.
**Note :** in idle mode the Phonebook names list is also directly accessible via the Right Soft Key ▭ **PHBK**, the Call log via the Down navigation key ▤ and the Redial list via the Up navigation key ▤.

## Basic principles

### *To make, to answer and to end a call*

| **Predialling** | **Direct dialling** | **Answer a call*** | **End a call** |
|---|---|---|---|
| Dial the number | Press the key | When ringing | |
| Make the call | Dial the number | Take the line | |

*You can also press the ▢ key to answer an incoming external call in handsfree mode. If you have activated the Auto Answer Mode (see page 47) simply lift up the handset from the base or charger to answer a call.*

**Warning !** Upon incoming calls, the handset ringer volume can increase in the earpiece. Make sure the handset is not too close to your ear when ringing.

### *Call duration counter*

After you have taken the line (dial a number or answer a call), the call duration counter appears on the handset display.

### *To call from the phonebook*

Press the **RSK** to directly access **PHBK**.

Choose a name in the list.

Make the call.

### *To store a name from predial*

Dial the number.

Press **SAVE**.

Enter the name and press ▢ **OK**.

Edit the number if necessary and press ▢ **OK**.

Enter the SMS box number and press ▢ **OK**.

Choose the group if necessary and press ▢ **SELECT**.

### *Redial from call log*

Press the Down key to directly access the **Call log**.

Press **SELECT**.

Choose an entry.

Make the call.

## In-call features

During an external call, some other options are available.

### *To mute the handset microphone*

Press to select **MUTE** (the caller can no longer hear you).

Press again to resume the conversation (**UNMUTE**).

### *Initiate a second call during an external call*

Press **OPTIONS**.

Press **OK** to select **Init. 2ND Call**.

Dial the number you want to call.

During the second call other options are available such as **Switch** (between the 2 calls) and **Conference call** (with you and the 2 parties).

### *Intercom (available only if you have at least two handsets)*

During an external call, you can use the intercom key to call another handset and, for example, transfer the call to this handset.

Press to put the external call on hold, the caller can no longer hear you.

Enter the number of the handset you want to transfer the call to.

Press to end the call on the first handset when the second handset has taken the line.

Other options are available such as **Switch** and **Conference call** (see page 43 and 44).

### *To switch the handset loudspeaker ON/OFF*

Press 🔊 to activate or deactivate the handset loudspeaker.

*Warning :* *Handsfree activation could suddenly increase the volume in the earpiece to a very high level. Make sure the handset is not too close to your ear.*

### *To increase/decrease the volume of the earpiece and loudspeaker during a call*

Scroll up to increase or down to decrease the volume when on line.

The last setting is stored for the next calls.

### *Caller Line Identification and Call waiting*

If you subscribe to the Call waiting service, a beep in the earpiece informs you of a second incoming call. The name or number of the second caller may be displayed if you also subscribe to Caller Line Identification Service. To answer that second call, press 🔘 + 2️⃣ or use the menu.

## Editing system

### *Case mode*

By default, the first letter of a sentence is in upper case. Use ⌗ to change the case mode:
- all letters in upper case (ABC)
- all letters in lower case (abc) or
- the first letter in upper case and the rest of the word in lower case (Abc).

Punctuation and mathematical signs are available by pressing ⓪ or ① while other special

characters are also available via ① (see table page 20).

Scroll ⮃ to move the cursor left or right. Press ⬜ **CLEAR** to delete a character.

### *The standard multi-tap system*

This system allows you to enter the text character by character, pressing the corresponding key
as many times as necessary to reach the desired character.
In multi-tap mode, letters available on the alpha-numeric key pressed by the user are shown
under the header.
The current case mode is indicated between the soft key labels (a or A).

**To write  "Peter" with multi-tap**

Press 7 once :             **P**

Press 3 twice :            **Pe**

Press 8 once :             **Pet**

Press 3 twice :            **Pete**

Press 7 three times :   **Peter**

| Keypad Keys | Multi-tap Sequence |
|---|---|
| 1 | [space] 1 @ _ # = < > ( ) & € £ $ ¥ [ ] { } ¤ § |
| 2 | a b c 2 à ä ç å æ |
| 3 | d e f 3 è é Δ φ |
| 4 | g h i 4 ì Γ |
| 5 | j k l 5 Λ |
| 6 | m n o 6 ñ ò ö |
| 7 | p q r s 7 ß Π θ Σ |
| 8 | t u v 8 ù ü |
| 9 | w x y z 9 φ Ω Ξ Ψ |
| 0 | . 0 , / : ; " ' ! ¡ ? ¿ * + - % \ ^ ~ | |

**Warning :** An unknown character (not available in the characters table) in received SMS messages is replaced by a space. The symbols €, [ and ] count as 2 characters.

**SMS**
- Write a SMS
- Inbox
- Outbox
- Draft
- SMS settings
- Default Center
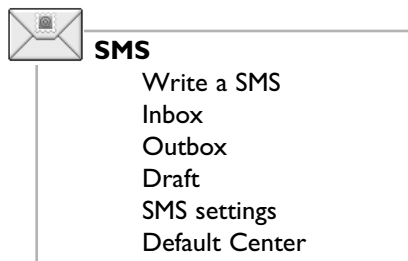
You can use your Twist 556/566 to send and receive SMS messages. With the Belgacom SMS service, you are able to send messages to a fixed network telephone number or to a mobile phone. Your messages can be received as text messages by all phones which support the SMS service. If a telephone does not support the SMS service, the message will be automatically converted into voice mail and read to the recipient. When you send an SMS message, your telephone number is automatically transmitted to the recipient.

**Requirements :**
If you would like to receive SMS messages, we recommend you to call the telephone number 0800 17173 and to follow the directions you will be given. In order to be able to send and receive SMS messages, the numbers of the SMS servers responsible for sending (01717) and receiving (01717) them must be programmed on your Twist 556/566 (see page 30). By default the server numbers of Belgacom have already been programmed on your telephone : this means you can send SMS messages without having to make any additional settings.
In order to be able to send and receive messages, it is necessary set up a sub-address. When you purchase your Twist 556/566 your telephone is preset to the sub-address 0 (see page 31).
In order to be able to receive SMS messages, one (or more than one) inbox number(s) must be added at the end of your telephone number. This inbox number is comparable with a letter box which is assigned to a particular house number in a road. The numbers 0 to 9 can be used as inbox numbers.
Example : The inbox number of handset 1 is 0 and the inbox number of handset 2 is 3.
When someone wants to send you an SMS via a mobile phone, he / she must enter the inbox number of the receiving phone (if his network operator supports this supplementary service) at the end of your telephone number.
Example : 02 202 41 11 0 or 02 202 41 11 3
If the sender does not specify an inbox number, Belgacom automatically sends the SMS message to the inbox with the number 0. For this reason, we recommend you to continue to use the sub-address 0 for one of your handsets. The inbox number 0 is the default setting.

# Write and send new SMS

### To write and send SMS

Press to reach the menu list and press 🔲 **SELECT**.

Select **Write a SMS** option and press 🔲 **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
🔲 **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press 🔲 **OK**.

Enter the text and press 🔲 **OK**  (see page 19).
**Note :** *To delete a wrong character, press* 🔲 **CLEAR**. *You can delete and change any character by simply moving the cursor to the left* 🔲 *or to the right* 🔲 *to reach the character and pressing* 🔲 **CLEAR** *once.*
*The sent SMS can be up to a maximum of 160 characters long. The Twist 556/566 can store a variable number of SMS of 160 characters each for the 10 boxes.*

Enter the phone number and press 🔲 **OK**.

Enter the SMS box number and press 🔲 **SELECT**.
**Note :** *the destination box is the SMS box of the receiver.*

Select **Send**, otherwise

if you want to store your SMS, scroll to **Save as Draft** and press 🔲 **SELECT**.
The SMS stored can be later retrieved from **Draft** folder.

The sent SMS can be up to a maximum of 160 characters long. The Twist 556/566 can store a variable number of SMS for the 10 boxes.

## View SMS

The display shows that there is (are) new message(s) : **3 New SMS** and in the headline the icon ☑ is ON. If the SMS tone is activated (see page 32) you will hear an alarm tone each time you receive a new message. There are two ways to view the received SMS messages : you can use the **Call log** key 🎛 or the **Inbox** menu. The SMS messages are displayed from the newest to the oldest. Unread messages in the Inbox list are shown by an exclamation mark ❗.

*Note : If you have subscribed to the Caller Identification Service (CLI), the display shows the name or the number of the sender.*

### To read an SMS by using the Call log

Press to access the Call log.

Scroll to **SMS** and press 🔘 **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
🔘 **SELECT**.
*To create an SMS box please refer to **SMS Settings** page 31.*

Enter the password and press 🔘 **OK**.

Browse the list of SMS and select the message you want to read.

Press to select **VIEW** and to see the content of the message.
To return to the inbox list, press 🔘 **BACK**.

### To read an SMS by using the Inbox menu

Press to reach the menu list and press 🔘 **SELECT**.

Scroll to **Inbox** and press 🔘 **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
🔘 **SELECT**.
*To create an SMS box please refer to **SMS Settings** page 31.*

Enter the password and press 🔘 **OK**.

Browse the list of SMS and select the message you want to read.

Press to select **VIEW** and to see the content of the message.
To return to the Inbox list, press 🔘 **BACK**.

While reading SMS, press 🎛 to scroll to the next page and press 🎛 to return to the previous page. At the end of the message, the sender number and the date/time of receipt are shown. When viewing the list of received SMS, some options are only available for SMS received from a phone. These options are **Reply**, **Edit**, **Save Number**, **Delete** and **Delete all**.

## Inbox

All received SMS messages are stored in the Inbox (up to 40 messages).

### *To reply to an SMS (for received SMS)*

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **Inbox** and press ▣ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
▣ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press ▣ **OK**.

Browse the list of SMS and press ▣ **VIEW** to select the one you want to reply to.

Press **MENU**, confirm **Reply** by pressing ▣ **SELECT**.

Enter the text and press ▣ **OK** (see page 19).

Press **OK** to confirm the number.

Select **Send**.

### *To edit and send again an SMS (for received SMS)*

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **Inbox** and press ▣ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
▣ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press ▣ **OK**.

Browse the list of SMS and press ▣ **VIEW** to select the one you want to edit and
send again.

Press **MENU**, scroll to **Edit** and press ▣ **SELECT**.

You can modify the text if necessary (see page 19) and press ▣ **OK**.

Enter the number and press ▣ **OK**.

Enter the SMS box number and press ▣ **SELECT**.
**Note :** *the destination box is the SMS box of the receiver.*

Select **Send**.

*To save a sender number in the phonebook*

Press to reach the menu list and press ⬜ **SELECT**.

Scroll to **Inbox** and press ⬜ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
⬜ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press ⬜ **OK**.

Browse the list of SMS and press ⬜ **VIEW** to select the one you want to copy the number.

Press **MENU**, scroll to **Save Number** and press ⬜ **SELECT**.

Enter the name and press ⬜ **OK**.

The number is inserted automatically. Press ⬜ **OK** to confirm.

Browse the list of melodies and select the wanted group ring tone for this record.

Press ⬜ **SELECT** to confirm.

*To delete an SMS from the Inbox*

Press to reach the menu list and press ⬜ **SELECT**.

Scroll to **Inbox** and press ⬜ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
⬜ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press ⬜ **OK**.

Browse the list of SMS and press ⬜ **VIEW** to select the one to be deleted.

Press **MENU**, scroll to **Delete** and press ⬜ **SELECT**.

The selected message will then be deleted immediately.

### *To delete all SMS from the Inbox*

This option enables you to delete all SMS in the Inbox list.

Press to reach the menu list and press ▢ **SELECT**.

Scroll to **Inbox** and press ▢ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press ▢ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press ▢ **OK**.

Browse the list of SMS and press ▢ **VIEW**.

Press **MENU**, scroll to **Delete All** and press ▢ **SELECT**.

Once selected, a confirmation is required : "**Delete All?**".

Press **SELECT** to confirm or **BACK** if you do not want to delete all your SMS list.

## Outbox

All your successfully sent messages are stored in the Outbox (up to 10 messages).

### *To review sent messages*

Press to reach the menu list and press ▢ **SELECT**.

Scroll to **Outbox** and press ▢ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press ▢ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press ▢ **OK**.

The list of sent messages is displayed.

Browse the list of SMS and press ▢ **VIEW** to read the selected message.

### *To edit and send again an SMS (for sent SMS)*

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **Outbox** and press ▣ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
▣ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press ▣ **OK**.

Browse the list of SMS and press ▣ **VIEW** to select the one you want to edit and
send again.

Press **MENU**, press ▣ to select **Edit**.

You can modify the text if necessary (see page 19) and press ▣ **OK**.

Enter the number and press ▣ **OK**.

Enter the SMS box number and press ▣ **SELECT**.
*Note : the destination box is the SMS box of the receiver.*

Select **Send**.

### *To resend an Outbox message*

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **Outbox** and press ▣ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
▣ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press ▣ **OK**.

Browse the list of SMS and press ▣ **VIEW** to select the one you want to resend.

Press **MENU**, scroll to **Resend** and press ▣ **SELECT** to start transmission.

### *To save a sent SMS as Draft*

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **Outbox** and press ▣ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
▣ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31*.

Enter the password and press ▣ **OK**.

Browse the list of SMS and press ▣ **VIEW** to select the one you want to save as draft.

Press **MENU**, scroll to **Save as Draft** and press ▣ **SELECT** to copy the message in the draft folder.

### *To delete an SMS from the Outbox*

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **Outbox** and press ▣ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
▣ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31*.

Enter the password and press ▣ **OK**.

Browse the list of SMS and press ▣ **VIEW** to select the one to be deleted.

Press **MENU**, scroll to **Delete** and press ▣ **SELECT**.

The selected message will then be deleted immediately.

### *To delete all SMS from the Outbox*

This option enables you to delete all SMS in the Outbox list.

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **Outbox** and press ▣ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
▣ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31*.

Enter the password and press ▣ **OK**.

Press **MENU**, scroll to **Delete All** and press ▣ **SELECT**.

Once selected, a confirmation is required : "**Delete All?**".

Press **SELECT** to confirm or **BACK** if you do not want to delete all your SMS list.

## Draft folder

You can store up to 10 messages in the Draft folder.

### *To edit and send an SMS stored in the draft folder*

Press to reach the menu list and press 🔲 **SELECT**.

Scroll to **Draft** and press 🔲 **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press 🔲 **SELECT**.

*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press 🔲 **OK**.

Browse the list of SMS and press 🔲 **VIEW** to select the one you want to edit and send.

Press **MENU**, scroll to **Edit** and press 🔲 **SELECT**.

You can modify the text if necessary (see page 19) and press 🔲 **OK**.

Enter the number and press 🔲 **OK**

Enter the SMS box number and press 🔲 **SELECT**.
*Note : the destination box is the SMS box of the receiver.*

Select **Send**.

### *To delete an SMS from the Draft folder*

Press to reach the menu list and press 🔲 **SELECT**.

Scroll to **Draft** and press 🔲 **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press 🔲 **SELECT**.

*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press 🔲 **OK**.

Browse the list of SMS and press 🔲 **VIEW** to select the one to be deleted.

Press **MENU**, scroll to **Delete** and press 🔲 **SELECT**.

The selected message will then be deleted immediately.

### *To delete all SMS from the Draft folder*

This option enables you to delete all SMS in the Draft folder list.

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **Draft** and press ▣ **SELECT**.

Select your SMS box (only if you have created several SMS boxes) and press
▣ **SELECT**.
*To create an SMS box please refer to* **SMS Settings** *page 31.*

Enter the password and press ▣ **OK**.

Browse the list of SMS and press ▣ **VIEW**.

Press **MENU**, scroll to **Delete All** and press ▣ **SELECT**.

Once selected, a confirmation is required : "**Delete All?**".

Press **SELECT** to confirm or **BACK** if you do not want to delete all your SMS list.

## SMS settings

### *To set the SMS centre number(s)*

The SMS are sent via a centre. The Belgacom SMS centre numbers are pre-configured in your phone.

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **SMS Settings** and press ▣ **SELECT**.

Choose an SMS centre and press ▣ **SELECT**.

Press to select **Outgoing Nr.** and press ▣ **SELECT**.

Enter the number (up to 24 digits) and press ▣ **OK**.

Scroll to **Incoming Nr.** and press ▣ **SELECT**.

Enter the number (up to 24 digits) and press ▣ **OK**.

### To set your personal SMS boxes

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **SMS Settings** and press ▣ **SELECT**.

Scroll to **SMS Boxes** and press ▣ **SELECT**.

Press **MENU** to view the options.

Press to select **Add New Box**.

Enter the desired name for the SMS box.

Enter the password twice and press ▣ **OK**.

### To delete an SMS box

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **SMS Settings** and press ▣ **SELECT**.

Scroll to **SMS Boxes** and press ▣ **SELECT**.

Select an SMS box and press ▣ **MENU** to view the options.

Scroll to **Delete Box** and press ▣ **SELECT**.

Enter the password and press ▣ **OK**.

*Warning :* when an SMS box is deleted, all the SMS contained in this box are deleted at the same time.

### To change the password of an SMS box

Press to reach the menu list and press ▣ **SELECT**.

Scroll to **SMS Settings** and press ▣ **SELECT**.

Scroll to **SMS Boxes** and press ▣ **SELECT**.

Select an SMS box and press ▣ **MENU** to view the options.

Scroll to **Change Passwd** and press ▣ **SELECT**.

Enter the old password and press ▣ **OK**.

Enter the new password and press ▣ **OK**.

### *To activate/deactivate the first ring*

Allows you to determine whether there is an alert beep each time you receive a new message. By default the SMS tone is OFF. You can activate it.

Press to reach the menu list and press ⬛ **SELECT**.

Scroll to **SMS Settings** and press ⬛ **SELECT**.

Scroll to **Set 1st Ring** and press ⬛ **SELECT**.

Press to select **Deactivate** or scroll ⬛ to **Activate** and press ⬛ **SELECT**.
*Note only for Twist 566 : If the first ring is activated, you must set the ring delay for the answer machine (number of rings), see page 55.*

### *To set the default SMS center*

The SMS center number 1 is the default center. If you wish to send your SMS through another SMS center, you must have specified the corresponding numbers (see page 30 **To set the SMS centre number(s)**) and selected the corresponding SMS center.

Press to reach the menu list and press ⬛ **SELECT**.

Scroll to **Default Center** and press ⬛ **SELECT**.

Choose an SMS center and press ⬛ **SELECT**.

**Clock & Alarm**
    Date & Time
    Alarm
    Alarm Tone

## Date & Time

### To set the date and time (of the handset and base station)

After setting, the date and time are shown in idle mode.

Press to reach the menu list.

Scroll to **Clock & Alarm** and press ▭ **SELECT**.

Press to select **Date & Time**.

Enter the current time (HH:MM).

Enter the current date (DD/MM).

Press ▭ **SELECT** to confirm.

*Warning : If your phone is connected to an ISDN line through an adaptor, the date & time may be updated after each call. Please check the date & time settings in your ISDN system. Please contact Belgacom (see FAQ page 59).*

## Alarm

### To set the alarm clock ON/OFF

By default the alarm is off.

Press to reach the menu list.

Scroll to **Clock & Alarm** and press ▭ **SELECT**.

Scroll to **Alarm** and press ▭ **SELECT**.

Browse through the options **Off**, **On Once**, **On Daily** and select ▭ the appropriate setting.
If you select **On Once** or **On Daily** :

Enter the time and press ▭ **SELECT**.

When the alarm is set to **On Once** or **On Daily**, an alarm icon 🕒 is shown in idle mode in the display headline. The alarm tone rings for 1 minute at the most. Press ▭ **STOP** or any key to switch off the alarm and return in idle mode.

### *To set the alarm tone*

Three alarm tones are available.

Press to reach the menu list.

Scroll to **Clock & Alarm** and press ▣ **SELECT**.

Scroll to **Alarm Tone** and press ▣ **SELECT**.

*The current alarm tone is heard.*

Browse through the list of alarm tones to hear them and press ▣ to **SELECT** the appropriate one.

**Phonebook**
New Entry
List Entry
Edit Entry
Delete Entry
Delete All
Phbk transfer
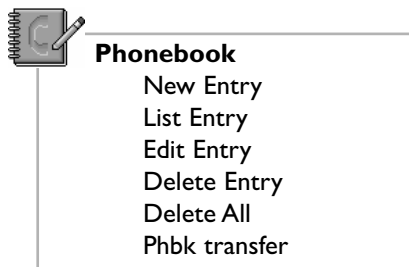
50 names and numbers can be stored in the phonebook of the handset.
The phonebook contains all the information related to the callers.

### Group ring tone

All available ring tone melodies can be selected as group ring tones. When ringing, the ring tone helps you identify the caller's group and the screen shows the caller's name. A subscription to the Caller Line identification is necessary.

## New Entry

The names are stored in alphabetical order.

### To enter a new entry in the phonebook

Press to reach the menu list.

Scroll to **Phonebook** and press ▣ **SELECT**.

Press to select **New Entry**.

Enter the name (see page 19 "Editing system") and press ▣ **OK**.

Enter the number and press ▣ **OK**.

Enter the SMS box number you want to assign to this person.

Browse through the list to hear the ring tones and select ▣ your chosen group ring tone for this entry : **No Group** or **Group A, B, C**.

### To store a number from predial in the phonebook

Dial the number.

Press **SAVE**.

Enter the name and press ▣ **OK**.

The number is automatically inserted in the number field, press ▣ **OK**.

Enter the SMS box number you want to assign to this person.

Browse through the list to hear the ring tones and select ▣ your chosen group ring tone for this entry : **No Group** or **Group A, B, C**.

### *To store a number from redial list in the phonebook*

Press to reach the redial list.

Browse through the redial list to select the wanted number.

Press to access the menu.

Scroll to **Copy to Phbk** and press ⬜ **SELECT**.

Enter the name (see page 19, "Editing system") and press ⬜ **OK**.

The number is automatically inserted in the number field, press ⬜ **OK**.

Enter the SMS box number you want to assign to this person.

Browse through the list to hear the ring tones and select ⬜ your chosen group ring tone for this entry.

### *To store a number from call log in the phonebook*

Press to reach the call log list.

Press to select **Call log**.

Browse through the call log list to select the wanted number and press ⬜ **OK**.

Press to select **Copy to Phbk**.

Enter the name (see page 19 "Editing system") and press ⬜ **OK**.

The number is automatically inserted in the number field, press ⬜ **OK**.

Enter the SMS box number you want to assign to this person.

Browse through the list to hear the ring tones and select ⬜ your chosen group ring tone for this entry.

## View

There are two possibilities of accessing the phonebook list :
- from the Phonebook menu by selecting the sub-menu **List Entry**
- from idle mode by pressing the **RSK** 🔲 **PHBK**.
The names are listed in alphabetical order.

### *Navigation in the phonebook*

To navigate in the phonebook you can :
- either press the Up or Down navigation keys 🔼 to reach the previous or next entry and press 🔲 **VIEW** to see the details.
- or enter the first letter of the wanted name (e.g., 3 for "D" or 33 for "E"). The first entry starting with this letter is selected in the list. Press 🔲 **VIEW** to see the details.

### *To call*

Press **RSK** to reach the list of names directly.

Browse through the list of names.

Make the call.

### *To edit an entry*

Press to reach the menu list

Scroll to **Phonebook** and press 🔲 **SELECT**.

Scroll to **Edit Entry** and press 🔲 **SELECT**.

Browse through the list of names and press 🔲 **SELECT**.

Press 🔲 **CLEAR** to delete character by character.

Enter the name (see page 19, "Editing system") and press 🔲 **SELECT**.

Press 🔲 **CLEAR** to delete digit by digit.

Enter the new number and press 🔲 **OK**.

Enter the SMS box number you want to assign to this person.

Browse through the list to hear the ring tones and select 🔲 your chosen group ring tone for this entry.

*Note : If, for example, only the number is to be changed, press 🔲 OK until the number is shown on the display and modify it.*

### *To delete an entry*

Press to reach the menu list.

Scroll to **Phonebook** and press ▭ **SELECT**.

Scroll to **Delete Entry** and press ▭ **SELECT**.

Browse through the list of names.

Press ▭ **SELECT** to delete the selected entry.

### *To delete whole phonebook list*

Press to reach the menu list.

Scroll to **Phonebook** and press ▭ **SELECT**.

Scroll to **Delete All** and press ▭ **SELECT**.

Once selected, a confirmation is required : "**Delete All ?**".

Press ▭ **SELECT** to confirm.

### *Phonebook transfer to another handset*

Press to reach the menu list.

Scroll to **Phonebook** and press ▭ **SELECT**.

Scroll to **Phbk transfer** and press ▭ **SELECT**.

Select the handset in the list and press ▭ **SELECT**.
The selected handset rings.

On this handset press ▭ **ACCEPT** to perform the transfer.

# Call log

The call log can store up to 20 entries and shows the list of incoming calls.
You have to subscribe to the Caller Line Identification (CLI) to have access to this list. In this case, the name (or number) of the callers will be displayed. The date & time of the call are also shown. If you have no subscription, the display shows "Unknown caller" as well as the date & time of the call.
The calls (missed and received) are displayed in chronological order with the most recent ines at the top of the list. When the call log is empty or if you have not subscribed to the CLI service, the screen displays "No call".

### To view the call log

Press to view the call log details directly.

Press **SELECT** to select **Call log**.

Browse through the call log entries and read the information.

*Note : The word "New" on the right of the entry number indicates the caller's information has not been read.*

### To call/redial

Press to view the call log detail directly.

Press **SELECT** to select **Call log**.

Scroll to select a call log entry.

Press to call.

*Note : To be able to call back a caller in the case of an incoming call, you need to subscribe to the Caller Line Identification service.*

### To store a number from call log in the phonebook

Press to view the call log details directly.

Press **SELECT** to select **Call log**.

Browse through the list of details to view the wanted entry.

Press **MENU** to access the menu.

Select **Copy to Phbk**.

Enter the name (see page 19, "Editing system") and press 🔲 **OK**.

The number is automatically inserted in the number field, press 🔲 **OK**.

Enter the SMS box number you want to assign to this person.

Browse through the list to hear the ring tones and select 🔲 your chosen group ring tone for this entry.

### *To delete a name or a number*

Press to directly reach the call log.

Press **SELECT** to select **Call log**.

Browse to view the wanted entry.

Press **MENU** to access the menu.

Scroll to **Delete** and press ▭ **OK**.
A confirmation tone is heard and the screen will show the call log again.

### *To delete all call log entries*

Press to directly reach the call log.

Press **SELECT** to select **Call log**.

Press **MENU** to access the menu.

Scroll to **Delete All** and press ▭ **OK**.

Press ▭ **OK** to confirm deletion of the complete call log list.
A confirmation tone is heard and then the phone returns to the idle mode.

## Redial list

The last 20 dialled numbers are stored in the redial list.
The dialed numbers (or names, if the numbers match the phonebook entries) are displayed in chronological order with the most recent at the top of the list. When the redial list is empty the screen displays "List empty".

### *To view the redial list*

Press to directly reach the redial list in idle mode.

Browse through the list.
To view the details of a selected redial number :

Press **MENU**.

Choose **VIEW**.

Press the Up or Down navigation key to view the details of the previous or next record.

### *To call/redial*

Press to directly reach the redial list in idle mode.

Browse through the redial list to select the wanted number.

Press to call.

### *To store a number from redial in the phonebook*

Press to directly reach the redial list.

Browse through the redial list to select the wanted number.

Press to select **MENU**.

Scroll to **Copy to PhBk** and press **SELECT**.

Enter the name (see page 19, "Editing system") and press **OK**.

The number is automatically inserted in the number field, press **OK**.

Browse through the list to hear the ring tones and select your chosen group ring tone for this entry.

### *To delete a name or a number from redial list*

Press to directly reach the redial list.

Browse through the redial list to select a record.

Press to select **MENU**.

Scroll to **Delete** and press ▭ **SELECT**.
Then the screen will show the redial list again.

### *To delete whole redial list*

Press to directly reach the redial list.

Press to select **MENU**.

Scroll to **Delete All ?** and press ▭ **SELECT**.

Press ▭ **OK** to confirm.

## Using the Intercom (if there are at least 2 handsets, see page 18)

This feature allows you to make free internal calls, transfer external calls from one handset to another and use the conference option.

### Internal call

Press in the idle mode.

Enter the number of the handset you want to call or press ▬ **ALL**.

Hang up or put the phone in the cradle to terminate the internal call.

*Note : If the handset does not belong to the Belgacom Twist 556/566 range, this function may not be available.*

### Incoming external call during an intercom call

Press to accept the external call and put the internal call on hold.

*OR*

Hang up the current internal call and then

press to accept the incoming external call.

### Call transfer to a specific handset when on line

Press to put the external call on hold, the caller can no longer hear you.

Enter the number of the handset you want to transfer the call to.
The called handset rings.

*Note : If there is no answer from the called handset, you can resume the call on the first handset.*

If the called handset takes the line, both internal callers can talk.

Press to end the call on the first handset and to transfer the external call to the other handset.

*Note : To answer the call on the second handset, you can press ⬚.*

### Switch between internal and external call

Press to put the external call on hold, the caller can no longer hear you.

Enter the number of the handset you want to transfer the call to.
The called handset rings.

*Note: If there is no answer from the called handset, you can resume the call on the first handset.*

If the called handset takes the line, both internal callers can talk.

Press to toggle between the external and internal call.

### *Conference call via the in-call options*

Conference call allows one external call to be shared with two handsets (in intercom).
The 3 people can share the conversation. No operator subscription is needed.

Press to put the external call on hold, the caller can no longer hear you.

Enter the number of the handset you want to call.
The called handset rings.

*Note :* *If there is no answer from the called handset, you can resume the call on the first handset.*

If the called handset takes the line, both internal callers can talk.

Press ▭ **CONF** to start a 3-party conference.
The 3 people can share the conversation.

**Personalize**
Wallpaper
Contrast
Handset Tones
Handset name
Auto Answer
Language

## Wallpaper

This feature allows you to specify the wallpaper that is displayed in idle mode. There are 4 wallpapers pre-installed in your phone.

### To specify a wallpaper

Press to reach the menu list.

Scroll to **Personalize** and press ▣ **SELECT**.

Press to select **Wallpaper**. *The currently selected wall paper is shown.*

Scroll to view the wallpaper pictures and press ▣ to **SELECT** your chosen wallpaper.

## Contrast

3 display contrast levels are available.

### To set the display contrast

Press to reach the menu list.

Scroll to **Personalize** and press ▣ **SELECT**.

Scroll to **Contrast** and press ▣ **SELECT**.

*The currently selected contrast level is highlighted.*

Browse through the contrast levels to see the difference and press ▣ to **SELECT** the appropriate one.

## Handset Tones

### To set the handset ring volume or silence mode

3 ring volume levels and Ring Off (silence) are available.

Press to reach the menu list.

Scroll to **Personalize** and press ▣ **SELECT**.

Scroll to **Handset Tones** and press ▣ **SELECT**.

Press to select **HS Ring Volume**. *The current level is heard.*

Browse through the levels to hear them and press ▣ to **SELECT** the appropriate one.

*Note : When* **Ring Off** *is selected, this icon* 🔇 *is shown in the idle mode.*

### *To set the handset ring tone*

To select the ring melody from the choices available.

Press to reach the menu list.

Scroll to **Personalize** and press ⬛ **SELECT**.

Scroll to **Handset Tones** and press ⬛ **SELECT**.

Scroll to **HS Ringtone** and press ⬛ **SELECT**.

*The current melody is heard.*

Browse through the list of melodies to hear them and press ⬛ to **SELECT** the appropriate one.

### *To set the group ring tones*

This menu enables you to select and set the melodies to be played in case of an external incoming call with CLI enabled and when the number is known in the phonebook and set as a group. There are 3 groups of caller (see page 35, **Phonebook**, **Group ring tones**). You can associate 1 ring tone to each group (A, B, C).

Press to reach the menu list.

Scroll to **Personalize** and press ⬛ **SELECT**.

Scroll to **Handset Tones** and press ⬛ **SELECT**.

Scroll to **Group Melody** and press ⬛ **SELECT**.

Scroll through the 3 different groups and select ⬛ one.

Browse through the list of melodies to hear them and press ⬛ to **SELECT** the appropriate one.

### *To activate/deactivate the key tone*

By default the key tone is ON. You can deactivate it.

Press to reach the menu list.

Scroll to **Personalize** and press ⬛ **SELECT**.

Scroll to **Handset Tones** and press ⬛ **SELECT**.

Scroll to **Key Tone** and press ⬛ **SELECT**.

Select **On** or **Off** and press ⬛ **SELECT** to confirm.

### *To activate/deactivate the SMS tone*

Allows you to determine whether there is an alert beep each time you receive a new message. By default the SMS tone is ON. You can deactivate it.

Press to reach the menu list.

Scroll to **Personalize** and press ▣ **SELECT**.

Scroll to **Handset Tones** and press ▣ **SELECT**.

Scroll to **SMS Tone** and press ▣ **SELECT**.

Select **On** or **Off** and press ▣ **SELECT** to confirm.

## Handset name

### *To rename a handset*

You can rename your handset and display the name in idle mode . By default the handset name is "BELGACOM".

Press to reach the menu list.

Scroll to **Personalize** and press ▣ **SELECT**.

Scroll to **Handset Name** and press ▣ **SELECT**.

Enter the new handset name (see page 19).

Press ▣ **OK** to confirm the new name.

## Auto Answer

### *To activate/deactivate the auto answer mode*

Allows you to set **Auto Answer ON** or **OFF**. If **ON**, you can answer a call by simply lifting the handset from the charging cradle. The default setting is **Auto Answer Off**.

Press to reach the menu list.

Scroll to **Personalize** and press ▣ **SELECT**.

Scroll to **Auto Answer** and press ▣ **SELECT**.

Select **On** or **Off** and press ▣ **SELECT**.

## Language

### *To change the language*

Your phone supports different languages for the menus.

Press to reach the menu list.

Scroll to **Personalize** and press ▣ **SELECT**.

Scroll to **Language** and press ▣ **SELECT**.

Browse through the list of languages and press ▣ **SELECT**.

**Adv. Settings**
　　　Flash Time
　　　Voice Lang.
　　　Security
　　　Registration
　　　Unregistration
　　　Reset

## Flash Time

### *To change the flash time*

This setting is useful when using operator services.

Press to reach the menu list.

Scroll to **Adv. Settings** and press ▣ **SELECT**.

Scroll to **Flash Time** and press ▣ **SELECT**.

Browse to select **Short** or **Medium** or **Long** and press ▣ **SELECT**.

*Note :* *The use of some operator services accessed with* ☎ *+* ⬚ *,* ☎ *+* ⬚ *and* ☎ *+* ⬚ *(call waiting, call forward ...) will depend on the flash setting according to your installation type (ISDN, Public, PABX).*

## Voice Language    only available for Twist 566

### *To set the voice language*

You can change the language of the answer machine for the predefined outgoing messages (see page 54).

Press to reach the menu list.

Scroll to **Adv. Settings** and press ▣ **SELECT**.

Scroll to **Voice Lang.** and press ▣ **SELECT**.

Choose the appropriate language in the list and press ▣ **SELECT**.

Twist556_566_Belgacom_GB_part2.qxd  25.10.2005  09:19  Seite 49

## Security

### To change the PIN code

The default code is the registration code "0000". We advise you to personalize it.

Press to reach the menu list.

Scroll to **Adv. Settings** and press ▣ **SELECT**.

Scroll to **Security** and press ▣ **SELECT**.

Press to select **Change PIN**.

Enter your new PIN code and press ▣ **OK**.

*Note :* *If you have already changed the PIN code, you will be prompted to enter this PIN code before changing it again.*

### To set or change Call Barring

This menu allows you to limit the use of your phone to specific calls by letting you bar parts (prefix) of outgoing phone numbers. You can set 4 different barrings numbers.

Press to reach the menu list.

Scroll to **Adv. Settings** and press ▣ **SELECT**.

Scroll to **Security** and press ▣ **SELECT**.

Scroll to **Call Barring** and press ▣ **SELECT**.

Enter your PIN code and press ▣ **OK**.

Browse to select the barring **Number 1**, **2**, **3** or **4** and press ▣ **SELECT**.

Enter the number you want to bar (e.g. 00 to bar international calls) and press ▣ **OK**. Repeat the last 2 steps to enter or change further call barring numbers.

# Registration

Up to 5 handsets can be registered to the base station.
*Warning : If you wish to register a handset to the Twist 556 or Twist 566 base station, make sure that this handset is GAP compliant otherwise it will not operate properly (see page 12).*

### To register a handset

If you have inadvertently unregistered your handset, you can register it again.
Additional handsets must be registered to the base before use.
To register a handset, first press the paging key 🔘 on the base for approx. 5 seconds when the base is in idle mode. Then carry out the following steps on the handset within one minute :

Press to reach the menu list.

Scroll to **Adv. Settings** and press ▣ **SELECT**.

Scroll to **Registration** and press ▣ **SELECT**.

Enter the 4-digit PIN code (by default "0000") and press ▣ **OK**.
*If the registration was successful, a long confirmation tone is heard. Choose the handset number (1 to 5) you want to assign to the new handset.*

### To unregister a handset

Press to reach the menu list.

Scroll to **Adv. Settings** and press ▣ **SELECT**.

Scroll to **Unregistration** and press ▣ **SELECT**.

Choose the handset to unregister from the list and press ▣ **SELECT**.

*Note : If you have your handset serviced, please make sure it is unregistered from the base station before taking it back to the repair centre.*

# To reset to default settings

You can reset your phone to the default settings (see page 58) at any time. **Note that after a reset all your personal settings and saved data (phonebook entries, SMS messages, call log and redial list) will be deleted.**

Press to reach the menu list.

Scroll to **Adv. Settings** and press ▣ **SELECT**.

Scroll to **Reset** and press ▣ **SELECT**.

Select **Yes** to reset your phone and press ▣ **SELECT**.

*Note : After a reset you need to reconfigure your phone, refer to page 47.*

**Smart Services**
  Call forward
  Call fwd busy
  Call fwd unans
  PhoneMail
  1919
  Withhold ID
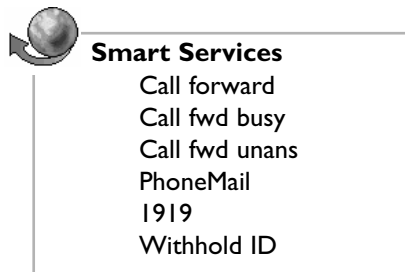
This feature allows you to activate or deactivate operator services that are subscription dependent. Contact Belgacom for more information on the services.

### *Example of service : Call forward*

Press to reach the menu list.

Scroll to **Smart Services** and press ▣ **SELECT**.

Browse through the list of services Belgacom and press ▣ **SELECT**.

Scroll to **Setting** and press ▣ **SELECT**.

Enter or retrieve from the phonebook the number to which the calls are to be forwarded and press ▣ **OK**.

### *To activate/deactivate Services*

Press to reach the menu list.

Scroll to **Smart Services** and press ▣ **SELECT**.

Browse through the list of services Belgacom and press ▣ **SELECT**.

Select **Activate** or **Deactivate** and press ▣ **SELECT**.
*The dialling number string for that selected service will be dialled out.*

Press to return to the idle mode.

# Answer machine Twist 566

The Twist 566 includes an answer machine that records unanswered calls when it is activated.
The answer machine can store up to 99 messages within the maximum recording time of
14 minutes.

*Twist 566 answer machine keys*

**➕ / ➖ Volume keys**

To adjust the base volume level.

Loudspeaker

**Record Memo &
Outgoing messages**

Short press to record a memo.
Long press to record outgoing
message 1 for Answer &
record mode or outgoing
message 2 for Answer only
mode (see page 56).

**Twist 566 Display with
backlight**

Backlight will be ON when
there are new answer machine
messages or answer machine
memory is full.
Icons see page 53.

Twist™ 566

**✕ Delete key**

Short press to delete the
current message during
playback.
Long press in idle mode to
delete all messages (when all
messages have been read).

**Paging key**

Press to locate all handsets.

Microphone

**⏻ ON/OFF key**

Press to switch the answer
machine ON or OFF.

**▶ Skip forward / Next
message**

Short press to go to the next
message while listening.
In setting mode, short press
to modify a setting.

**⏮ Skip back / Replay
key**

If pressed within 1 second of
message playback : Skip to
previous message.
If pressed after 1 second of
message playback : Replay
current message.
In setting mode, short press
to modify a setting.

**▶/■ Play / Stop key**

Short press to play
message.
Short press to stop
playback while listening to
a message.
Long press to enter
answer machine setting
mode.

### Twist 566 answer machine display

The display of the Twist 566 answer machine gives information about the answer machine and the settings. The date and time setting of the base is done simultaneously when setting date & time on the handset (see page 33).

Time (HH : MM) ——————— `10:48   01/01` ——————— Date (DD / MM)

Number of messages

| | |
|---|---|
| ✉ | New unread message(s) on answer machine. |
| ✉ | Old message(s) on answer machine, already read. |
| ⏻ | The answer machine is ON. |
| 💬 | Indicates the type of outgoing message. |
| 🔔 | Indicates the number of rings before the answer machine will start playing the outgoing message. |
| 🔊 | Call screening ON |
| 🔇 | Call screening OFF |

### To switch the Twist 566 Telephone Answer Machine ON/OFF

Press ON/OFF key on the base to switch the answer machine ON or OFF.

*When it is switched ON, the selected outgoing message is automatically played. The answer machine display backlight will also be lighted if there is (are) one or more new unread message(s).*

When the answering machine is ON, it will answer the call after a certain number of rings depending on your setting (see page 55). After answering the call, the answering machine will play your welcome message and record the message left by the caller, if any.

## Saved messages

### To listen to new message(s)

The LCD backlight is ON and the base display shows that there is one or more new message(s) : **03** ✉.

Press to start playback.
*Messages are always played in chronological order, the oldest new message first.*
*The message counter and the date and time of recording will be shown on the display.*

During message playback, the following functions are available :
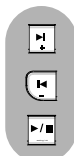
Press to skip forward to the next message.

Press to skip back to the previous message or replay current message.

Press to stop playback and press again to continue playback.

***Note :*** *If there is no more memory keep, two bars on the display will kept flashing and the base LCD backlight will be ON continuously. Delete old messages (see page 54) to free space for the new one.*

## Volume adjustment

During message playback and call screening you can adjust the
loudspeaker volume by using the keys on the rear of the base:

Volume
adjustment

⊕  Press to increase the loudspeaker volume.

⊖  Press to decrease the loudspeaker volume.
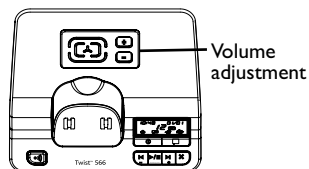
## Delete answer machine messages

### To delete an answer machine message

⊠  Press to delete while listening to a message.
*A short beep confirms deletion of the message.*

### To delete all answer machine messages

Deletion of all messages is only possible in the idle mode and when there are no new unread
messages :

⊠  Press and hold to delete all old messages.
*A long beep confirms deletion of all old messages. Then the answer machine display shows
"00" without the envelope icon.*

**Note :** *Deleted messages can not be recovered. If there is no more memory left, two bars on the display
will keep flashing and the base LCD backlight will be ON continuously.*

## Answer machine settings

In the answer machine setting sequence the following items can be modified one after the other
in the fixed order (all settings must be done in a row) :

> 1. Outgoing message selection (1/2)
> 2. Ring delay (1 - 7)
> 3. Call screening (ON/OFF)
> 4. Remote access code

### Sequence 1 : To select the answer mode and the outgoing message type

The answering machine announces the outgoing message when it answers the call. There are
2 default outgoing messages :
**Outgoing message 1**   Answer & Record (when messages can be left).
**Outgoing message 2**   Answer only (when no messages can be left)
The voice language of the predefined outgoing messages can be changed (see page 48).
You can also record your own outgoing message 1 and outgoing message 2 (see page 56).

⏻  Press to switch the answer machine ON.
*To enter the answer machine setting mode :*

▶/∎  Press for approx. 4 seconds, until the outgoing message icon 📢 flashes and all other
icons except power ⏻ are cleared.

Press [⊞] or

[⊞] to switch between outgoing message 1 or 2.

*The current outgoing message number will be shown inside the icon 💬 .*

Press to confirm the selected outgoing message
*and then proceed to the next setting.*

**Note :** *if you do not wish to change the outgoing message type, press* [▶/■] *(key on the base station) to go directly to the next setting.*

### Sequence 2 : To set the number of rings before answering

You can set the answer machine to start playing the outgoing message after a given number of rings (1 - 7 rings or Economy mode $).The economy mode is helpful when using the remote access.The answer machine will start playing the outgoing message after 3 rings if there are new messages. If there is no new message, the outgoing message will be played after 5 rings. Hang up after the 4th ring if you want to check if you have any messages at no cost.

After having confirmed the outgoing message type (see above), you may select ring delay.
*The ring delay icon 🔔 will flash and all other icons except power 🔌 will be cleared.*

Press [⊞] or

[⊞] to select the wanted ring delay : **1**, **2**, **3**, **4**, **5**, **6**, **7** or **$** (economy mode).

*The currently selected number of ring delays will be shown inside the icon 🔔 .*

Press to confirm the selected number of ring delays
*and then proceed to the next setting.*

**Note :** *if you do not wish to change the number of rings before answering, press* [▶/■] *(key on the base station) to go directly to the next setting.*

### Sequence 3 : To activate/deactivate call screening on the base

You can activate or deactivate the call screening on the base loudspeaker, i.e. choose whether you want to hear the message being left by your callers or not. By default the function is activated.

After having confirmed the number of ring delays (see above), you may select call screening ON or OFF.
*The loudspeaker icon 🔊 will flash and all other icons except power 🔌 will be cleared.*

Press [⊞] or

[⊞] to select call screening ON or OFF.

*If call screening OFF has been selected the loudspeaker icon will be crossed through 🔇 .*

Press to confirm the selected call screening setting
*and then proceed to the next setting.*

**Note :** *if you do not wish to change the call screening setting, press* [▶/■] *(key on the base station) to go directly to the next setting.*

### *Sequence 4 : To change the remote control access code*

The remote control access code is needed to remotely control your answer machine and to prevent unauthorized access of the answer machine from external callers.
**Warning !** If the setting of the remote access code is 00 (as by default), the remote control access is disabled. Therefore you must change this code to have access to this feature.

After having confirmed the call screening setting (see page 55), you may change the remote control access code.
*The first digit of the access code and the lock icon 🔒 will flash.*

Press 🔼 to increase or

🔽 to decrease the first digit of the remote control code.

Press to confirm.
*The first digit will stop flashing and the second digit will flash.*

Press 🔼 to increase or

🔽 to decrease the second digit of the remote control code.

Press to confirm.
*Then all the settings will be finished and the display will return to the idle mode.*

**Note :** *if you do not wish to change the remote control access code, press* ▶/■ *(key on the base station) to go directly to the next setting.*

## Personal outgoing messages

You can record 2 different personal outgoing messages : a specific personal welcome message 1 for Answer & record mode and a specific personal welcome message 2 for Only answer mode. The personal outgoing messages will replace the default ones. If you delete your personalized welcome message, the default welcome message will automatically be restored.
The maximum recording time for a welcome message is 2 minutes. You do not need to delete your previously recorded welcome message to record a new one. Once you record a new welcome message, the old one will be overwritten.

### *To record your personal outgoing message*

To record welcome message 1 for Answer & record mode, first check if welcome message 1 is selected as the answer machine setting (see page 54).
*OR*
To record welcome message 2 for Only answer mode, first check if welcome message 2 is selected as the answer machine setting (see page 54).

Long press (for approx 4 seconds) until a long beep is heard to indicate that you can start recording.

Speak into the microphone of the base station after the beep.

Press to stop recording.
*A long beep confirms successful recording and the recorded message will playback automatically for review.*

**Note :** *If you are not satisfied with the recorded outgoing message, repeat the above steps and the old welcome message will be overwritten. Play it and delete it to restore the default outgoing message, or record a new welcome message overwritting the previous one. If you want to have the default outgoing message back, see "To delete personal outgoing message", page 57.*

### *To play back personal or default outgoing message*

To play back outgoing message 1, first check if outgoing message 1 is selected as the answer machine setting (see page 54).
*OR*
To playback outgoing message 2, first check if outgoing message 2 is selected as the answer machine setting (see page 54).

Turn the answer machine off.

Turn the answer machine on again.
*When it is switched ON, the selected outgoing message is automatically played.*

*Note :* *The voice language of the predefined outgoing messages can be changed (see page 48).*

### *To delete personal outgoing message*

To delete outgoing message 1, first check if outgoing message 1 is selected as the answer machine setting (see page 54).
*OR*
To delete outgoing message 2, first check if outgoing message 2 is selected as the answer machine setting (see page 54).

Turn the answer machine off.

Turn the answer machine on again.
*When it is switched ON, the selected outgoing message is automatically played.*

Press to delete the personal outgoing message during playback and to restore the default outgoing message.

*Note :* *The default outgoing messages cannot be deleted.*

## Record and listen to a memo

This feature allows you to leave voice messages for your family on the answer machine. The maximum recording time for a memo is 180 seconds.

### *To record a memo*

Press to start recording.

Speak into the microphone of the base station after the beep.

Press to stop recording.
*A long beep confirms the memo was sucessfully recorded. The LCD backlight turns ON and the base display shows that there is one new message :* **01** ✉.

### *To listen to a memo*

The LCD backlight is ON and the base display shows that there is one new message : **01** ✉.

Press to start playback.
*The message counter and the date and time of recording will be shown on the display.*

## To remotely control your answer machine

**Warning :** *The remote control access is only possible if the remote access code has been changed and is not the default code anymore (00 = Remote access OFF) see page 54, and if your answer machine is in Answer & Record mode.*

You can access your answering machine when you are away by using any tone dialling phone.

### To remotely control your answer machine

To remotely access your answer machine :
- dial home from another phone.
- If your answer machine is ON, press the star ✳ key on the external phone during or after the outgoing message ; if your answer machine is OFF, you will hear a beep after 10 rings, then press the star ✳ key. If you have subscribed to the PhoneMail service, the voice mailbox may answer the call. In this case, you have to deactivate the PhoneMail to be able to use the remote control.
- Dial your remote control code (not 00) and press **#** to confirm
- if you have new messages, they will be automatically played after the beep.

The following table indicates the features available when remotely accessing the answer machine.

| | |
|---|---|
| Answer machine ON/OFF | dial ⓪ |
| Play previous message | dial ① |
| Play message / Stop | dial ② |
| Play next message | dial ③ |
| Delete | dial ④ |

## Default settings

| | | | |
|---|---|---|---|
| Handset Ringer volume : | Level 2 | Phonebook memory : | Empty |
| Handset Ringtone : | Melody 1 | SMS Inbox, Outbox, Draft : | Empty |
| Group A melody : | Melody 1 | Call log : | Empty |
| Group B melody : | Melody 2 | Redial list : | Empty |
| Group C melody : | Melody 3 | | |
| Handset earpiece volume : | Level 3 | | |
| Handset speaker volume : | Level 3 | | |
| Handset key tone : | ON | | |
| First ring : | ON | | |
| Battery low tone : | ON | | |
| Menu language (Handset) : | English | | |
| Auto answer : | OFF | | |
| Wallpaper : | Wallpaper 1 | | |
| Handset name : | BELGACOM | | |
| Time/Date (Handset) : | 00:00     01-01-2005 | | |
| Flash time : | Medium (125 ms) | | |
| PIN code Handset : | 0000 | | |

**Only Twist 566 :**

| | |
|---|---|
| Remote access code: | 00, Remote access OFF |
| Voice language outgoing message : | English |

## FAQ

**1/ I have no dialling tone after having installed my phone. How do I solve this problem?**
Check that you have connected your phone using the supplied telephone line cable and not the one from any previous phone (they are often wired differently).
Check that you have fully charged the handset according to the instructions given for the phone.
Check that the aerial icon (radio link with the base station) is displayed. If the handset is not registered you may need to register it (see page 50).

**2/ Can the handset be left on the base all the time?**
Yes there is no "memory effect". The handset can be left on the base station for all current models using NiMh batteries.

**3/ Will my phone lose all recorded data (phonebook entries, recorded messages) in the case of a general power cut?**
No it will not. The data recorded in your phone is not deleted in the case of a general power failure or when you unplug your base station or when you replace the batteries.

**4/ I have set up the date & time on my phone and the information given after a call is not correct. Why?**
If you have an ISDN phone installation, these parameters (date & time) may be transferred directly through the ISDN to the phone. If you did not set up the ISDN correctly, this could explain why the information transmitted is not correct. Set up the date & time directly on the ISDN phone installation or, if this is not possible, call the network operator/dealer who provided and installed the ISDN.

**5/ I cannot use the answering machine of my Belgacom phone together with my Fax. Both are plugged into the same line. Why is this? (Twist 566 only)**
To avoid this, it is recommended to set up the number of rings before the answering machine switches on. Example: if the network mail box or a fax is set to answer the calls after 4 rings, please set up your answering machine on 3 rings. To set up the number of rings, please see page 55.

**6/ What is CLI and how do I make it work?**
CLI stands for Caller Line Identification and it is a special service that you may subscribe to from your network operator. Once you have subscribed to the service, a CLI enabled Belgacom phone will display the callers number (unless withheld) when the phone rings so that you may decide whether or not to take the call.

**7/ The CLI service does not work on my Belgacom phone, on my digital phone installation (ISDN, ADSL). How do I solve this problem?**
Our products are designed to work on an analogue network. If you plugged your Belgacom phone into a digital installation, the CLI may not be displayed upon incoming calls. Digital phone installations (ISDN) are not always compatible with analogue phones as far as operator services are concerned.
You may find the information regarding compatibility in the user guide of your ISDN. If not, please contact the ISDN manufacturer to check if the device is designed to display CLI on analogue phones. ISDN over 2 or 3 years old may not be compatible with analogue phones for the CLI Service.
Note that the filters used with some ADSL lines can filter out part of the CLI signal and prevent the phone from displaying CLI correctly. It is possible to purchase better ADSL filters that do not cause this problem.

**8/ What is CNIP (Caller Name Identification)?**

As with the CLI service, this new feature is dependent on the Network and it has to be activated by your network operator (by subscription). It will allow you to have the name of the caller displayed upon an incoming call.

This service may not be available from all operators yet. We advise you to check with your operator.

N.B. If the name of the caller is registered in your phonebook upon an incoming call it will be the name you have registered which will be displayed and not the one provided by the operator. The data in your phonebook will have priority over the operator's data in this particular case.

The CNIP uses the same technology as for the CLI. Therefore the limits of this service are identical (please refer to the questions related to CLI if the service is not working properly). Remember that it only works with alphanumeric display.

**9/ My answering machine does not record the messages left by my callers. How do I solve this problem?**

Check the PhoneMail service is not activated. If it is activated, set the answering machine so that it starts recording first (set up the number of rings before the answering machine switches on).

**10/ Which are the conditions required to be able to send an SMS ?**

You must first have a subscription to Caller Display (CLI) service as well as an SMS service subscription from Belgacom.

**11/ Is it possible to write, read send or receive an SMS when the other handset is in use (Twist 556 and Twist 566 multi-handset packs only)?**

No, it is only possible when the base station is in idle mode.

**12/ What happens if I send an SMS to a fixed line with no SMS phone ?**

The person could receive a voice message.

**13/ Is it possible to send an SMS to a fixed line in another country ?**

This feature depends on Belgacom. Please contact Belgacom for more details.

**14/ How can I get the SMS centre number ?**

At least one SMS centre number is pre-programmed in your Twist 556/566. However, should you need to store another number, other numbers can be set via the menu **SMS/SMS Settings/SMS Center**. Please check the incoming and outgoing centre numbers with Belgacom.

## Troubleshooting   www.philips.com/support

**Telephone troubleshooting**

| PROBLEMS | CAUSES | SOLUTIONS |
|---|---|---|
| The icon 📟 does not scroll when the handset is placed on the base | - Bad battery contact<br>- Dirty contact<br><br>- Battery is full | - Move the handset slightly<br>- Clean the contact with a cloth moistened with alcohol<br>- No need to charge |
| No dialling tone | - No power<br><br><br>- Batteries are empty<br><br>- You are too far from the base station<br>- Wrong line cable<br>- Line adaptor (when needed) not connected to the line cord | - Check the connections. Reset the phone : unplug and plug back in the mains<br>- Charge the batteries at least 24 hours<br>- Move closer to the base station<br>- Always use the line cable provided<br>- Connect the line adaptor (when needed) to the line cord |
| No ring tone | - The ring tone is deactivated | - Increase the volume (page 45) |
| The icon Iι does not appear | - No mains power<br>- The handset is too far from the base station | - Check connections<br>- Move closer to the base station |
| The icon Iι is blinking | - Handset not registered to the base station | - Register the handset to the base (page 50) |
| - Crackling on the line | - You are too far from the base station<br>- The base station is too close to electrical appliances, reinforced concrete walls or metal doorframes | - Move closer to the base station<br>- Move the base station to find a better place (the higher the better) |
| The handset displays 'not available'<br>- when attempting to add another handset to the base station<br>- when using a handset | - The procedure to add a handset has failed, try again<br>- Maximum number of handsets (5) has been reached<br><br>- Base station is already busy with another handset | - Disconnect and connect the base station power supply.<br>- Remove and place back the handset battery<br>- Follow the procedure to register a handset (page 50)<br>- Unregister a handset<br>- Wait until it is available |
| Noise interference on your radio or television | The Twist 556/566 base station or mains power pack are too close to electrical appliances | Move the power pack or base station as far away as possible |
| Caller Line Identification (CLI) service does not work | The service is not activated | Contact Belgacom |
| A phonebook entry cannot be stored | The phonebook is full | Delete an entry to free memory |

www.philips.com/support

| PROBLEMS | CAUSES | SOLUTIONS |
|---|---|---|
| No new SMS are received | - SMS storage space is full<br>- Wrong SMS settings | - Delete old SMS/MMS<br>- Check SMS settings page 30 |
| No SMS can be sent or received | - The outgoing or incoming SMSC number is not set or is wrong<br>- You have no subscription<br>- Another SMS-enabled phone with the same sub-address is on your line<br>- There is a problem of compatibility between operators<br>- The identity is withheld | - Contact Belgacom<br><br>- Contact Belgacom<br>- Deactivate the SMS mode on one of the device or set different SMS box addresses<br>- Contact your provider for more information<br>- Show identity |
| No caller Id/poor audio quality/Poor connection quality with broadband DSL internet | - DSL filter(s)/splitter missing or insufficient number of filters<br><br>- Modem &/or phone plugged in the wrong DSL filter slot<br><br>- Defective DSL filter(s) | - Make sure you have one DSL filter plugged directly on each line socket used in the house<br>- Check the modem and the phone are plugged in the correct filter slot (one specific for each)<br>- The filter(s) can be defective. Replace it/them and make another test |

**Answer machine troubleshooting**

| PROBLEMS | CAUSES | SOLUTIONS |
|---|---|---|
| The answer machine does not record messages | - The memory is full<br>- The answer only mode is activated | - Delete messages<br>- Select the Answer & record mode |
| The remote control access does not work | - The remote control access is not activated (code 00 is set)<br>- The answer only mode is activated<br>- The PhoneMail service is activated | - Change the remote control access code (page 56)<br>- Select Answer & Record mode<br><br>- Deactivate the PhoneMail service |
| It is not possible to record an outgoing message | The memory is full | Delete messages |
| The Twist 566 hangs up during remote access | - Failed attempt to send a code<br>- Duration is too long | - Enter the correct code<br>- Manage the remote control quicker |
| The answer machine stops automatically | - The memory is full<br>- Message exceeds 180 sec | - Play & delete messages<br>- Messages must not exceed 180 sec |

# Guarantee

The terminal described was specially selected for you by Belgacom. Unless otherwise stipulated by contract, the terminal carries a two years guarantee covering the cost of spare parts and labour due to a material or manufacturing defect.

The guarantee will take effect as from the date on which the device is collected or delivered.

If you should have any difficulties with your terminal, you should go to one of our Téléboutiques or to one of our authorized sales agencies, bringing with you the sales slip and the complete device in its original packaging or a packaging ensuring a similar degree of protection.

The addresses of our Téléboutiques and authorized sales agencies are in the information pages of the telephone Directory.

In the event of defective material or a manufacturing defect, your device will be repaired or replaced free of charge on presentation of the sales slip.

Belgacom alone will determine what repairs and / or replacements will be necessary. The guarantee period applicable to a device which has been repaired or replaced will end on expiry of the guarantee period applicable to the device purchased but may not be less than three months.

**The guarantee does not cover :**
- damage of any kind, the origin of which is not prior to the sale;
- any damage, malfunction or defect due to a fault of the customer or the cause of which is external to the device : lightning, voltage surge, humidity, accidental deterioration, improper use or poor maintenance, failure to follow the instructions or any case of force majeure;
- repair or replacement of the movable elements (cords, wires, plugs, antennas, etc.), replacement of accessory elements, the regular renewal of which is necessary (batteries, paper, ink, etc.) or the supply of cleaning products.

**The guarantee will not apply :**
- if the customer personally modifies or repairs the device or does so with the assistance of any person who is not authorized by Belgacom;
- or if the customer removes or falsifies the manufacturing numbers and / or the markings on the terminal. Belgacom will not be liable for any indirect or non-material loss suffered by the customer due to a malfunction of the terminal such as in particular a production loss, loss of earnings or loss of a contract.

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The general terms and conditions applicable to our terminals may be obtained on application to any of the Belgacom departments accessible to the public or see www.belgacom.be.

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**belgacom**

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