Front cover

Twist 356 / 366
BELGACOM_UK

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1   Environment and safety

Safety information : This telephone is not designed for making emergency telephone calls when the power fails. An alternative should be made available for access to emergency calls.

Power requirements : The product requires an electrical supply of 220-240 volts, single phase alternating current, excluding IT installations defined in standard EN 60950.

Battery requirements : The handset requires power source of two rechargeable NiMH batteries, size AAA 1.2V 650mAh (HR10/44).

WARNING ! The electrical network is classified as dangerous according to criteria in the standard EN 60950. The only way to power down this product is by unplugging the power supply 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 60950). Following a power cut, the call in progress is lost.

Safety precautions :
- Do not allow the handset to come into contact with liquids or moisture.
- Do not open the handset, base station or charger. This could expose you to high voltages.
- Do not allow the charging contacts or the battery to come into contact with conductive materials.
- There is a slight chance that the telephone could be damaged by an electrical storm. It is recommended that users unplug the phone from the mains supply and telephone socket during a storm.
- Do not use the handset in an explosive hazard area such as where there is gas leaking.

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.

Because the phone works by sending radio signals between the base unit and the handset, wearers of hearing aids may experience interference in the form of a humming noise.

We advise that this phone should not be used near intensive care medical equipment or by persons with pacemakers.

Your phone can interfere with electrical equipment such as answering machines, TV and radio sets, clock radios and computers if placed too close. It is recommended that you position the base unit at least one meter from such appliances.

⚠ CAUTION

Use only the mains adapter supplied with this telephone. Incorrect adapter polarity or voltage can seriously damage the unit.

Base adapter
Input : 230 VAC 50 Hz
Output : 9 VDC 500 mA (Twist 366)
Output : 9 VDC 300 mA (Twist 356)

Charger adapter
Input : 230 VAC 50 Hz
Output : 9 VDC 150 mA

⚠ CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. Never use non-rechargeable batteries; use recommended type supplied with this telephone. NiMH batteries must be disposed of in accordance with the applicable waste disposal regulations.

Hereby, Belgacom declares that the Twist 356 and the Twist 366 are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. This product can only be connected to the analogue telephone network of Belgacom.

2   Setting up your phone

Installing your Twist 356 / 366

1.   Connect the output plug of the base adapter to the adapter socket on the back of the base unit and the base adapter to the wall mains supply. A beep indicates that the phone is properly plugged (Twist 366 only).

2.   Connect the telephone line cord to the phone socket on the back of the base unit and to the wall phone socket.

3.   If you have bought a multi-pack product, each extra handset comes with a charger and a charger adapter. Connect the output plug of the charger adapter to the adapter socket on the bottom of the charger. Connect the charger adapter to the wall mains supply.

4.   Place 2 rechargeable NiMH AAA batteries (included), in correct polarities, into the battery compartment on the handset.

      Note : the warranty shall not apply to the batteries and any other components within lifetime and wear.

5.   Slide the battery door firmly into place.

6.   Place the handset on the base unit or the charger and let the batteries continuously charge for 24 hours before using. A beep indicates that the handset is properly placed on the base unit or the charger. The handset may take some time to power up and it may get warm during the initial charge. This is normal.
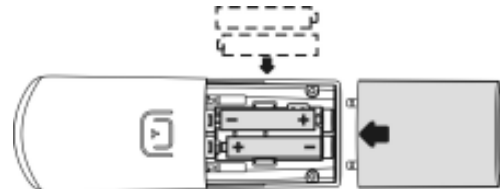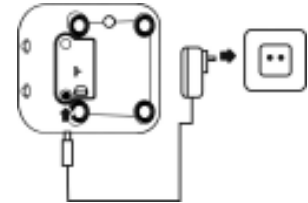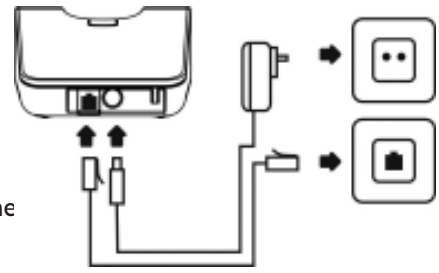
Select the language
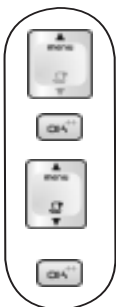
1.   Press twice the **MENU** key. LANGUAGE appears on the screen.

2.   Press the **OK** key. The current language is shown on the screen.

3.   Select the wanted language.

4.   Press the **OK** key to confirm.

If you need to change the language again, see description on page 17.

Charging the handset

An empty battery icon ▯ indicates the batteries need recharging. Place the handset on the base unit or the charger to recharge the batteries. A handset reaching a very low battery voltage level will go into sleep mode, displaying *LOW BATT* on the screen.

Get into the habit of putting the handset on the base unit or the charger to charge when it is not in use to ensure the handset is always fully charged.

Registering your handset

You will need to register your handset if it shows *NOT REG* in the display or if you wish to un-register from its original base and register the handset to a different base unit. You can register up to 4 handsets to your Twist 356 base station and up to 5 handsets to your Twist 366 base station.

To register your handset:
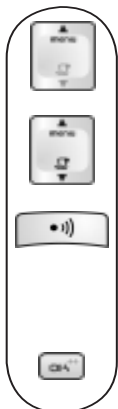
1. Press the **MENU** key.

2. Select *SETTINGS* and press the **OK** key.

3. Select *REGISTER* and press the **OK** key.

4. Before you enter the PIN, press and hold the **PAGING** key on the base for 4 seconds until a registration tone is emitted (Twist 366 only). The base is now in the registration mode. (If the base is full and cannot take on any more handset, it will emit a reject tone instead (Twist 366 only) and you will not be able to register any more handset. See Section 9 - *Un-registering a handset* - page 20.)

5. Enter the PIN of the base and press the **OK** key.

During the registration period, you will see *SEARCHNG* on the handset.

You will hear a confirmation tone if the registration is successful. The handset label and the handset number will be displayed. If the registration is not successful, the previously unregistered handset will display *NOT REG* again and the previously registered handset will connect back to its original base again. Follow the procedure and try again.

3 About your phone

Your handset

Phonebook Key
Use to access phonebook.
Use to save Caller ID info or
dialled number into phonebook.

Talk & Loudspeaker Key
Use to make and receive calls.
Use to turn the loudspeaker
on / off.

Menu & Scroll up Key
Use to enter menus.
Use to scroll up items.
Use to increase earpiece volume
during a call.

Star & Ringer off Key
Use to turn the ringer on / off.

Intercom & Conference Key
Use to make intercom calls.
Use to set up 3-way conference.

Caller ID & Scroll down Key
Use to enter call list.
Use to scroll down items.
Use to reduce earpiece volume
during a call.

OK & Redial Key
Use to select menu.
Use to switch between call details.
Use to enter dial list.

End & Exit Key
Use to end a call.
Use to exit menus.

Pound, Key lock & Pause Key
Use to enter a pause.
Use to lock the keypad.

Recall Key
Use to send flash signal to access
operator services when on line.

Mute & Delete Key
Use to mute / unmute a call.
Use to delete digits and records.

Your Twist 356 / 366 base stations

Paging Key

Twist 356

Twist 366
For more details on your Twist 366 base station, see
Section 12 - Twist 366 answering machine - page 25

Icons on your handset display

🔋	Displays the current battery level. It scrolls during charging.
📞	The phone is in use. It blinks during ringing.
✉	There is a new message on your Belgacom voice mailbox.
🔇	The call is muted.
📜	There is a new Caller ID record or Caller ID records are being reviewed.
📖	Phonebook records are being reviewed.
🔊	Handsfree loudspeaker is turned on.

✗	The ringer is turned off.
Ψ	The handset is linked to the base.
▶	There are more digits on the right.
◀	There are more digits on the left.
▲	More menu options are available upward.
▼	More menu options are available downward.

Exploring the menus

Your phone offers a variety of functions and features that are grouped in the menus.

PHONE BK	RINGER	SETTINGS	LANGUAGE
ADD	MELODY	KEY TONE	FRENCH
EDIT	VOLUME	BACKLIT	DUTCH
DELETE		RECALL	GERMAN
DEL ALL		HS NAME	ENGLISH
		TAM LANG	
		(Twist 366 only)	
		REGISTER	
		DEL HS	
		PIN CODE	
		RESET	

4   Making calls

Making a call

1. Press the **TALK** key and wait for the dial tone.
2. Dial the number you want to call. The number appears on the display and is dialled.

More than 12 digits

◀ turns on if you enter more than 12 digits.

Call timer

The call timer shows the duration of your current call on display. It is shown in minutes and seconds (MM-SS) in the first hour. After that, it will be shown in hours and minutes (HH-MM).

Out of range warning

If you move too far away from the base unit during a call, your phone will sound an alert tone, and ⌁ will flash. You need to move closer to the base unit or your call will be disrupted.

Low battery warning

If, during a call, your phone starts to run out of batteries, you will be warned by an alert tone. You should charge the handset as soon as possible or it would turn off when it is out of battery. Placing the handset on the base unit or charger will end the current call.

Preparatory Dialling (Pre-Dial)

With pre-dial, you can see and edit the number you are calling on the display before dialling it.

1. Enter the number you want to call. The number appears on the display.

Number of digits

You can enter up to 20 digits. ◀ turns on if you enter more than 12 digits.

Deleting digits

Press the **DELETE** key to delete an incorrect digit.

Entering a pause

Press and hold the **PAUSE** key to enter a pause. It is displayed as P.

2. Press the **TALK** key.

Redialling

Your phone records the last 5 numbers you have dialled. Only the first 20 digits of each number are stored.

To redial one of the last 5 dialled numbers,
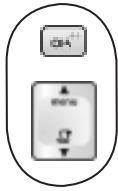
1. Press the **REDIAL** key. The most recently dialled number appears.

2. Press the **UP / DOWN** key to choose the number you want to dial.

> **Note :** ▶ turns on when the number contains more than 12 digits. You can press the **OK** key to view the off-page digits.

3. Press the **TALK** key.

Off-hook redialling

With off-hook redialling, you can redial the last number dialled.

1. Press the **TALK** key.

2. Press the **REDIAL** key.

Phonebook dialling

1. Press the **PHONEBOOK** key to enter phonebook.

2. Press the **UP / DOWN** key to search for the record that you would like to dial. Or you can use the number keys to jump directly to the record starting with the corresponding letters of that key.

> **Note :** Press the **OK** key to switch between the name and number of the record.

3. Press the **TALK** key.

Ending a call

Press the **END** key or place the handset on the base unit or charger.

Answering a call

When you receive a call, the phone will ring and ▐ will flash on the display.

Caller ID
You have to subscribe to the caller ID service from Belgacom to use this feature.

If a caller ID record is received, ▯ turns on and the caller information is displayed. When the phone is ringing, you can press the **END** key ⬠ to turn the ringer off for this incoming call. If your answer machine is ON, the caller will be directed to the answer machine (only Twist 366).

Press the **TALK** key to answer the call.

Handsfree calls

Handsfree provides the convenience of talking to the caller without holding onto the phone. It also allows others in the room to join in the conversation.

To turn the loudspeaker on / off during a call,

Press the **LOUDSPEAKER** key.

Note : ▐◖ appears to indicate the loudspeaker is on.

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.

Adjusting the volume

You can increase or reduce the volume of a caller's voice during a call. There are 3 volume levels to choose from.

Press the **UP / DOWN** key to adjust the earpiece or loudspeaker volume.

Muting a call

During a call, you can speak to someone privately without having the caller hear your conversation.
To mute / unmute a call,

Press the **MUTE** key.

Note : ⊠ appears to indicate the call is being muted.

Chain dialling

You can dial out numbers from the phonebook even after you have seized the phone line. And there is no limit to the number of times chain dialling is accessed.
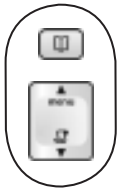
1. Press the **PHONEBOOK** key.

2. Press the **UP / DOWN** key to scroll through the phonebook records. Or you can use the number keys to jump directly to the record starting with the corresponding letters of that key.

> **Note :** If you decide to quit using chain dialling, simply press the **PHONEBOOK** key again to exit.

3. Press the **OK** key.

Recall

You can use the recall function to receive a second call. Please consult Belgacom to get this service.

Answering a second call

If another call comes in during a call, you can answer it without ending the current call. During a call, the handset will sound a short beep periodically to notify you of another incoming call.

1. Press the **RECALL** key then the key to put the current call on hold and talk with the second caller.

> *Second caller's caller ID*
> If you have subscribed for caller ID, the caller ID of this second caller appears on the display.

2. Subsequent presses of the **RECALL** key and then on the key will switch you between these 2 callers.

Second call

During a call you can dial a second number.

Making a second call
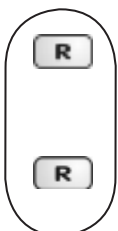
1. Press the **RECALL** key to put the current call on hold. You will hear the dialling tone.
2. Enter the number of the second call or retrieve the number from the phonebook, it will be dialled out.
3. When the second call is answered, you can press the **RECALL** key then the key to switch between the 2 calls.

5 Using your phonebook

You can use your phonebook to manage your contacts. If you have more than one handset, each handset has its own phonebook.

Viewing the phonebook records

Your phonebook can store up to 30 records. Each record can store a name up to 8 characters and a number up to 20 digits.
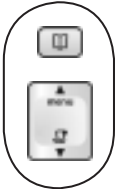
1. Press the **PHONEBOOK** key.

2. Press the **UP / DOWN** key to scroll through the records.
   Or you can use the number keys to jump directly to the record starting with the corresponding letters of that key.

Storing a name and number

1. Press the **MENU** key.

2. Select *PHONE BK* and press the **OK** key.
3. Select *ADD* and press the **OK** key.
4. Use the number keys to enter a name.

Entering characters
Find the key with the letter or number you wish to enter and press it as many times as you need until that character appears on the display.

Entering space
Press the ▮ ▮ key once to enter a space.

Deleting
Press the **DELETE** key to delete an incorrect character.

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5. Press the **OK** key to confirm the name.

Duplicate name
You are not allowed to save a name that already exists in the phonebook. Edit the name and try again.

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6. Enter the phone number.
7. Press the **OK** key to save the number.

Adding another record
Repeat steps 3 to 7 to add another record.

Editing phonebook records

1. Press the **MENU** key.

2. Select *PHONE BK* and press the **OK** key.
3. Select *EDIT* and press the **OK** key.
4. Press the **UP / DOWN** key to search for the record that you would like to edit or use the number keys to jump directly to the record starting with the corresponding letters of that key.
5. Press the **OK** key to select the record and edit the name.
6. Press the **OK** key to confirm name change and edit the number.
7. Press the **OK** key to confirm number change.

Editing another record
Repeat steps 3 to 7 to edit another record.

Deleting phonebook records

1. Press the **MENU** key.

2. Select *PHONE BK* and press the **OK** key.
3. Select *DELETE* and press the **OK** key.
4. Press the **UP / DOWN** key to search for the record that you would like to delete or use the number keys to jump directly to the record starting with the corresponding letter of that key.
5. Press the **OK** key to select the record.
6. Press the **OK** key repeatedly to view the rest of the record information until you are prompted to confirm deleting it.
7. Press the **OK** key to confirm.

Deleting another record
Repeat steps 3 to 7 to delete another record.

Deleting the entire phonebook

Instead of deleting the records one by one, you have this option to delete the entire phonebook.

1. Press the **MENU** key.

2. Select *PHONE BK* and press the **OK** key.
3. Select *DEL ALL* and press the **OK** key.
4. Press the **OK** key again to confirm the action.

WARNING : All deleted records cannot be recovered.

6 Call records

Call List

If you have subscribed to caller ID service, your phone automatically stores the last 20 incoming calls. Each record stores a name up to 8 characters and a number up to 20 digits.

If you have more than one handset, each handset has its own call list.

> *Order of display*
> If caller's name is available, the first 8 characters will be displayed. If the name is not available, the first 12 digits of the caller's number will be displayed.

> *Matching your phonebook record*
> If the caller's number matches a phone number stored in the phonebook, that phonebook name will be displayed instead of the Caller ID name.

Checking your call records

1. Press the **Caller ID** key. The caller name of the most recent call record is displayed.
2. Press the **OK** key to view the number.
3. Press the **OK** key again to see the date / time when the call was received.

> **Note :** Whether you are viewing the name, number or date / time, pressing the **UP** key will display the next older record and the **DOWN** key the next newer record.

Calling back from a call record

While you are viewing a call record, you can return the call, provided that it contains a valid phone number, by pressing the **TALK** key.

Saving the call records to your phonebook

You can save the call records to your phonebook if you do not already have this contact information.

After selection of the call record that you would like to save,

1. Press the **PHONEBOOK** key.
2. Edit the caller's name if necessary, or enter a name if caller's name is not available.
3. Press the **OK** key to save the name.
4. Edit the number if necessary.
5. Press the **OK** key.

> **Note :** The call record is now saved into the phonebook. The call record is still in your call list but it will show the new name entered.

Deleting a call record

While you are viewing the call record that you would like to delete,

1. Press the **DELETE** key.
2. Press the **OK** key to confirm.

Deleting the entire call list

Instead of deleting the records one by one, you have this option to delete the entire call list. While you are viewing any call record,

1. Press and hold the **DELETE** key until you are prompted to confirm the action.
2. Press the **OK** key.

Dial list

Your phone stores the last 5 numbers you have dialled, up to 20 digits each.

If you have more than one handset, each handset has its own dial list.

Checking your dialled records

1. Press the **OK** key. The last number dialled is displayed.

2. Press the **UP / DOWN** key to scroll through the last 5 dialled numbers or names.

3. Press the **OK** key to view the details of the selected record.

Matching your phonebook record
If a dialled number matches a phone number stored in the phonebook, that phonebook name will be displayed instead of the dialled number.

Saving the dial records to your phonebook

After selection of the dial record that you would like to save,
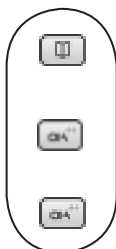
1. Press the **PHONEBOOK** key.
2. Enter a name for this dial record.
3. Press the **OK** key to save the name.
4. Edit the number if necessary.
5. Press the **OK** key.

Note : The record is now saved into the phonebook. The dial record is still in your dial list but it will show the new name entered.

Deleting a dial record

After selection of the dial record that you would like to delete,

1. Press the **DELETE** key.
2. Press the **OK** key to confirm.

Deleting the entire dial list

Instead of deleting the records one by one, you have this option to delete the entire dial list at once.

While you are viewing the dial list,
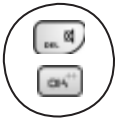
1. Press and hold the **DELETE** key until you are prompted to confirm the action.
2. Press the **OK** key.

7 Personalizing your phone

Your phone comes with a selection of settings that you can change to personalize the phone the way you like it to work.

Personalizing your phone will be done in the various menu items. At any time, you can press the **EXIT** key to exit the current menu or cancel the confirmation. If you press and hold the **EXIT** key, the phone will simply abort all programming and return to standby.

Personalizing your phone's display

Giving your phone a name

You can give your phone a different name. If you have more than one handset, you can give each handset its own name.

The handset name can be up to 8 characters long and it can be composed of A-Z, 0-9, and space.

1. Press the **MENU** key.

2. Select SETTINGS and press the **OK** key.
3. Select HS NAME and press the **OK** key. The current handset name is displayed.
4. Edit the handset name. Press **DELETE** key if you want to delete the current name and use the number keys to enter a new name.
5. Press the **OK** key to confirm.

Setting your phone's language

Your phone comes with several languages. When you change your phone's language, the menus and prompts will be displayed in the chosen language.
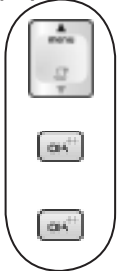
1. Press twice the **MENU** key.

2. LANGUAGE is shown on the screen, press the **OK** key. The current language is displayed.
3. Select the desired language.
4. Press the **OK** key to confirm.

Turning the backlight on / off

Your phone screen will be lit when the phone is being used.
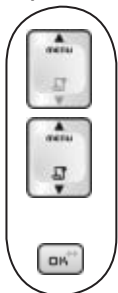
1. Press the **MENU** key.

2. Select SETTINGS and press the **OK** key.
3. Select BACKLIT and press the **OK** key. The current setting is displayed.
4. Select ON or OFF.
5. Press the **OK** key to confirm.

Personalizing your sounds

You can assign different ringing melodies for each handset at different volume levels.

Selecting your handset's ringing melody
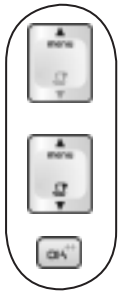
1. Press the **MENU** key.

2. Select *RINGER* and press the **OK** key.
3. Select *MELODY* and press the **OK** key. The current melody is displayed and played.
4. Select the desired melody.
5. Press the **OK** key to confirm.

Selecting your handset's ringing volume
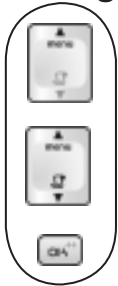
1. Press the **MENU** key.

2. Select *RINGER* and press the **OK** key.
3. Select *VOLUME* and press the **OK** key. The current level is displayed and played.
4. Select the desired volume level.
5. Press the **OK** key to confirm your selection.

Warning : We strongly advise to put the handset far from your ear when it is ringing.

Turning off your handset's ringer

♪ appears to indicate that the ringer is turned off. Ringer does not emit any sound to indicate an incoming call.

Turning the key tone on / off

Key tones are tones that your phone makes each time you press a key on the handset.
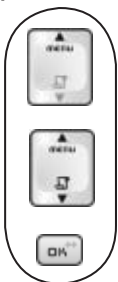
1. Press the **MENU** key.

2. Select *SETTINGS* and press the **OK** key.
3. Select *KEY TONE* and press the **OK** key. The current setting is displayed.
4. Select *ON* or *OFF*.
5. Press the **OK** key to confirm.

8   Advanced features

> **Note :** Your handset must have a link with the base unit in order to use any advanced features mentioned in this section.

Recall duration (R key)

Your phone comes with 2 factory programmed recall durations.

1. Press the **MENU** key.

2. Select SETTINGS and press the **OK** key.
3. Select RECALL and press the **OK** key. The current option is displayed.
4. Select RECALL 1 or RECALL 2.
5. Press the **OK** key to confirm.

> **Note** : This setting is helpful when using operator services. The use of some services accessed with R key and 1, R key and 2, R key and 3 (call waiting, call forward...) will depend on the recall setting.

9   System

Registering a handset

One handset can be registered to only one base at a time.

1. Press the **MENU** key.

2. Select *SETTINGS* and press the **OK** key.
3. Select *REGISTER* and press the **OK** key.
4. Before you enter the PIN, press and hold the **PAGING** key on the base for 4 seconds. A registration tone will be emitted (Twist 366 only).

The base is full

If the base is full, it cannot take on any more handset. You will hear a reject tone instead (Twist 366 only) and you will not be able to register any more handset. See the section below Un-registering a handset to delete a currently registered handset.

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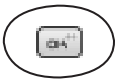
5. Enter the PIN code.
6. Press the **OK** key.

Successful registration

You will hear a confirmation tone if the registration is successful. The handset label and the handset number will be displayed.

Unsuccessful registration

If the registration is not successful, the handset registers back to its original base unit, or *SEARCHNG* is displayed if it has lost link with its original base, or *NOT REG* is displayed if it is registering for the first time. Follow the procedure and try again.

Un-registering a handset

A handset can un-register another handset registered to the same base. It cannot un-register itself.
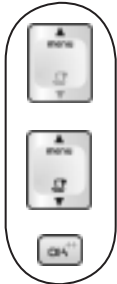
1. Press the **MENU** key.

2. Select *SETTINGS* and press the **OK** key.
3. Select *DEL HS* and press the **OK** key.
4. Select the handset you would like to un-register and press the **OK** key.
5. Enter the PIN.
6. Press the **OK** key to confirm.

Changing PIN

A PIN (personal identification number) code is required to access the **registration** and **delete handset** mode.

The factory preset code is "0000". You can change it to a unique code of your own. A PIN code can be up to 8 digits long.
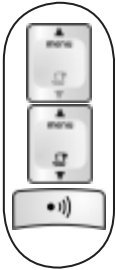
1. Press the **MENU** key.

2. Select *SETTINGS* and press the **OK** key.
3. Select *PIN CODE* and press the **OK** key.
4. Enter the current PIN and press the **OK** key.
5. Enter the new PIN and press the **OK** key.
6. Repeat the new PIN.
7. Press the **OK** key to confirm.

Unsuccessful change
You will hear a reject tone if the new PIN is not repeated correctly. Follow steps 3 to 7 and try again.

If you forget your PIN, the only solution you have is resetting your phone (please see below). After this operation the new PIN will be the default PIN "0000".

Resetting

You can reset the display, sounds, and other settings of your phone. Refer to the section of *Default settings (page 31)*.

1. Press the **MENU** key.

2. Select *SETTINGS* and press the **OK** key.
3. Select *RESET* and press the **OK** key.
4. Press the **OK** key again to confirm.

10 Additional features

Key lock

Keypad can be locked to prevent accidental key press. When the keypad is locked, you can still answer an incoming call by pressing the **TALK** key. During the call, the keypad is active. When the call is ended, the keypad will be locked again.

Locking the keypad

Press and hold the **KEY LOCK** key. $LOCKED$ appears on the display.

Unlocking the keypad
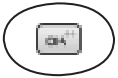
Press and hold the **OK** key.

Shortcut for turning handset ringer on / off

You can use this shortcut to turn on / off the handset ringer.

Press and hold the **RINGER OFF** key.

> **Note :** ♪ appears to indicate the ringer is turned off. The handset will not emit any sound for any incoming call.

Message waiting indication (MWI)

If you have subscribed to the PhoneMail service from Belgacom, ✉ turns on when you have a new message in your mailbox. After having listened to all the new messages, ✉ will turn off.

You can also turn it off by pressing the **EXIT** key for 2 seconds during standby.

Finding a handset

You can locate the handsets by using this feature.
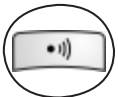
Press the **PAGING** key on the base.

> **Note :** All handsets registered to the base will produce the paging tone for 30 seconds and the screen displays blinking 0000.

> **Stop the paging**
> You can stop the paging by pressing any key on each handset or pressing the **PAGING** key on the base again.

11　Using multi-handsets

Note : You need at least 2 handsets to carry out the functions mentioned in this section.

Internal call

You can call another handset registered on the same base station by using the intercom function on your phone. These internal calls have no cost associated.

To make an intercom call :

1. Press the **INTERCOM** key and wait for the internal dialling tone.
2. Press the number of the handset that you want to call.

Note : You will hear a busy tone if the other handset is not available.

If an external call comes in while you are on an intercom call, the caller ID will display if you have subscribed for caller ID service.

Note : An incoming external call will end the internal call.

To answer the external call :

1. Press the **END** key to end the intercom call.
2. Press the **TALK** key to answer the external call.

To exit the intercom call :

Press the **END** key or place handset on cradle.

Internal call while you are talking on the phone

While you are on an external call, you can put the external call on hold and call another handset registered on the same base station.

To make an inquiry call during an external call :

1. Press the **INTERCOM** key.
2. Press the handset number that you want to call.
3. Wait for the other handset to answer your call.

Note : After the other handset has answered, you can press the **INTERCOM** key repeatedly to switch between the external call and the intercom call.

Note : If the other handset does not answer, press the **INTERCOM** key again to cancel the attempt and return to the external call.

Transferring your call to another handset

During an external call,
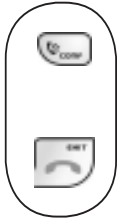
1. Press the **INTERCOM** key.
2. Press the handset number that you want to call.
3. Wait for the other handset to answer your call.
4. When the other handset has answered your call, press the **END** key or place the handset on cradle. The external call is transferred.

> **Note :** Ending the call before the other handset answers will drop the external call.

Making a 3-way conference call

You can invite another handset to join a call with the external line.

During an external call,
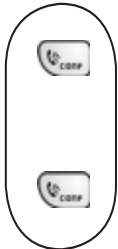
1. Press the **INTERCOM** key.
2. Press the handset number that you want to call.
3. Wait for the other handset to answer your call.
4. When the other handset has answered your call, press and hold the **CONFERENCE** key. You are now in a conference call.

During the conference call,
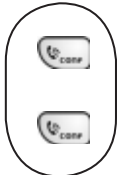
1. Press the **CONFERENCE** key to put the external line on hold and you can talk to the other handset in private.
2. Press and hold the **CONFERENCE** key to re-establish the conference call.

> **Note :** Any handset that hangs up during a conference call will leave the other handset still connected with the external call.

12 Twist 366 Answering machine
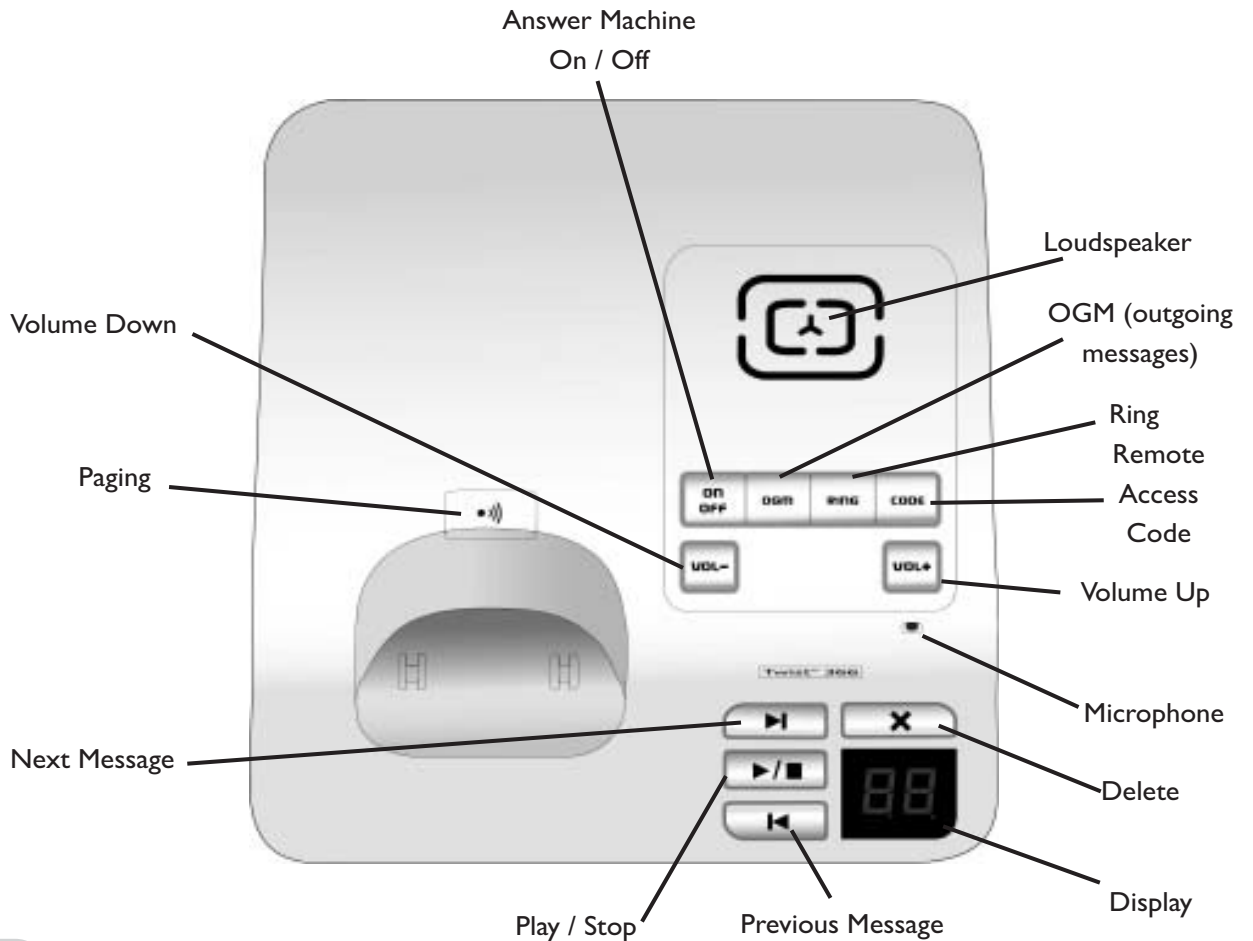
Display

There is a display on the answering machine. Refer to the following table for descriptions of the display.

Display	Meaning	Display	Meaning
FU	Memory is full. No new messages can be recorded.	-A	The answering machine is being accessed from an external phone.
--	The answering machine is busy. You are in communication and the answering machine is ON.	OG	OGM
r2	2 rings	L1	Volume level 1, call screening off
r3	3 rings	L2	Volume and call screen volume level 2
r4	4 rings	L3	Volume and call screen volume level 3
r5	5 rings	L4	Volume and call screen volume level 4
r6	6 rings	L5	Volume and call screen volume level 5
r7	7 rings	dL	Delete
tS	Toll saver		

Turning the answering machine on / off

To turn the answering machine on / off,

Press the **ON / OFF** key during standby mode.

The display will be on when the answering machine is turned on.

When the answering machine is on, it will answer the call after a certain number of rings depending on the rings setting (See section of *Ring Delay* page 29). After answering the call, the answering machine will play the outgoing message (OGM) and record an incoming message (ICM) if any.

> **Note :** The answering machine can only record the incoming message when the memory has enough space. Memory is full when there are already 60 messages recorded or the recorded messages take up all the memory available. In this case, FU will be displayed on your base station.

When the memory is full, no incoming message will be recorded. The answering machine will announce the following outgoing message (OGM) and release the line.

"This is an answering machine. Please call back later."

Outgoing messages (OGM)

The answering machine announces the OGM when it answers the call. There is a default OGM. You can also record your own OGM.

The default OGM reads:

"This is an answering machine. Please leave your message after the tone."

When you record your own OGM, it will be used when the answering machine answers the call. If your own OGM is deleted, the default OGM will be restored automatically.

Setting the default OGM language

The language of the default OGM of your answering machine is selected on the handset.

1. Press the **MENU** key.
2. Select SETTINGS and press the **OK** key.
3. Select TAM LANG and press the **OK** key.
4. Select the desired language.
5. Press the **OK** key to confirm.

Recording an OGM

The maximum recording time is 40 seconds. You do not need to delete your previously recorded OGM to record a new one. Once you record a new OGM, the old one will be overwritten.

To record an OGM:

1. Press the **OGM** key for 2 seconds and wait for the tone. 🔲 will be blinking during the recording.
2. Speak into the microphone of the base station after the beep.
3. Press the **STOP** key to stop recording or recording will stop after 40 seconds.

The recorded message will play back automatically for review.

> **Note :** If you are not satisfied with the OGM recorded, start from step 1 to step 3 and the old OGM will be overwritten. Play it and delete it to restore the default OGM, or record a new OGM overwriting the previous one. If you want to have the default OGM back, see below "Deleting an OGM".

Listening to the current OGM
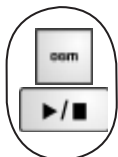
1. Press the **OGM** key.
2. Press the **STOP** key to stop message or it will stop when the OGM is finished.

Deleting an OGM

Press the **DELETE** key while listening to the OGM.

This will enable you to have the default OGM back.

> **Note** : Default OGM cannot be deleted.

Incoming messages (ICM)

The answering machine can record maximum up to 60 messages. A message can be up to 6 minutes long.

During ICM recording, if the line is answered by a registered handset or an extension phone, the recording will stop. The number of unheard messages will blink on the display. They will stop blinking after all the messages are reviewed. It worked when the OGM was played but did not work after the end of OGM when the caller started to leave a message.

Playing ICM

ICM will be played back in the sequence they were recorded. A tone will be played before each message.

Press the **PLAY** key. The oldest new message will begin.

During message playback, you have the following options:

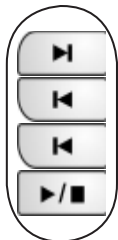1. Press the **NEXT** key to skip the current message and play the next message
2. Press the **PREVIOUS** key to repeat the current message.
3. Press the **PREVIOUS** key twice to play the previous message.
4. Press the **STOP** key to stop playing messages.

Deleting an ICM

Press the **DELETE** key while listening to a message.

Note : The messages deleted cannot be recovered. The message will be permanently deleted on the first press of the **DELETE** key.

Deleting all ICMs
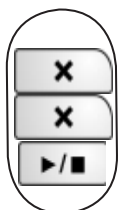
1. Press the **DELETE** key for 2 seconds. dL will blink on the display.
2. Press the **DELETE** key again to permanently delete all old and new messages or press the **STOP** key to cancel the deletion.

Note : Messages deleted cannot be recovered.

Call screening

The answering machine's speaker turns on when it answers a call. It allows you to hear the caller before you pick up the call.

If you do not want to listen to the call during the message recording, turn the volume level to the minimum (see next section).

Volume adjustment

You can adjust the volume for and during call screening and message playback.

Note : Call screening will be turned off when the volume is turned to minimum.
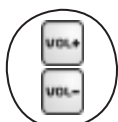
Press the **VOLUME UP** key to increase the volume.
Press the **VOLUME DOWN** key to decrease the volume.

Ring delay

You can set the number of times the answering machine would ring before it answers the call. This only applies when the answering machine is turned on.

User can adjust the toll saver to change the amount of rings emitted before the answer machine responds. You can set the number of rings from 2 rings to 7 rings or toll saver.

The toll saver option is useful when using the remote access feature (see page 30). When the **toll saver** 🔢 is selected, the answering machine will ring four times if no new messages are recorded or two times if there is at least one new message. We advise you to hang up after the third ring if you want to check if you have any new message at no cost.

To review the current ring delay setting,

RING   Press the **RING** key during standby. Current setting will be displayed.

To change the ring delay setting,

RING   1.   Press the **RING** key for 2 seconds. Current setting will be blinking.

VOL+ VOL–   2.   Use the **VOLUME UP** key and the **VOLUME DOWN** key to adjust the number of rings.

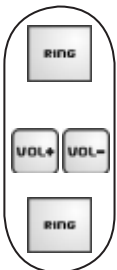RING   3.   Press the **RING** key again to confirm. The new setting will be displayed for 2 seconds.

Remote access code

A three-digit code is required for remote access (see page 30). The factory preset code is "000". You can change it to a unique code of your own.

> **Note** : This remote access code is different from the base PIN which is used to register / unregister handsets.

To review the remote access code,

CODE   Press the **CODE** key during standby mode. The display blinks for a short period of time before showing the next digit.

To change the remote access code,
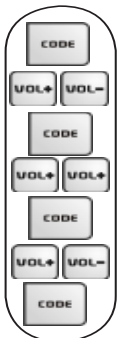
CODE   1.   Press the **CODE** key for 2 seconds during standby.

VOL+ VOL–   2.   Use the **VOLUME UP** key and the **VOLUME DOWN** key to change the first digit.

CODE   3.   Press the **CODE** key to confirm the first digit.

VOL+ VOL–   4.   Use the **VOLUME UP** key and the **VOLUME DOWN** key to change the second digit.

CODE   5.   Press the **CODE** key to confirm the second digit

VOL+ VOL–   6.   Use the **VOLUME UP** key and the **VOLUME DOWN** key to change the third digit.

CODE   7.   Press the **CODE** key to confirm the third digit.

Two beeps are emitted to confirm that the change has been done and the display shows your new remote access code digit per digit.

Remote access

You can access your answering machine when you are away by using a phone set on tone dial mode.

Note : You have to enter the Security PIN to access the answering machine.

To remotely access the answering machine,

1. Place a call from an external line to your answering machine.

(✱) 2. When the answering machine answers the call and starts playing the OGM, press the **STAR** key.

Note : If the answering machine is originally off, the answering machine will emit one beep after 10 rings. Then proceed to step 3.

---

3. Enter the Security PIN.

The PIN entered is correct

The remote access is activated once the correct PIN is entered.

The PIN entered is incorrect

You have three attempts to enter the correct PIN or the connection will be lost.

---

4. Press a button anytime to carry out the desired function. Press a key (see table below) anytime to carry out the desired function.

Note : If you are lost during remote access, press the **5** key once to stop the current operation and start again.

Note : The connection will be lost if no key is pressed within 8 seconds from the last key pressed.

The remote access function

This is the remote access function

Function	Remote Access Key
To play messages	2
To play OGM	6
To record OGM	9
To stop	5
To stop or activate the answering machine	8
To delete all old and new messages	0 twice

While the message is being played,

To play the previous message	1 twice
To repeat the current message	2
To play the next message	3
To stop the message play back	5
To delete the current message	0

13   Appendix

Default settings

			Answering machine	
Handset name*	**BELGACOM**		**(Twist 366 only)**	**On**
Ringer melody	*Melody 1*		Default OGM language	*English*
Ringer volume	*Level 3*		ICM	*Empty*
Key tone	*On*		Ring delay	*Toll saver*
Backlight	*On*		Remote access code	*000*
Recall duration (R key)	*120 ms*		Base volume	*Level 3*
Menu language	*English*			
Earpiece volume	*Medium*			
Keylock	*Off*			
MWI	*Off*			
System PIN	*0000*			

* After a reset the handset name will not change to default.

Troubleshooting

Problems	Solutions
The phone does not work at all.	• Make sure that the adapter and the phone cord are connected properly. • Check that the batteries are fully charged and installed properly. • This phone does not work during power failure.
The phone does not ring.	• Make sure the adapter and the phone cord are connected properly. • Move the handset closer to the base unit. • Make sure the handset ringer is turned on.
There is no dial tone.	• Check that the phone cord is connected properly. • Check the handset is fully charged. • Move the handset closer to the base unit.
Caller ID does not work properly.	• Check with Belgacom that the Caller ID service is subscribed to. • Let the phone ring at least once before answering.
The second call (Call Waiting) cannot be answered.	• Check with Belgacom and select the correct recall duration.
The empty battery icon appears soon after the batteries are charged.	• Replace the batteries with new ones.
The handset is unable to register.	• Make sure that the **PAGING** key [⑴] has been pressed for 4 seconds before pressing the **OK** key [OK]. • See Section 9 - Registering / unregistering *a handset* - page 20.
The answering machine does not record calls (Twist 366 only).	• Make sure the answering machine is connected to the power adapter, and the power adapter is plugged into mains supply which is switched on. • Check to see if the answering machine is full. If so, delete some or all messages. • Try switching off the power at the main socket, and then turn it on again after 15 minutes.
Unable to perform remote operation (Twist 366 only).	• Make sure you entered the correct security code. • Use a phone set on tone dial mode.

If the above solutions do not help, remove the power from both the handset and the base. Wait for 15 minutes and try again.

Declaration of conformity

We,

PHILIPS Consumer Electronics
Route d'Angers
72081 Le Mans Cedex 9
France

Declare that the products Twist 356 and Twist 366 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 50371 (2002)

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 : 04/02/2005   Le Mans

CE0681

Product Quality Manager
Home Communication

The **CE** marking certifies the compliance with technical regulations in accordance with the Directive 1999/5/EC for the safety of the user, electromagnetic perturbations and for radio spectrum.

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.

> 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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