

## Configuration mode for Twist 495

Thanks for choosing BELGACOM. for your home communications.

Before using your handset, we invite you to configurate the language of the menus.

First of all, install the batteries (see page 15). After a few minutes of charge, the configuration screen appears.

Press **OK** and browse through the list up to the chosen language

Press to validate

**Your telephone is ready to be used.**

See page 29 and follow instructions if you need to re-configurate the language of your Twist 495.

# Twist 495 Handset

## New message indicator

When blinking, it indicates unread SMS, Phonepail, new messages..



## Pilot key

- ➔ Press to enter the carousel or select a menu or an option
- ⌄ Scroll to move through the menus & options
- ⌄ Move the cursor left/right
- ⌄ Scroll up to access the **Call Log** from idle mode
- ⌄ Scroll down to access the **Phonebook** from idle mode
- ➔ A long press to unlock the keypad

## Loudspeaker

- Short press to take the line or to activate the handset loudspeaker during a call

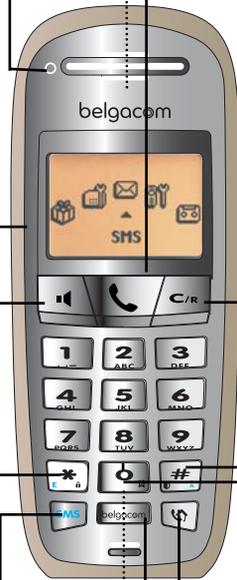
## Keypad lock & Editing

- Short press to insert \*
- Long press to lock/unlock the keypad in idle mode
- Long press to insert R (in between-digit pause) when dialling
- Long press to enter multitap system or Eatoni® editor when entering text
- A short press to change the letter when editing in Eatoni®.

## SMS key

- Short press to directly access Send new SMS from idle mode
- Short press from the **Phonebook** or the **Call log** menu to edit an SMS

## Earpiece



## Microphone

## Talk

- Press to take the line, answer a call or hang up.

## Clear/Recall

- To correct a digit when predialling or a character when editing
- Short press to go back one menu when navigating
- Long press to return to idle mode when navigating
- To insert R for operator services when on line

## Do not disturb & case mode

- Short press to insert # when dialling
- Long press to activate/deactivate the "Do Not Disturb" mode
- Long press to insert a pause (P) when dialling
- Press to switch case mode when editing

## Alarm clock

- A short press to dial 0
- A long press to activate/deactivate the alarm clock

## Call transfer/Intercom

- Short press to initiate or cancel 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 or to release an internal call

## Belgacom key

- Short press to directly access the Belgacom Phonebook.

## Icons on the handset display

The display gives information about the operation of your telephone



On first use, it is sometimes necessary to wait for a few minutes of charge before seeing icons on the display.



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 .



The answer machine is activated. **When blinking**, this symbol indicates that there is a new message on the answer machine or on the operator voice mailbox. **When fast blinking** it shows that the answer machine is full.



The ringtone is deactivated.



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 internal incoming call.



The handset loudspeaker is activated. **When blinking**, this symbol shows that the base loudspeaker is activated.



The SMS function is activated. **When blinking**, this symbol indicates that a new SMS has been received. **When fast blinking**, it indicates that the SMS memory is full.



The handset is registered and in range of the base. **When blinking**, this symbol indicates that the handset is not registered to the base.



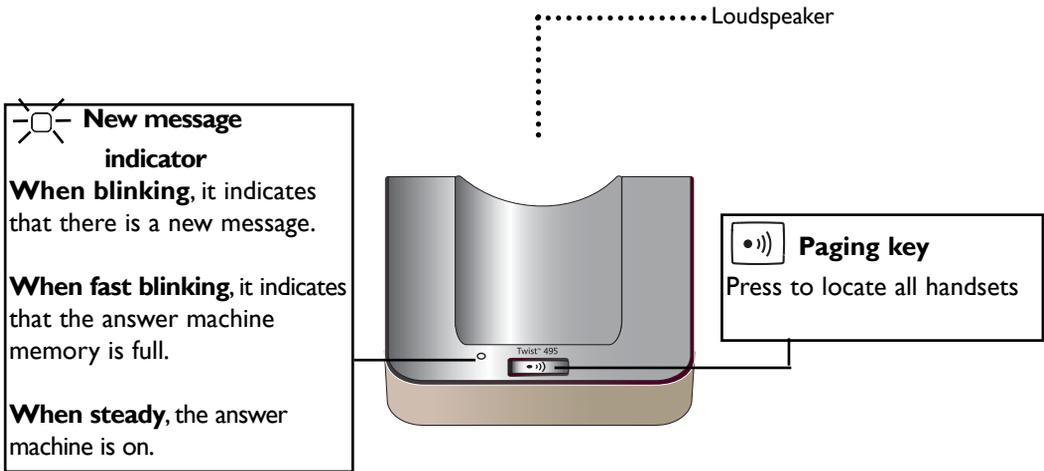
The alarm clock is activated.



The "do not disturb" mode is on.

Note: See page 16 for information about idle mode (with/without new events)

## Twist 495 base station



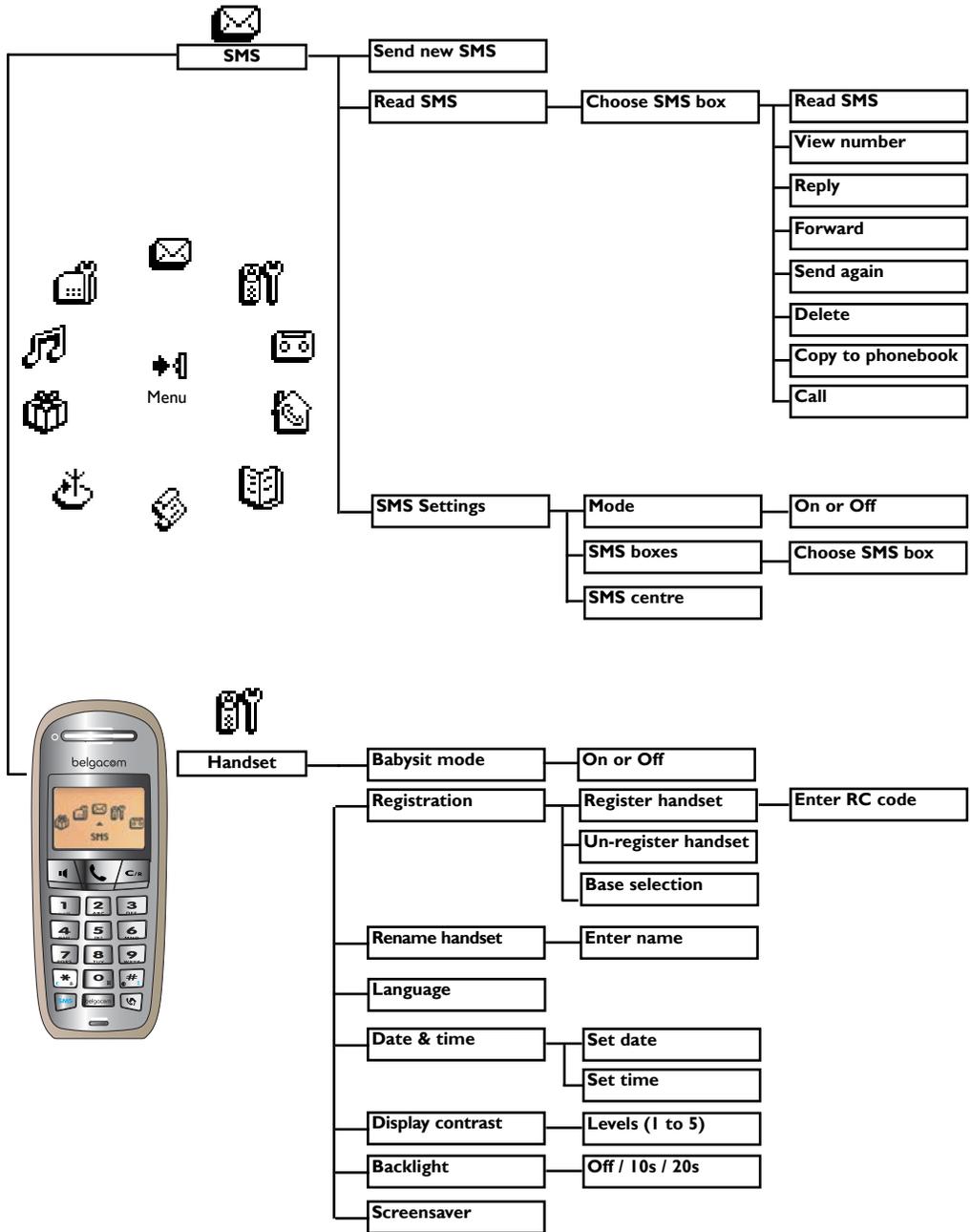
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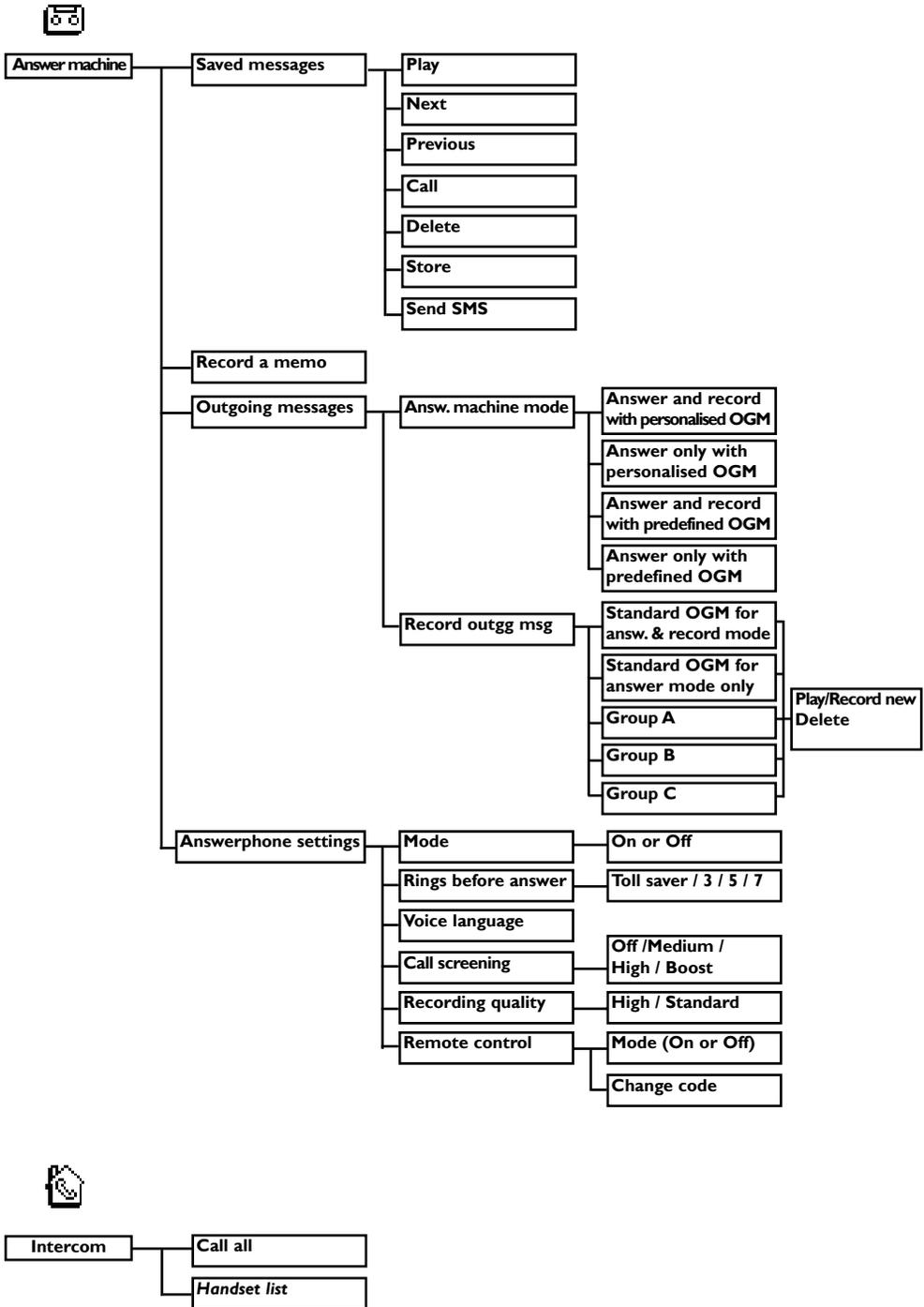
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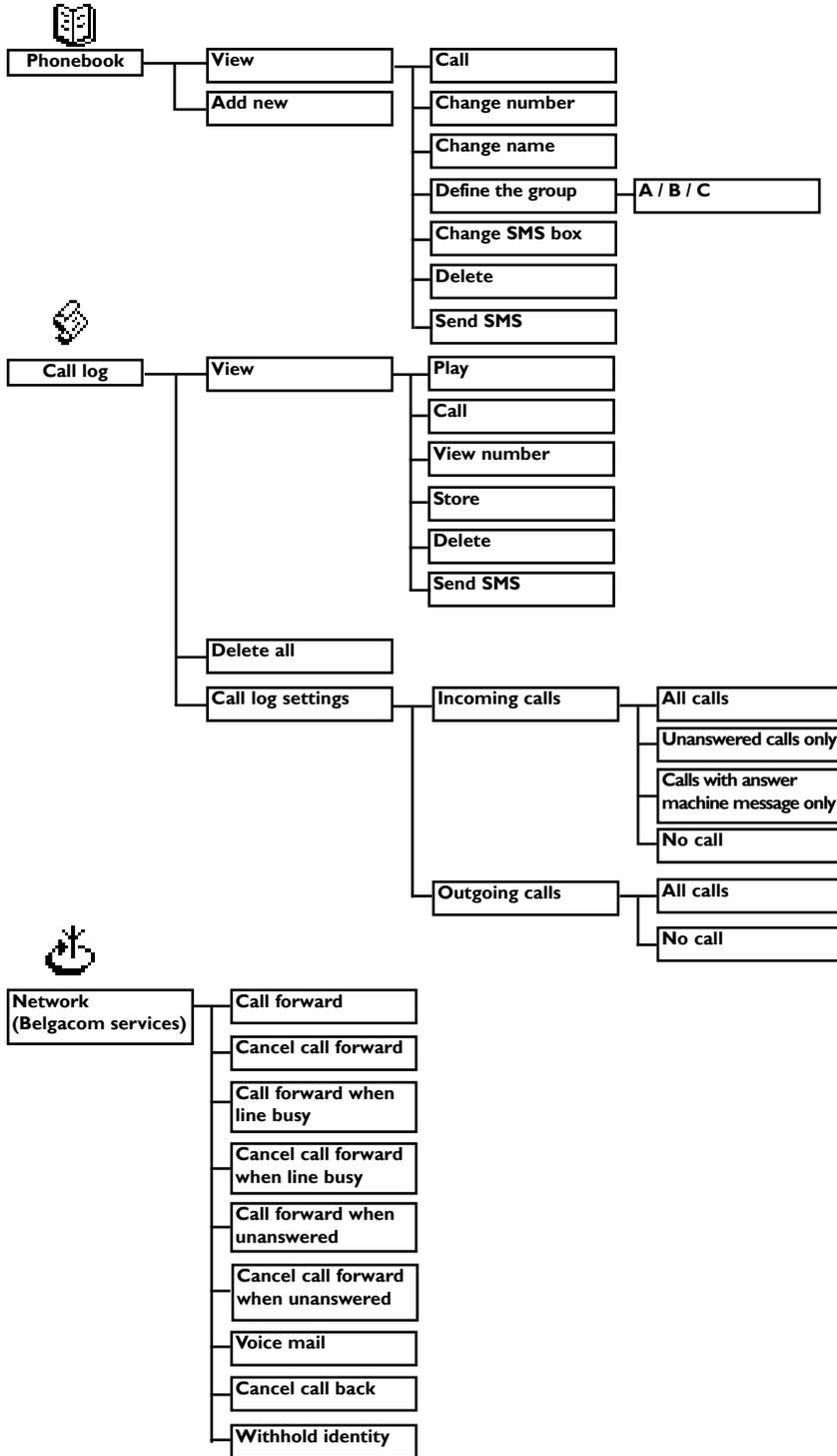
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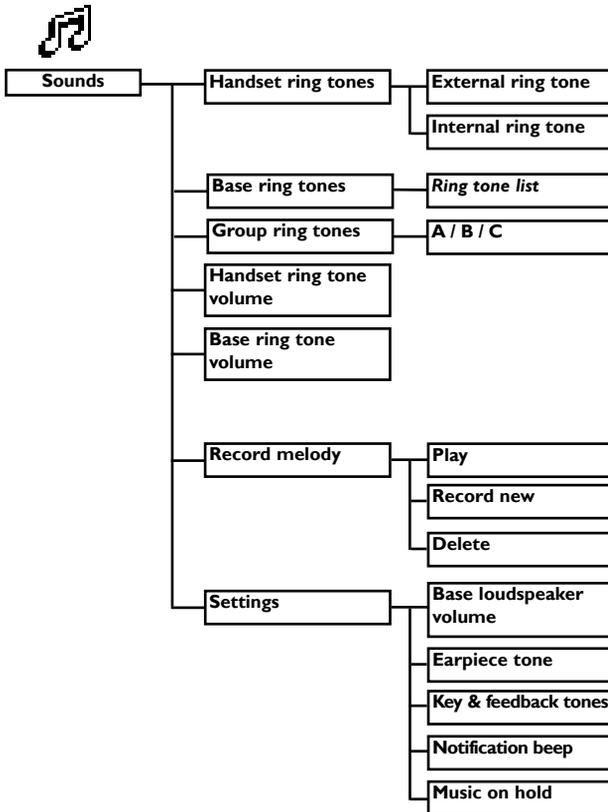
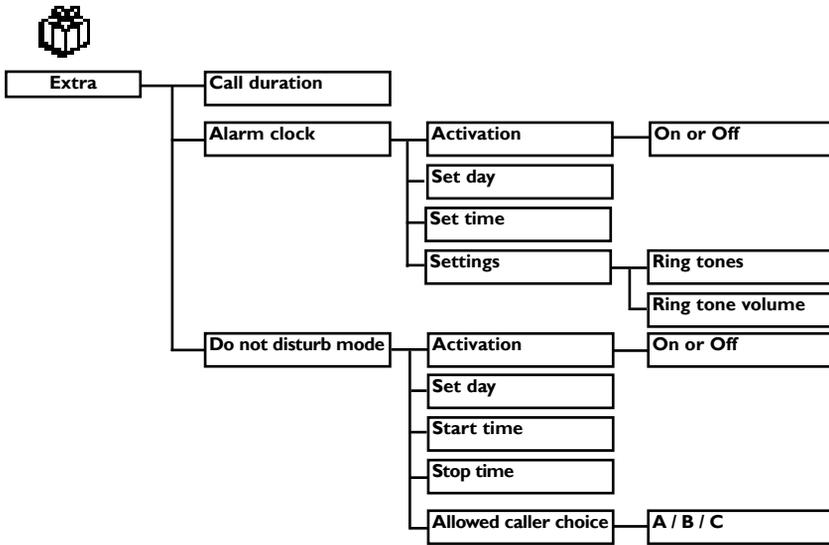
## Menu structure

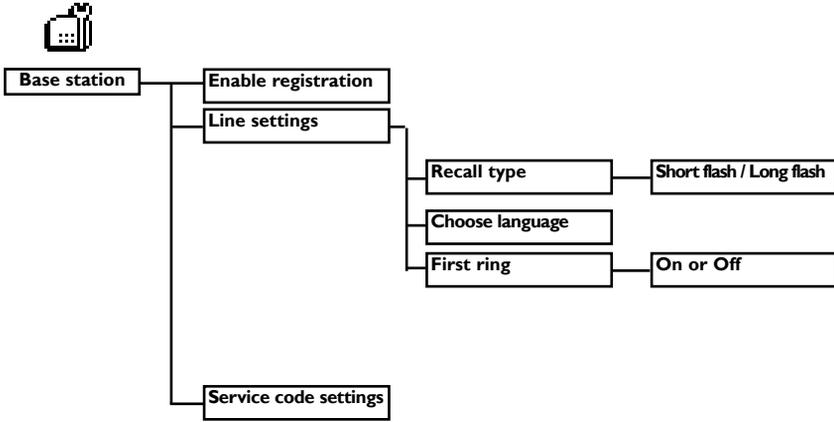
By using the “Pilot key”  on the side of the handset, you can scroll  through the menus.











## 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 Twist 495 are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC (See page 13). This product can only be connected to the Belgacom network.

### 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 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.

### 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.

## Declaration of conformity

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

Declare that the products Twist 495 are in compliance with the Annex III 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) : EN 60950-1 (10/2001)

Article 3.1.b (protection requirements with respect to electromagnetic compatibility : 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) EN 301 406 (2003)

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




Date : 10/05/2004 Le Mans  
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 495 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 495 with your base station.

To register and use your Twist 495 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 page 27.

To register a handset from another make to the Twist 495 base station, place the base station into registration mode (page 27), then follow the procedure in the manufacturer's instructions.



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 495

### Unpacking your Twist 495

The Twist 495 package contains:

One Twist 495 base station



One Twist 495 handset



NiMh 2HR  
AAA 600 mAh  
rechargeable  
batteries



A user guide



A guarantee



A power supply



A line cord  
and its  
intermediate  
line cord

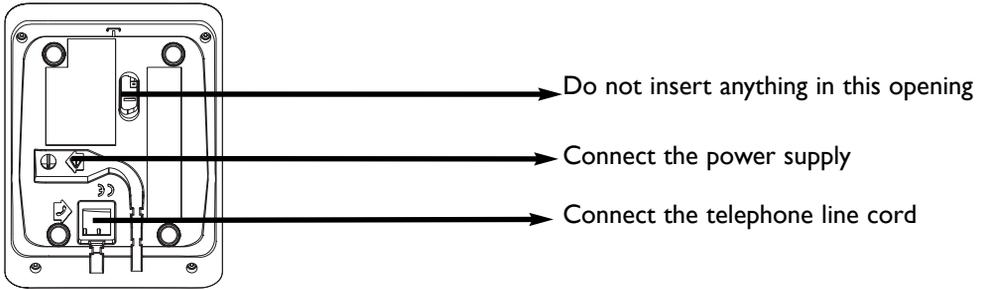


In Twist 495 Duo multi-handsets packs, you will also find one additional handset, charger with its power supply and additional rechargeable batteries.

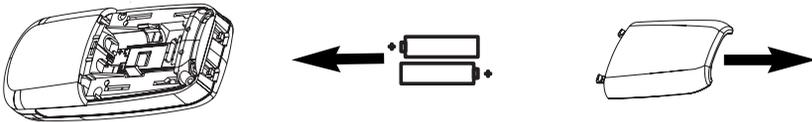
## Installing the base station

Situate 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. A beep indicates that the phone is properly installed

**Warning!** Always use the cables provided 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 put the battery cover back. When the handset is placed on the base station the 3 battery bars scroll (if charge is needed). Allow the handset to charge for 24 hours to reach full charge before the first use.

In case you need to change the batteries, the following type is mandatory 2HR AAA NiMh 600 mAh.

**Warning:** the base station must always be plugged into the mains when charging or when in use. Always use rechargeable batteries.



Batteries should not be disposed of with general household waste.

## Battery life and range

A battery low alert will inform you that the batteries have to be recharged. If it happens during a call, the communication will be shortly cut. Optimal battery life is reached after 3 cycles of complete charge & discharge. When reaching the range limit and the conversation becoming crackly, move closer to the base. To reach optimal range, place the base station away from electrical appliances.

Battery life in standby mode	Battery life in communication	Indoor range	Outdoor range
up to 200 hours	up to 15 hours	up to 50 metres	up to 300 metres

## Introduction

### Belgacom screen saver

After 2 minutes of inactivity, the screen saver is displayed:  
You can deactivate it (see p.30)

### Idle mode

In idle mode, the Twist 495 display shows various information:

- The date & time, the name of the handset and the instructions to access the menu.
- Missed calls , new SMS  or new messages  (answer machine) or network voicemailbox message , if any.
- “Do Not Disturb” mode , and the alarm clock , if activated.

To activate/deactivate these functions press  or 

## Understanding the menu system

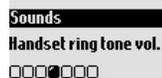


To access the carousel menu from idle mode, press  on the side of the handset. The carousel represents a loop of icons that gives access to the different first level menus.

Scroll up or down  to reach the desired menu and select 

The sub menus are listed and represented by little squares  at the bottom of the display. To reach one particular sub-menu use the “pilot key”  and press  to validate your choice. A “tick”  shows the selected sub-menu or option. The  shows the option you are browsing.

Note: some menus are also directly accessible via a dedicated key on the keypad like the SMS menu with  or the Intercom with .



## How to navigate in the menus



Press  to access the carousel menu



Scroll to **Sounds**, and select 



Scroll to **Handset ring tone vol.** and select 



The current level is heard, browse  to hear other levels



Browse through the levels and select one 

## Basic principles

### To make and to answer a call

#### Pre dialling



Dial the number



Make the call

#### Direct dialling



Press the key



Dial the number

#### Answer a call

When ringing



Take the line

### To call from the phonebook



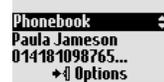
Scroll down to directly access **Phonebook**



Choose a name in the list



Make the call or press **+OK** to select **Call** in the options



### To store a name from predial



Dial the number



Press to enter the options



Scroll to **Store** and select **+OK**



Enter the name and press **+OK**



### To store an SMS



Dial the number



Press to enter the options



Scroll to **Send SMS** and select **+OK**



Select your SMS box (only if you have created several SMS boxes).



To create a SMS box please refer to **SMS settings** page 25



Enter the **Destination box** and press **+OK**



Enter the text and press **+OK**



Scroll to **Store** and select **+OK**



### Redial from call log



Scroll up to directly access **Call log** and select **+OK**



Choose an entry in the list



Make the call or press **+OK** to select **Call** in the options



## In call features

During an external call, some other options are available. Press **+¶** to enter **Options**.

### To mute the handset microphone



Press to enter **Options**



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



Press again to resume the conversation (**End mute**)



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

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



Press to enter **Options**



Scroll to **Intercom** (the caller can no longer hear you)

If there is only one additional handset it rings automatically, otherwise select a handset from the list.



Press **Transfer** when the second handset has taken the line.



Other options are available such as **Switch** and **Conference call** (see page 38).

### To record a conversation



Press to enter **Options**



Scroll to **Record** and select **+¶**



To listen to the conversation, go to the call log menu or the messages list

### To switch the handset loudspeaker ON/OFF

Press **[\*]** to activate or deactivate the handset loudspeaker

### To increase/decrease the handset & earpiece/loudspeaker volume during a call



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

There are 5 volume levels available. The last setting is stored for the next calls.

### To access the phonebook or the call log

Press **+¶** to enter the options. Scroll to **Phonebook** or **Call log** and select **+¶**

### 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 Display service. To answer that second call, use **[C\*]** + **[2 ABC]**

## Editing systems

### 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 (AB)
- all letters in lower case (ab) or
- the first letter in upper case and the rest of the word in lower case (Ab).

Punctuation and mathematical marks are available through  and  while other special characters are also available on  (see table page 20).

Scroll  to move the cursor left or right. Press  to delete a character ; a long press deletes the whole text.

Twist 495 uses two editing systems : Multi-tap and Eatoni<sup>®</sup>. While editing, a long press on  enables you to switch between the two systems.

### 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.

**The Eatoni<sup>®</sup> system** is a predictive editing system designed to help you to write an SMS. A little E in the header helps you to know the mode you are using.

Eatoni<sup>®</sup> is a word editor that chooses the most probable letter.

The operation of the Eatoni<sup>®</sup> system is the following:

Press the key that displays the character you want to edit. The character that is most likely to be correct is displayed on the screen. If it does not match the expected letter, press  to display the next most probable character available on the key.

Let's compare Multitap and Eatoni<sup>®</sup> systems to write "Peter".

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]   @ _ # = < > ( ) & € £ \$ ¥ [ ] { } □ §
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 , / ; " ' ! ; ? ; * + - % \ ^ ~

To write "Peter" with Eatoni<sup>®</sup>



Long press **E** to activate Eatoni<sup>®</sup>



Press **7**



Press **E** to change character



Press **3**



Press **8**



Press **3**



Press **7**



Press **+** to validate the name



- SMS**
- Send new SMS
  - Read SMS
  - SMS settings

SMS menu is also accessible via the carousel or 

With your Twist 495 you can send and receive text messages (SMS = Short Message Service). With Belgacom SMS service you can send SMS to a fixed or mobile phone. On SMS-enabled devices (GSM, PC, phones), the SMS is received as a text message. If the receiver of your SMS has no device compatible with that service, the message is received as a vocal message. When sending an SMS, your phone number is always sent to the receiver.

#### Conditions:

To receive SMS, we advise you to call the 0800 17173 and to follow the instructions.

To send and receive SMS, the outgoing SMS centre number (1717) and the incoming SMS centre number (01717) must be set in your Twist 495 (see page 26). These numbers are set by default in the phone, you can send SMS with no additional setting.

To send and receive SMS, you must set the SMS box sub address. The default box is 0 (see page 25).

To receive SMS, your phone number is to be registered with one (or several) SMS box numbers.

This notion of SMS boxes sub address can be compared to letter boxes belonging to different houses.

The sub address can be chosen between 0 and 9.

Example: Phone 1: SMS sub address: 0      Phone 2: SMS sub address: 3

When a sender sends you a SMS from a GSM, he must add the sub address of the SMS box to which he wants to send it. Example: 02 202 41 11 0 or 02 202 41 11 3.

If he does not add that digit, Belgacom will send automatically the SMS to box 0, that is why we advise you to always use sub address 0 in one phone (the default sub address is 0 (zero)).

## Send new SMS

### To send an SMS to a phone

Press to directly reach **Send new SMS** and select 

Select your SMS box (only if you have created several SMS boxes).

To create a SMS box please refer to **SMS settings** page 25

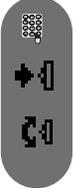
Enter the password if any and press  **OK** (optional)

Enter the phone number directly and press  **OK** or press  to retrieve the number from the **Phonebook**

Enter the **Destination box** number (optional), press  **OK**.

**Note:** the destination box is the SMS box of the receiver.





Enter the text and press **+↵** (see page 20)

**+↵** Press to select **Send now**, otherwise

**↵** if you want to store your SMS, scroll to **Store** and select **+↵**.  
The SMS stored can be later retrieved from **Read SMS**



The sent SMS can be up to a maximum of 160 characters long. The special characters €, ] and [ count for 2. The Twist 495 can store numerous SMS for the 3 boxes.

## Read SMS

The SMS list contains the stored and received SMS.  
The received SMS are shown by **+✉** and the stored SMS are shown **✉**.

### To read an SMS/to view the number



Press to directly reach **Send new SMS**

**↵** Scroll to **Read SMS** and select **+↵**

**↵** Select your SMS box (only if you have created several SMS boxes).  
**+↵** To create a SMS box please refer to **SMS settings** page 25

**⌨** Enter the password if any and press **+↵OK** (optional)

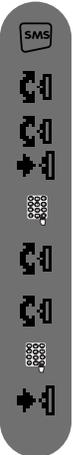
**↵** Browse the list of SMS and select **+↵**

**+↵** Press to select **Read SMS**

**↵** or scroll to **View number** and select **+↵**



### To reply to an SMS



Press to directly reach **Send new SMS**

**↵** Scroll to **Read SMS** and select **+↵**

**↵** Select your SMS box (only if you have created several SMS boxes).  
**+↵** To create a SMS box please refer to **SMS Settings** page 25

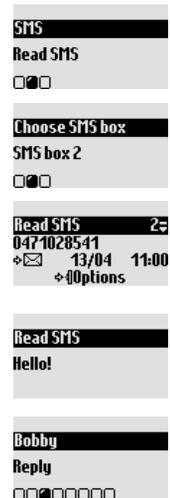
**⌨** Enter the password if any and press **+↵OK** (optional)

**↵** Browse the list of SMS and select **+↵** the one you want to reply to

**↵** Scroll to **Reply** and press **+↵**

**⌨** Enter the text and press **+↵**

**+↵** Press to select **Send now**





### To forward an SMS



Press to directly reach **Send new SMS**



Scroll to **Read SMS** and select **➤**



Select your SMS box (only if you have created several SMS boxes).  
To create a SMS box please refer to **SMS Settings** page 25



Enter the password if any and press **➤OK** (optional)



Browse the list of SMS and select **➤** the one you want to forward



Scroll to **Forward** and press **➤**



Enter the number and press **➤OK**



Enter the **Destination box** number (if any) and press **➤OK**

You can modify the text if necessary or select **➤**



Press to select **Send now**



### To send again



Press to directly reach **Send new SMS**



Scroll to **Read SMS** and select **➤**



Select your SMS box\* (only if you have created several SMS boxes).  
To create a SMS box please refer to **SMS Settings** page 25



Enter the password if any and press **➤OK** (optional)



Browse the list of SMS and select **➤** the one you want to send again



Scroll to **Send again** and press **➤**





### To delete an SMS



Press to directly reach **Send new SMS**



Scroll to **Read SMS** and select **+**



Select your SMS box (only if you have created several SMS boxes).



To create a SMS box please refer to **SMS Settings** page 25



Enter the password if any and press **+OK** (optional)



Browse the list of SMS and select **+** the one you want to delete



Scroll to **Delete SMS** and press **+**



Press **+OK** to confirm



### To copy a number to the phonebook



Press to directly reach **Send new SMS**



Scroll to **Read SMS** and select **+**



Select your SMS box (only if you have created several SMS boxes).



To create a SMS box please refer to **SMS Settings** page 25



Enter the password if any and press **+OK** (optional)



Browse the list of SMS and select **+**



Scroll to **Copy to phonebook** and select **+**



Enter the name and press **+OK**



### To call from the SMS list



Press to directly reach **Send new SMS**



Scroll to **Read SMS** and select **+**



Select your SMS box (only if you have created several SMS boxes).



To create a SMS box please refer to **SMS Settings** page 25



Enter the password if any and press **+OK** (optional)

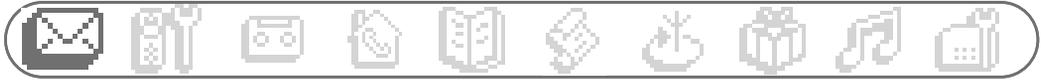


Browse the list of SMS and select **+**



Scroll to **Call** and select **+** or make the call





## SMS settings

### To set the SMS mode

If there are 2 SMS-enabled phones on your telephone line, you will have to deactivate the SMS feature on 1 of the devices.

Press to directly reach **Send new SMS**



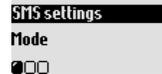
Scroll to **SMS settings** and select



Press to select **Mode**



Press to select **On** or scroll to **OFF** and select



### To set your personal SMS boxes

Press to directly reach **Send new SMS**



Scroll to **SMS settings** and select



Scroll to **SMS boxes** and select



Scroll to **Add new** and select



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



Enter the password twice and press **OK** (optional)



### To change the password of an SMS box

Press to directly reach **Send new SMS**



Scroll to **SMS settings** and select



Scroll to **SMS boxes** and select the one for which you want to change the password



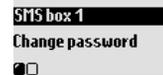
Press to select **Change password**

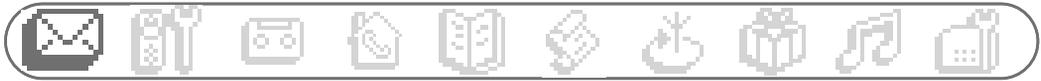


Enter the old password and press **OK**



Enter the new password twice and press **OK**





### To delete an SMS box

SMS

Press to directly reach **Send new SMS**



Scroll to **SMS settings** and select **↔**



Scroll to **SMS boxes** and select the one you want to delete **↔**



Scroll to **Delete** and select **↔**



Press **↔OK** to confirm



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

### To choose by default an SMS centre

SMS

Press to directly reach **Send new SMS**



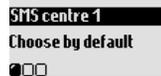
Scroll to **SMS settings** and select **↔**



Scroll to **SMS centre** and select **↔**, choose an SMS centre



Press to select **Choose by default**



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

The SMS are sent through a centre. To receive an SMS from another operator, you must set the corresponding numbers.

SMS

Press to directly reach **Send new SMS**



Scroll to **SMS settings** and select **↔**



Scroll to **SMS centre** and select **↔**



Choose an SMS centre and select **↔**



Scroll to **Edit incoming number** and select **↔**



Enter the number and press **↔OK**



Scroll to **Edit outgoing number** and select **↔**



Enter the number and press **↔OK**





### Handset

- Babysit mode
- Registration
- Rename handset
- Language
- Date & time
- Display contrast
- Backlight
- Screen saver

## Babysit mode

if there are at least 2 handsets

This feature allows you to monitor the baby's room. Place the handset in the room to be monitored and you will hear the noise coming from the room on the additional handset.

### To activate/deactivate the babysit mode



Press to enter the carousel menu



Scroll to **Handset** and select



Press to select **Babysit mode**



Select **ON** or scroll to **OFF** and select



An intercom is necessary to monitor the room (see page 38).

**Note:** during an intercom, you can still answer a call or make a call with the handset

## Registration

Up to 6 handsets can be registered to the base station. A handset can be used with up to 4 bases.

**Warning:** If you wish to associate another handset than Twist 495, make sure that this handset is GAP compliant otherwise it will not operate properly (see p 13).

### To register a handset

Unplug and plug back in the mains lead to put the base in registration mode



With the additional handset, press to start the registration

Enter the 4-digit RC code written on the sticker placed under the base station and press **OK**

Unplug & plug back in  
the mains supply!  
 Register handset

Enter RC code :

OK

### To register a handset

Unplug and plug back in the mains lead to put the base in registration mode



Press to enter the carousel menu



Scroll to **Handset** and select **→**

Scroll to **Registration** and select **→**

Scroll to **Register handset** and select **→**

Enter the 4-digit RC code and press **→OK**

### To unregister a handset

Press to enter the carousel menu



Scroll to **Handset** and select **→**

Scroll to **Registration** and select **→**

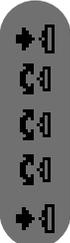
Scroll to **Un-register handset** and select **→**

Choose the handset to un-register from the list and press **→OK**

Enter the 4-digit RC code and press **→OK**



Press to enter the carousel menu



Scroll to **Handset** and select **→**

Scroll to **Registration** and select **→**

Scroll to **Base selection** and select **→**

Choose the base from the list and press **→OK**



**Warning:** The handset will automatically operate with the last base station to which it was registered. If the handset is out of range, it will automatically search for another base station from the list.

## Rename handset

### To rename a handset

Press to enter the carousel menu



Scroll to **Handset** and select **→**

Scroll to **Rename handset** and select **→**

Long press to delete the current name

Enter the name and press **→OK**





## Language

### To set the voice language

- Press to enter the carousel menu
- Scroll to **Handset** and select
- Scroll to **Voice Language** and select
- Browse through the list and select



## Date & time

### To set the date and time

- Press to enter the carousel menu
- Scroll to **Handset** and select
- Scroll to **Date & time** and select
- Select **Set date**
- Enter the current date and press OK
- Scroll to **Set time** and select
- Enter the current time and press OK

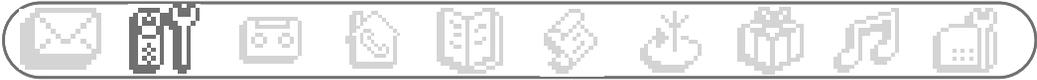


## Display contrast

### To set the display contrast

- Press to enter the carousel menu
- Scroll to **Handset** and select
- Scroll to **Display contrast** and select
- Browse through the levels and select the appropriate one





## Backlight

To set the display backlight duration or deactivate it



Press to enter the carousel menu



Scroll to **Handset** and select



Scroll to **Backlight** and select



Browse through the durations OFF / 10 seconds / 20 seconds and select



## Screen saver

After 2 minutes of inactivity, the screen saver is displayed. You can choose to activate or deactivate it

To activate or deactivate the screen saver



Press to enter the carousel menu



Scroll to **Handset** and select



Scroll to **Screen saver** and select



Press to select **ON** or scroll to **OFF** and select





## Answer machine

- Saved messages
- Record a memo
- Outgoing messages
- Answerphone settings

The Twist 495 includes an answer machine that records the calls when it is activated. You can reach the answer machine from the base station or the handset.

By default, the answer machine is activated. It can store up to 25 messages within the maximum recording time of 30 minutes. A message can be up to 3 minutes long.

### To switch the Twist 495 Telephone Answer Machine ON/OFF

-  Press to enter the carousel menu
-  Scroll to **Answer machine** and select 
-  Scroll to **Answerphone settings** and select 
-  Press to select **Mode**
-  Press to select **ON** or scroll to  **OFF** and select 



## Saved messages

### To listen to new message(s) via the handset

The display shows that there is 1 or more new message(s) (1 .

Press  to view.

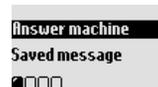
The message is automatically played.

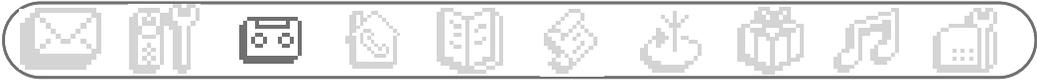


**Note:** the entry shows the number of times the caller tried to reach you. If you have subscribed to the Caller Identification Service (CLI), the display shows the name of the caller and its group if activated (see page 41).

### To play and browse through saved message(s) via the handset

-  Press to enter the carousel menu
-  Scroll to **Answer machine** and select 
-  Select **Saved messages**, the message which was recorded first is automatically played
-  Press  to access the **Options**



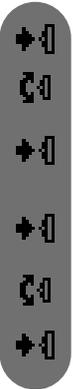


Press to select **Play**  
 To go to next or previous messages, scroll to **Next message** or **Previous message** and select



**Note:** you can listen to the message(s) via the Call log. Scroll up to access Call log and scroll to choose the message from the call log list. The entry is marked (see page 42).

**To delete a message**



Press to enter the carousel menu  
 Scroll to **Answer machine** and select  
 Select **Saved messages**, the message which was recorded first is automatically played  
 Press to access the **Options**  
 Scroll to **Delete** and select  
 Press **OK** to confirm

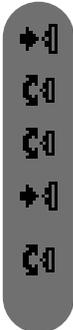


The other available options are **call**, **record** and **send SMS** (If the “Calling Name Display Service” is subscribed)

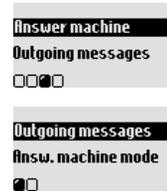
**Settings**

**To select the answer mode and the outgoing message (OGM) type**

You can select among 2 answer modes :Answer only (when no messages can be left) and Answer & record (when messages can be left). For each mode, 2 outgoing message types are available: predefined or personal message. By default the answer machine is set to **Answer & Record with predefined OGM**.



Press to enter the carousel menu  
 Scroll to **Answer machine** and select  
 Scroll to **Outgoing Messages** and select  
 Select **Answ. machine mode**  
 Choose the appropriate mode among the 4 options above (2 answer modes and 2 outgoing message types) and select



**Note:** a predefined message cannot be deleted



## To record your personal outgoing message (OGM)

You can record 5 different personal OGM: a specific personal OGM for Answer & record mode for each group (A, B or C), the standard OGM for Answer & record mode for normal callers (not belonging to any group) and the standard OGM for Answer only mode for all callers. It is possible to record specific messages for specific groups only if you subscribe to the Caller Line Identification service (CLI) and if you have set the groups in the phonebook (see page 41).



Press to enter the carousel menu



Scroll to **Answer machine** and select



Scroll to **Outgoing Messages** and select



Scroll to **Record outgg msg** and select



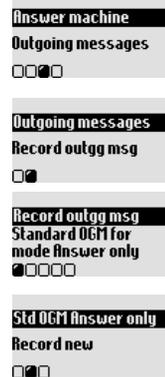
Choose between the different type of OGMs and the various groups and press



Scroll to **Record new** and select



Press to start recording and once again to stop recording



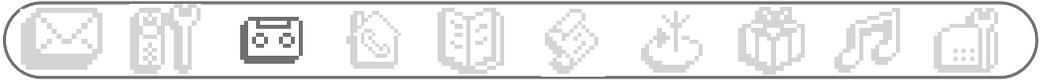
The message is automatically played back. You can delete and/or record it again. The personal message can be up to 1 minute long

**Note:** Select **Standard OGM for answer only mode** or **Standard OGM for Answ. & Record mode** if you have no CLI subscription.

**Warning:** Please make sure that you have selected the appropriate answering machine mode (refer to page 32 “**To select the answer mode and the outgoing message type**”)

## 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 (3, 5, 7 or Toll saver). The toll saver option (activated by default) is useful 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.



- Press to enter the carousel menu
- Scroll to **Answer machine** and select
- Scroll to **Answerphone settings** and select
- Scroll to **Number of rings before answering** and select
- Choose between **Toll saver, 3 rings, 5 rings** or **7 rings** and select

**Answerphone settings**  
**Number of rings before answering**

### To set the voice language

You can change the language of the predefined message (OGM).

- Press to enter the carousel menu
- Scroll to **Answer machine** and select
- Scroll to **Answerphone settings** and select
- Scroll to **Voice language** and select
- Choose the appropriate language among the list and select

**Answerphone settings**  
**Voice language**

### To set the call screening

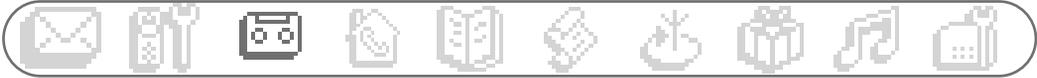
This feature allows you to activate or deactivate the base station loudspeaker so that you can choose whether to hear or not the callers leaving a message. You can set permanent call screening on the base station.

- Press to enter the carousel menu
- Scroll to **Answer machine** and select
- Scroll to **Answerphone settings** and select
- Scroll to **Call screening** and select
- Press to select **Off** or scroll to **Low, Medium, High** or **Boost** and select

**Answerphone settings**  
**Call screening**

**Note:** This feature is activated by default on **Medium** level.

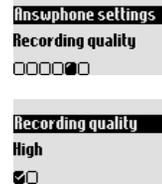
Call screening “call by call” on the handset is also possible. While the caller is leaving a message, press to listen and press again to stop listening. Adjust the volume with .



### To set the recording quality

There are 2 recording qualities: standard and high. In standard quality the total capacity is 30 minutes and in high quality the capacity is up to 15 minutes.

- Press to enter the carousel menu
- Scroll to **Answer machine** and select
- Scroll to **Answerphone settings** and select
- Scroll to **Recording quality** and select
- Choose between **High** or **Standard** and select



### To activate and deactivate the remote control

- Press to enter the carousel menu
- Scroll to **Answer machine** and select
- Scroll to **Answerphone settings** and select
- Scroll to **Remote control** and select
- Select **Mode**
- Press to select **ON** or scroll to **OFF** and select



**Note:** the default setting is OFF. Activate this feature if you want to be able to remotely use the answer machine.

### To remotely control your answer machine

To remotely access your answer machine :

- from another phone dial home
- if your answer machine is on, during or after the message press the star key on the handset ; if your answer machine is off, you will hear a beep after 39 seconds, then press the star key
- dial your remote control code (the default code is the registration code RC)
- if you have new messages they will be automatically played.

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

Record memo	dial	Delete	dial
Play previous message	dial	Activate answer machine	dial
Play message	dial	Stop	dial
Play next message	dial	Deactivate	dial
Listen again	dial		



## To change the remote control code

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



Press to enter the carousel menu



Scroll to **Answer machine** and select



Scroll to **Answerphone settings** and select



Scroll to **Remote control** and select



Scroll to **Change code** and select



Delete the default code, enter your new remote control code and press OK

Answerphone settings

Remote control

□□□□□

Remote control

Change code

□

Enter remote c. code:

8963

OK

## Record and listen to a memo

This feature allows you to leave local messages for your family on the answer machine.

A memo is recorded from the handset, it is represented by in the call log and can last up to 3 minutes.

### To record a memo



Press to enter the carousel menu



Scroll to **Answer machine** and select



Scroll to **Record a memo** and select



Press to start recording and once again to stop

Answer machine

Record a memo

□□□

Record a memo

Press the Pilot-key

to record

Start

### To listen to a new memo

The display shows there is 1 new local message (1 ). Press to **View**. The message is automatically played. **Delete** is also available in the options (see page 32)

### To listen to a saved memo

You can use the **Answer machine** sub menu **Saved messages** and select **Play** or listen to a new or a saved memo through the base station (see page 32).





The called handset rings. The external call is put on hold. If there is no answer from the called handset you can resume the call on the first handset.



Take the line on the called handset, both internal callers can talk



Press to select **Transfer** (with handset 1)



Scroll to **Switch** and come back to the external caller

**Note:** to answer the call on the second handset you can press .

### 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 enter the options (with handset 1)



Scroll to **Intercom** and select 

If there is only one additional handset, it rings automatically. Otherwise:



Browse through the handset list and select  the one you want to call.



The called handset rings. The external call is put on hold. If there is no answer from the called handset you can resume the call on the first handset.



Take the line on the called handset, both internal callers can talk

Scroll to the **Conference call** option and select .

The 3 people can share the conversation.

**Note:** to answer the call on the second handset you can press .

**To initiate the babysit (room monitoring)** if there are at least two handsets

To use the babysit mode feature you need to activate it (see page 27) & initiate an intercom. Place the handset in the room to be monitored and you will hear the noise coming from the room on the additional handset.



Press to enter the options

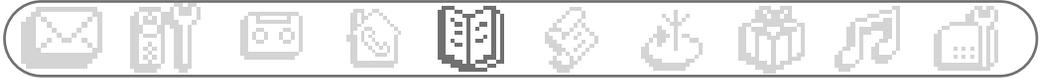


Scroll to **Intercom** and select 

If there is only one additional handset, it rings automatically. Otherwise:



Browse through the handset list and select  the one you want to call. The called handset rings.



## Phonebook

- Add new
- View

**Phonebook** menu is accessible via the carousel or 

65 names and numbers can be stored in the phonebook. The phonebook contains all the information related to the callers, especially the group settings. The names and numbers are shared with all the handsets registered to your base.



## Belgacom Phonebook

To quickly reach Belgacom Phonebook, press 

### Group settings

There are 3 groups (group A, group B and group C). When ringing, the ring tone helps you identify the caller's group (see p.49) and the screen shows the caller's name. A subscription to the Caller Line identification is needed.

## Add new

The names are stored in alphabetical order.

### To add a name to the phonebook



Press to enter the carousel menu



Scroll to **Phonebook** and select 



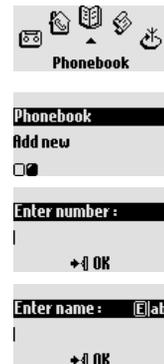
Scroll to **Add new** and select 



Enter the number and press  **OK**



Enter the name and press  **OK** (see page 19 "Editing systems")



### To store a name and number from predial

Once the number is dialled, press  to reach the options, scroll to **Store** and select . Enter the name and press  **OK**

## View

To quickly reach a name in the list, enter the first character (browse through the list if several names start with the same letter).



### To call



Scroll down to directly reach the list of names



Browse through the list of names and select a name



Make the call



Or press to reach the options



And press again to select **Call**

Paula Jameson

Call

●○○○○○○

### To change a number



Scroll down to directly reach the list of names



Browse through the list of names and select a name



Scroll to **Change number** and select



Press to erase the current number



Enter the new number and press **OK**

Paula Jameson

Change number

○○○○○○

**Note:** it is possible to erase the current number with . You can simply change any digit by moving the cursor to reach the digit and press

### To change a name



Scroll down to directly reach the list of names



Browse through the list of names and select



Scroll to **Change name** and select



Press to erase the current name



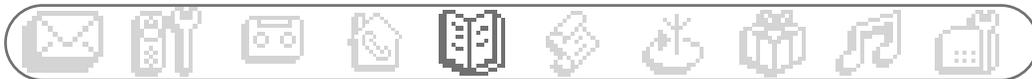
Enter the new name and press **OK**

Paula Jameson

Change name

○○○○○○

**Note:** it is possible to erase the current name with . You can simply change any letter by moving the cursor to reach the letter and press



## To define a group for a name and number (see Group settings p.39)



Scroll down to directly reach the list of names



Browse through the list of names and select **↓** a name



Scroll to **Select group** and select **↓**



Browse through the groups and select **↓**

Paula Jameson

Define the group

□□□●□□

## To change the SMS box number only available in the UK



Scroll down to directly reach the list of names



Browse through the list of names and select **↓** a name



Scroll to **Change SMS box** and select **↓**



Enter the destination box number and press **↓**OK

Paula Jameson

Change SMS box

□□□●□□

## To delete an entry



Scroll down to directly reach the list of names



Browse through the list of names and select **↓**



Scroll to **Delete** and select **↓**



Press **↓**OK to confirm

Paula Jameson

Delete

□□□□□●

## To send an SMS from the phonebook



Scroll down to directly reach the list of names



Browse through the list of names and select **↓**



Scroll to **Send SMS** and select **↓**



Select your SMS box (only if you have created several SMS boxes).



To create a SMS box please refer to **SMS settings** page 25



Enter the password and press **↓**OK (optional)



Enter the **Destination box** number (optional), press **↓**OK



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



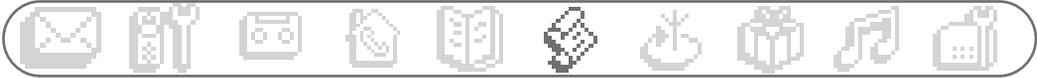
Press to select **Send now**

Paula Jameson

Send SMS

□□□□□●

**Note:** once in the list of names, press  to directly edit an SMS



## Call log

- View
- Delete all
- Call log settings

**Call log** menu is accessible via the carousel or 

The call log can store up to 40 entries

-  : unanswered calls
-  : memo or recorded conversation\*
-  : messages\*
-  : outgoing calls
-  : answered calls

The call log shows the list of outgoing calls.

If you have subscribed to the Caller Line Identification (CLI), you will also have the list of outgoing calls. 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.

## View

### To view the call log



Scroll up to directly reach the calls list



Browse through the list and read the information



### To listen to a message



Scroll up to directly reach the calls list



Browse through the list and select  the entry marked with 



Select **Play** in the options



### To call / redial



Scroll up to directly reach the calls list



Browse through the list and select  an outgoing call entry\*



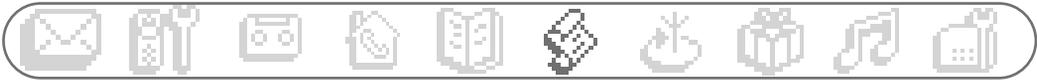
Press to call



Or press to select **Call** in the options



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



**To view the number**

- Scroll up to directly reach the calls list
- Browse through the list and select an entry
- Scroll to **View number** and select



**To store the caller's number**

- Scroll up to directly reach the calls list
- Browse through the list and select an entry
- Scroll to **Store** and select
- Enter the name and press OK



**To delete a name and a number**

- Scroll up to directly reach the calls list
- Browse through the list and select an entry
- Scroll to **Delete** and select
- Press OK to confirm your choice

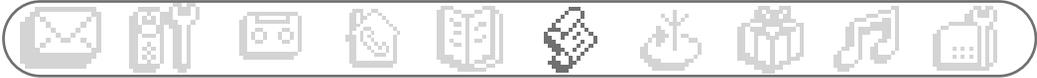


**Warning:** if a message is associated to the entry, it is also erased from the answer machine, whether it is read or not.

**To send an SMS from the call log**

- Scroll up to directly reach the calls list
- Browse through the list and select an entry
- Scroll to **Send SMS** and select
- Select your SMS box (only if you have created several SMS boxes). To create a SMS box please refer to **SMS settings** page 25
- Enter the password and press OK (optional)
- Enter the **Destination box** number (optional), press OK





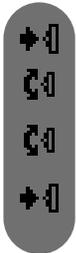
Enter the text and press **➔** **OK** (see page 19)

**➔** Press to select **Send now**

**Note:** Once in the list of names, press  to directly edit an SMS

## Delete all

**To delete all the call log**



Press to enter the carousel menu

**↶** Scroll to **Call log** and select **➔**

**↶** Scroll to **Delete all** and select **➔**

**➔** Press to confirm **➔** **OK**



**Note:** entries with unread messages will not be deleted.

## Call log settings

You can set the call log to store information about incoming calls and/or outgoing calls.



**➔** Press to enter the carousel menu

**↶** Scroll to **Call log** and select **➔**

**↶** Scroll to **Call log settings** and select **➔**

**➔** Press to select **Incoming calls** or scroll to **↶** **Outgoing calls** and select **➔**

**↶** Browse through the options and select **➔** the one that suits you





## Network (Belgacom services)

This feature allows you to activate or deactivate operator services that are subscription dependent. You need to set up codes (see page 54).

Contact Belgacom for more details. You can usually subscribe to Call forward, Belgacom voice mailbox etc...

### Example of service: Call forward

Calls can be redirected to another phone number. Set the code (see page 54) and activate it when necessary.

#### To activate call forward



Press to enter the carousel menu



Scroll to **Belgacom services** and select 



Press to select **Call forward**



Enter or retrieve from the phonebook the number to which



the calls are to be forwarded and press  **OK**

The number is automatically chained to the call forward prefix and the system dials the number.



Hang up

**Belgacom services**

Call forward

●○○○○○○○○

Thu 13 May 04 08:00

Call forwarded

 View

From now on the calls will be redirected to the assigned phone number.

#### To deactivate call forward



Press to select  **View**



Press to select  **Cancel**

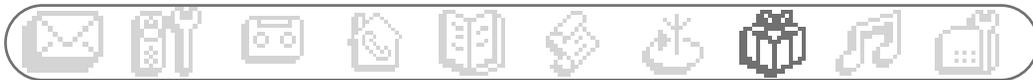


Hang up

**Forwarded to:**

0243458954

 Cancel

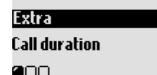


### **Extra**

- Call duration
- Alarm clock
- Do Not Disturb mode

## Call duration

-  Press to enter the carousel menu
-  Scroll to **Extra** and select 
-  Press to select **Call duration**
- The total communication time is displayed
-  Press  to **Reset** the counter



## Alarm clock

### To activate / deactivate the alarm clock

A long press on  activates / deactivates the alarm clock with your own settings.

### To set the alarm clock

-  Press to enter the carousel menu
-  Scroll to **Extra** and select 
-  Scroll to **Alarm clock** and select 
-  Scroll to **Set day** and select . Choose a day and press 
-  Scroll to **Set time** and select 
-  Enter the time and press  **OK**

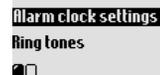


When the alarm rings, press any key to stop it. The snooze is then activated (will ring again every 5 minutes). To definitely stop it press 



## To set the alarm ring tone type and ring tone volume

- Press to enter the carousel menu
- Scroll to **Extra** and select
- Scroll to **Alarm clock** and select
- Scroll to **Settings** and select
- Press to select **Ring tones**
- Choose among the available ring tones and select
- Scroll to **Ring tone volume** and select
- Choose among the available volume levels and select



## Do not Disturb mode

This feature allows you to screen calls after a certain time in the evening or when you do not want to be disturbed. Enter the time and select the group(s) allowed to call you. If none of the 4 groups is selected but the feature is activated, then nobody will be able to reach you. If the caller does not belong to an allowed group, the handset and base station will remain silent, while the caller will hear ringing. The answer machine (if activated) or the operator voice mail (network dependent) will answer the call. The feature is deactivated by default. You need to subscribe to the Caller Line Identification service (CLI).

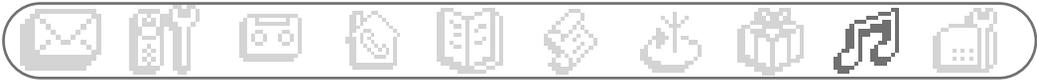
A long press on activates/deactivates this mode with your own settings.

### To set the Do not Disturb mode

- Press to enter the carousel menu
- Scroll to **Extra** and select
- Scroll to **Do not disturb mode** and select
- Scroll to **Set day** and select the day and press
- Scroll to **Start time**, enter the time and press OK
- Scroll to **Stop time**, enter the time and press OK
- Scroll to **Allowed caller choice**, activate the callers group(s) allowed to call you and select



**Warning!** only allowed callers will be able to reach you during the selected day & time



## Sounds

- Handset ring tones
- Base ring tones
- Group ring tones
- Handset ring tone volume
- Base ring tone volume
- Record personal melody
- Settings

### Handset ring tones

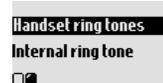
#### To set the external ring tone

-  Press to enter the carousel
-  Scroll to **Sounds** and select 
-  Press to select **Handset ring tones**
-  Press to select **External ring tone**
-  Browse through the list of ring tones and select  one



#### To set the internal ring tone (ring tone for internal calls)

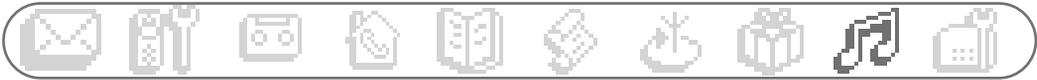
-  Press to enter the carousel
-  Scroll to **Sounds** and select 
-  Scroll to **Internal ring tone** and select 
-  Browse through the list of ring tones and select  one



### Base ring tones

-  Press to enter the carousel
-  Scroll to **Sounds** and select 
-  Scroll to **Base ring tones** and select 
-  Browse through the list of ring tones and select  one





## Group ring tones

### To set the group ring tones

There are 3 groups of callers (see p 39 Group settings). You can associate 1 ring tone to a group.

- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Group ring tones** and select
- Scroll through the 3 different groups and select one
- Browse through the list of ring tones and select



## Handset ring tone volume

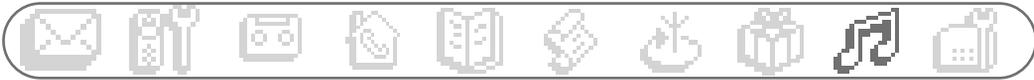
- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Handset ring tone vol.** and select
- The current level is heard, browse through the levels to hear them
- Press to select the appropriate volume



## Base ring tone volume

- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Base ring tone vol.** and select
- The current level is heard, browse through the levels to hear them
- Press to select the appropriate volume





## Record personal melody

### To play a recorded melody

- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Record pers. melody** and select
- Press to select **Play**



### To record a new melody

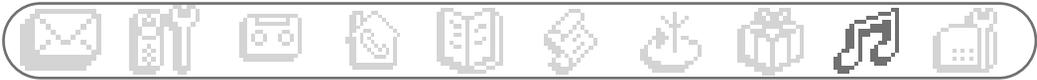
- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Record pers. melody** and select
- Scroll to **Record new** and select
- Press to start recording



### To delete a recorded melody

- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Record pers. melody** and select
- Scroll to **Delete** and select
- Press OK to confirm

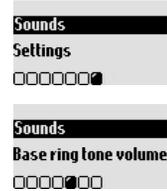




## Settings

### To set the base loudspeaker volume

- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Settings** and select
- Press to select **Base loudspeaker vol.**
- Press to select the appropriate volume



### To set the earpiece tone

- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Settings** and select
- Scroll to **Earpiece tone** and select
- Browse through the options and select the appropriate setting



### To set the key & feedback tones

- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Settings** and select
- Scroll to **Key & feedback tones** and select
- Press to select **ON** or scroll to **OFF** and select





### To set the notification beep

- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Settings** and select
- Scroll to **Notification beep** and select
- Press to select **ON** or scroll to **OFF** and select



### To activate/deactivate the music on hold

The feature allows the caller to hear music when the call is put on hold when transferring a call from one handset to the other.

- Press to enter the carousel
- Scroll to **Sounds** and select
- Scroll to **Settings** and select
- Scroll to **Music on hold** and select
- Press to select **ON** or scroll to **OFF** and select





## **Base station**

- Enable registration
- Line settings
- Service code settings

## Enable registration

This feature allows you to register a DECT peripheral without keypad. Some DECT peripherals, such as repeaters, do not have any keypad. A special menu-operated procedure is used to register such peripherals to the base station. Also use the peripheral instructions to register it to the base

### To register a DECT peripheral



Press to enter the carousel menu



Scroll to **Base station** and select 



Press to select **Enable registration**



Enter the peripheral code (RC code) and press  **OK**

Follow the instructions in the peripheral manual



## Line settings

### To change the recall type



Press to enter the carousel menu



Scroll to **Base station** and select 



Scroll to **Line settings** and select 



Scroll to **Recall type** and select 



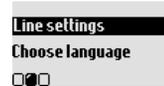
Press to select **Short flash** or scroll  **Long flash** and select 





### To select language

- Press to enter the carousel menu
- Scroll to **Base station** and select
- Scroll to **Line settings** and select
- Scroll to **choose language** and select
- Browse through the list of languages and select



To prevent the phone from ringing when receiving an SMS, the first ring tone is deactivated. You can activate it.

### To activate and deactivate the first ring

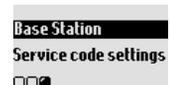
- Press to enter the carousel menu
- Scroll to **Base station** and select
- Scroll to **Line settings** and select
- Scroll to **First ring** and select
- Choose between **ON** or **OFF** and select



## Belgacom Service code settings

When you subscribe to extra services of with Belgacom you may need to set some codes in your phone.

- Press to enter the carousel menu
- Scroll to **Base station** and select
- Scroll to **Service code settings** and select
- Browse the list of services and select
- Enter the code and press **OK**



## 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 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 p.27).

### **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 (phonebooks 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/ Is it possible to write, read send or receive an SMS when the other handset is in communication (Belgacom Duo packs only)?**

No it is not possible.

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

The correspondent could receive a vocal message (SMS provider dependent).

### **6/ What is the destination box useful for ?**

This is the number of a personal SMS box. It is a way to send an SMS to someone's personal box instead of sending it to the default box, which is a kind of common box. If you send an SMS without specifying an SMS box number (destination box), then the SMS will be sent to the default box if the receiver's phone deals with multi-boxes features (provider dependent).

# Troubleshooting

## Telephone troubleshooting

PROBLEMS	CAUSES	SOLUTIONS
The icon  does not scroll when the handset is placed on the base	<ul style="list-style-type: none"> <li>- Bad battery contact</li> <li>- Dirty contact</li> <li>- Battery is full</li> </ul>	<ul style="list-style-type: none"> <li>- Move the handset slightly</li> <li>- Clean the contact with a cloth moistened with alcohol</li> <li>- No need to charge</li> </ul>
No dialling tone	<ul style="list-style-type: none"> <li>- No power</li> <li>- Batteries are empty</li> <li>- You are too far from the base station</li> </ul>	<ul style="list-style-type: none"> <li>- Check the connections. Reset the phone : unplug and plug back in the mains</li> <li>- Charge the batteries at least 24 hours</li> <li>- Move closer to the base station</li> <li>- Always use the cables provided</li> </ul>
No ring tone	<ul style="list-style-type: none"> <li>- The ring tone is deactivated</li> <li>- The Do not Disturb mode is ON</li> </ul>	<ul style="list-style-type: none"> <li>- Increase the volume (page 49)</li> <li>- Deactivate it (page 47)</li> </ul>
The icon  does not appear	<ul style="list-style-type: none"> <li>- No mains power</li> <li>- The handset is too far from the base station</li> </ul>	<ul style="list-style-type: none"> <li>- Check connections</li> <li>- Move closer to the base station</li> </ul>
The icon  is blinking	<ul style="list-style-type: none"> <li>- Handset not registered to the base station</li> </ul>	<ul style="list-style-type: none"> <li>- Register the handset to the base (page 28)</li> </ul>
- Crackling on the line	<ul style="list-style-type: none"> <li>- You are too far from the base station</li> <li>- The base station is too close to electrical appliances, reinforced concrete walls or metal door-frames</li> </ul>	<ul style="list-style-type: none"> <li>- Move closer to the base station</li> <li>- Move the base station to find a better place (the higher the better)</li> </ul>
The handset displays 'not available' - when attempting to add another handset to the base station - when using a handset	<ul style="list-style-type: none"> <li>- The procedure to add a handset has failed, try again</li> <li>- Maximum number of handsets (6) has been reached</li> <li>- Base station is already busy with another handset (ie : phonebook)</li> </ul>	<ul style="list-style-type: none"> <li>- Disconnect and connect the base station power supply. Follow the procedure to register a handset (page 28)</li> <li>- Un-register a handset</li> <li>- Wait until it is available</li> </ul>
Noise interference on your radio or television	The Twist 495 base station or mains power pack are too close to electrical appliances	Move the power pack or base station as far as possible
Caller Line Identification (CLI) service does not work	- The service is not activated	- Contact Belgacom

<b>PROBLEMS</b>	<b>CAUSES</b>	<b>SOLUTIONS</b>
A phonebook entry cannot be memorised	The phonebook is full	Delete an entry to free memory
No new SMS are received	<ul style="list-style-type: none"> <li>- SMS memory is full</li> <li>- The SMS mode is deactivated</li> </ul>	<ul style="list-style-type: none"> <li>- Delete old SMS</li> <li>- Activate it (p 25)</li> </ul>
No SMS can be sent or received	<ul style="list-style-type: none"> <li>- SMS mode is OFF</li> <li>- You have no subscription</li> <li>- Another SMS-enabled phone is also on your line</li> <li>- There is a problem of compatibility between operators</li> </ul>	<ul style="list-style-type: none"> <li>- Activate SMS mode (page 25)</li> <li>- Contact Belgacom for more information</li> <li>- Deactivate the SMS mode on one of the device.</li> <li>- Contact Belgacom for more information</li> </ul>
No caller Id/ poor audio quality/Poor connection quality with broadband DSL internet	<ul style="list-style-type: none"> <li>- DSL filter(s)/splitter missing or insufficient number of filters</li> <li>- Modem &amp;/or phone plugged in the wrong DSL filter slot</li> <li>- Defective DSL filter(s)</li> </ul>	<ul style="list-style-type: none"> <li>- Make sure you have one DSL filter plugged directly on each line socket used in the house</li> <li>- Check the modem and the phone are plugged in the correct filter slot (one specific for each)</li> <li>- The filter(s) can be defective. Replace it/them and make another test</li> </ul>

**Answer machine troubleshooting**

<b>PROBLEMS</b>	<b>CAUSES</b>	<b>SOLUTIONS</b>
The answer machine does not record messages	<ul style="list-style-type: none"> <li>- The memory is full</li> <li>- The answer only mode is activated</li> <li>- The Answer &amp; record is not activated</li> </ul>	<ul style="list-style-type: none"> <li>- Delete messages</li> <li>- Select the Answer &amp; record mode</li> <li>- Activate it (page 31)</li> </ul>
The remote control access does not work	The remote control access is not activated	Activate the remote control access (page 35)
It is not possible to record an outgoing message	The memory is full	Delete messages
The Twist 495 hangs up during remote access	<ul style="list-style-type: none"> <li>- 3 failed attempts to send a code</li> <li>- Duration is too long</li> </ul>	<ul style="list-style-type: none"> <li>- Enter the correct code</li> <li>- Manage the remote control quicker</li> </ul>
The answer machine stops automatically	<ul style="list-style-type: none"> <li>- The memory is full</li> <li>- Message exceeds 3 mn</li> </ul>	<ul style="list-style-type: none"> <li>- Play &amp; delete messages</li> <li>- Messages must not exceed 3 mn</li> </ul>

## Guarantee terms

The Equipment you have bought has been carefully selected by Belgacom and is covered by a two-year warranty on spare parts and labor in the event of any material or manufacturing defect, unless otherwise specified. The warranty shall be valid from the date on which the equipment is collected or delivered.

If you have any problems with the equipment, you should take it to a Teleboutique or to one of our authorized agents, in its entirety and in its original packaging, or in packaging providing the same degree of protection, together with the original receipt. The addresses for our Teleboutiques and authorized agents are given in the Information Section of the White Pages.

Your equipment will be repaired or replaced free of charge, on presentation of the receipt, in the event of any material or manufacturing defect.

Belgacom alone shall determine what repairs and /or replacements are necessary. The warranty on the repaired or replaced equipment shall end on the date on which the original warranty on the purchased equipment expires, but shall not be less than 3 months.

The warranty shall not cover:

- damage of any kind that does not predate the sale;
- any damage, faults or defects attributable to the Customer or to causes unrelated to the Equipment: lightning, power surges, humidity, accidental damage, improper use or poor maintenance, failure to comply with the instructions in the user manual, and force majeure;
- the repair or replacement of movable parts (cords, wires, plugs, aeriels, etc.), consumables (cells, batteries, paper, ink, etc.) needing regular replacement and the supply of cleaning products.

The warranty shall not apply:

- to any changes or repairs to the terminal Equipment under taken by the Customer himself / herself or through the services of persons not designated by Belgacom;
- if the Customer removes or tampers with the manufacturer's serial numbers and /or brand names on the terminal Equipment.

Belgacom shall not be liable for any indirect or immaterial loss sustained by the Customer as a result of the malfunctioning of the terminal Equipment, such as any loss of production, revenue or contracts.  
necessary.

The General Terms and Conditions for the Sale of Terminal Equipment can be obtained on request from any Belgacom service available to the public or at [www.belgacom.be](http://www.belgacom.be)

**belgacom**

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**Notes**

