# TWIG DISCOVERY PRO
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# TWIG DISCOVERY PRO

Twig Discovery Pro software is a set of telematics features designed for the needs of robust work. The software includes applications that can be used as assistance in user positioning and different emergency situations.

Note that the specific features available in your Twig Discovery Pro device may depend on the product and software version in use.

## Twig Discovery Pro features

### ASSISTANCE CALL

Assistance call is a special quick dialing feature. With assistance call, you can quickly dial to predefined numbers by pressing the corresponding alphanumerical key.

To call to an assistance call number, press the desired alphanumeric key, and hold it down for a few seconds.

If assistance call numbers are defined, the feature can be activated also when user interface lock is on. Note that normal quick dialing numbers cannot be used at the same time with assistance call.

### AUTHORIZED PARTNERS

Authorized partners are special partners from whom telematics messages, e.g. tracking and reporting activation and deactivation messages as well as location requests, are accepted and handled automatically. If these messages are received from an unauthorized partner, they will be stored in **Twig Inbox** and need user's approval before any action is started. See for more information on Twig Inbox.

### AUTOMATIC STATUS REPORTING

Automatic status reporting is used to check phone's status automatically. Once the reporting is activated by a request command, it continues sending status reports until cancelled by a deactivation command.

The format of automatic status reporting activation request is:

*?ASR_0_Service state_Interval,* where

> **?ASR** and **0** define that the message is a automatic status reporting activation request.

> **Service state**: Defines whether service is on or not. Choose **1** to activate and **0** to deactivate the service.

**Interval**: Time interval for status reports. A value between **1** and **65535** (minutes).

Example of a message: **?ASR_0_1_10**. This message activates automatic reporting which sends status reports once in every 10 minutes.

Once activated, automatic status reporting continues until cancelled by a deactivation message: **?ASR_0_0** .

If automatic status reporting activation/deactivation request is received from an authorized partner, it is handled and reporting is started/cancelled automatically. See **authorized partners on page 4** for more information. If activation message is received from an unauthorized, or unknown partner, it is stored in Twig Inbox and needs your approval before the request is processed. For more information on messages in Twig Inbox, see **twig inbox on page 13**.

## INFORMATION MESSAGES

Information messages (INF) are used to notify the receiver when certain events take place in your phone. These messages can be configured to be sent when one of the following events happen:

The phone's battery is getting low, it is connected to/disconnected from charger, powered on/off, there is a poor satellite coverage, or battery temperature is out of range.

## SOFTWARE PROTECTION

Software protection is used to check that your phone's product information matches with the phone's software version. If there is a wrong software version in the phone, a notification is given and the phone is powered off.

## TRACKING

The tracking feature can be activated to send your updated position information at a specified time interval and depending on given conditions. The feature can be activated by sending an MPTP (mobile phone telematics protocol) message to your phone.

In Discovery Pro, the available tracking types are:

Circle area tracking, update limit tracking, time limit tracking, date and time limit tracking, endless tracking

Example of a tracking activation request: **?TRG_7_1_10**. This message activates an endless tracking (type 7) to send your position updates once in every 10 minutes.

Once activated, all tracking types don't stop automatically but they need to be cancelled by sending a deactivation request.

Example of a deactivation message, endless tracking: **?TRG_7_0** .

For more information on MPTP and different MPTP commands and their availability for different product and software variant, see **mobile phone telematics protocol for benefon gsm/gps products**. This document is available in exchange for accepting the lisence agreement.

For more information on tracking activation and deactivation, see **receiving tracking activation/deactivation requests on page 14**.

## TRIGGER NOTIFICATIONS

Trigger notifications notify you when tracking triggers are activated or deactivated. This happens according to the defined conditions, e.g when the phone enters/exits a defined area.

## TWIG ALERT

With Twig Alert application you can have your phone make an emergency call or send an emergency message to a pre-determined number. This can be useful, e.g in a case where the user is not capable of using the phone in a normal way.

Twig Alert functions by pressing the alert key ▬ on top of the phone. See **twig discovery user's manual, keys and other outer parts on page 11**. Note that pressing the emergency key activates Twig Alert only if the phone is powered on. Using Twig Alert also requires that there is a valid SIM card in the phone.

To set Twig Alert on, you need to define settings for **Twig Alert key**, **Calls** and **Messages**. You can also define some **Effects** for Twig Alert. The settings can be configured by using Twig Configurator software. Or if your phone has a software version in which Twig Alert is available via application menu, you can open the settings by highlighting the application name in the **Tools** folder and pressing the middle key ◼. For more information on Twig Alert settings, see **twig alert settings on page 23**.

Note that Twig Alert is a secondary emergency aid feature and cannot be considered as a substitute for calling to your local emergency number.

### Twig Alert calls and messages

In Twig Alert settings, you can define the desired phone number for Twig Alert call, the number of times which the call is redialled if the first attempts have failed and the timeout between the attempts.

For Twig Alert messages you can define the phone number to which the messages are sent. This number can be different than the number used for Twig Alert call. You can also leave the other one of these numbers undefined. If that case only the action is processed for which the number is set.

You can also define how many times the message is sent. The message is sent using the mobile phone telematics protocol (MPTP) and it contains information on your location.

In Twig Configurator, should the message be re-sent after position is refreshed, or not. In every case, the message is always sent first with the latest available position informatin. See **twig alert sms configuration on page 24**.

When both phone numbers are defined, pressing the Twig Alert key starts calling to the defined number and sends the Twig Alert position message. If either one of these actions fail, it is tried again depending on the configuration settings. Twig Alert is ended when the actions have been successful or the defined number of reattempts has been processed.

When Twig Alert call is on, you can cancel it by pressing and holding down the hook-down key 🔴.

### Normal phone calls during Twig Alert

You can try to dial a normal phone call during Twig Alert, if the application has been swapped to the background.

If Twig Alert is active while trying o make a normal phone call, a notification will be displayed asking whether you want to cancel the Twig Alert and continue with the normal call.

If you want to continue with the normal call, choose 🔴 **Yes**. To cancel the normal call and continue with the emergency call, choose 🔴 **No.**

### TWIG SOS

Twig SOS is a special application in your phone, designed to be used as an assistance in special emergency situations i.e. when the user is not capable of using the phone in a normal way. Twig SOS functions in cycles, during which the phone calls and/or sends posi-

tion messages automatically to one or more predefined numbers.

Twig SOS calls and messages, as well as other application settings, can be defined in Twig Configurator. For more information on configuring the application, see **general twig sos settings on page 24** and **twig sos cycle settings on page 24**.

Note that Twig SOS is a secondary emergency aid feature and cannot be considered as a substitute for calling to your local emergency number.

Using Twig SOS also requires that there is a valid SIM card in the phone.

## Starting Twig SOS

Twig SOS application can be launched by the following ways: pressing Twig SOS key, selecting Twig SOS in the phone's **Tools** menu, using a shortcut key, or by some other application, e.g. Verticality sensor, if they are available in the phone.

When Twig SOS is started, all settings defined for it are taken into use. These settings include e.g. application sound and visibility, GPS, and Twig SOS event settings, as well as settings for Twig SOS cycle and post emergency state. You can also see a special icon ▲ in the GPS area, indicating that Twig SOS is active.

## Twig SOS key

Twig SOS key locates on top of your phone. It has to be enabled in order to use it to active Twig SOS application. If the key is disabled, nothing happens when it is pressed.

When the Twig SOS key is enabled, you can use it to launch Twig SOS application also when your phone is powered off. When starting the application in power off state, press and hold down the button until Twig SOS is started.

For more information on phone keys and other outer parts, see **twig discovery user's manual, introducing the phone on page 11**.

## Twig SOS events

Twig SOS application cycle consists of events which are formed by user-defined calls and messages. The events form an event list, which can be examined and modified in Twig SOS configuration settings. In the list, the defined events appear in the intended order of performance.

- Twig SOS calls: Twig SOS calls are made by the Twig SOS application to phone numbers defined in Twig SOS configuration settings. Twig SOS calls are processed in the order

defined by the event list. If the first attempt of a call fails, you can also define how many times each call is dialled again, as well as timeout between the attempts. When a Twig SOS call in on, you can see a a special icon ⚠ in the GPS area.

- Twig SOS messages: Twig SOS messages are sent by using the mobile phone telematics protocol (MPTP) and they contain information on your location. In configuration settings, you can also create a short text to be included in the messages. For Twig SOS messages, you can also define the number of re-attempts, in the case the first sending of a message has failed.

The events list can consists of a maximum of 10 events. If there are no events defined in the events list when Twig SOS is started, the application will ask whether you wish to call to the general emergency number.

### Normal phone calls during Twig SOS

Twig SOS is active, normal phone calls cannot be dialled. Note that also **all incoming calls are rejected** while **Twig SOS cycle** is on.

When the application has entered into post emergency mode, accepting incoming calls depend on the configuration settings: all incoming calls are rejected/ all incoming calls are accepted/ incoming calls are accepted if they come from the numbers which are defined in the Twig SOS event list.

When Twig SOS has been cancelled, ended or the application has entered into wait state (e.g. when Twig SOS has processed all the defined events and is waiting for confirmation messages to end the cycle), all incoming calls will be accepted again.

OutgoingnNormal phone calls can also be dialled during the post emergency and wait states.

### Cancelling and ending Twig SOS

Once Twig SOS is started, it can be cancelled during cancellation period, if the period has been taken into use in configuration settings. Cancellation is possible also in wait state, e.g. when all the events have been processed but the application is still waiting for confirmation messages.

When a Twig SOS is on, you can cancel the call by pressing and holding the hook-down key 📞 for at least 2 seconds, if using of the key has been enabled in the configuration settings. If you release the key

before the defined timeout is over, the Twig SOS cycle will continue normally without cancelling.

The user can also cancel the application when the phone prompts for it, e.g. in the case that no network coverage has been found.

If the application is not ended or cancelled, the Twig SOS cycle will continue until the defined end conditions are met. After this, the application is ended automatically or, depending on the settings, entered into post emergency mode.

### Post emergency mode

After Twig SOS events have been processed in a way that meets the defined end conditions, the application enters into post-emergency mode, if this mode has been enabled in configuration settings. You can also see a special icon ⚠ in the GPS area, indicating that the post emergency mode is active.

During post-emergency mode, sound and visibility settings remain as defined for Twig SOS but, if defined in the settings, incoming calls can be accepted again.

When the post emergency state is over, the phone will return into the normal mode. If Twig SOS was started from the power off state, ending the post emergency state will leave the phone in the idle state.

### USER INTERFACE LOCK

User interface lock is a feature which prevents the user from accessing the main parts of phone's user interface.

When the lock is activated, **Phone locked**-notification is displayed and the only available phone applications are Twig Alert/ Twig SOS and assistance call, if assistance call numbers are defined. The user can call to the assistance call numbers by pressing the corresponding alphanumeric keys, or start Twig Alert/Twig SOS by pressing the emergency key on top of the phone. For more information on setting the user interface lock, see **user interface lock on page 27**.

When the user interface lock in not on, the phone can be used in a normal way.

### VERTICALITY SENSOR

Verticality sensor is installed into your Twig Pro device. The purpose of the sensor is to monitor the orientation of the device, and to launch Twig SOS application if horizontal/vertical orientation is lost. This is useful e.g. when the user has fallen down and is unable to launch Twig SOS by herself.

- Horizontal orientation: The device is considered to have horizontal position when its angle

from absolute upright orientation differs more than 45 degrees.

- Vertical orientation: The device is considered to have vertical orientation when its angle from the absolute upright position differs less than 45 degrees.

You can select whether vertical or horizontal orientation is used as a basis to which changes in the orientation of the device are compared. To prevent false alarms, there is a short, configurable time delay between detected orientation shift and launching Twig SOS. During this time Verticality sensor waits if the original orientation is restored. If this happens, the starting of Twig SOS is cancelled.

When Verticality sensor is active, you can see a special icon in the GPS area indicating its status. If Twig SOS application is launched, Verticality sensor icon will be replaced by Twig SOS icon for the time of Twig SOS activity.

Note that Verticality sensor is not in use, when the Twig device is connected to charger.

### Verticality sensor settings

In Twig Configurator, you can configure Verticality sensor settings for e.g. sensor orientation and usage. See **verticality sensor settings on page 27** for more information.

Depending on the configuration settings, the state of Verticality sensor can also be changed in phone's quick menu.

*Quick menu settings*
Press the up/down arrow key 🔘 shortly to open the quick menu. Verticality sensor is displayed on the bottom row of the menu by the name which has been defined for it in the configuration settings. The default name is "Verticality sensor".

Highlight the sensor name and select it by pressing the middle key ◻. The current sensor state is displayed.

When the sensor state is selected, you can open the sensor state options by pressing the middle key ◻. The available options depend on the current state of the sensor. Use the up and down arrow keys 🔘 to highlight the desired option and select it by presssing the middle key ◻.

The sensor state options are:

• **Enable**: Enables Verticality sensor immediately.

• **Disable**: Disables Verticality sensor immediately.

• **Enable momentarily**: Enables Verticality sensor

for a set while. When the set time is over, the sensor will be disabled automatically. Select the option and then key in the desired duration. The duration can be set to 00:00:00 - 23:59:59 (hh:mm:ss). The inital value is 00:01:00 (one minute).

- **Enable later**: Enables Verticality sensor automatically when the set time has passed. The time can be set to 00:00:00 - 23:59:59 (hh:mm:ss). The initial value is 00:01:00 (one minute).
- **Disable momentarily**: Disables Verticality sensor for a set while. When the set time is over, the sensor will be enabled automatically. Select the option and then key in the desired duration. The duration can be set to 00:00:00 - 23:59:59 (hh:mm:ss). The initial value is 00:01:00 (one minute).
- **Disable later**: Disables Verticality sensor automatically when the set time has passed. The time can be set to 00:00:00 - 23:59:59 (hh:mm:ss). The initial value is 00:01:00 (one minute).

# TWIG INBOX

Twig Inbox is an application that stores all your telematic messages if they are not processed automatically by the phone applications. Note that receiving some types of messages, e.g. location updates in Twig Inbox, may depend on the applications available in your phone. For more information, see **receiving position updates on page 16** and **options for received messages on page 17**.

Twig Inbox messages may include: location updates, location requests, tracking updates, tracking activation/deactivation requests, and automatic status reporting activation/deactivation requests. Also Twig Alert and Twig SOS messages are stored here.

To open Twig Inbox, highlight the application icon in the phone **Tools** menu, and press the middle key ▢. Close the application by pressing the right soft key ▬ **Exit**.

When Twig Inbox is opened, you can see all stored messages listed in reverse chronological order. If there are any unread messages, they are located on the top of the list.

The Twig Inbox list is automatically updated when new messages are received or old ones deleted. Unread messages appear also in the phone's missed events list until you read them and you can see an icon representing them when your phone is in stand-by mode.

For each message, you can see an icon indicating type and status of the message, and whether the message is coming from a known partner or not. Also sender's name or number, number of received messages with the same type of content, and timestamp for the reception time of the message are displayed.

You can quickly call the message sender by highlighting the desired message and pressing the left function key ☎. The call will start right away. For more information about calling with the phone, see **twig discovery user's manual, call operations on page 19**.

Twig Inbox can contain up to 30 messages. If same type of message are received from the same partner, the old message is replaced by the new one, and the amount of messages in Twig Inbox list is not increased. If the maximum amount of messages is reached, the oldest one of the messages is deleted when a new message arrives which cannot be merged to any of the existing ones. In this case, the oldest message is deleted regardless of its status, i.e. also unread message can be deleted.

## Action requests and position updates

### RECEIVING LOCATION REQUESTS

When a location request is received, the application checks if it is coming from an authorized partner. If the message sender is authorized, the message is replied to automatically.

If the message comes from an unauthorized sender, it will appear in Twig Inbox. Or, if Twig Inbox is not currently active when the message arrives, the message will appear in the phone's missed events list. When your phone is in stand-by mode, you can also see an icon representing the missed event.

When you open an unanswered request, the application will ask you whether you wish to send back your location update, or not. Press the left function key **Yes** if you wish accept the request, or dismiss it by pressing the right function key **No**.

### RECEIVING AUTOMATIC STATUS REPORTING ACTIVATION/DEACTIVATION REQUESTS

When an automatic status reporting activation/deactivation request is received, the application checks if it is coming from an authorized partner. If the message sender is authorized, the request is handled automatically and the reporting is stopped/cancelled. If the request comes from an unauthorized sender, it will appear in Twig Inbox.

When you open an unanswered request, the application will ask you whether you wish to authorize automatic status reporting, or not. Press the left function key **Yes** if you wish accept the request, or dismiss it by pressing the right function key **No**.

### RECEIVING TRACKING ACTIVATION/ DEACTIVATION REQUESTS

When a tracking activation or deactivation request is received, the application checks if it is coming from an authorized partner. If the sender is authorized, the request will be handled automatically and tracking is started/cancelled. If the sender is not authorized, the message will be stored in Twig Inbox. You can open the message by highlighting it and pressing the left function key **Open**.

#### Settings for opened tracking activation request

When a tracking activation request is opened, **tracking type** shows which type of tracking is requested. Depending on the type of the received message, also

other related settings are displayed. If you wish to activate the requested tracking, press the left function key ▬ **Activate**. Or press the right function key ▬ **Cancel** if you wish to reject the tracking activation request.

The possible tracking types and their related settings are:

- **Circle area tracking**: Defines tracking for a circle shaped area.
  - **Update(s) sent**: Defines when the position updates are sent, in comparison to the given radius and coordinates for the tracking area. **While out**/**While in** sends updates when staying outside/inside of the defined area. **On entry**/**On exit**/ **On entry & exit** sends an update every time when entering/leaving/entering & leaving the defined area.
  - **Interval**: Displays time interval for sending the tracking updates. The value is dislayed in DDd hh:mm:ss format. For example "07d" is used for one week, "03d 12:00" for three days and twelve hours, "23:58:32" for 23 hours, 52 minutes and 32 seconds, and "00:10" for ten minutes.

- **Radius**: Radius defines the size of the circle tracking area. The size is displayed in user defined units.
- **Area center**: Area center defines coordinates for the center point for the circle tracking area.

- **Update limit tracking**: Continues until the defined number of position updates is reached.
  - **Interval**: Displays time interval for sending the tracking updates. The value is dislayed in DDd hh:mm:ss format. For example "07d" is used for one week, "03d 12:00" for three days and twelve hours, "23:58:32" for 23 hours, 52 minutes and 32 seconds, and "00:10" for ten minutes.
  - **Number of updates**: Displays the number of position updates that is sent by this tracking process.

- **Time limit tracking**: Continues until the defined time limit is reached.
  - **Interval**: Displays time interval for sending the position updates. The value is dislayed in DDd hh:mm:ss format. For example "07d" is used for one week, "03d 12:00" for three days and twelve hours, "23:58:32" for 23 hours, 52 minutes and 32 seconds, and "00:10" for ten minutes.

- **Duration**: Displays the duration of this tracking process, in the DDd hh:mm:ss format.
- **Date and time limit tracking**: Continues until the defined date and time is reached.
  - **Interval**: Displays time interval for sending the position updates. The value is dislayed in DDd hh:mm:ss format. For example "07d" is used for one week, "03d 12:00" for three days and twelve hours, "23:58:32" for 23 hours, 52 minutes and 32 seconds, and "00:10" for ten minutes.
  - **End time**: The end time for the tracking process, in local time. Both the date and the time should be defined, e.g. "18.11.2007 11:55"
- **Endless tracking**: Activates a tracking process that sends position updates until stopped by a tracking deactivation request.
  - **Interval**: Displays time interval for sending the tracking updates. The value is dislayed in DDd hh:mm:ss format. For example "07d" is used for one week, "03d 12:00" for three days and twelve hours, "23:58:32" for 23 hours, 52 minutes and 32 seconds, and "00:10" for ten minutes.

### Settings for opened tracking deactivation request

When a tracking deactivation request is opened, the **Tracking type** field displays which type of tracking is requested to be deactivated. The possible types are: circle area/update limit/time limit/date and time limit/ speed/at date and time/polygon area/endless/anchor tracking.

If you wish to accept the deactivation request and deactiavate the tracking, press the left function key **Deactivate**. Or press the right function key **Cancel** if you wish to reject the tracking deactivation request.

### RECEIVING POSITION UPDATES

The phone will notify you when a message with updated position information is received. The message can be a location update, tracking update, area tracking update or a Twig SOS message.

The received messages are also stored in Twig Inbox, from where you can open them for details and viewing on the map.Note that displaying position on map requires that applicable maps and software, e.g. **Twig Tracer** are available on your phone.

## OPTIONS FOR RECEIVED MESSAGES

Highlight the desired message in Twig Inbox message list and press the middle key ▣ to open the options list. The following options are displayed:

- **Open**: Opens the selected message. If the message is a request, you will be asked if you wish to accept or dismiss it. If the message is a location update, or a Twig Alert/ Twig SOS message, opening the message will direct you to map view, centered on the message sender's position. Note that displaying position on map requires that applicable maps and software, e.g. **Twig Tracer** is available in your phone.

- **Open with…**: You can select whether you want to open a location update message with **Twig Tracer** or **Twig Navigation** application in the case the both applications are available in your phone. Highlight the desired application and press the middle key ▣ to open the message.

- **Save as target**: In the case the message comes from a phone number that cannot be found in any of the partners lists in the phone, this option opens target editor for saving a new target. Note that this function requires that there is **Twig Tracer** or corresponding application available in your phone.

- **Details**: You can view detailed information related to your currently selected message. The available details may vary depending on the type of your message:

  - **From**: Displays the sender's name if it is stored in the partner or contact list. If the name cannot be found, the phone number is displayed instead.

  - **Message**: If the received message is a Twig Alert/Twig SOS message with text field included, the message text is shown in the **Message** field.

  - **Reception time**: Date and time of the received message.

  - **Type**: Type of the received message. Message can be one of the following: Location request, location update, tracking update, area tracking update, Twig SOS message, tracking activation, tracking deactivation, automatic status reporting activation, or automatic status reporting deactivation.

  - **Status**: Status field is shown only if the received message is a location request. Status of the message is **Accepted** if you have replied to the message by sending your own location update or accepted the request. If a location

update has not been sent or you haven't accepted the message, the status is **Unaccepted**.

- **Coordinates**: Sender's position as coordinates.
- **Timestamp**: Date and time of position information.
- **Course**: Sender's current course in degrees.
- **Speed**: Sender's current speed.
- **Tracking updates**: Sequence number of the last tracking update/ total number of tracking updates.
- **Area tracking updates**: Sequence number of the last area tracking update/ total number of area tracking updates.
- **Battery**: Displays the battery charge level for sender's phone.
- **Requested position**: This field is shown if the received message contains parameters for the requested position. The requested position can be: **Last known**/ **Updated or last known**/ **Last known and updated**.
- **Tracking type**: If the message is a tracking activation or deactivation request, this field contains the trigger for the request. The trigger can be: Circle area, report limit, time limit, date and time limit, speed, at date and time, polygon area, endless, real time or anchor.
- **Interval**: This field contains information on the tracking updates interval. he value is dislayed in DDd hh:mm:ss format. For example "07d" is used for one week, "03d 12:00" for three days and twelve hours, "23:58:32" for 23 hours, 52 minutes and 32 seconds, and "00:10" for ten minutes.

• **Delete**: You can delete the selected message. Confirm the deletion by pressing the left function key ▬ **Yes** or cancel the operation by pressing the right function key ▬ **No**.

# TWIG CONFIGURATOR

## Twig Configurator software

### LOCAL CONFIGURATION

Twig Configurator is intended for configuring settings locally for Benefon's Twig series phones. The software creates separate configuration files for each available feature. These files can the be saved to phone or computer by your choice.

With Twig Configurator, you can also remove initialization files from the phone, thus restoring the phone's original settings.

### USING TWIG CONFIGURATOR

Connect the phone to PC with USB cable. Set the connection up by following instructions. After the setup is finished, you can open Twig Configurator by double-clicking its icon.

Twig Configurator displays configuration settings both currently in the phone and stored in the initialization files in the PC. You can open the settings for viewing, editing and saving. You can also delete the existing settings from the phone.

The configurator's user interface is divided into three main parts. On the left hand side, there are two smaller windows for initialization file lists both in the phone and in the PC. On the right hand side, there is the Twig Configurator main window which displays settings included into the currently chosen initialization file.

### Opening and editing configuration settings

- To open a initialization file stored in the PC, click to **Computer** in the computer window and then select **File**/**Open file**. Choose the desired configuration file (.ini) and open it by pressing **Open**.
- To open configuration settings currently used in the phone, select the desired configuration file from the list displayed in **My Twig** window.
- Once opened, the configuration settings are available for editing. You can make the desired changes and save the file again. See **saving configuration settings on page 20** for more information.

Displays currently selected
settings for viewing and editing

Displays current configuration settings in the phone

Displays configuration settings stored in the PC
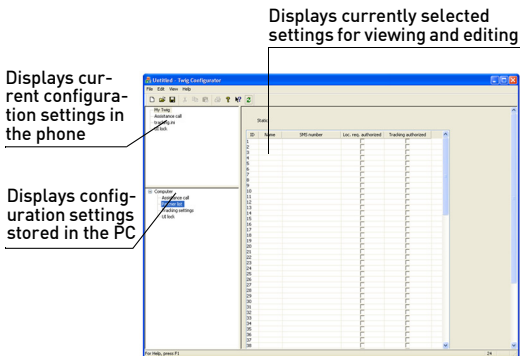


You can create several different files for the same settings, for example in the case you are creating configuration variations for several phones. Store the variations into their own files in the computer from where they can be quickly selected for saving into the phones.



### Creating a new configuration

1. New configuration file is automatically created under **Computer** file list.
2. Select **File**/**New** from the menu. Then choose the type of configuration you wish to create from the **New file** selection list and click **OK**. The new configuration is now displayed in the **Computer** window.
3. Fill in the settings and save the new configuration. For more information on saving, see **saving configuration settings on page 20**.
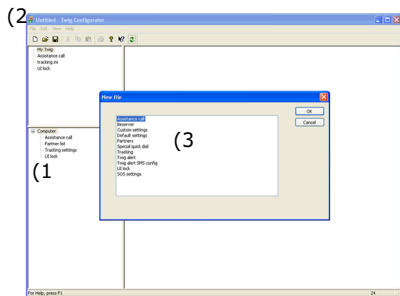
### Saving configuration settings

Configuration settings can be saved as initialization files (.ini) in both phone and PC.

1. Select the configuration file you wish to save by clicking it.
2. Save the file by selecting **Save in mobile** or **Save in**

**file** from the **File** menu. If the file is saved into PC, type in the file name and press **OK**. If you wish to save the file into the phone, and it is not already saved into PC, you will be asked whether you wish to save the file first into PC, or not.

To upload and download configuration files from the phone, you can also press the corresponding buttons in the toolbar.

Load from the phone



Save in the phone

Note that **original initialization file names should not be changed** in order the phone to understand the settings. If you wish to create more than one configuration for the same settings, save them to different folders in the computer to avoid renaming the files.

### Deleting saved settings

You can delete configuration settings from the phone.

1. Select **My Twig**, and then the configuration you wish to delete.
2. From the **File** menu, select **Delete from phone**.
3. The selected configuration is deleted from the phone.

Note that with Twig Configurator, you cannot delete files from the computer. If you wish to delete these files, go to the file explorer to select the files for deleting.

## Configuration settings

Twig Configurator configuration settings include several settings related to Twig Alert, Twig SOS and other applications and features in Benefon's Twig products. Note that the applicable setting depend on the Twig product in use, as well as the product variant. All settings may not be available for every product.

### ASSISTANCE CALL

You can have 7 assistance call numbers configured into the phone.

1. Open the assistance call configuration file from the phone or PC, or create a new configuration file.
2. Type in the desired phone number(s). If you wish to use international numbers, add + sign together with the country code, in front of the phone number.
3. Phone's alphanumeric keys ⬛ 2 abc ... ⬛ 7 pqrs and ⬛ wxyz 9 correspond the slot, in which the number is

stored.

## CUSTOM SETTINGS

You can define settings for responsing location request, as well as sending and receiving MPTP (mobile phone telematics protocol) messages. You can also define which type of information messages are send.

- **Default location response method**: This setting defines which kind of position information is send, after the phone has received a location request.

  - **Send without refreshing**:The latest availabe position information is send, regardless of how old it is.
  - **Send after position is refreshed**: After a location request has been received, the phone refreshes the position fix first, and then replies to the request.
  - **Send latest and resend if refreshed**: The latest available position information is sent first, and the request is replied again, after a refreshed fix is available.

- **MPTP request character**: The character used as a sign for MPTP (mobile phone telematics protocol) request. If the setting is not defined, the ? sign (question mark) is used by default (or the letter Q for the Russian software).

- **MPTP response character**: The character used as a sign for MPTP (mobile phone telematics protocol) response. If the setting is not defined, the ! sign (exclamation mark) is used by default (or the letter E for the Russian software).

- **Service number**: Define the phone number to which you wish the information messages to be sent. Note that the number needs to be able to receive SMS messages.

- **Send message if**: This setting defines the types of information messages that are sent to the number defined in **Service number**. Mark the checkbox as checked if you wish an information message to be send when there is **Battery low**/ **Battery out of range**/ **Charger connected**/ **Charger disconnected**/ **Power on**/ **Power off**/ **Poor satellite coverage**/ **Poor satellite detection time**/ **Charging error** in the phone.

## PARTNER LIST

You can define up to 100 authorized partners. Type in partner's name and phone number. If you wish to use international phone numbers, add + sign together with the country code, in front of the number.

Choose the desired authorization by checking **Location request authorized**, **Tracking authorized**, or both.

When a telematics message e.g. a location or tracking request is received, the sender's phone number is compared to the numbers in the partners' list. If a match is found, the message handled according to the defined authorization. This means that if the partner is authorized for e.g. location request, all location requests send by that partner are accepted and your phone sends back position information automatically.

## TWIG ALERT SETTINGS

You can define settings for Twig Aler key, Twig Alert calls and messages, as well as effects used while Twig Alert is on.

1. **Twig Alert key**: You can set for how long the Twig Alert key needs to be pressed before Twig Alert application is started, or disable the key. When the key is disabled, Twig Alert cannot be started by pressing it.

2. **Voice call**

   - **Number:** Key in the phone number into which Twig Alert call is made. This number can be other than the number defined for Twig Alert messages. The maximum length for the phone number is 40 digits.

   - **Call retry**: You can select whether the Twig Alert call is tried again or not, in the case the first call attempt fails. The available options are 0-5 retries.

   - **Call timeout**: Timeout sets the time between two Twig Alert call attempts. The available options are 2/5/10/20/30 seconds, or 1 minute.

3. **Position message**

   - **Number**: Key in the phone number into which Twig Alert message is sent. This number can be other than the phone number defined for Twig Alert calls. The maximum length for the phone number is 40 digits.

   - **Message retry**: You can select how many times the message is sending is tried again, in the case the first attempt fails. The available options are 0-5 retries.

4. **Effects**

   - **Backlight**: You can set phone backlight to be always on, always dimmed, or to be used automatically.

   - **Volume level**: The available options for volume level are 0-5. When the level is 0, all Twig Alert application sounds are muted.

- **Vibration**: Check the checkbox, if you wish to use vibration effect while Twig Alert is on.

## TWIG ALERT SMS CONFIGURATION

You can define default method for sending Twig Alert messages. Choose **Send latest and updated position** if you wish that Twig Alert message is send at first with the latest available location information, and later re-send after GPS has acquired an updated position. Or choose **Send only latest** if you wish that only the latest available position information should be send.

## GENERAL TWIG SOS SETTINGS

Twig SOS configuration includes several settings related to Twig SOS cycle and GPS functions.

- **Twig SOS key**: You can define how the Twig SOS key should be pressed in order to launch Twig SOS application. The available options are **Disabled**/**Long press**/**Two presses**. If the setting is set to **Disabled**, Twig SOS cannot be launched by pressing the Twig SOS key.

- **Activation method timeout**: If the activation method for the Twig SOS key is set to **Long press**, this setting defines for how long the key must be kept down before Twig SOS application is started. If the activation method is set to **Two presses**, this setting defines the time in which the key needs to be pressed again to start the application. Default value for this setting is 2 seconds.

- **PIN code**: If Twig SOS key is pressed when the phone is powered off, PIN code is needed before the phone is turned on and Twig SOS can be started. Usually, PIN code is requered when powering on the phone. To avoid the PIN code request, the code can also be stored in this setting. Note that entering the PIN code here doesn't remove the PIN code request when turning the phone on normally from the power key.

## TWIG SOS CYCLE SETTINGS

### GPS settings

- **GPS background profile**: You can create a GPS profile to be activated on the background when Twig SOS application is started. The background profile defines how frequently GPS is updating the phone's position. Choose the desired profile from the drop-down menu.

- **Cancellation period**: After starting Twig SOS cycle, it can still be cancelled while the cancellation period is going on. In this setting, you can define for how long this period lasts. The value

can set between 0-20 seconds.

- **End key timeout**: Twig SOS application can be ended by pressing the phone's end key. End key timeout defines for how long the key needs to be pressed before Twig SOS is ended. Take the end key timeout into use by marking the checkbox as checked. In the text field, you can define for how long the key needs to be pressed before Twig SOS is ended. The timeout can be set to **0-5** seconds. Note that setting the timeout to **0** means that Twig SOS is ended instantly when the end key is pressed.

### Profile settings

- **Displays**: You can set displays to **On** or **Off**. When the displays are off, Twig SOS runs on the background without displaying e.g any notifications, requests, functions or options. Only a small Twig SOS icon on the GPS area indicates that Twig SOS is active. Default value for this setting is **On**.
- **Backlight**: You can define how phone backlights are used during Twig SOS. The available options are Always on/Automatic/Always dimmed/Automatic dimmed.
- **Vibration**: You can define if vibration is used to indicate how Twig SOS is progressing. Default value for the vibration is **On**. Note that your

selected sound profile defines if vibration is used in other applications.

- **Application sound volume level**: You can set the volume level for tones played by Twig SOS application. The available options are 0 - 5. Default level is 3. Note that your selected sound profile defines volume level for tones played by other applications.
- **Speaker level**: You can define how your phone's speaker is used while Twig SOS is running. The available levels are **0-6**. On the zero level, the speaker is set to silent. On the levels **4-6**, the handsfree is in use.

### Event data

Twig SOS events can defined in event list. There must be at least one, and not more than 10 events in the list and the are processed in sequential order. You can define event type, phone number and name for each of the events. You can also define how many times the event is retried.

- **Event type**: Twig SOS events can be either **Call**s or **SMS** messages. Choose the desired event type from the drop-down menu. The default event type is **SMS**.
- **Phone number**: Define phone number for the

receiver of the Twig SOS event. If you wish to use international phone numbers, add the sign + together with country code in front of the number. If the phone number is not defined, the event cannot be processed at all.

- **Name**: Name of the Twig SOS event. The maximum lenght of the name is 20 characters.
- **Event retries**: Number of times which the SOS event is tried again, in the case the first attempt has failed. The available options are 0-10 retries.

### Cycle settings

- **Message text**: You can add text into Twig SOS messages (e.g. "I have diabetes"). The maximum length of the message text is 60 characters.
- **Event start delay**: Event start delay defines timeout between consecutive Twig SOS events as well as timeout between event retries.
- **Call timeout**: Call timeout defines for how long Twig SOS tries to establish each defined call. If the call cannot be established during the set time, it is marked as failed and, depending on setting, tryed again after event start delay is over.
- **Confirmation timer**: Confirmation message is a reply to a Twig SOS message. Confirmation timer defines if confirmation message is used as a criteria to mark Twig SOS events as successful. The timer also defines for how long the confirmation message is waited before resending the message. The available options for confirmation timer are **0-30** minutes. Setting the timer to **0** minutes also means that the confirmation messages are not in use.

- **Full rounds**: You can define how many times the event list is processed through in the case the events have been unsuccessful. You can set the rounds between 1-5, the default value is one round.
- **Emergency number text**: This is the text that is displayed when Twig SOS is calling/suggesting to call to a local emergency number. The default emergency number text is "112".

### Post emergency settings

- **Post emergency mode**: You can define if post emergency mode is **Used/Not used** after the events list has been processed. The default value for post emergency mode is **Not used**.
- **Post emergency beep**: Post emergency beep is a repetitive tone played during post emergency mode. You can set the beep **Off** or select the

desired beep interval from the selection list.

- **Post emergency GPS background profile**: You can create a GPS profile to be activated on the background during the post emergency mode. The background profile defines how frequently GPS is updating the phone's position. Choose the desired profile from the drop-down menu.

- **Message resending**: Message resending defines if Twig SOS messages are resend at all. Choose **Enabled** if you wish that messages can be resend, or **Disabled** if you wish to prevent message resending.

## USER INTERFACE LOCK

Open an existing user interface lock configuration from the phone or a PC file, or create a new one. The name of the user interface lock initialization file is **uilock.ini**.

The user interface lock is disabled by default. If you wish to set the UI lock on, check the **UI lock active** checkbox and save the file into the phone.

If the UI lock has been previously on, you can remove it by deleting the initialization file from the phone. Then restart the phone. After restarting, the normal phone lock will be on and it needs to be removed by entering the phone lock code.

## VERTICALITY SENSOR SETTINGS

- **Sensor name**: You can define a desired name for Verticality sensor. The name for the sensor is "Verticality sensor" by default.

- **Alerts when**: Set the orientation which causes the sensor to launch Twig SOS. When **Horizontal** is selected, the sensor launches Twig SOS when its orientation from the absolute upright position changes more than 45 degrees. In **Vertical** state, the sensor launches Twig SOS when its orientation from the absolute upright position differs less than 45 degrees. The default value for this settings is **Horizontal**.

- **Sensor usage**: This setting defines how the sensor can be used in phone's quick menu:

  - **Disabled_menu**: Verticality sensor is disabled, the sensor state options are displayed in the phone's quick menu.

  - **Enabled_menu**: Verticality sensor is enabled, the sensor state options are displayed in the phone's quick menu.

  - **Disabled_no menu**: Verticality sensor is disabled and the sensor state options are not available in the phone's quick menu. This is the sensor usage state by default.

- **Enabled_no menu**: Verticality sensor is enabled and the sensor state options are not available in the phone's quick menu.

- **Polling interval**: Polling interval determines the rate at which the status of the sensor is checked when it is in normal mode i.e. no alert is ongoing. The interval can be set to 1-65535 seconds. The default value is 10 seconds.

- **No alarm duration**: When the sensor notices alarm-triggering status (vertical/horizontal by definition), this setting defines a period during which the sensor is waiting for the normal status to be restored, before actually triggering the alarm. This is useful to prevent unnecessary alarms e.g. in cases where the user has fallen down but is able to get up quickly. The no alarm period can be set to **1-65535** seconds. The default value is **30** seconds.

- **Pre-alarm duration**: Once Verticality sensor has noticed an alarm-triggering orientation and the no alarm period has passed, the sensor enters into pre-alarm period. During this state the sensor is alarming the user by using the defined sound and volume settings. When pre-alarm period is over, and normal orientation is not restored, the sensor launches Twig SOS application. The pre-alarm period can be set to **1-65535** seconds. The default value is **30** seconds.

- **Normal status delay**: Normal status delay defines a period which the sensor needs to be back in the normal orientation before normal status is actually restored. The normal status delay period is useful to prevent restoring the normal status and cancelling Twig SOS alert by accident. The normal status delay can be set **1-65535** seconds. The default value is **1** second.