



Synergy 2110


Digital cordless telephone featuring DECT

User Guide

This equipment is not designed for making emergency telephone calls when the power fails.
Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks
and private switchboards in the United Kingdom.

**Please open this page for an ‘at a glance’
guide to your Synergy 2110.**



At a glance

Int/Secrecy

Lets you make an internal call or transfer a call.

During a call, mutes your voice so your caller cannot hear you, and you can talk privately to someone else in the room.

Calls

Lets you view and dial from the Calls List.

Talk

Press to make a call and answer a call.

Options/Recall

Lets you adjust and confirm the settings of your phone.

Used to access BT Select Services and when using your phone with a switchboard.

Redial

Press to redial the last number called.

Also allows you to enter a pause when storing numbers in the memory.

Memory

Use to store and dial up to 10 phone numbers.

End call

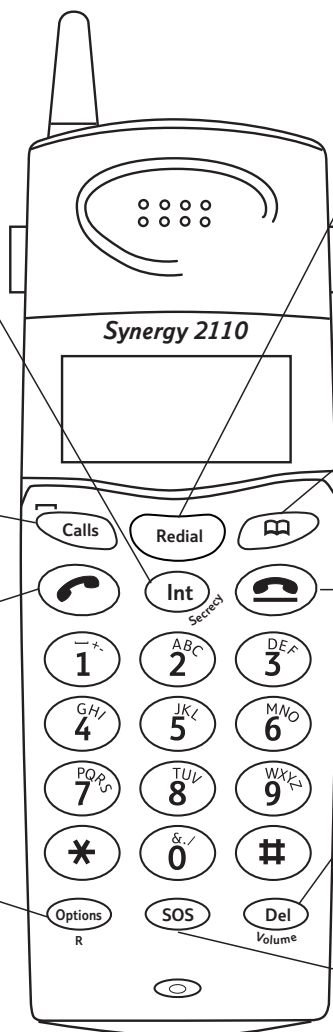
Press to end a call, or switch the handset off/on.

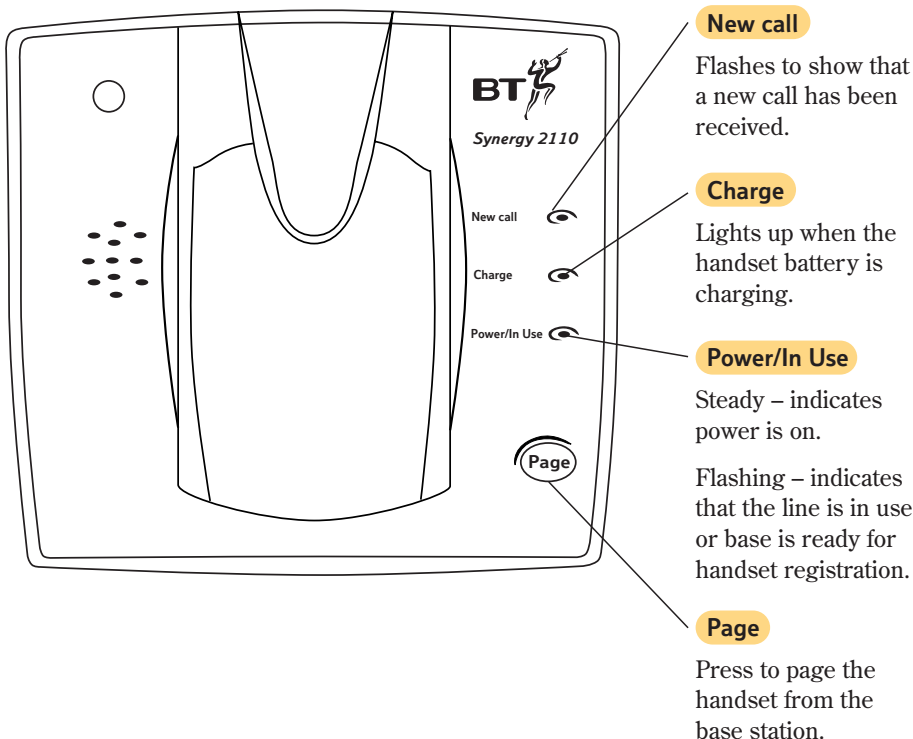
Del/Volume

Use to delete numbers. Adjusts the earpiece volume.

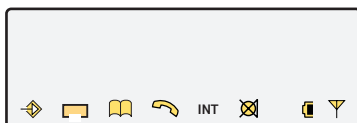
SOS










Lets you store and dial your Direct Call Emergency number.





Explanation of the display icons



	Steady	Flashing
	Options mode	
	External line in use	Incoming call
INT	Internal call	Incoming call from another handset
	Battery exhausted	Battery low
	Battery half full	
	Battery full	
	Handset linked to base station	Out of range or searching for base station
	Memories	
		New calls/Setting Caller Display functions
	Secrecy/hold	

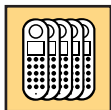
In this guide

<i>At a glance</i>	<i>1</i>
<i>Key features</i>	<i>4</i>
<i>Introduction</i>	<i>5</i>
<i>Unpacking your Synergy 2110</i>	<i>6</i>
<i>For your records</i>	<i>6</i>
<i>Safety instructions</i>	<i>7</i>
<i>Setting up</i>	<i>8</i>
<i>Using your Synergy 2110</i>	<i>11</i>
<i>Making and receiving calls</i>	<i>11</i>
<i>Using the 10 number memory</i>	<i>12</i>
<i>Direct call</i>	<i>13</i>
<i>Handset settings</i>	<i>15</i>
<i>Base station settings</i>	<i>16</i>
<i>BT Select Services</i>	<i>18</i>
<i>Caller Display Service</i>	<i>18</i>
<i>Call Waiting</i>	<i>19</i>
<i>Other services</i>	<i>20</i>
<i>Using additional handsets</i>	<i>21</i>
<i>Operating with additional base stations</i>	<i>23</i>
<i>Help</i>	<i>24</i>
<i>General information</i>	<i>26</i>
<i>Guarantee</i>	<i>26</i>
<i>Technical information</i>	<i>27</i>
<i>Switchboard compatibility</i>	<i>27</i>
<i>Switchboard External Line access code</i>	<i>27</i>
<i>Index</i>	<i>29</i>

Note

In this user guide, we've included helpful tips and useful notes. They are shown in a white box like this.

Key features



Up to five handsets work from one base

You can make internal calls between handsets, transfer an external caller to another handset and hold three way calls between two handsets and an external caller.



Excellent handset range

Under ideal conditions you can use your Synergy 2110 handset at up to 300 metres from the base station outside, or up to 50 metres inside.



10 number memory

Store up to 10 of your most important or frequently dialled numbers in the memory. It's then easy to display and dial numbers in the memory. Each Synergy 2110 handset has an individual memory.



Enhanced call clarity

Highly advanced digital technology (DECT) ensures much clearer calls than the older style phones.

Earpiece volume control

You can adjust the volume of the handset receiver during a call to low, medium or high.

Last number redial

Display and redial the last number called from your handset.

Caller Display & Calls List

Lets you know who's calling you before answering the telephone, allowing you to decide whether or not to answer the call.

Also saves the details of the last 10 callers in a Calls List.

Introduction

Your Synergy 2110 has been designed for ease of use and made to the high standards set by BT.

Please read the instructions carefully before use and retain this user guide for future reference.

DECT

By purchasing the Synergy 2110 you now own a product which combines the advantages of cordless operation with the performance of a high quality corded telephone. It complies with the Digitally Enhanced Cordless Telecommunications (DECT) standard and offers unparalleled quality and features.

Building up a phone system

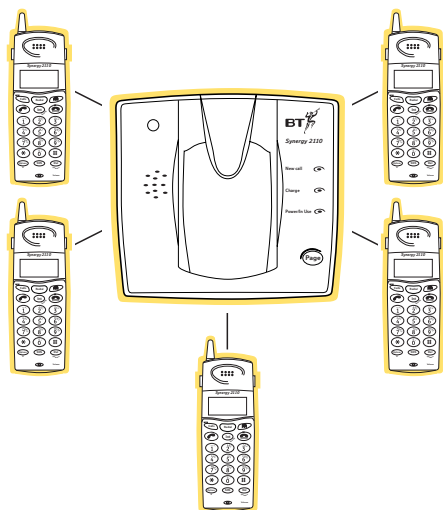
You can use up to 5 handsets with your Synergy 2110 base station without the need for additional wiring.

This user guide applies to both single and multiple handset systems. The internal call functions described in this guide apply only to Synergy 2110 base stations with more than one handset connected.

Important

If you wear a hearing aid, please note that the Synergy 2110 works by sending radio signals between the base station and the handset.

These signals may interfere with some hearing aids, causing a humming noise.



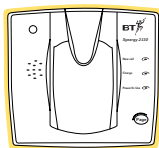
Unpacking your Synergy 2110

If anything is missing, please contact your place of purchase immediately.

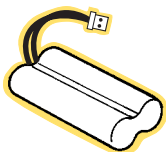
- Synergy 2110 handset.



- Synergy 2110 base station.



- Handset Battery pack.



- Plug mounted, 13 amp mains adaptor.



- Telephone line cord



- Belt clip



For your records

Date of purchase:

Place of purchase:

Serial number (on the underside of telephone base):

Purchase price:

For warranty purposes, proof of purchase is required, so please keep your receipt.

Enter your Base Station PIN here:
(original setting = 0000)

--	--	--	--

See pages 10 and 16 for more information.

Safety instructions



Use only the approved battery pack supplied. Spare batteries – Item Code: 871996 are available from BT Shops and the Synergy Helpline **0845 602 1041**.

Do not try to use any other power supply except the one provided, otherwise you may permanently damage your Synergy 2110. It may also invalidate the guarantee of this apparatus. To get a replacement Synergy 2110 base station power supply unit – Item Code 872273 – contact the Synergy Helpline **0845 602 1041**.

Do not open the handset or base station. This could expose you to high voltages or other risks. Contact the helpline for all repairs.



There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug your Synergy 2110 from the mains power and telephone socket during storms.



The Synergy 2110 will produce a certain amount of heat during operation. Equally, the handset as well as any additional chargers you purchase can also become warm during charging. We advise against placing these products on antique, veneered or wooden surfaces as damage may occur.



Do not use the Synergy 2110 in damp, humid conditions such as bathrooms. Do not expose the equipment or batteries to fire and water.



Do not dispose of used batteries with general household rubbish and do not burn them.



Do not use the handsets in places where there are explosive hazards.



If you wear a hearing aid, please note that the Synergy 2110 works by sending radio signals between the base station and handset. These signals may interfere with some hearing aids, causing a humming noise.

Synergy 2110 can interfere with other electrical equipment, e.g. answering machines, TV and radio sets, clock radio/alarms and computers if placed too close. It is recommended that you place your Synergy 2110 at least one metre away from such appliances to minimise any risk of interference.

Make sure you connect the power and telephone lines to the correct sockets in the base station.

Clean the handset and base station with a damp (not wet) cloth or antistatic wipe. Never use a dry cloth as this may cause a static shock. Never spray cleaning fluid directly onto the telephone.

Setting up

Follow these steps to set up your Synergy 2110 ready for use.

Plan the location of your Synergy 2110

Your Synergy 2110 works by sending and receiving radio signals between the base station and the handset.

The strength of the signal can depend on where you site the base station. Generally, the higher the base station is located the better. An upstairs room is ideal.

The following points should be considered:

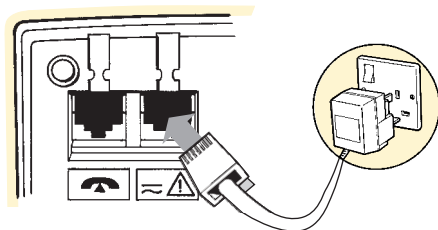
- It should be within 3 metres of a power socket and phone socket otherwise extension cables will be required.
- Try to avoid locations near metallic obstructions or electrical appliances, such as TV sets, fridges, computers, fluorescent lights, radiators, metal pipes and metal window frames.
- Make sure it is at least 1 metre away from other electrical products to avoid interference.

Please note

The Synergy 2110 has a range of up to 300 metres outdoors and up to 50 metres indoors. It is possible that the range may be affected by being near water (e.g. large ponds, lakes and the sea) as well as large metal objects (e.g. radiators, metal partition walls and steel girders).

1 Connect the power cable

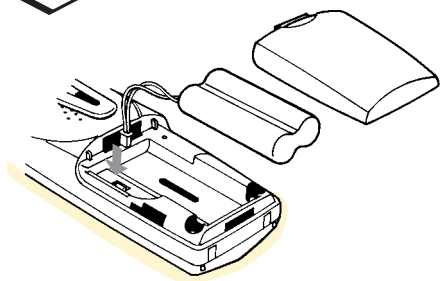
Plug the power cable into the power socket on your Synergy base station.



Plug the adaptor into the mains power supply and switch on.

The Power/In Use light comes on.

2 Install the rechargeable battery in the handset



The Synergy 2110 uses a Nickel Cadmium (Ni-Cd) battery pack supplied. Take care to connect the battery as shown and replace the battery cover.

3 Charge the handset battery for at least 16 hours

Before you use your Synergy 2110 for the first time, it is important to have the handset battery fully charged. We recommend that you leave the Synergy 2110 on charge for at least 16 hours.

Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

Place the handset on the base. The red charging light comes on. The handset should come pre-registered to the base station as 1 and this is shown in the top right corner of the display.

The battery symbol is also shown. It flashes during charging. Once the handset is fully charged, the display shows a full battery symbol.

Battery levels



Battery low warning.

If the handset battery symbol is empty and flashing, and you hear a warning beep every 10 seconds, you will need to recharge your handset before you can use it.

Battery performance

To keep your battery in the best condition, leave the handset off the base station for a few hours at a time (after the initial 16 hour charge).

After charging your Synergy handset for the first time, subsequent charging time for the battery is approximately 4-5 hours. Battery and case may become warm during charging. This is normal and not dangerous.

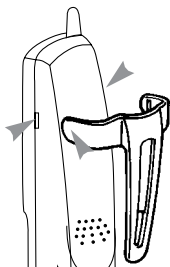
Under ideal conditions, the handset battery should give about 6 hours talktime or 100 hours standby on a single charge.

Please note, however, that a new Nickel Cadmium (Ni-Cd) battery does not reach its full capacity until it has been in normal use for several days.

Fully discharging the batteries at least once a week will help them to last as long as possible. However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced.

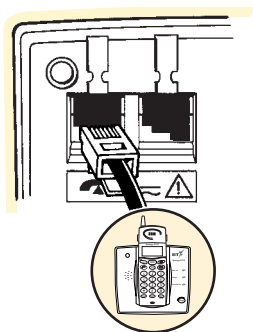
4 Fitting the belt-clip

Attach the belt-clip to the handset.



5 Connect the telephone line cord to the Synergy 2110 base station

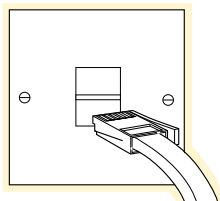
Plug the line cord into the line socket on your Synergy base station.



Please note

Do not connect the telephone line cord to the phone socket until your handset batteries are fully charged. This will prevent the risk of the phone being answered before batteries are charged, which may prevent them from reaching maximum capacity.

6 Connect the telephone line cord



If you do not have modern phone sockets, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct type. This is a chargeable service.

Your Synergy is now ready for use.

Pre-set PINs

Your Synergy 2110 comes with a pre-set PIN which you will need to use to perform various functions on your phone.


When you enter your base station PIN, the display will not show it for security reasons.

Base station PIN is 00000 – used when adjusting base station settings and registration of new handsets.

Customer Helpline


*If you experience any difficulties in installing your Synergy 2110 please contact the Helpline on **0845 602 1041**. The Helpline is open 9am-5.30pm Mon-Fri.*

Using your Synergy 2110 telephone



To exit the options menu at any time, press the  button until the display returns to standby.

To switch your handset ON and OFF



Press buttons in the order shown
Press and hold the  button until the display goes blank. The handset is now off.





Press the  button again. You hear two beeps. The  symbol will flash and then show the standby screen.

Making and receiving calls

To make a call



Press the  button. Display shows . You hear the dial tone.

DIAL

Enter the number you want and it is dialled.

Or

To preview the number before you call.

DIAL


Enter the number you want. It is shown on the screen but not dialled. If you make a mistake, you can change the number by pressing the **Del** button to delete individual digits.



Press the **Talk** button to dial the number.


To end a call



Press the  button.
Or

Place the handset back on the base.

To receive a call

When the phone rings: the  symbol will flash on the display.



Press the  button to answer the call.

Or

If the handset is on the base, simply pick it up and talk.

See page 17 for instructions on the auto answer feature.

To adjust the earpiece volume

During a call you can adjust the volume of the handset receiver. There are 3 settings: low, medium and high.

Del

Volume

Press the **Volume** button until you reach the required level.

Secrecy

This lets you talk to someone else close by without your caller hearing the conversation.

During your call:

Int

Secrecy

Press the **Int** button. The display will show the ☒ symbol and you will hear a buzzing sound. Your caller cannot hear you.

Int

Secrecy

Press the **Int** button to talk to your caller again.

To redial the last number

Redial

Press the **Redial** button.

The last number called is displayed.




Press to dial the number.

Using the 10 number memory

You can store up to 10 of your most important or frequently dialed numbers in your Synergy's memory.

Stored numbers can be up to 25 digits long.


To exit the options menu at any time, press the  button until the display returns to standby.

To store a number in the memory

Options


R

Press the **Options** button.

The display will show the  symbol.



Press the  button.

The display will show the  symbol.

0-9

Enter a memory location number between 0 and 9.

KEYPAD

Enter the telephone number you want to store.

(If you make a mistake you can use the **Del** button to delete the last digit).

Del

Volume

Options

R

Press the **Options** button.

You will hear a confirmation tone.

To enter a pause in a stored number

Redial

When storing the number, press the **Redial** button at the points where you want to enter the Pause.

Please refer to page 27 for instructions on how to store an automatic pause.

To dial a number stored in the memory



Press the button.

0-9

Enter the memory location number you require (0-9). (If you cannot remember the location number press the button repeatedly until you find the number you want).



Press the button to dial the number.

Or



Press to get a line.



Press the button.

0-9

Enter the memory location (0-9). The number is dialled.

To delete an entry



Press the **Options** button.



Press the button.

0-9

Enter the memory location number (0-9).



Press and hold the **Del** button until the number is deleted.



Press the **Options** button to confirm.

Direct call

You can store an important number which will automatically be called when you press the **SOS** button.

Please note

*It is not recommended that you store **999** or **112** as a direct call number, as accidentally pressing the **SOS** button could result in false calls being made to the emergency services.*

To store a direct call number



Press the **Options** button.



Press the **SOS** button.

KEYPAD

Enter the telephone number you want to store.



Press the **Options** button to confirm.

To dial a direct call number

The icon is a yellow oval with the text "SOS" in black, set against a light gray background.

Press the **SOS** button.

The number is displayed and dialled.

To cancel the direct call number

The icon is a yellow oval with the text "Options" in black, set against a light gray background.

Press the **Options** button twice in quick succession.

Handset settings

To adjust the handset ringer volume

The volume levels range from **0-3**, where **0** = off and **3** = maximum. The pre-set level is (2).

Options
R

Press the **Options** button.

DEF
3

Press the **3** button.


KEYPAD
0-3

Select the level you require (**0-3**). You will hear a sample ring.

Options
R

Press the **Options** button.

You will hear a confirmation tone.

To exit the options menu at any time, press the  button until the display returns to standby.

To adjust the ringer melody

You can choose from 3 melodies. The pre-set melody is 2.

Options
R

Press the **Options** button.

ABC
2

Press the **2** button.

KEYPAD
1-3

Select a melody (**1-3**). You will hear a sample melody on each press.

Options
R

Press the **Options** button.

You will hear a confirmation tone.

To switch the keytones off and on

Each time you press a button you hear a tone. You can switch the tones on or off.

Options
R

Press the **Options** button.

GH/
4

Press the **4** button.

0 1

Press **0** to switch the tones on, or **1** to switch them off.

Options
R

Press the **Options** button.

You will hear a confirmation tone.

Base station settings

To change the base station PIN

If you change your base station PIN, keep a record of the new number by writing it in the space provided on page 6.

Please note that when you enter your base station PIN it will not be shown on the display for security reasons.

Press the **Options** button.

Press **0**.

Enter the current PIN (original setting = 0000).

Press the **Options** button.

Press **3**.

Enter the new PIN. (You can enter up to 8 digits.)

Press the **Options** button.

Enter the new PIN again.

Press the **Options** button to confirm.

To select which base station you want your handset to use

If you have registered your handset with more than one base station, you can select which one you want to use.

Press the **Options** button.

Press **6**.

Enter the base station number you want (**1-4**) or press ***** to automatically select the base station with the strongest signal.

Press the **Options** button to confirm.



PIN



PIN



PIN



1-4
or



To switch auto answer on or off

If your handset is on the base you can answer an incoming call by simply lifting the handset and speaking.

However, you can switch this feature off.

Options

R

Press the **Options** button.

0

Press **0**.

PIN

Enter the current PIN
(original setting = 0000).

Options

R

Press the **Options** button.

5

Press **5**.

1

Press **1** to switch auto
answer off or press **0** to
switch it on.

0

Options

R

Press the **Options** button to
confirm.

BT Select Services

If you are connected to a digital exchange, you can subscribe to a range of BT Select Services. If you wish to subscribe to any of these services contact us on **Freefone 0800 800 152** business, **150** residential, 8am to 6pm, Monday to Friday.

Caller Display Service

Your Synergy 2110 receives and displays caller information, which is transmitted over the network. The information will include the date and time the call is received and in most cases the caller's phone number. In addition, the New Call light will flash to show that a new call has been received.

Your Synergy 2110 can hold details of up to 10 callers. Once the Calls List is full, new calls replace the oldest ones.

You must subscribe to the Caller Display service offered by your network provider to display this information. A quarterly fee is payable.

If you are connected to the BT network you can subscribe to BT's Caller Display service by calling:

Freephone 0800 800 150 for residential customers.

Freephone 0800 800 152 for business customers.

To view the Calls List



Press the **Calls** button. Display shows the number of new calls together with the total number of calls received.



Press the **Calls** button again to view the first number. Keep pressing the **Calls** button to scroll through the numbers.



Press the **Options** button to see the date and time of a call.



Press  to return to standby.

Examples:

05-10

There are 10 calls stored of which 5 are new.

02-01816831000

2nd callers number
(- indicates a new call).

02=01816831000

2nd callers number
(= indicates an old call).

26-04 09-04

Shows date & time of call.

If the callers number is longer that the display can show, the display will automatically flash between the 1st and 2nd part of the number.

To dial a number from the Calls List

 Calls

Press the **Calls** button.

 Calls

Press the **Calls** button again to view first number. Keep pressing the **Calls** button to scroll through the numbers.



Press  to dial the number displayed.

To delete a number from the Calls List

 Calls

Press the **Calls** button.

 Calls

Press the **Calls** button again to view the first number. Keep pressing the **Calls** button to scroll through the numbers.

 Del

Volume

Press the **Del** button to delete the number displayed.

To delete the entire Calls List

 Calls

Press the **Calls** button to display the number of new and old calls you have received.

 Del

Volume

Press and hold down the **Del** button for around 3 seconds until you hear the confirmation tone. The Calls List is deleted.

Call Waiting

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

Instead of the engaged tone, the second caller will hear an announcement to hold on as you are aware that there is a second call.

To use Call Waiting

 Options

R

You can answer the second call, without disconnecting your first caller, by pressing the **Recall** button. The first caller will be put on hold.


 Options

R


When you have spoken to the second caller you can return to the first caller by pressing the **Recall** button again. You can switch back



and forth between the two calls without disconnecting either if you wish.

If you wish to disconnect the first call press the  button after speaking to the first caller.



The handset will then ring. Press the  button again and continue with the second caller.

The second caller will only be charged for their call from the moment you answer and not while they are waiting for your initial contact.

Other services

- Call my bill
- Call Barring*
- Call Diversion*
- Charge Advice
- Reminder Calls*
- Three-way Calling
- Call Return 1471

*A quarterly fee is chargeable for these services.

For more information about these Select Services, call BT on **Freefone 0800 800 150** for residential or **152** for business. If you are not on the BT network, please ask your telecommunications supplier for information on their services.

Using additional handsets


Registering an additional Synergy handset with the base station or de-registering a handset.

As well as your original handset, you can register up to a further 4 additional handsets to your Synergy 2110 base station.

The system allows internal calls between two handsets while a third is making an external call.

Each additional handset you purchase must be registered to the base station.

Please note

Remember to charge the batteries of new handsets for at least 16 hours. When switched on, a new additional handset will display the flashing  icon. This tells you that the handset is not yet registered with the base station.

Please note

The following process is only for registering another Synergy 2110 handset to the base station.

If you are registering any other handset, then please refer to that handset's user guide for instructions.

To register a handset

Page

At the base station:

Press and hold the **Page** button for at least 10 seconds. The green Power/In Use light will flash.

Options

R

5

At the handset:

Within the next 30 seconds press the **Options** button.

Press the **5** button.

1-4

Enter the number of the base station you wish to register the handset to (1-4).

For example, if it is the second base station you are registering a handset to you should use 2 and so on.

You will hear a confirmation tone.

PIN


Enter your base station PIN. (Original setting = 0000.)

Options

R

Press the **Options** button to confirm.

Please note

If the registration process fails, the handset display shows the flashing  icon and you should begin the process again.

To de-register a handset

Press buttons in the order shown

You can use your handset to de-register another handset from a base station. You cannot de-register the handset you are using.

Options
R

Press the **Options** button.

0

Press the **0** button. You will hear a confirmation beep.

PIN

Enter your 4-digit base station PIN. (Original setting - 0000.)

Options
R

Press the **Options** button to confirm. You will hear a confirmation beep.

2

Press the **2** button.

1-5

Enter the number of the handset (1-5) you wish to de-register.

Options
R

Press the **Options** button to confirm.

Press the  button to return to standby.

To call another handset

Int
Secret

Press the **Int** button.

KEYPAD

Enter the handset number you want. Display shows the number and the called handset rings.

Press the  button to end the call.

To transfer an external call to another handset


Int
Secret

Whilst on a call, press the **Int** button. Your caller is put on hold and you will hear a buzzing sound.

KEYPAD

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



When the other handset answers press the  button and the call will be transferred.

Int
Secret

If the handset does not answer, press the **Int** button to speak to the caller again.

To hold a three-way conversation

You can talk to one external caller and another internal caller at the same time on your Synergy handset.

During a call with an external caller:

Int
Secret

Press the **Int** button. Your caller is put on hold and you hear a tone.

KEYPAD

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

#

When the handset is answered, press and hold the **#** button for around 3 seconds. You can now start your three-way conversation.

Press the  button to end the call.

Operating with additional base stations

You can use up to five handsets on each Synergy 2110 base station, and up to four base stations with your handset to build up a comprehensive cordless telephone system.

The handset supplied with each base station is already registered as Handset 1.



Press the **Options** button to confirm.



Press  to return to standby.

To register your handset with another base station

You can register your handset with up to 3 other base stations.

At the base station:

Press the **Page** button for around 10 seconds until the green power light starts flashing.

At the handset:

Press the **Options** button within 30 seconds.

Press 5.

Press the number of the base station (1-4) to which you want to register your handset. You hear a confirmation tone.

Enter the base station PIN. (Original setting = 0000.)

Please note

When registering handsets to another manufacturer's base, the assigned handset number may not appear in the handset display.

To find out the handset number, press INT then 1 to call handset 1. Then look at the display on handset 1 to see your handset number.

Page

Options
R

JKZ
5

KEYPAD

PIN

Help

Emergency calls

The emergency services can be contacted in the UK by dialling 999 or 112 which is valid in any country that is a member of the European community.

Please note

If your Synergy 2110 is connected to a switchboard/PBX, you may have to dial an access number before 999 to contact the emergency services. Some switchboards cannot dial out during a power failure.

The Synergy 2110 will not work when the power fails. Alternative arrangements should be made for access to emergency services.

Replacing the handset battery

After a time, you may find that the handset battery is running out of charge more quickly. This is a standard sign of wear and the battery will need replacing.

Spare batteries (Item Code 871996) are available from BT Shops or contact the Synergy 2110 Helpline **0845 602 1041**.

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your Synergy handset by using any other type of battery.

No display appears

The battery may be flat or dead. Recharge or replace the battery.

The handset may be switched off.

No dial tone

Is the telephone line cord plugged into the phone socket?

Check that the base station is connected to the mains power and switched on.

You cannot link up with the base station

Is the display flashing ∇ ?

The mains power cable may not be connected at the base or switched on.

Are you in range of the base station?

Battery could be low or flat.

If using more than one base station, check that you are connected to the correct base. *See page 23.*

No ring on the handset

The ringer volume may be switched to off. To adjust the ringer volume on the handset, *see page 15.*

Check that the base station is plugged into the phone socket.

Check that the base station is plugged into the mains power and switched on.

Buzzing noise on my radio, TV, computer or hearing aid

Sometimes, your Synergy 2110 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your Synergy 2110 and other Synergy handsets at least one metre away from such appliances to avoid any risk of interference.

The charger does not appear to be working

Check that:

- The power adaptor is properly plugged into the charger.
- Your handset has slotted correctly into the charger.
- The battery is correctly fitted into the handset.

Are you using the correct power adaptor?

Synergy 2110 base station power supply is Item Code 872273.

Cannot adjust the option in the base station

Is someone else making changes via another handset?

Have you pressed the **Options** button to confirm your selection?

If you are still experiencing difficulty, call the Synergy 2110 Helpline on 0845 602 1041.

General information

Guarantee

Your Synergy 2110 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Synergy 2110, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 24, or contact the Synergy 2110 Helpline for assistance:

Helpline **0845 6021041**, 9am to 5.30pm Monday to Friday.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Helpline and ask for details of our recommended repairers.

Instructions for returning the product:

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including line cords, power supply units, and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Synergy 2110 has a REN of 1. A total REN of 4 is allowed, if the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Only use approved power supply, item code 872273.

Only use approved batteries, item code 871996.

RTTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1995/5/EC.

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your service provider.

Switchboard External Line access code

You may need to enter an access code (e.g. 9) in order to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code.

You can set your Synergy 2110 to recognise that it needs to insert a pause after your access code.

This means that a pause will be automatically inserted into the telephone number when it detects the access code digits at the beginning of the number.

To automatically insert a pause

Options
R

Press the **Options** button.

0

Press **0**.

PIN

Enter the base station PIN.
(Original setting = 0000.)

Options
R

Press the **Options** button.

6

Press **6**.

KEYPAD

Enter the access code, for example **9**. A pause will be entered after the access code.

Options
R

Press the **Options** button to confirm.

Please note

Some switchboards may require you to switch from Tone to Pulse dialling.

Dialling mode

Your Synergy 2110 is preset to TONE dialling. On some switchboards it may be necessary to change the dialling mode to PULSE.

Options
R

Press the **Options** button, then the **0** button. You will hear a confirmation tone.

& /
0

PIN

Enter the 4-digit base station PIN. Original setting 0000.

Options
R

Press the **Options** button to confirm.

1*

Press the **1** button, then press either **1** for TONE or **2** for PULSE dialling.

Options
R

Press the **Options** button to confirm.

Phone icon

Press  to return to standby.

Go to Tone

If you are in the PULSE dialling mode then certain services accessed by tone dialling are not available.

During the call you can change to TONE by pressing the ***** button until you hear a confirmation tone.

*

Operation of your keypad after this will now be in TONE mode. When the call is completed your Synergy 2110 will automatically revert to PULSE dialling.

To adjust Recall settings

The **R** button is used to access switchboard services (and also some BT Select Services). In order for the **R** button to work correctly with some switchboards it may be necessary to change the timing of the recall signal. The original setting is 100ms.

Options
R

Press the **Options** button.

& /
0

Press **0**.

PIN

Enter the current PIN. (Original setting = 0000.)

Options
R

Press the **Options** button.

GH/
4

Press **4**.

Enter the setting required for your switchboard:

1 = 80ms

2 = 100ms

3 = 130ms

4 = 250ms.

1*

ABC
2

DEF
3

GH/
4

Options
R

Press the **Options** button to confirm.

Phone icon

Press the  button to return to standby.

Index

Additional handsets	21	Cleaning	7
At a glance	1	De-register	22
Auto answer on/off	17	DECT	5
Base station		Delete	
additional	23	calls list entry	19
change base station PIN	16	memory entry	13
PIN number	10, 16	Dialling mode	28
register handset	23	Direct call	
select which base station	16	cancel	14
Batteries		dial	14
charging	9	store	13
installing	9	Display symbols	2
levels	9	End a call	11
low warning	9	General information	26
performance	9	Guarantee	26
replacing	9	Handset	
Belt-clip	10	additional	21
BT Select Services	18	call another handset	22
Caller Display	18	de-register	22
Call Waiting	19	earpiece volume	12
Calls		keytones on/off	15
end	11	melody	15
make	11	on/off	11
receive	11	register	21
redial	12	ringer volume	15
three-way conversation	22	three-way conversation	22
transfer	22	transfer external call	22
Calls List		Help	24
view	18	Helpline	10
dial	19	Keytones on/off	15
delete	19		

Make a call	11	Technical information	27
Memory		Telephone socket	10
delete	13	Telephone line cord	10
dial a number	13	Three-way conversation	22
store a number	12	Tone dialling	28
On/Off		Transfer a call	22
auto answer	17	Volume	
handset	11	earpiece	12
keytones	15	handset ringer	15
Pause	13, 27		
PIN			
base station	16		
pre-set	10		
Power socket	10		
Power cable	8		
Pulse dialling	28		
Recall	28		
Receive a call	11		
Redial	12		
Register			
handset	21		
handset to another base	23		
REN (Ringer Equivalence Number)	27		
Returning your Synergy 2110	26		
Ringer			
melody	15		
volume	15		
Safety instructions	7		
Secrecy	12		
Setting up	8		
Switchboard			
automatically insert a pause	27		
compatibility	27		
dialling mode	28		
external line access code	27		



Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

Touchtone™ is a registered trade mark of British Telecommunications plc in the UK.

© British Telecommunications plc 2000.
Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
Designed by: The Art & Design Partnership Limited.
Printed in China. Synergy 2110. Issue 1 (10/00) 5

Printed on paper which meets international environmental standards.



CE compliant to RTTE Directive
(1999/5/EC).