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NETWORK PROVIDER'S
SERVICES BEFORE THESE FEATURES WILL
WORK. A QUARTERLY FEE IS PAYABLE



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

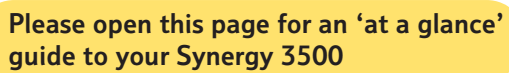
This product is intended for connection to analogue public switched telephone networks
and private switchboards in the United Kingdom.

Synergy 3500


Digital Cordless Telephone Answering Machine
with Caller Display* and Call Waiting*

**User
Guide**

**Please open this page for an ‘at a glance’
guide to your Synergy 3500**



**Please open this page for a further
'at a glance' guide to your Synergy 3500**



At a glance

Volume buttons

Use to adjust the handset earpiece speech volume (*see page 19*) and handset and base ringer volume, *see pages 25 and 28*.

Also used to access the redial and calls list and scroll through the directory, menu options, redial and calls list.

Secrecy button

During a call press to mute the call so your caller cannot hear you talk to someone close by, *see page 21*.

Also used as a delete, edit and exit button.

Talk button

Use to make, receive and end calls, *see pages 18-19*.

Keypad

Recall/Power button

For use with a switchboard/ PBX and BT Select Services, *see pages 60 and 33*.

Also used to switch off the handset, *see page 18*.

Handset

Red light

To indicate that the phone is ringing or in use.

Liquid Crystal Display

Display shows you incoming caller's details, the name and/or number you have dialled, and the status of the handset.

Handsfree button

Use to answer calls or make a call using the handsfree mode, *see page 20*.

Menu button

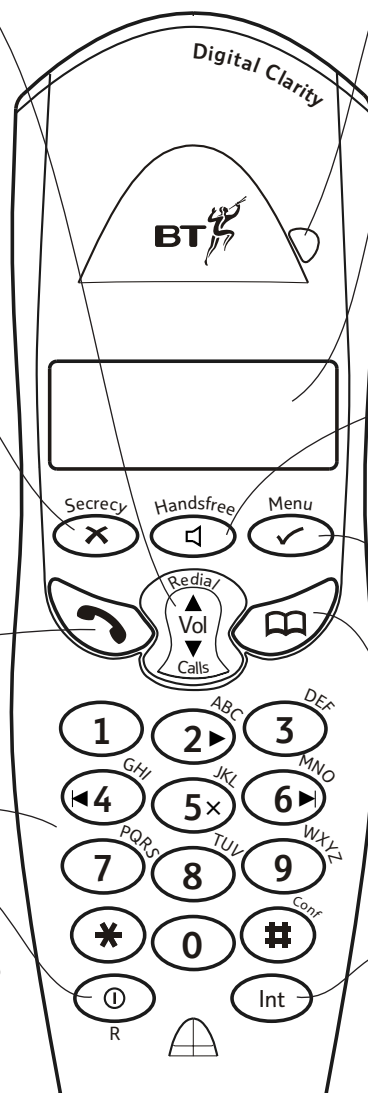
Use to access and select the options in the menu, *see pages 25-30*.

Phonebook button

Use to access the 50 names and numbers stored in the phonebook, *see page 21*.

Internal button

To make internal calls between handsets registered to the base, *see page 55*.



Base

Skip backward

Lets you skip backwards through your messages and memos, *see page 44*.

Also allows you to switch the audible message alert on or off, *see page 37*.

Allows you to select your Answer and Record outgoing message, *see page 40*.

Answer on/off

Switches the answering machine on and off, *see page 36*.

Also allows you to select your outgoing message, *see page 40*.

Delete

Deletes recorded messages and memos, *see page 44*.

Charging light (Red)

Comes on to indicate charging when the handset is on the base.

Power/In Use light (Green)

Flashes when the handset is in use. Remains on to indicate mains power.

Page button

Press to page the handset, *see page 24*.

Stop

To stop message playback, *see page 43*.

Skip forward

Lets you skip forward through your messages and memos, *see page 44*.

Also allows you to set the answer delay, *see page 37*.

Allows you to select your Answer Only outgoing message, *see page 40/41*.

Volume

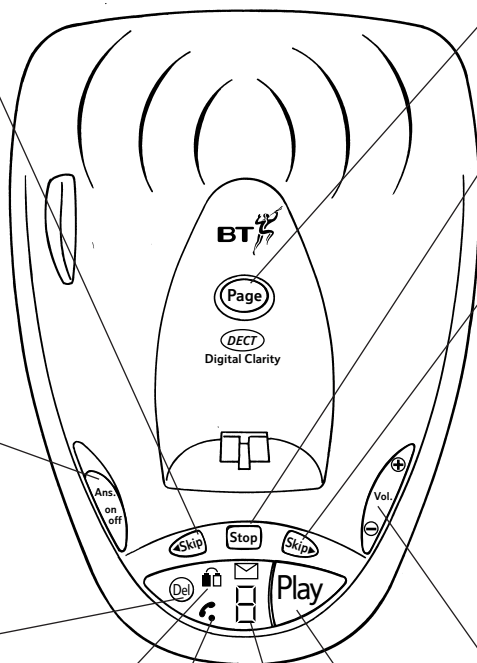
Adjust the loudspeaker volume, *see page 36*.

Play

Lets you play and pause your messages, *see page 43*.

Message display LED

Indicates when the answering machine is on or off and when the power is on plus how many messages have been left. *See page 35*.



Explanation of the display icons

Standby screen

To personalise the name of your handset, see page 26.
















































HS1

Displays the number of the handset at all times.


Icon	Steady	Flashing
	External line in use	Incoming call
	Internal call	Internal call from another handset
	In calls list	New call received in calls list
	3 way conversation in progress	
		Battery exhausted
	Battery weak	
	Battery half-full	
	Battery full	
	Phonebook	
	Menu in use	
	Handset linked to base station	Out of range or searching for base station
	In handsfree mode	
	Answering machine is switched on	

Quick Guide

Information for the handset settings































Function	Button combination
Answer a call/End a call	
Make a call	 
Redial a number	 
Store a number in the memory	    enter the name  enter the telephone number 
Dial a number in the memory	   
Adjust the earpiece volume	During a call, press the   during a call until the required level is reached.
Secrecy on/off	During a call, press  to switch on and again to switch off.
Transfer call to another handset	 enter handset number 
Three way conversation	 enter handset number  
Access to redial list	  – keep pressing to scroll.
Access to calls list	  – keep pressing to scroll.
Set handset ringer volume	    HANDSET   RING VOL    to select volume 
Set base unit ringer volume	   SETUP  BASE VOL    to select volume 

Important

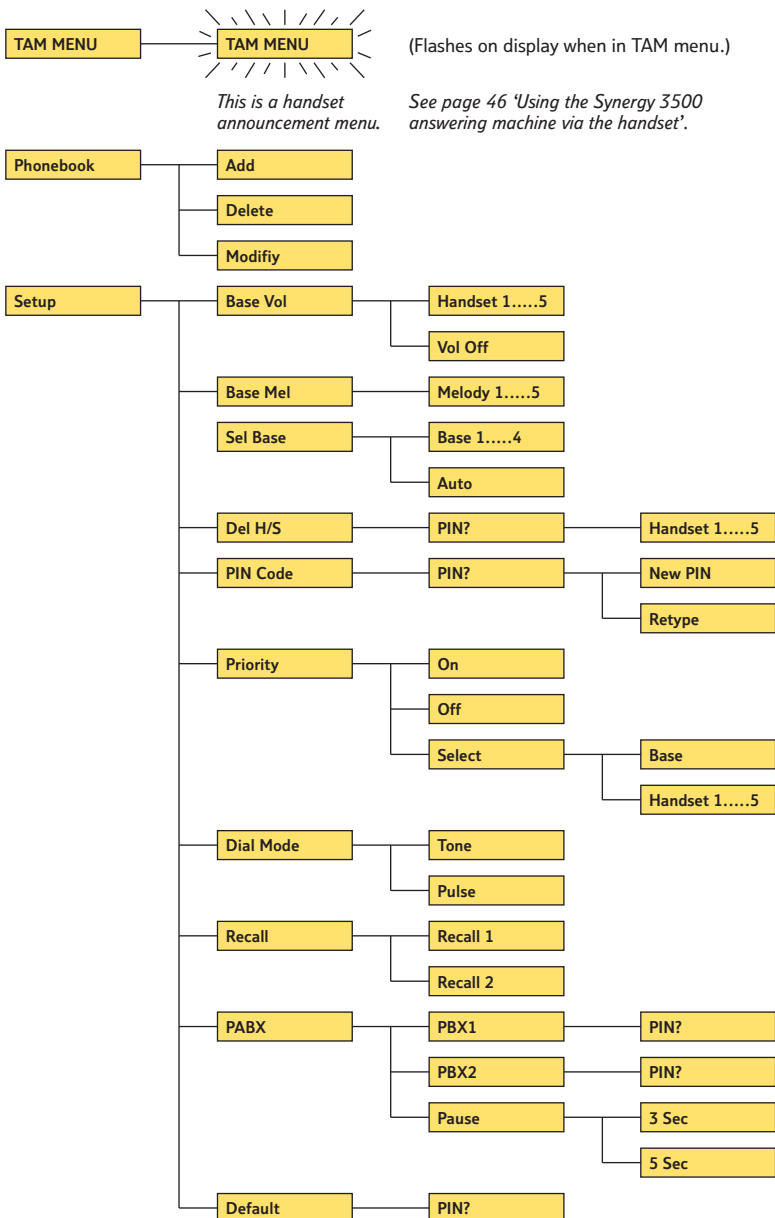
*If the handset is sitting in the base when a call comes in, you can pick it up and answer it automatically without pressing the  button.

Quick Guide

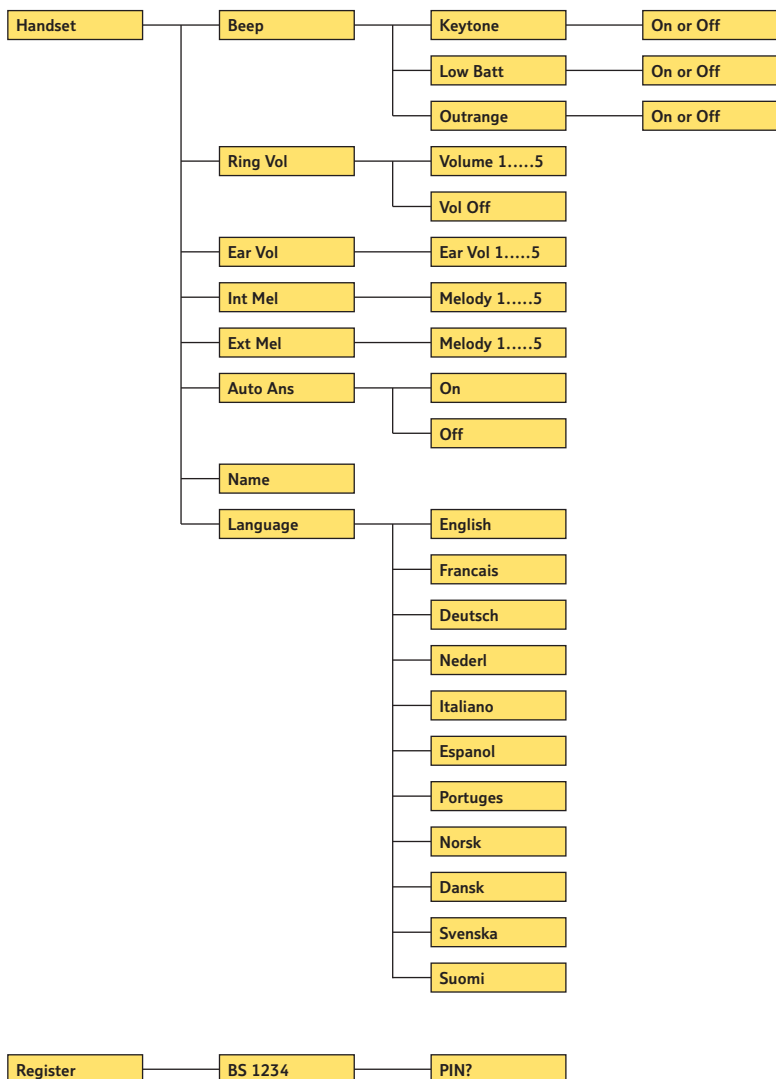
Information for the answering machine settings

Function	Button combination
Switch answering machine ON/OFF from the base	Press and release 
Record own Answer and Record outgoing message using the handset	     After tone speak message then press 
Record own Answer Only outgoing message using the handset	    After tone speak message then press 
Set answer mode: using the base	Press and hold  when you hear, "Please select outgoing message", release button. To set Answer and Record, press  . To set Answer Only, press  .
using the handset	   , either  for Answer and Record or  for Answer Only.
Play new messages: using the base	
using the handset	  
Record memo message using the handset	   after tone speak memo message then press 
Adjust base unit loudspeaker volume from the base	To increase  To decrease 

Menu Structure



Cont.....



Important. If you make a mistake you can return to the previous menu heading by pressing the **X** button. If you press and hold the **X** button at any time you will return to the standby screen. After 30 seconds if no buttons are pressed the handset will automatically return to the standby screen.

In this guide

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There is a detailed INDEX at the end of this guide, see page 62.

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Handset settings

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Note

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

Introduction

Your Synergy 3500 has been designed for ease of use and made to the high standards set by BT

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

DECT

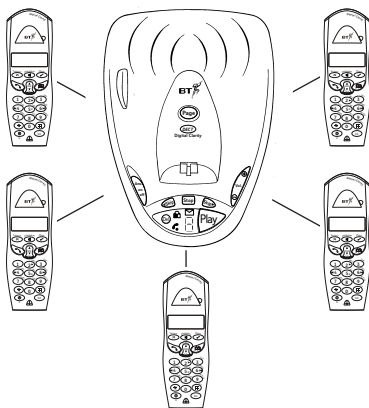
By purchasing the Synergy 3500 you now own a product which combines the advantages of cordless operation with the performance of a high quality corded telephone. It complies with the Digitally Enhanced Cordless Telecommunications (DECT) standard and offers unparalleled quality and features.

You can use up to 5 handsets with your Synergy 3500 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 3500 base stations with more than one handset connected.

Important

If you wear a hearing aid, please note that the Synergy 3500 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 3500

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

One Synergy 3500
base station



One Synergy 3500
handset



2 x AAA rechargeable
batteries (Ni-MH)



One battery cover



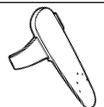
One power supply
for base station
(Item code: 005391)



One telephone line cord



One belt clip



In addition:

If you have purchased the
Synergy 3500 Twin:

One Synergy 3000
handset



One Synergy 3000
charger



2 x AAA rechargeable
batteries (Ni-MH)



One battery cover



One power supply
for charger
(Item code: 003313)



One belt clip



For your records

Date of purchase:

Place of purchase:

Serial number:

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

If you change your PIN, keep a record of the new number here:
(original setting 0000)

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See *page 29* for more information.

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the power supply used with the base station is 005391. The item number for the power supply used with the charger is 003313 (only applicable when you have purchased the Synergy 3500 Twin).

Only use the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the Synergy Helpline **08706 058 047**.

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

Radio signals transmitted between the handset and base may cause interference to hearing aids.

It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.

It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre

away from such appliances to minimise any risk of interference.

Never dispose of the batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Setting up

Follow these steps to set up your Synergy 3500 ready for use

Plan the location

Position your Synergy 3500 within 2 metres of a power socket and phone socket otherwise extension cables will be required.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

Do not place your Synergy 3500 product in the bathroom or other humid areas.

Note

The Synergy 3500 has a range of up to 300 metres outdoors and up to 50 metres indoors. The range will be reduced when there is no clear line of sight between the base and handset. Thick stone walls can severely affect the range.

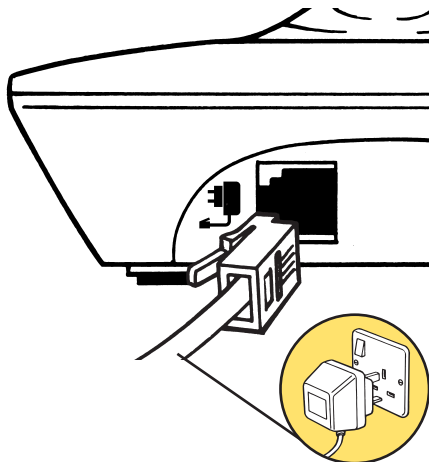
1 Connect the power supply to the base

Plug the power adaptor into the mains power socket and switch on. The green Power/In Use light comes on. Your Synergy 3500 will announce the default

settings of the answering machine, *see page 16*, and the message counter will be displayed.

Note

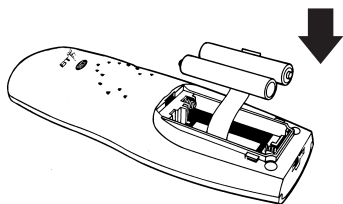
*The message counter will flash between □ and □ until the day and time are set, *see page 15*.*



Note

The base station must be plugged into the mains power socket at all times.

2 Install the rechargeable batteries in the handset



The handset uses two rechargeable Nickel Metal Hydride (Ni-MH) AAA batteries which are supplied. Take care to insert the batteries as shown and then fit the battery cover (the battery cover may be found in the packaging with the batteries).

3 Charge the handset batteries for at least 16 hours

Before you use your Synergy 3500 for the first time, it is important to have the handset batteries fully charged. The batteries need to charge continuously **for at least 16 hours to reach full charge.**

Place the handset on the base. The red charging light will come on. The handset comes pre-registered to the base station as SYNERGY HS1. This is shown on the display. The 📶 icon and the battery icon are shown on the display. Once the handset is fully charged, the display shows a full battery symbol.

Please note that the red charging light will remain on even when the batteries are fully charged.

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.

Note

The 📶 symbol on your handset display indicates when you are in range of the base station. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base station.

Battery performance

Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries, type: rechargeable Nickel Metal Hydride (Ni-MH); size AAA; capacity 550mAh 1.2v. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

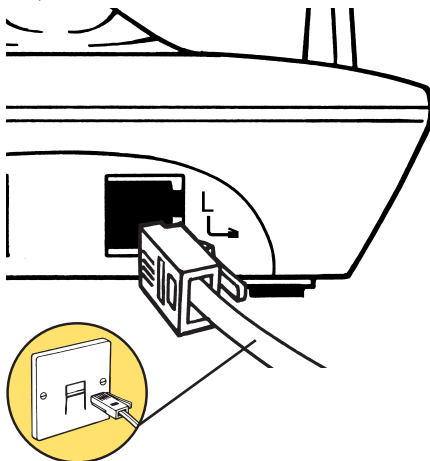
To keep your batteries in the best condition, leave the handset off the base station for a few hours at a time. (after the initial 16 hour charge).

Please note, however, that new Nickel Metal Hydride (Ni-MH) batteries do not reach their full capacity until they have been in normal use for several days.

*Fully discharging the batteries at least once a week will help them 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. New batteries can be obtained from the BT Synergy Helpline **08706 058 047**.*

Note: Under ideal conditions, the handset batteries should give about 14 hours talktime or 350 hours standby on a single charge. Optimum times for talk and standby are only achieved when the handset batteries are fully charged.

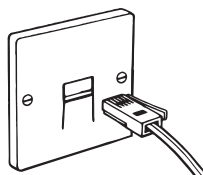
- 4** Connect the telephone line cord to the Synergy 3500 base station



- 5** Connect the telephone line cord

Note

It is recommended that you do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the batteries discharging during a conversation, which could cause you to lose a call.



6 To set the day and time

The message counter on the base unit will flash between 0 and C until the day and time are set.

The day and time must be set using the Synergy 3500 handset.


Your Synergy 3500 automatically adds the day and time to all messages and memos received.

When you first switch the power on, the clock is set to Sunday, 12.01pm. You can change the day and time as required.

Press the  button *twice* on the Synergy 3500 handset.

TAM MENU will flash on the display.

Important

The main menu announcements are automatically announced through the handset earpiece when the  button is pressed twice.

0

Press the 0 button. The prompt will announce, "To set day and time press *, to hear day and time press #".

(Please note that if you press the # button this will only allow you to check the day and time.)

*

Press the * button. The prompt will announce, "Please enter new day and time after the tone".

After the tone enter the day, followed by the time using the 24 hour clock.

1 = Sun, 2 = Mon,
3 = Tues, 4 = Wed,
5 = Thur, 6 = Fri, 7 = Sat.

For example:

1 1415 = Sunday 2.15pm.

Or

5 0915 = Thursday 9.15am.

You will then hear your setting confirmed.

Press the  button *twice* to return the handset to standby.

Security

Note

If the day and time is entered incorrectly, the prompt will announce, "Incorrect, please set again". Enter the correct setting within 15 seconds otherwise the handset will return to standby mode. If the day and time is entered incorrectly three times the handset will return to standby.

Note

If you have any difficulties setting up your Synergy 3500 please call the Helpline on 08706 058 047.

If you wish to register additional handsets, *please see page 53.*

Please see the table below for your Synergy 3500 default settings.

Synergy 3500 Default Settings Table	
Feature	Default Setting
Day/Time Stamp	Sunday 12:01 PM
Answer Delay	Your answering machine will answer after 6 rings
Audible Message Alert Tone	OFF
Outgoing Message	Answer and Record "Hello your call cannot be taken at the moment so please leave your message after the tone."
Answer Mode	ON
Base ringer level	High
Base loudspeaker volume	Level 5
PIN code	0000
Dialling mode	Tone

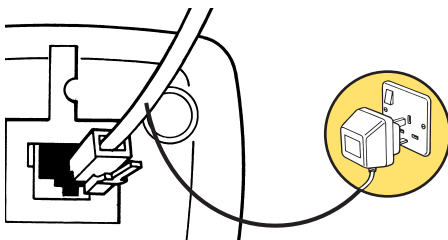
If you wish to personalise your answering machine settings, for example record your own outgoing message etc, please see *"Setting up and personalising your answering machine"* beginning on *page 35.*

The answering machine will now be switched ON and set to its default settings so your Synergy 3500 is now ready for use.

Additionally, if you have purchased the Synergy 3500 Twin:

1. Connect the power supply to the charger (item code 003313).

Plug the power adaptor into the mains power socket on the underside of the charger.



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

Note

The charger must be plugged into the mains power socket at all times.

2. Install the rechargeable batteries in the handset.

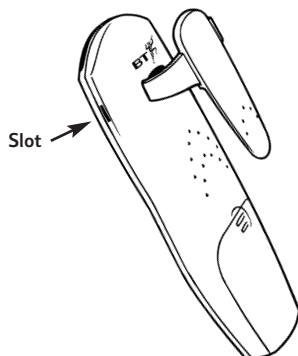
3. Charge the handset batteries for at least 16 hours.

Your Synergy 3000 additional handset comes pre-registered to the main base station as SYNERGY HS2. This will be shown on the display.

Your Synergy 3500 Twin is now ready for use.



7 Attach the belt clip (optional)

Fit the belt clip onto the back of the handset if required.



Using the telephone

Note

To exit and return to the previous menu at any time, press the  button. If you press and hold the  button you will return to the standby screen.

To switch the handset on and off



Press and hold the **POWER** button to switch the handset off.



To switch the handset on, press and hold the **POWER** button again.

Making and receiving calls

To make an external call



Press the **TALK** button. You will hear the dial tone and the display will show the .



Enter the number you want. The number is dialled automatically.

Preparatory dialling


Preparatory dialling allows you to enter the number before pressing the **TALK** button. This enables you to correct any mistakes before you actually make the call.



Enter the number to be dialled.

The number is shown in the display.



(If you make a mistake, press the  button to delete the incorrect digit).

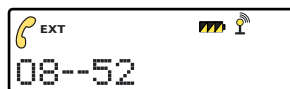
When you have entered the number correctly, press the **TALK** button to dial the number.



Call timer

Your handset will automatically time the duration of all external calls.

The handset display shows the call duration both during your call and for a few seconds after it is complete.



To end a call



Press the **TALK** button.

Or

Place the handset back on the base.

To receive a call

When the phone rings the display will show **CALL** and the **EXT** symbol will flash.

If you have subscribed to a Caller Display Service, the number (and name if stored in the Phonebook) will be displayed.



Press the **TALK** button.

Or

If the handset is on the base, simply lift it up and speak.

Note

You can switch the Auto-Talk feature on or off. Please see page 26.

To adjust the speech volume during a call

During a call:

You can adjust the earpiece volume. There are 5 levels to choose from.

Press the **UP** or **DOWN** button until you reach the required level. This will be shown on the display.
eg: **EAR VOL 3.**

In standby mode:

Press the button.

Press the **DOWN** button until **HANDSET** is displayed.

Press the button.

Press the **DOWN** button until **EAR VOL** is displayed.

Press the button.

Press the **UP** or **DOWN** button until you reach the required level.

Press the button to confirm the selected level.

Press *and hold* the button to return to the standby screen.



Handsfree


Handsfree allows you to talk to your caller without holding the handset and enables other people in the room to listen to your conversation.

To make a handsfree call



Dial the number.

Press the **HANDSFREE** button.

The display will show the  icon to indicate handsfree is active. You will hear the number being dialled out.



To switch back to using the handset at any time, press the **HANDSFREE** button.



To end the call, press the **TALK** button.

To answer a call in handsfree

When the phone rings:



Press the **HANDSFREE** button. The call is transferred to the loudspeaker.

To switch to handsfree during a call



During a call you can switch to handsfree mode.

Press the **HANDSFREE** button. The call is transferred to the loudspeaker.



Press the **HANDSFREE** button to switch back to using the handset.

To adjust the handsfree volume



Whilst in handsfree mode you can increase or decrease the handsfree volume. There are 5 volume levels to choose from.

Press the **UP** or **DOWN** button to adjust the volume.

The volume will be adjusted accordingly.

Redial

You can redial up to 5 of the last numbers called. They are stored in the redial list. If you have stored a name to go with a number in the Phonebook, the name will be displayed instead. See *"Name and number Phonebook"*, page 21.

Dial from the redial list



Press the **UP** button to enter the redial list.



Continue pressing the **UP** button to view the next number in order of most recent first.



Press the **TALK** button when the number (or name) you want to call is displayed. The number is dialled automatically.

Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

To switch secrecy on / off



During a call, press the **X** button. The display will show **MUTE**. Your caller cannot hear you.



Press the **X** button again to resume your call.

Name and number Phonebook

You can store up to 50 of your most frequently used names and numbers in the Phonebook. Stored numbers can be no longer than 20 digits and a maximum of 8 characters can be stored.

To store a name and number in the Phonebook



Press the **✓** button to enter the menu.



Press the **DOWN** button.



The display will show **PHONEBK**, press the **✓** button.



The display will show **ADD**, press the **✓** button.



The display shows **NAME ?**

Enter the name using the letters on the keypad. Names can be no longer than 8 characters.

Entering names:



Use the keypad letters to enter names, e.g. if you wish to store the name **TOM**:



To enter the letter **T**, press the **8** button once.



To enter **O**, press the **6** button *three times* and wait for the cursor to move across.





To enter M, press the **6** button once.

If you enter a digit incorrectly, press the **X** button to delete it.

Press **✓** to confirm the name. You will hear a confirmation beep.

The display shows **NUMBER ?**

Enter the telephone number you want to store.

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

Alternatively, press the **✓** button to continue storing entries in the Phonebook.

Press **and hold** the **X** button to return to the standby screen.

Note

*Press the **1** button once to insert a space, press twice for a - (hyphen), press 3 times for the number 1.*

Note

If you subscribe to a Caller Display Service (see page 31) and want Phonebook names to be displayed when a call is received from one of your Phonebook numbers, you must ensure that you always enter the full telephone number, including the national code.

To enter a pause in a stored number

You may want to enter a pause when storing international numbers, charge card numbers or if you connect your telephone to a switchboard. (For more information on switchboard use *see page 60*.)

When storing the number, press **and hold** the **UP** button, until a **P** is displayed, at the point where you want to enter the pause.

You may enter as many pauses as required.

To dial a name and number from the Phonebook

Press the **PHONEBOOK** button to enter the Phonebook.

Use the **UP** or **DOWN** button to scroll through.

Or

Enter the first letter of the name you want, e.g. for Tom, press the **8** button to search for names beginning with T.

Press the **TALK** button to dial the number of the name displayed. The number is dialled automatically.

Note

You can scroll in either direction to search through the list.

To edit an entry in the Phonebook



Press the button to enter the menu.



Press the **DOWN** button.



The display will show PHONEBK, press the button.



Use the **DOWN** button to scroll to MODIFY and press the button.



Use the **UP** or **DOWN** button to find the name you want to edit.



Press the button.



Use the button to delete unwanted letters. You can enter new letters as shown in 'Entering names' on *page 21*.



Press to store the new name. You will hear a confirmation beep.



The number will be displayed. Use the button to delete unwanted digits and re-enter the correct ones.



Press the button to store the new number. You will hear a confirmation beep.



Press *and hold* the button to return to the standby screen.

To delete a Phonebook entry



Press the button to enter the menu.



Press the **DOWN** button.



The display will show PHONEBK, press the button.



Use the **DOWN** button to scroll to DELETE and press the button.



Use the **UP** and **DOWN** buttons to scroll through to the entry you want to delete.



When you have found the name to delete, press the button.



The number will be displayed, press the button.



The display will show CONFIRM?, press the button.

You will hear a confirmation beep. The number is now deleted.



Press *and hold* the button to return to the standby screen.

Paging handsets

You can page your handset(s) from the base station to alert a handset user that they are wanted or to locate a missing handset.

Note

Paging calls cannot be answered by a handset.

To page a handset from the base

Page

Press the **PAGE** button on the base.

The handset(s) will ring.
The display will show
INT 0000 flashing.

Page

To stop paging, press the **PAGE** button again.

Or



To stop paging, press any button on the handset.


Handset settings

To switch keypad beeps on and off




Press the  button to enter the menu.




Use the **DOWN** button to scroll to **HANDSET** and press the .



The display will show **BEEP**, press the .



The display will show **KEYTONE**, press the .




Use the **UP** or **DOWN** button to select either **ON** or **OFF**.




Press the  button. You will hear a confirmation beep.



Press *and hold* the  button to return to the standby screen.

Important

Press and hold the  button at any time to exit the menu and return to the standby screen.


To adjust the handset ringer volume

There are 5 levels to choose from (**1-5**), or you can turn the ringer off altogether.




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the .



Use the **DOWN** button to scroll to **RING VOL** and press the .




You will hear the current volume setting and it will be shown on the display.




Use the **UP** or **DOWN** button to select the required volume (**VOLUME 1-5** or **VOL OFF**). You will hear a sample ring.



Press the  button to confirm the new setting. You will hear a confirmation tone.



Press *and hold* the  button to return to the standby screen.


To set the external or internal ringer melody

There are 5 melodies to choose from and you have the option to choose a different melody for external and internal calls. (Internal calls for when you have more than one handset).



Press the  button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the  button.



Use the **DOWN** button to scroll to either **INT MEL** or **EXT MEL**.




Press the  button.

You will hear the current melody setting and it will be shown on the display. e.g. **MELODY 4**.




Use the **UP** or **DOWN** button to select the required melody. You will hear a sample melody.



Press the  button to confirm the new melody. You will hear a confirmation tone.



Press *and hold* the  button to return to the standby screen.


To switch auto-talk on/off

When the handset is on the base or the charging unit you can answer the call by picking it up from the base. This will automatically answer the call without having to press the **TALK** button.



Press the  button.



Use the **DOWN** button to scroll to **HANDSET** and press the  button.



Use the **DOWN** button to scroll to **AUTO ANS**.




Press the  button.




Use the **UP** or **DOWN** button to turn **AUTO-TALK ON** or **OFF**.



Press the  button to confirm.



Press *and hold* the  button to return to the standby screen.


To name a handset

The handset name is pre-set as **SYNERGY**, however, you can personalise each handset by giving it a name. A maximum of 8 characters can be stored.




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the  button.





Use the **DOWN** button to scroll to **NAME** and press the  button.



Press the  button to delete the name already set.




Enter the name you want using the keypad and press the  button, correct any mistakes by pressing the  button.



You will hear a confirmation beep.



Press *and hold* the  button to return to the standby screen.


To set the handset language

If you wish, you can change the language used on the handset display. You can choose from English, Francais, Deutsch, Nederl, Italiano, Espanol, Portuges, Norsk, Dansk, Svenska and Suomi.




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **HANDSET** and press the  button.




Use the **DOWN** button to scroll to **LANGUAGE** and press the  button.




Use the **UP** or **DOWN** button to scroll through the language options.



Press the  button to confirm your choice. You will hear a confirmation beep.



Press *and hold* the  button to return to the standby screen.

Note

To default back to the English language follow:



Press the **MENU** button.



Press the **DOWN** button *three times*.



Press the **MENU** button.



Press the **DOWN** button *seven times*.



Press the **MENU** button.



Press the **UP** or **DOWN** button until **ENGLISH** is displayed.



Press the **MENU** button *once*.

Base settings


To adjust the base ringer volume

There are 5 levels to choose from (1-5), or you can turn the ringer off altogether.




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.




The display will show **BASE VOL**. Press the  button.




Use the **UP** or **DOWN** button to select the required volume (**VOLUME 1-5** or **VOL OFF**). You will hear a sample ring.



Press the  button to confirm the new setting. You will hear a confirmation beep.



Press *and hold* the  button to return to the standby screen.


To adjust the base ringer melody

There are 5 melodies to choose from (1-5)




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.




Use the **DOWN** button to scroll to **BASE MEL** and press the  button.




Use the **UP** or **DOWN** button to select the required melody (**MELODY 1-5**). You will hear a sample melody.



Press the  button to confirm the new setting. You will hear a confirmation beep.




Press *and hold* the  button to return to the standby screen.


To select a base station

If a handset is registered to more than one base station, you can select which base your handset will use.


For more information on registering your handset to another base, *see page 53*.


Press the  button to enter the menu.

Use the **DOWN** button to scroll to **SETUP** and press the  button.

Use the **DOWN** button to scroll to **SEL BASE** and press the  button.

Use the **UP** or **DOWN** button to select the base you want (BASE 1-4).


Press the  button. You will hear a confirmation beep.


Press *and hold* the  button to return to the standby screen.

To change the base station PIN code

If you change the base station PIN, keep a record of the new number by writing it in the space provided on *page 10*. You will need to use your base station PIN for registering handsets and for some other optional settings.

Press the  button to enter the menu.

Use the **DOWN** button to scroll to **SETUP** and press the  button.

Use the **DOWN** button to scroll to **PIN CODE** and press the  button.

The display will show **PIN?**

Enter your 4-digit PIN (original setting 0000).

Press the  button.


The display will show **NEW PIN**.


Enter your new 4-digit PIN.

Press the  button.

The display will show **RETYPE**.

Re-enter your new 4-digit PIN.

Press the  button. You will hear a confirmation beep.

Press *and hold* the  button to return to the standby screen.


To default/reset the handset and base to their original/default factory settings

Please note that if you reset your Synergy 3500 the Phonebook, Redial and Calls list will be deleted.




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.



Use the **DOWN** button to scroll to **DEFAULT** and press the  button.



The display will show **PIN?**



Enter the base PIN (original setting 0000)



Press the  button.

You will hear a confirmation tone at the base and handset. The handset display will flash **BASE 1** and then **SYNERGY HS1**.

Your Synergy 3500 is now reset to the factory settings.

The default settings are:

Earpiece volume	3
Handset & Base ringer volume	3
Handset & Base melody	1
PIN code	0000
Handset name	SYNERGY
Handset language	ENGLISH
Button beeps	ON
Battery low indicator beeps	ON
Out of range warning beeps	ON
Auto answer	ON
Dialling mode	DTMF
Pause after picking up line / dial-out code	3 seconds
Phonebook	Empty
Redial list	Empty
Calls list	Empty

Caller Display and Call Waiting

Important

To use Caller Display or Call Waiting you must first subscribe to your network provider's Caller Display or Call Waiting Service. A quarterly fee is payable.

For more information on BT's Select Services, call BT free on 0800 800 150.

Using Caller Display

If you subscribe to a Caller Display Service you can see your caller's number (provided it is not withheld) on your handset display, as well as the time and date of their call. If you have your caller's name and number stored in your handset Phonebook, you will see the name of your caller displayed instead of the number.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the Phonebook.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers on the list and copy them into the Phonebook.

Caller information not available

With some incoming calls the telephone number of the caller is not available and cannot therefore be displayed.

In this case, your Synergy 3500 provides you with some explanatory information about the type of call received. This will be one of the following.

UNAVAILA

The number is unavailable.

WITHHELD

The caller has withheld their number.

RINGBACK

Ringback call.

OPERATOR

The call has been made via the operator.

PAYPHONE


The caller is ringing from a payphone.

INTERNAT

International call.

Calls list

The Calls list contains the telephone numbers of your last 20 callers.

New calls in the Calls list are indicated by the flashing  symbol on the display.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

To enter and view the Calls list



Press the **DOWN** button to enter the Calls list. The ☒ symbol is displayed.



Use the **UP** or **DOWN** button to scroll backwards and forwards through the Calls list.

If the 'name' of your caller has been stored in the Phonebook, this will be displayed. Press the ✓ button and the number will be displayed.



Press the ✓ button and the time and date of the call will be displayed.



Keep pressing the ✕ button to return to the Calls list entry.

Note

Press and hold the ✕ button to return to the standby screen.

To dial a number from the Calls list



Press the **DOWN** button to enter the Calls list.



Use the **UP** or **DOWN** button to scroll to the number you want to dial.



Press the **TALK** button. The number will be dialled automatically.

To store a number from the Calls list into the Phonebook



Press the **DOWN** button to enter the Calls list.



Use the **UP** or **DOWN** button to scroll to the number you want to store in the Phonebook.



Press the ✓ button.

The display shows the date and time of the call.



Press the ✓ button again, the display shows ADD.



Press the ✓ button, the display shows NAME ?.



Press keypad buttons to enter name as described before under the "Entering names" section.

Note

You can enter names up to 8 characters long. If necessary, you can edit the entry, when the entry is correct, press the ✓ button. The number is now stored in the Phonebook.



Press the ✓ button.

The name and number are now stored in the Phonebook.

Important

Once stored in the Phonebook the number will be deleted from the Calls list.

To delete a number from the Calls list



Press the **DOWN** button to enter the Calls list.



Use the **UP** or **DOWN** button to scroll to the number you want to delete.



Press the **✓** button *twice*, **ADD** will be displayed.



Use the **UP** or **DOWN** button to scroll to **DELETE ?** and press the **✓** button.



The number is deleted from the Calls list.

To delete all numbers from the Calls list



Press the **DOWN** button to enter the Calls list.



Press the **✕** button. The display will show **DEL ALL**.



Press the **✓** button. The display will show **EMPTY** for 2 seconds.

*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). The second caller's number (and name if stored in the directory) will appear on the handset display.

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.

*You must subscribe to your network provider's Call Waiting Service before this feature will work. A quarterly fee is payable.

To accept a Call Waiting call

If you hear the tone that tells you there is another caller, whilst you are on a call:



Press the **Recall** button. The first caller will be put on hold and you can now speak to your second caller.



To return to the first caller press the **Recall** button again.

Note

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 **TALK** button after speaking to the first caller.



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

Note

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.

Setting up and personalising your answering machine

Your Synergy 3500 can digitally record up to 13 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your Synergy 3500 from:

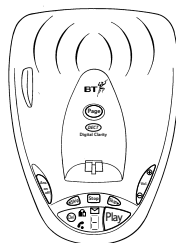
- The base unit.
- The handset.
- Remotely from any external *Touchtone™* telephone.

Your Synergy 3500 comes with two pre-recorded outgoing messages, **Answer and Record** or **Answer Only**, but if you wish you can record your own.

You will need to set the day and time (if you have not already done so) so that you will know when each message was received, *see page 15*.

Message display on the base station

The table opposite provides an explanation of what is shown on the base station display.



DISPLAY	DEFINITION
(Blank)	Power off.
C-0 (flashing)	Day/Time needs to be set.
0-9	Answer-on mode, 0-9 messages.
9 (flashing)	10-59 messages. Indicating more than 9 messages stored.
— Alternating with 0-9	Power on, but set to answer off mode. The display flashes between a dash and the number of messages saved in the memory.
A (flashing)	Handset menu and Remote access in progress.
E (flashing)	Error.
F (flashing)	Memory full.
P (flashing)	Message paused.
P-1: Alternating between P & 1	When selecting or playing Answer & Record outgoing message.
P-2: Alternating between P & 2	When selecting or playing Answer Only outgoing message.
r (flashing)	Message recording (memo, outgoing message or incoming message).
t or 2 to 9	Setting or reading answer delay.
8-0	Counting down.

To switch the answering machine ON/OFF

Your Synergy 3500 is set to ON and Answer and Record when first powered up.

Press and release the **ANSWER ON/OFF** button to switch ON or OFF.

If you hear *"Answer on, your outgoing message is...."* the answering machine is switched on and is ready to answer incoming calls and record any messages, unless Answer Only is selected.

Answer Only is an advisory announcement only, so that the machine will not record an incoming message.

See *page 38* for a full explanation of the outgoing messages available.

The display on the base unit shows the number of messages stored in the memory.

If you hear *"Answer off"* the answering machine is switched off.

The display on the base unit will flash between a dash and the number of messages saved in the memory.

To adjust the base unit loudspeaker volume

The loudspeaker volume ranges from 0-9 plus H, where 0 is Off and H is the maximum level. The default level is 5.

Press **Vol +** on the base to increase the volume.

Press **Vol -** on the base to decrease the volume.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.

Answer delay

Answer delay sets the number of times your Synergy 3500 will ring before the answer machine picks up your call and starts playing the outgoing message. The default setting is for the answering machine to answer after 6 rings. You can change this setting to between 2-9 rings.

To change the answer delay setting



Press *and hold* the **SKIP ►** button on the base unit until the current setting is announced, then release.



Press *and release* the **SKIP ►** button to move through the settings, with each press the options will be announced and will also be shown on the base unit display, i.e 8, 9, Time Saver, 2, 3, 4, 5, 6, 7.

When you hear the setting you want, do not press the **SKIP ►** button again. After a short delay your chosen setting will be announced.

To check the answer delay setting at the base station



Press *and release* the **SKIP ►** button.

The current setting will be announced and also shown on the base unit display.

Audible Message alert

When audible message is switched ON and new messages have been received, your Synergy 3500 will beep every 10 seconds. The volume of the beep is at the volume you have set for the loudspeaker. The default setting is OFF.

To switch audible message alert ON or OFF



Press *and hold* the **◀ SKIP** button on the base unit to change the setting.

The prompt will announce "Message alert on/off" as appropriate.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. Your Synergy 3500 comes with 2 pre-recorded outgoing messages to choose from as follows:

Answer and Record

Your Synergy 3500 has a pre-set Answer and Record outgoing message that allows your caller to leave a message.

"Hello, your call cannot be taken at the moment, so please leave your message after the tone".

However, you can record your own Answer and Record outgoing message if you wish, see *'To record your own Answer and Record outgoing message'*, opposite.

Answer Only

Your Synergy 3500 will play a pre-recorded Answer Only outgoing message but will **not allow your caller to leave a message**.

"Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

You can also record your own Answer Only outgoing message if you wish, see *'To record your own Answer Only outgoing message'*, page 39.


Note

You can only record your own outgoing messages via the handset.

To record your own Answer and Record outgoing message

You can record your own **Answer and Record** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to 3 minutes long. Your own outgoing message will replace the Answer and Record pre-recorded outgoing message, but it is possible to reinstate it later if you wish (see page 41).

Pick up the handset.

Press the  button *twice*. You will hear the main menu announcement from the handset earpiece.

Press the **8** button for the outgoing message menu.

To record your own **Answer and Record** outgoing message, press the **3** button. The prompt will announce, *"Please speak after the tone. To end recording, press #"*.





After the tone, speak your outgoing message into the handset. Press **#** when you have finished. You will hear a long beep.

Note

*Throughout recording **r** will flash on the base unit display.*

The prompt will announce, “Your outgoing message is” and then play your message. The display will flash **r** and after playing your message you will hear the menu once more.



Press *and hold* the **X** button to return the handset to standby.

To record your own Answer Only outgoing message

Note

*When recording your own **Answer Only** outgoing message, please remember not to invite your caller to leave a message as the **Answer Only** mode will not record incoming messages.*

You can record your own **Answer Only** outgoing message to use instead of the pre-recorded message already

available. Your outgoing message can be up to a maximum recording capacity (13 minutes), but you should try to keep it short to allow time for recording memos, or incoming messages *when* using the alternative **Answer and Record** outgoing message. Your own outgoing message will replace the **Answer Only** pre-recorded outgoing message, but it is possible to reinstate it later if you wish (*see page 41*).

Pick up the handset.



Press the **✓** button *twice*. You will hear the main menu announcement from the handset earpiece.



Press the **8** button for the outgoing message menu.



To record your own **Answer Only** message, press the **4** button. The prompt will announce, “Please speak after the tone. To end recording, press **#**”.



After the tone, speak your outgoing message into the handset. Press **#** when you have finished. You will hear a long beep.

The prompt will announce, *"Your outgoing message is"* and then play your message. The display will flash **F** and after playing your message you will hear the menu once more.



Press *and hold* the **X** button to return the handset to standby.

To check or play your outgoing message via the base unit

You can check and play back your current outgoing message at any time via your Synergy 3500 base unit.

Press the **ANSWER ON/OFF** button.

The prompt will announce either:

- *"Answer on, your outgoing message is..."* and play your currently selected outgoing message.

Or

- *"Answer off"*. If prompt is "Answer off", press the **ANSWER ON/OFF** button again and the prompt will announce the current outgoing message.

To check or play your outgoing message via the handset

Pick up the handset.



Press the **✓** button *twice* to enter the answering machine menu.



Press the **8** button. The prompt will announce, *"To play outgoing message, press 2"*.



Press the **2** button. Your currently selected outgoing message will be played.



Press *and hold* the **X** button to return the handset to standby.

To select your outgoing messages via the base unit

Press and hold the **ANSWER ON/OFF** button until you hear, *"Please select outgoing message"*, then release the button.

Either

To set **Answer and Record**, press and release the **◀Skip** button. **F/1** will be displayed and will flash consecutively.

Or

Skip▶

To set **Answer Only**, press and release the **SKIP▶** button. P/2 will be displayed and will flash consecutively.

Your chosen setting will be announced over the base speaker.

To select your Answer and Record outgoing message via the handset

Menu

✓

Press the **✓** button *twice*.

8

Press the **8** button.

To select **Answer and Record** outgoing message, press the **5** button.

5x

The prompt will announce, *"Your outgoing message is"* followed by

Secrecy
X

Press *and hold* the **X** button to return the handset to standby.

To select your Answer Only outgoing message via the handset

Menu

✓

Press the **✓** button *twice*.

8

Press the **8** button.

To select **Answer Only** outgoing message, press the **6** button.

6▶

The prompt will announce, *"Your outgoing message is"* followed by

Secrecy
X

Press *and hold* the **X** button to return the handset to standby.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the base unit

You can delete your personalised outgoing message and return to your Synergy 3500's pre-recorded outgoing message.

First select the outgoing message that you want to delete.

Del

Whilst your outgoing message is playing press the **DELETE** button on the base unit.

The message will stop playing and you will hear a short beep, then the default pre-recorded outgoing message will be played.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the handset

Pick up the handset.



Press the  button *twice*.



Press the **8** button.

The prompt will announce,
*"To play outgoing message,
press 2"*.



Press the **2** button.

The selected outgoing message
that you wish to replace will
be played.



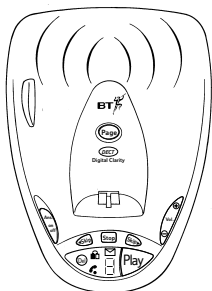
Press the **5** button to delete it.

Whilst your outgoing message
is being played you will hear a
confirmation beep, followed by
the voice prompt announcing
the default pre-recorded
outgoing message.



Press *and hold* the **X** button to
return the handset to standby.

Using the Synergy 3500 answering machine via the base unit



Note

Press the **STOP** button at any time during playback to stop messages playing.

To playback messages

Play

Press the **PLAY** button.

The prompt will announce, "You have (n) messages".

Your message(s) will be played back, starting with the first message received.

At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.

To pause a message during playback

Play

While listening to the message, press the **PLAY** button.

The message will be paused. You will hear a beep every 10 seconds and the message display will show F.

Play

Press the **PLAY** button again to resume playback.

To skip forward and backward through messages (including fast playback)

During playback:

Skip▶

Press the **SKIP▶** button to skip forwards to the next message.

Skip▶

If you press and hold the **SKIP▶** button the current message will be played at 1½ times the speed (fast playback).

◀Skip

Press the **◀Skip** button to return to the start of the current message. Press again to return to the start of the previous message.

To delete an individual message

Del

Press the red **DELETE** button on the base unit during message playback.

The prompt will announce, *"Message deleted"*.

The message is not deleted yet, but at the end of playback when there is an 8 second countdown followed by a confirmation tone. Let the countdown reach 0 and all the selected messages are deleted and the remaining messages are saved.

To delete all messages

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press delete"*. The display counts down from 8-0.

Del

During the countdown press the red **DELETE** button and the prompt will announce, *"All messages deleted"*. At the end of the countdown there will be a confirmation tone.

To cancel deletion

Stop

Individual or all.


Press the **STOP** button during the 8-0 countdown. All messages will be saved including any marked for deletion.

Call screening

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call.

Make sure the volume on the base unit is set to an audible level, *see page 36*. Allow the incoming call to be answered by your Synergy 3500 answering machine as normal. You will hear the caller begin to leave a message.

To screen a call from the base unit



While listening to your caller leaving a message, via the base unit loudspeaker, you can decide to take the call by pressing the **TALK** button on the handset.

Or

If the handset is resting on the base unit and you decide to take the call, lift the handset and speak to the caller.

Recording will stop automatically.

Using the Synergy 3500 answering machine via the handset




You can use your Synergy 3500 for a variety of functions: to listen to your messages; delete, skip forward or backward; record a memo or new outgoing message, and to screen incoming calls.

Note

If you try to access the answering machine via the handset when the base unit is in use the handset display will flash TAM BUSY.


















Accessing your messages from the handset

Use the table on the next page for instructions on which buttons to press to access the answering machine from the handset.

Press the  button *twice*. The handset will beep and announce the main menu options.

The display will flash TAM MENU and the handset will beep.




	To play all messages
	To play new messages
	To skip back during messages
	To delete messages, memo, outgoing message
	To skip forward during messages
	To record a new memo
	To hear outgoing message menu
	To play Outgoing Message, Press 2
	To record Answer and Record Outgoing Message, Press 3
	To record Answer Only Outgoing Message, Press 4
	To select Answer and Record Outgoing Message, Press 5
	To select Answer Only Outgoing Message, Press 6
	To hear the Outgoing Message Menu again, Press 8
	To hear Main Menu again, Press 1
	To set a new security code (Please see Remote access, page 50)
	To set day and time
	To hear main menu.

To playback messages

Pick up the handset.



Press the  button *twice*. You will hear the main menu announcement from the handset earpiece.




Press the **2** button to play all messages.

The prompt will announce, *"You have (n) messages"*.

Your message(s) will be played back, starting with the first message received.

At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.



Press *and hold* the  button to return the handset to standby.

To play new messages

Pick up the handset.



Press the  button *twice*. You will hear the main menu announcement from the handset earpiece.



Press the **3** button to play all new messages.

The prompt will announce,
"You have (n) new messages".

Your new message(s) will be played back, starting with the first message received.

secret



Press *and hold* the **X** button to return the handset to standby.

To skip back during message playback

CH



Press the **4** button during message playback to skip back to the start of the current message. Press again to return to the start of the previous messages.

To skip forward during message playback

MNO



Press the **6** button during message playback to skip forward to the next message.

To delete individual messages during playback

JK



Press the **5** button during message playback to delete an individual message.

The prompt will announce,
"Message deleted".

To delete all messages

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press 5".*

JK



Press the **5** button.

The prompt will announce,
"All messages deleted".

This is a useful timesaving feature to delete all messages, once you have listened to them, and avoids having to delete each one individually during playback.

Memos

A personal memo can be recorded on your Synergy 3500 and left as a message for another user. Memos can be of any length, up to the maximum recording capacity (13 minutes), but you should try to keep them short to allow time for recording incoming messages.


Note

You cannot record a memo using the base unit.

To record a new memo

Menu



Press the  button on the handset *twice*.

POSS



Press the **7** button. The prompt will announce, *"Please speak after the tone. To end recording press #"*.

Speak your memo into the handset.

The display will show **r** flashing.

Call



Press the **#** button to end recording.

Your memo is now stored and can be played back later. Memos are stored in the same way as incoming messages, and the message counter on the base unit will increase by 1.

Security



Press *and hold* the **X** button to return the handset to standby.

Call screening/Call intercept

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call.

Make sure the volume is set to an audible level, *see page 36*. Allow the incoming call to be answered by your Synergy 3500 answering machine as normal. You will hear the caller begin to leave a message.

To screen a call via the handset (when the handset is off the base unit)

When your Synergy 3500 starts to record an incoming message, the IN USE light will flash. The display will show **SCREEN?**

Menu



Press the  button.

You can hear the caller on the handset.

Or

To interrupt recording and talk to your caller, press the **TALK** button.



Recording is stopped.

Remote access

You can turn your Synergy 3500 answering machine on and off and listen to your messages from any *Touchtone™* telephone. To protect your privacy, messages can only be accessed by entering a 3-digit security code.

The pre-set code is 000 and can be changed. If you change the code it is advisable that you make a note of it somewhere safe.

To change your security PIN code



Press the  button *twice*.



Press the **9** button.



To set a new security PIN code press *****.

You will hear a beep, followed by, *"Please enter new security code after the tone"*.

Enter a 3-digit code of your choice.

The prompt will announce the new security PIN code.



To confirm your security code press **#**.



Press *and hold* the **X** button to return to standby.

Note

After 15 seconds the handset will automatically return to standby.

To switch your answering machine on remotely

If you go out and forget to turn your answering machine on you can switch it on remotely.

Dial your telephone number.

Let the phone ring for 20 rings until you hear your outgoing message.



Press the ***** button.

Enter your security code.



Press the **7** button within 8 seconds. You will hear *"Answer On"* and your answering machine will now be switched on to answer incoming calls.

Note

If you have new messages they will be played after you have entered your security code.

To check for messages

Dial your phone number and wait.



When you hear your outgoing message, press the * button on your phone. You will hear, *"Please enter your security code"*.

Enter your security code.

If you have new messages, you will hear, *"You have 'n' new messages"*.

Your messages will be played.

If you have no new messages, you will hear, *"You have no new messages, to hear main menu press 1"*.

You have 15 seconds to enter any other instructions before your Synergy 3500 hangs up.

Note

If you enter your security PIN code incorrectly, after the second attempt, your Synergy 3500 will announce: "Thank you for calling" and will then hang up.

Time saver

The Time saver feature is useful if you are out and want to ring in and check if you have received any new messages.

If your answering machine is set to time saver you can check whether you have new messages or not before your answering machine actually answers your call. If you have new messages your answering machine will answer after 2 rings, if you do not have any new messages, it will not answer until 6 rings. This enables you to hang up before you are connected, saving you time and the cost of a call.

Operating the answering machine

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

The Remote access main menu

The main menu lets you operate a range of answering machine functions. Simply follow the instructions as announced:

2▶
ABC

"To play all messages, press 2".

3
DEF

"To play new messages, press 3".

4◀
GHI

"To skip back during messages, press 4".

5×
JKL

"To delete during messages, press 5".

6▶
MNO

"To skip forward during messages, press 6".

7
PQRS

"To set answer on or off press 7".

8
TUV

"To hear the outgoing message menu, press 8".

9
WXYZ

"To set a new security code press 9".

0

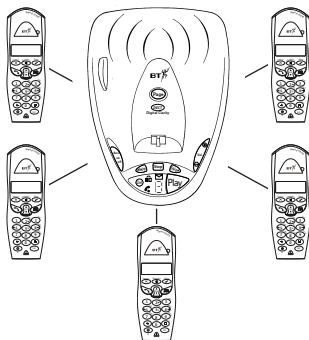
"To set day and time press 0".

1

"To hear main menu again, press 1".

Using Synergy 3000 additional handsets and bases

Up to 5 handsets can be registered and operated from any one Synergy 3500 base. This allows you to make internal calls between two handsets while a third is making an external call.



Each handset can be registered on up to 4 bases.


Each additional handset you purchase must be registered with the base.

Your handset supplied is pre-registered as Handset 1 to its base (**Base 1**).

If you have purchased a Twin the additional handset supplied is pre-registered as Handset 2 (Base 1).

Note

Remember to charge the battery pack of new handsets for at least 16 hours before use.

If the display shows NOT REG and the  symbol is flashing, your handset is not yet registered with the base.

To register a Synergy 3000 handset to another base


At the base:

Page


Press and hold the base **PAGE** button for at least 10 seconds, until you hear the validation tone (two beeps), then release the button.

At the handset:

Menu
✓

Press the  button to enter the menu.

Radio
Vol
Calls


Use the **DOWN** button to scroll to **REGISTER** and press the  button.


Menu
✓

The display will show
BS 1 2 3 4. (The numbers

that are flashing indicate other bases that the handset is already registered to).

Enter the base number (**BS 1-4**) that you want to register the handset to.

Enter your 4-digit PIN (original factory setting 0000) and press the  button.

The display will show SEARCH 1, 2, 3, 4 and the  symbol will flash as the handset tries to locate the base. When the handset locates the base, the handset will be automatically selected and shown on the display.

Note

If the handset does not locate the base, the handset will return to the previous menu. Try to register again by using a different available base number. Ensure that you are in close vicinity of the base).

Note

Your 4 digit PIN number is 0000 unless you have previously allocated a new PIN number as explained on page 29.

To de-register a Synergy 3000 additional handset from the base


Note

Handsets can only be de-registered via another handset.




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.



Use the **DOWN** button to scroll to **DEL HS** and press the  button.



The display will show **PIN?**

Enter your 4-digit PIN.



Press the  button.




Use the **UP** or **DOWN** button to select the handset you want to de-register (**HANDSET 1-5**).



Press the  button. Display shows **CONFIRM?**.



Press . You will hear a confirmation beep.

Once de-registered, the handset will display **NOT REG.**

Internal calls

If you have multiple handsets registered to the base you can make internal calls between handsets.

To make an internal call to another handset

Int

Press the **INT** button.



Enter the number of the handset you wish to call, **(1-5)**. The called handset will ring.

The display will show **INT**.



To end the call, press the **TALK** button.

The number of the handset calling will be displayed on the called handset. For example, if handset 2 calls handset 1, **H32** will be displayed on handset 1.

Transferring calls

You can transfer an external call to another handset registered to the base.

To transfer an external call between handsets

During an external call:

Int

Press the **INT** button.



Enter the number of the handset that you want to transfer the call to **(1-5)**.

Your caller will be put on hold.

When the internal handset is answered, (if you want to you can talk to the handset user first), press the **TALK** button. The call will be transferred.

If the call to the second handset is not answered you can revert/speak to the caller again by pressing the **INT** button.



Int

Three-way conversation

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

During a call with an external caller:

Int

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



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



When the handset is answered, press and hold the **#** button for about 3 seconds. You can now start your three-way conversation. (If the internal handset user does not answer your call, press the **INT** button to return to your external caller).



Press the **TALK** button to end the call.



Note

When on a three-way call the call can only be cleared by the handset which set it up.

*Press the **#** button to exit the call.*

Handset Priority

If you have more than one handset registered to the base you can select the handset you want to ring first. You can also set the number of rings the handset will have before an incoming call reverts to all available handsets.



Press the **✓** button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the **✓** button.



Use the **DOWN** button to scroll to **PRIORITY** and press the **✓** button.



Use the **DOWN** button to scroll to **SELECT**.



Press the **✓** button.



Use the **DOWN** button to display the option you want, either **BASE** or the handset number you require, eg **HANDSET 3**.



Press the **✓** button. The display shows **RINGS** followed by a number between 1 and 9.



Use the **DOWN** button to scroll to the number of rings you require.



Press the **✓** button. **PRIORITY** is displayed, denoting that handset priority is on.



Press the **✓** button to confirm. The display shows **ON**.

Help

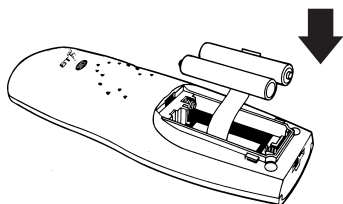
Replacing the handset batteries.

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

For spare 2 x AAA rechargeable batteries please contact the Synergy 3500 Helpline **08706 058 047**.

Replacing the batteries

In the event that you should need to change or replace the batteries: Remove the battery compartment cover and take out the batteries. Insert new 2 x AAA re-chargeable batteries and replace the battery compartment cover.



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

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

No display appears.

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

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?

The batteries could be low or flat.

If using more than one base station, check that you are connected to the correct base. *See page 29.*

Handset does not ring.

The ringer volume may be switched to off. To adjust the ringer volume on the handset. *See page 25.*

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 3500 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your Synergy 3500 and other Synergy/ DECT GAP compatible 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.

Check that: Your handset has slotted correctly into the charger.

Check that: The batteries are correctly fitted into the handset.

Check that: The base is plugged in to a working socket and that the socket is switched on.


Are you using the correct power adaptor?

Synergy 3500 base station power supply is Item Code 005391.

Synergy 3000 charger power supply is item code 003313.

Cannot adjust an option in the base station.

Is someone else making changes via another handset?

Have you pressed the  button to confirm your selection?

Customer Helpline

If you are still experiencing difficulty, call the Synergy 3500 Helpline on 08706 058 047.

General information

Guarantee

Your Synergy 3500 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 3500, or any component thereof, (other than the 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 the battery pack and any faults or defects caused by accidents, misuse, fair wear and tear, neglect, storm damage, 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 57*, or contact the Synergy 3500 Helpline for assistance:

Helpline **08706 058 047**, 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 contact BT's approved repair agent, TecLogic on 01672 564444 or a local qualified repairer.

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 3500 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 005391 for base station or 003313 for charger (only applicable if you have purchased the Synergy 3500 Twin).

Use only approved (Ni-MH) rechargeable batteries.

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.

Recall

To use the recall button




This is used when connected to certain switchboards and for some BT Select Services or those services available via your network provider.

To set the dialling mode




Press the  button to enter the menu.



Use the **DOWN** button to scroll to **SETUP** and press the  button.



Use the **DOWN** button to scroll to **DIALMODE** and press the  button.



Use the **UP** or **DOWN** button to select either **TONE** or **PULSE**.



Press the  button. You will hear a confirmation beep.

To automatically insert a pause after an access code

With some switchboards it may be helpful to dial a pause after entering the switchboard access code, e.g. 9, 11 etc. to enable you to get an outside line.

This feature automatically inserts a pause between the access code and the telephone number that you have entered in the Phonebook. However for this feature to work you must still enter the access code at the front of the telephone number when storing in the Phonebook.

Press the  button to enter the menu.


Use the **DOWN** button to scroll to **SETUP**.

Press the  button.

Use the **DOWN** button to scroll to **PABX**.

Press the  button.

Use the **DOWN** button to scroll to **PEX 1**.

Press the  button.
Display shows **PIN?**.
Enter PIN number.

Press the  button.

Enter the access code.

Press the  button.

You can also adjust the length of the pause to be inserted. There are two options available, 3 or 5 seconds to be set to suit the switchboard:

Press the  button.

Use the **DOWN** button to scroll to **SETUP**.

Press the  button.

Use the **DOWN** button to scroll to **PABX**.

Press the  button.

Use the **DOWN** button to scroll to **PAUSE**.

Display shows **3 SEC**.

Use the **DOWN** button to scroll to **5 SEC**.

Press the  button. You will hear a confirmation tone.

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Accessories and spares

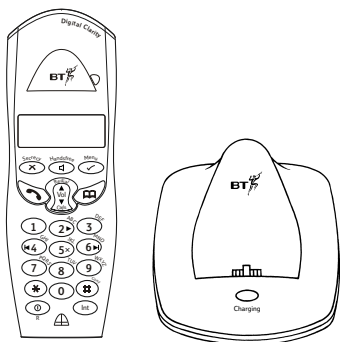
For the Synergy 3500 range of telephones

Accessories and spares for the Synergy 3500 range of telephones are listed below.

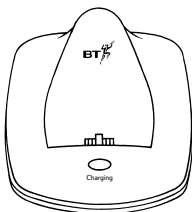
All items are available from the Synergy Helpline, please call
08706 058 047

Additional handsets and chargers:

In Titanium:
Item code 005717



Additional chargers:



Power supply units for the base station or charger

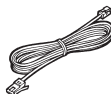
Plug mounted,
13 amp mains adaptor.

Item code 005391
for base station



Item code 003313
for charger

Telephone line cord



AAA rechargeable
batteries (Ni-MH)



Battery cover



User guide



R&TTE

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 1999/5/EC.

Declaration of Conformance.

Hereby, Suncorp Technologies, declares that this Synergy 3500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Synergy 3500 is published on the web site

<http://www.suncorpotech.com/bt>



Offices worldwide

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