BT

Synergy Handset and Charger

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.

Check that your Synergy Handset and Charger is complete.

When you unpack you should have:
- Synergy Handset
- Synergy Charger
- Power adaptor
- Comprehensive user guide
- Wall plugs and screws for wall mounting
- Ni-Cad battery pack

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

For your records

Date of purchase:
Place of purchase:
Serial number: (on the underside of the charger)
Purchase price:

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

Please open this page for an 'at a glance' guide to your Synergy 1000.

At a glance

Calls light
Flashes to indicate an incoming call.

Volume
Turns the volume of the earpiece up or down during a call. Turns the handset ringer off and on.
See page 14

Undo
Deletes the last digit entered. Changes the menu setting.
By pressing and holding the X button for 2 seconds you are taken back to e.g. Handset 1. (Standby)

Options
Opens the main menu. Scrolls through menu options. Inserts a pause when storing a number.

Recall
Used to access BT Select Services, Switchboards and PBXs.
See page 33

Redial
Press to display and dial the last number called.
See page 13

Belt clip
On back of handset.

LCD
Clear display that shows the status of your call and the number you have dialled.

Select
Confirms the setting you want from the menu. During a call, acts as the secrecy button.

Talk
Press to make a call, answer a call and end a call.
See page 12

Headset socket
Lets you plug in your BT Freehand Headset (available separately) enabling you to keep your hands free.
Warning: Cover includes small parts – possible choking hazard for small children.
See page 32

Intercom
Enables you to make calls between handsets.
See page 19

Quickdial
Enables you to store and dial up to 10 numbers in the memory for shared use and up to 10 for personal use.
See page 15/16

Charging light
Comes on when a handset is in the cradle.
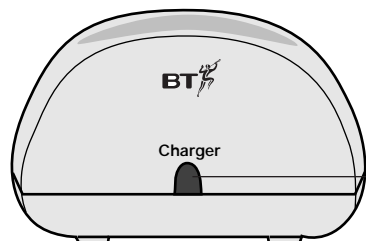
Menu options

Second press **Options** →

SET-UP

Set-up allows you to change
the original settings of your
telephone e.g. handset ringer
volume, melodies. See optional
settings page 24. It also allows
you to register your handset
see page 9.

In this guide

Hints and tips boxes
In this user guide, we've included helpful tips and useful hints. They are shown in a grey box.

Warning

1. Use only approved the battery pack supplied. Spare batteries – Item Code: 871285 – are available from BT Shops and the Synergy Helpline **0845 650 20 20**.

2. Do not try to use any power supply except the one provided, other wise you may permanently damage your Synergy Handset. It may also invalidate the approval given to this apparatus. Spare Synergy charger power supply unit – Item Code: 871273 is available from BT Shops and the Synergy Helpline **0845 650 20 20**.

3. There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug your Synergy 1000 from the mains power and telephone line socket during storms.

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

5. The Synergy telephone system 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 Charger Unit/Base Station at least one metre away from such appliances to avoid any risk of interference.

The Synergy Handset has a range from the base station 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, the sea) and large metal objects (e.g. radiators, steel girders and metal partition walls.

6. The Synergy Handset and Charger can become warm during charging.

Setting up and registration

Follow these steps to get your Synergy Handset ready for use.

1. Install the rechargeable batteries in the handset

The Synergy Handset uses a nickel cadmium (NiCad) battery pack supplied. Hold the handset with the keypad facing down, remove the clear plastic directory label cover and push and slide open the battery compartment.
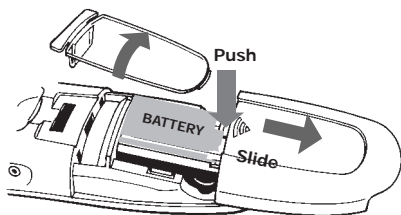

Insert the battery pack inside the battery compartment and slide the battery compartment cover shut. Replace the directory label cover.

Please note that while NiCad rechargeable batteries can be expected to give years of service they do not last forever. Their actual lifespan depends on how heavily they are used but over time, their capacity to recharge will begin to diminish and they will eventually need replacing.

Battery low warning

Your handset display will show the status of your battery:

- When the charge is low, the battery icon ⬚⬚⬚ is displayed.
- When the charge is almost out, you will also hear a warning beep every 10 seconds in the earpiece. This indicates that the handset is about to switch off.

4. Register your Synergy Handset with the base station

At the base station:

- Press and hold down the blue **PAGE** button until you hear a beep (after about 10 seconds).

*You now have up to 1 minute to register the handset, during which the **IN-USE** light flashes on the base station.*

At the handset:

- Press the ➜ button until the display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *KEYTONES*.
- Press the ➜ button until the display shows *REG*.
- Press the ✔ button. Display shows *ADD*.
- Press the ✔ button. Display shows *PLS WAIT* then, after a short delay, the Park No. of the base station.
- Press the ✔ button. Display shows *PIN ––––* .

5. Wall mounting your product

(For instruction, see 'Wall mounting', page 40.)
Before wall mounting, make sure the mains power lead
will reach the mains socket. 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.

To receive a call.
When the phone rings, both the call light on the handset and the IN USE light on the base station flash. Display shows 📞.

• Press the **TALK** button.

Or

• Pick up the handset from the charger unit or the base station. Display shows 📞 and IN USE light remains on.

Secrecy
While on a call, this button allows you to talk to someone close by without your caller hearing the conversation.

During your call:

• Press the ✔ button. Display shows Secrecy icon flashing ⊗ and *SEC.* You can now talk without the person on the other end of the line hearing you.
• To talk to your caller again, press the ✔ button.

To redial the last number

• Press the **TALK** button.
• Press the **REDIAL** button. The number is dialled. Display shows the number.

Or

• Press the **REDIAL** button. Display shows the last number called. The number can be edited by pressing the ✗ button to delete individual digits.
• Press the **TALK** button. The number is dialled.

Using the quickdial memory

Shared and personal quickdials
You can store up to 20 numbers on your Synergy 1000.

Shared telephone numbers
10 numbers can be stored in your shared memory.
These numbers can be quick dialled by any Synergy
handset registered with the base station.

Personal telephone numbers
A further 10 numbers can be stored in your personal
memory. These numbers can only be used to quickdial
from the handset they are stored in.

To select shared or personal quickdial numbers
Your Synergy Handset is pre-set to give you common
quickdials. You can switch between SHARED and
PERSONAL quickdial.

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- Press the → button until the display shows *SET UP*.
- Press the ✔ button until the display shows *HANDSET*.
- Press the ✔ button until the display shows *KEYTONES*.
- Press the → button until the display shows *MEMORY*.
- Press the ✔ button. Display shows *SHARED* or
  PERSONAL.
- Press the → button to switch between *SHARED* and
  PERSONAL.
- Press the ✔ button to confirm the setting. You hear a
  confirmation beep. Display shows *MEMORY*.
- Press and hold the ✗ button for 2 seconds. The display
  shows *HSET* e.g. (*2*).

To edit a quickdial memory number

First, confirm that the handset is searching in the correct memory (ie. *SHARED* or *PERSONAL*), if it is not, change it by following the steps on page 15.
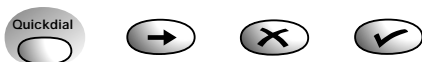
- Press and release the **QUICKDIAL** button.
- Press the ➔ button. Display shows the first quickdial location *0* plus the number stored under that location.
- Press the ➔ button to move to the stored number that you want to edit.
- Press the **QUICKDIAL** button for a few seconds.
- Press the ✗ button to delete the existing digits from the right. When the memory is empty, key in the new number.
- Press the ✔ button to store the new number. The display shows *STORED* and the handset beeps.

To dial a quickdial number

This dials from the quickdial memory, *SHARED* or *PERSONAL*, which is currently selected.

- Press the **TALK** button.
- Press the **QUICKDIAL** button.
- Press the location **0-9** where the quickdial number you want is stored. The number is dialled.

Making intercom calls

You can make intercom calls between handsets registered to the same base station.

To call another handset.

- Press the **INTERCOM** button. Display flashes *INT* and you hear a continuous tone in the earpiece.
- Enter the handset number you want (**1- 6**). Display shows *INT CALL* and the number of the handset you are calling.

The other handset rings. If there is no answer after 30 seconds, the call is ended.

To answer an intercom call.
- The handset rings. Display shows *INT CALL* (display flashes *INT*) and the number of the handset calling you.

- Press the **INTERCOM** button.
Or
- Lift the handset off the charger or base station .

To end an intercom call

- Press the **INTERCOM** button.
Or
- Replace the handset on the charger or base station.

Making and receiving intercom calls while on an external call

To make an intercom call
During an external call, you may want to consult with another handset user:

- Press the **INTERCOM** button. Your external call is put on hold and they will hear a series of on-hold beeps. The display flashes ☎ and shows *INT*, then goes blank.
- Enter the number of the handset you want to call (**1-6**). The handset is dialled.
- Press the **INTERCOM** button to end the intercom call.

To receive an intercom call
During an external call:

- You hear the call waiting tone in the earpiece. The handset calls light flashes. The display flashes (*INT*), then shows *INT CALL* and the number of the handset calling you.
- Press the **INTERCOM** button to answer the call and to put your external call on hold. They hear a series of on-hold beeps.
- Press the **TALK** button to return to the external caller.
- To end this call press the **TALK** button again.
- You are now automatically returned back to the intercom call.
- To end this call press the **INTERCOM** button.

Please note: If you place the handset back on the charger unit or base station, and the other handset does not answer, your handset will ring after 30 seconds. When you answer you will be reconnected to the original caller

To put intercom and external calls on hold.
When you have two calls on the same line, you can put them both on hold:
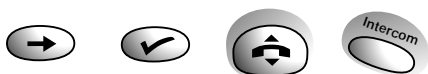
- Press the ➔ button until the display shows *HOLD CALLS.*
- Press the ✔ button. Display flashes ☎ *INT* and shows *CALLS HELD* flashing.
- Press the **TALK** button to speak to your external caller or press the **INTERCOM** button to speak to your intercom caller.

setting (*SHORT*, *MED*, or *LONG*).
- Press the ➜ button to change the setting.
- Press the ✔ button. A beep confirms that the change has been made.

To adjust the handset ringer volume
The handset ringer can be set to **HI** or **LOW**.

➜   ✔

- Press the ➜ button until display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button until the display shows *KEYTONES*.
- Press the ➜ button until the display shows *RING VOL*.
- Press the ✔ button. Display shows the current setting *HI* (or *LOW*).
- Press the ➜ to change the setting. Display shows *LOW* (or *HI*).
- Press the ✔ button. A beep confirms that the change has been made.

To adjust the handset ringer melody
You can select from six different ringer melodies.

➜   ✔

- Press the ➜ button until the display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *KEYTONES*.
- Press the ➜ button until the display shows *MELODIES*.
- Press the ✔ button. Display shows the current setting *A* (or *B,C,D,E,F*). The displayed setting is played.
- Press the ➜ to change the setting. Display shows the next melody option. The melody is played.
- Press the ✔ button when you want to select a melody. A beep confirms that the change has been made.

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To reset your Synergy Handset to its original settings

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- Press the ➔ button. Display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *KEYTONES*.
- Press the ➔ button until the display shows *RESET*.
- Press the ✔ button. Display shows *CONFIRM*.
- Press the ✔ button again. Display shows *CONFIRM* again.
- Press the ✔ button. Display shows *REG*. The handset will be de-registered from the base station(s).

This will reset:
   RINGER VOLUME is set to high
   RINGER MELODY is set to A
   EARPIECE VOLUME set to medium
   KEYTONES is set to ON
   BACKLIGHT is set to ON
   Quickdial memory to shared.

It will delete:
   Quickdial numbers stored in the personal memory
   Last number redial memory.
   Personal Emergency numbers.

Unchanged:
   Quickdial numbers stored in the shared memory.

You will now need to re-register your handset. Follow the instructions on page 9.

To switch the keypad GUARD off.

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• Press the ✔ button then, within two seconds, press
  the **0** button.

If you press any other button while the **GUARD** *is switched
on, the display shows* PRESS TICK *for two seconds. If you
press the* ✔ *button, the display shows* NOW PRESS 0.
You have two seconds to press the **0** *button before the display
returns to* GUARD ON.

Note. *If the handset ringer has been switched off, the display
will show* SILENT *instead of* GUARD ON.

Dialling emergency numbers when the keypad guard is on.

To dial any of the emergency numbers

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• Enter the number you want in full
• Press the **TALK** button.

To view your personal emergency numbers

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- Press the ➜ button until the display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *KEYTONES*.
- Press the ➜ button until the display shows *EMERGENCY*.
- Press the ✔ button. Display shows the first personal emergency number. To scroll through the numbers press the ➜ button until the number you wish to view is displayed. If there are more than 10 digits in the number the rest of the digits will scroll across the screen after one second.

To edit your personal emergency numbers

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- Display the number you wish to edit by first viewing the number as described above.
- Enter the new number you want as follows:
- Press the ✔ button.
- Press the ✗ button which will delete the digits one at a time. Press the ✗ button for as many digits as you wish to remove or until the display shows only the memory number and dash. Now enter the new number or leave blank.
- Press the ✔ button. Displays shows *STORED*, beeps then switches to *EMERGENCY*.
- Press and hold the ✗ button to return to standby. The display shows *HSET* e.g. (*2*).

Using Select Services

Your Synergy telephone system gives you easy access to BT Select Services.

• Call Diversion (Subscription Free)

For further information, see the Select Services User Guide, supplied when you subscribe to the service of your choice.

Some of these services may not be available. Contact your network provider.

Call Diversion

You can use your Synergy 1000 to request the network to divert incoming calls to another number.

You can choose to divert:
- all calls;
- calls that are not answered within 5 rings; or
- calls when your line is already engaged.

• Press the ➔ button. Display shows *CALL DIVERT*.
• Press the ✔ button. Display shows *SET*.
• Press the ✔ button to request Call Diversion.

To check Call Diversion

You can check to see what Call Diversion settings have been made, i.e., *ALL CALLS*, *NOT ANSWER* or *ENGAGED*.

- Press the → button until the display shows *CALL DIVERT*.
- Press the ✔ button. Display shows *SET*.
- Press the → button until the display shows *CHECK*.
- Press the ✔ button to display the *ALL CALLS*.
- Press the → button to move between the *ALL CALLS*, *NOT ANSWER* or *ENGAGED* option that you want to check.
- Press the ✔ button and wait to hear the network announcement which tells you whether the option has been set or not. The handset automatically sends a sequence of tones to the network exchange.
- Press the **TALK** button to return to standby or replace the handset on the base station.

Operating with additional base stations

You can use up to six handsets on each Synergy 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 *HSET 1.*

Register additional handsets to base stations as shown on page 9
Remember to start the sequence by pressing the **PAGE** button on the base station you want to register a handset with. It sends a unique signal and your handset will automatically accept it as the next base station.

Automatic connection to different base stations
If each base station is connected to a different telephone line, your handset can only make and receive calls from one base station at a time.

NOTE: *If you move out of range of the base station, you will lose the signal along with any current call. Your handset will now search for the next available base station to which it is registered.*

Connecting to a switchboard

When connecting your Synergy 1000 to a switchboard/PBX, you may need to change the dialling mode setting from Time Break Recall (**TB**) to Earth Recall (**E**).

To switch between Time Break Recall and Earth Recall
The original setting is Time Break Recall.

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- Press the ➜ button until the display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ➜ button. Display shows *BASE*.
- Press the ✔ button. Display shows *SECURITY PIN*.
- Press the ➜ button until the display shows *RECALL*.
- Press the ✔ button. Display shows the current setting *TB* (or *E*).
- Press the ➜ button to display the alternative option. Display shows *E* (or *TB*).
- Press the ✔ button. You hear a confirmation beep. Display shows *RECALL*.

Press the ✘ button to reverse one step of the instructions. Or press and hold to revert quickly to standby.

Maintenance

General

Simply clean the Synergy Handset and Charger with a
damp cloth (not wet) or an antistatic wipe. Never use a
dry cloth as this may cause a static shock.

Service

Within guarantee

If you experience a problem with your Synergy Handset
or Charger you should contact the Synergy Helpline on
0845 650 20 20. Calls are charged at local call rates. If
the problem is not remedied, you will be advised to
contact you original point of purchase.

Some retailers offer extended warranty schemes for
cover outside the initial 12-month period. Please ask them
for details.

Outside warranty

If your Synergy Handset or Charger needs repair after
the warranty period has ended, call the Synergy Handset
Helpline on **0845 650 20 20** and you will be advised of
our recommended repair agents.

If you should have to return your Synergy Handset and Charger

Pack the handset and charger securely, preferably in the
original packaging. All parts must be returned, including
the original battery and mains power adaptor (we cannot
take responsibility for goods damaged in transit).

Spare batteries, Item Code 871285 are available from BT Shops and the Synergy Helpline **0845 650 20 20**.

Do not immerse batteries in water or throw them into 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.

No dial tone
Is the Synergy base station 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
If the display shows *REG*, the handset must be registered with the base station. See page 9.

Is the display flashing the ☎. 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 37.

No ring on the handset
The ringer volume may be switched off. To adjust the ringer volume on the handset. See page 24.

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.

Technical information

Environment

Your Synergy Handset should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres or place it in locations which prevent the free flow of air over its surfaces.

Warning

The apparatus is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 75%. It should not be used in bathrooms or near water.

If the power fails

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

How many phones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items that may be connected to any one telephone line. The Synergy base station has a REN of 1. Additional Handsets have a REN value of 0. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise. A total REN of 4 is allowed.

Technical specification

Standard DECT/GAP	
Number of channels 120 duplex channels	
Radio frequency range 1880 MHz to 1900 MHz	
Duplex method Time-division multiplexing. 10 ms frame length	
Channel spacing 1728 kHz	
Bit rate 1152 kbit/s	
Modulation GFSK	
Voice coding 32 kbit/s	
Transmitted power 10 mW, average output per channel	
Range up to 300 metres outdoors (uninterrupted line of sight) up to 50 metres in buildings	
Power supply Charger 230 V/50 Hz (AC adaptor)	
Power consumption charger 0.9 VA	
Operating time, mobile unit (with fully charged battery) Standby: up to 60 hours Phone in use: Up to 6 hours	
Permitted ambient conditions 0°C to 40°C	
for operation (maximum) – 20% to 75% rel. humidity	
Permitted storage temperature –10°C to +60°C	
Signalling method DTMF	
Signal key function Earth Recall/Timed Break Recall	
Charger dimensions	100mm x 80mm x 60mm (L x W x H)
Telephone unit dimensions 180mm x 60mm x 35mm (L x W x H)	
Weight Charger unit: 105g. Handset: 200g (with battery)	

CE

CE compliant to 89/336/EEC
(EMC Directive) & 73/23/EEC
(Low Voltage Directive)

BT

Offices in Europe, North America,
Japan and Asia Pacific.