



User Guide

BT SYNERGY 3505



Welcome...

to your BT Synergy 3505 digital cordless telephone and answering machine

- Digital call quality with a range of up to 300 metres outdoors and up to 50 metres indoors (in ideal conditions).
- 50 Name and number phonebook.
- Use Caller Display to see who is calling and keep track of unanswered calls*.
- Operate the answering machine from the handset, base or any other touchtone® phone.
- Register up to 5 handsets to the base without the need for additional wiring, giving you a complete phone system on a single line.
- The BT Synergy 3505 is a Digitally Enhanced Cordless Telecommunications (DECT) product and is GAP compatible.

* You must subscribe to your network provider's Caller Display service for this feature to work. A quarterly fee is payable.



This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn't take long and is easy to do. Just follow the simple instructions on the next few pages.

■ **Need help?**

If you have any problems setting up or using your BT Synergy 3505, contact the Helpline on 0870 605 8047.

Alternatively, you may find the answer in 'Help' at the back of this guide.

Got everything?

- BT Synergy 3505 answering machine base
- BT Synergy 3505 handset
- 2 x NiMH AAA rechargeable batteries
- Battery compartment cover
- Mains power adaptor (Item code: 005391)
- Belt clip
- Telephone line cord

In addition

If you purchased a multiple pack of the BT Synergy 3505 you should have the following for each additional handset:

- BT Synergy 3005 handset
- BT Synergy 3005 charger
- 2 x NiMH AAA rechargeable batteries
- Battery compartment cover
- Mains power adaptor (Item code: 003313)
- Belt clip

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Getting started

Location

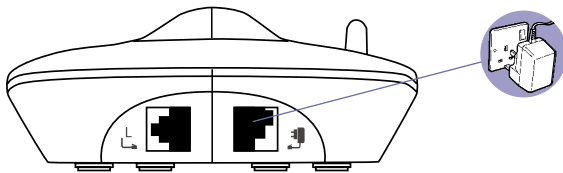
You need to place your BT Synergy 3505 within 2 metres of a mains power and telephone socket so that the cables will reach.

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

Your BT Synergy 3505 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Setting up

1. Plug the mains power cable into the base. Use the power supply with the clear plastic end.



The green Power/In use light comes on and the base announces the default answering machine settings (see page 10). The message counter comes on and alternates


WARNING

Do not place your BT Synergy 3505 in the bathroom or other humid areas.

Handset range

The BT Synergy 3505 has a range of 300 metres outdoors when there is a clear line of sight between the base and handset. When there is no clear line of sight between the base and handset, e.g. base indoors and handset either indoors or outdoors, the range could be reduced to 50 metres. Thick stone walls can severely affect the range.

Signal strength

The  symbol on your handset display indicates when you are in range. When you are out of range, it flashes and BASE 1 is displayed.

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

IMPORTANT

Do not connect the telephone line until at least one of the handsets is fully charged.

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

You must charge your handset for 16 hours before you can use it.

Which socket?



Power socket



Telephone line socket

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BATTERY LOW WARNING

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

Battery performance

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

New NiMH batteries do not reach full capacity until they have been in normal use for several days.

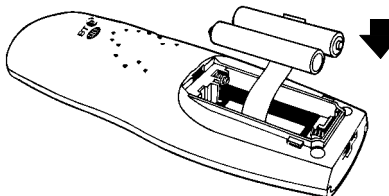
Running the batteries right down at least once a week will help them last as long as possible.

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 0870 605 8047.

Under no circumstances should non-rechargeable batteries be used. Use only approved Nickel Metal Hydride batteries (NiMH) size AAA capacity 550mAh 1.2V. Using unapproved batteries will invalidate your guarantee and may damage the telephone

between **0** and **C** until the day and time are set.

2. Insert the 2 x AAA NiMH batteries supplied. Then slide



3. Place the handset on the base to charge for at least 16 hours. The red Charging light comes on (the red Charging light stays on even when the batteries are fully charged). The handset is pre-registered to the base as SYNERGY HS 1. This is shown on the display. When the handset is fully charged the display shows a full battery symbol.
4. After 16 hours, plug one end of the telephone line cord into your BT Synergy 3505 base and the other end into the telephone wall socket.

Talk/Standby time

Under ideal conditions, fully charged handset batteries should give about 14 hours talk time or 350 hours standby time on a single charge.

Set the day and time

Your BT Synergy 3505 automatically adds the day and time to all recorded messages and memos.

On the handset:


1. Press **✓** *twice*. The display flashes **TAM MENU**.
2. Press **0** and you hear *“To set day and time press Star, to hear day and time press Square.”*
3. Press *****. You hear *“Please enter new day and time after the tone”*. Enter the day (**1** = Sun, **2** = Mon, etc.).

Enter the time using the 24 hour clock, e.g. **1 4 1 5** = 2.15pm. The new day and time is announced.


4. Press **✕** *twice* to return to standby.

To register additional handsets to the base, see page 53.

Range indicator

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

Voice prompts

Your BT Synergy 3505 gives you voice prompts that help you use the answer machine. The main menu announcements are automatically made via the handset when  is pressed twice.

If the day and time are entered incorrectly, you will hear *“Incorrect, please set again”*. Enter the correct setting within 15 seconds or the handset will return to standby. If the day and time are entered incorrectly 3 times the handset will return to standby.

Helpline

If you have any difficulties setting up your BT Synergy 3505, please call the BT Synergy Helpline on 08706 058 047.

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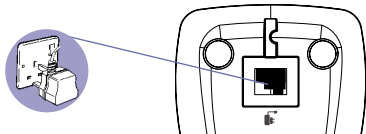
Default settings for your BT Synergy 3505 Answering Machine

Feature	Setting
Day/Time	Sunday 12:01pm
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 volume	Level 3
Base loudspeaker volume	Level 5
PIN code	0000
Dialling mode	Tone

Your BT Synergy 3505 is now ready for use and the answering machine is set to ON.

If you have purchased a BT Synergy 3505 Multiple pack

1. Connect the mains power adaptor to the charger and switch on. Use the power supply with the red plastic end.

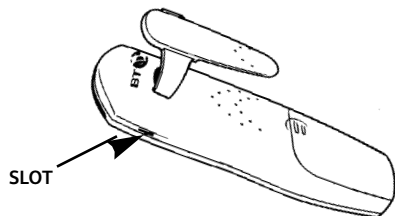


2. Insert the batteries and charge the handset for at least 16 hours.

Each BT Synergy 3005 additional handset comes pre-registered to the base as SYNERGY HS2 etc and this is shown on the display.

Your BT Synergy 3505 is now ready for use.

Attaching the belt clip (optional)



Keep the charger connected to mains power at all times.

Getting to know your phone

Handset buttons

Volume/Scroll/Redial/Calls list

Adjust earpiece volume *page 18*;
handset and base ringer volume,
pages 24 and 28.
Open redial list, *page 20*.
Open Calls list, *page 32*.

Scroll through the directory, menu
options, redial and Calls list.

Secrecy

During a call, press to stop your
caller hearing you, *page 20*.
Also used as a delete, edit and exit
button.

Talk

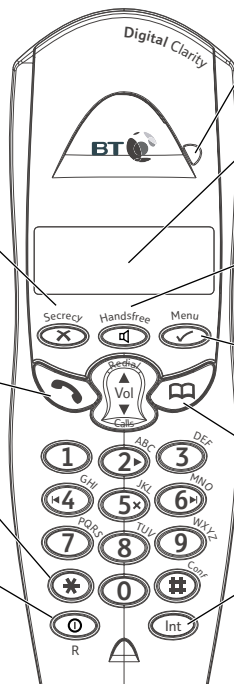
Press to make, receive and end
calls, *pages 17 and 18*.

Star

Used for keypad lock.

Recall/Power

For use with switchboards and BT
Calling Features, *page 32*.
Switches handset On and Off,
page 17.



Ring indicator

Flashes when the phone is
ringing and remains on when
phone is in use.

Display

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

Handsfree

Make and receive calls using
the handsfree mode, *page 19*.

Menu

Use to access and select the
options in the menu.

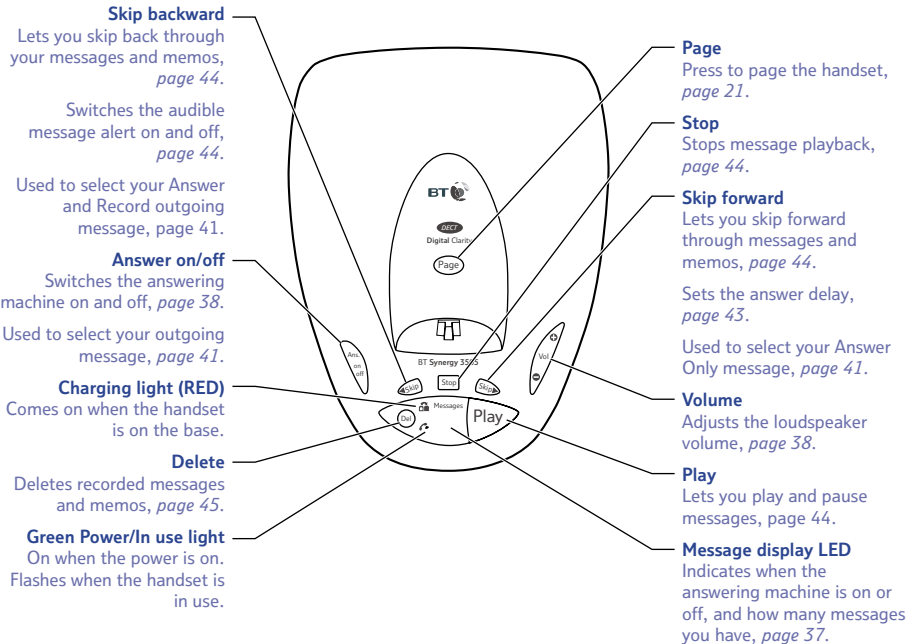
Phonebook

Opens the 50 name and number
phonebook, *page 22*.

Internal

Lets you make calls between
handsets registered to the base,
page 55.

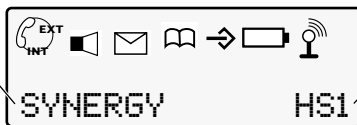
Base/answering machine buttons



14 Getting to know your phone

Display icons – This is where the icons will appear.

Standby screen
 To change the name of your handset, e.g. BEDROOM, see page 26.



HS1
 The handset number is displayed at all times when in standby mode (even if you change the handset name).








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 weak
	Battery half full	
	Battery full	
	Phonebook	
	Menu in use	
	Handset linked to base	Out of range or searching for base
	In handsfree mode	
	Shows when there are messages	

* For these features to work you must subscribe to your Network Provider's Caller Display or Call Waiting Services.









Navigating the menus

Your BT Synergy 3505 handset has a menu system which is easy to use. Each menu has a list of options, which you can see on the menu map on the following page.

When the handset is switched on and in standby:

1. Press  to open the main menu then press  and  to scroll to the menu option you want.
2. Press  to view the sub-menus for the displayed menu, then use  and  to select further menu options and  to confirm any settings.

For example to change the handset ringer volume:

1.  scroll  to **HANDSET**  scroll  to **RING VOL** .
2. Scroll  and  to select volume  to confirm.

Exit or go back one level in the menu

Press . Or press *and hold*  to return to standby.

If no buttons are pressed for 15 seconds, the handset reverts to standby automatically.

16 Getting to know your phone

Menu map



TAM MENU

TAM MENU
(flashes on display
when in TAM
menu)

The handset
announces
settings.
See page 47.

Phonebook

List
Add
Delete
Modify

Setup

Base Vol
Base Mel
Sel Base
Del H/S
PIN Code
Priority
Dial Mode
Recall
PABX
Default

Handset


Beep
Ring Vol
Ear Vol
Int Mel
Ext Mel
Auto Ans
Name
Language

Register

BS 1 2 3 4

Using the phone


Switch handset on/off

1. Press **and hold**  to switch the handset off.


Or


Press **any** button to switch the handset on.

Make an external call


1. Press  then dial the number you want.

Preparatory dialling


Preparatory dialling allows you to enter the number before pressing the  button. You can correct any mistakes before you actually make the call.

1. Enter the number to be dialled.
2. Press  to dial the number.

End a call

1. Press  or place the handset back on the base.

When the handset is off and it is placed back on the base it will switch back on automatically.

If you make a mistake when Preparatory dialling, press  to delete the incorrect digit.

Call timer

The display shows the duration of all external calls, both during the call and for a few seconds after you hang up.


18 Using the phone

Caller Display

If you have subscribed to your network's Caller Display service, the caller's number (and name if stored in the phone book) is displayed. See page 32 for more information.



Receiving calls

When the phone rings, the display shows **CALL** and the **EXT** symbol flashes.










1. Press  or if the handset is on the base, simply lift it up and speak.

Earpiece volume

During a call:

1. Press  or  to select volume 1 to 5.



In standby:

1. Press  then  to display **HANDSET**.
2. Press  then  to display **EAR VOL**.
3. Press  then  or  to select volume 1 to 5.
4. Press  to confirm.
5. Press **and hold**  to return to standby.

Handsfree


Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.

Make a call in handsfree

1. Dial the number then press .
2. Press  to end the call.



Answer a call in handsfree

When the phone rings:


1. Press  and the call is transferred to the loudspeaker.

Switch to handsfree during a call

During a call:

1. Press . The call is transferred to the loudspeaker.
2. Press  to end the call.

To switch back to the handset at any time, press  again.



During a handsfree call, press  or  to change the volume.

20 Using the phone

Any number entered during a call after a * or # will not be saved in the redial list.



Redial

The last 5 numbers called are stored in the redial list for quick and easy redialling. The name will be displayed instead of the number, if a name/number match is found in the phonebook (see page 21). The most recent number will be shown first.

1. Press  **repeatedly** to display and scroll through the redial list.
2. With the number you want displayed, press  to dial.

Secrecy

Use secrecy during a call to mute your voice so that you can talk to someone nearby without your caller hearing you.

1. Press , MUTE is displayed. Your caller cannot hear you now.
2. Press  **again** to return to your caller.

Paging

You can alert handset users that they are wanted or locate a missing handset.

1. Press **Page** on the base. The handset(s) rings and the display flashes INT # # # #.
2. Press **Page** to stop the paging ring

Or

Press **any** button on the handset.

Phonebook

You can store up to 50 names and numbers in the Phonebook. Names can be up to 8 characters long and numbers up to 20 digits.

Store a name and number

1. Press **✓** to display PHONEBK.
2. Press **✓** and LIST is displayed.
3. Scroll **▼** to ADD, then press **✓**.
4. NAME? Is displayed. Use the keypad to enter a name (8 characters max).

Paging calls cannot be answered by a handset.

Entering names

Use the keypad letters to enter names, e.g. to store TOM:

- Press **8** **once** to enter T.
- Press **6*** **three times** to enter 0.
- Press **6*** **once** to enter M.

Writing tips

If you make a mistake, press **✕** to delete the last character or digit.

- Press **1** **once** to insert a space, or **twice** to insert a hyphen (-). Press **three times** for 1.

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Phonebook with Caller Display

If you subscribe to a Caller Display service, and want the names in your Phonebook displayed instead of the phone numbers, you must store the full telephone number including the full dialling code.

Insert a 'pause' in a stored number

You may need to enter a pause when storing international numbers, charge card numbers or if you connect your telephone to a switchboard. (For more information on use with a switchboard, see page 69)

When storing a number, at the point you want to insert a pause, press and hold **▲** until P is displayed.

You may enter as many pauses as required.

5. Press **✓**. NUMBER? is displayed, enter the telephone number and press **✓**.

Now either press **✓** to enter another entry or press **and hold** **✕** to return to standby.

Dial from the phonebook

1. Press **✓** to display PHONEBK.
2. Press **✓** and LIST is displayed. Press **✓** again.
3. Press **▲** or **▼** to scroll to the entry you want.

Or










Press **☎** then use **▲** or **▼** to scroll to the entry you want.

Or




Press **☎** then enter the first letter of the name you want, e.g. for Tom, press **8** to search for names beginning with T.

4. Press **☎** to dial.









Edit an entry

1. Press  to display PHONEBK.
2. Press  then  to scroll to MODIFY.
3. Press  then  or  to scroll to the entry you want to edit and press .
4. Edit the name, using  to delete characters and the keypad to enter new ones then press .



The number is displayed.

5. Edit the number, using  to delete digits and the keypad to enter new ones then press .
6. Press **and hold**  to return to standby.

Delete entries

1. Press  to display PHONEBK.
2. Press  then  to scroll to DELETE.
3. Press  then  or  to scroll to the name of the entry you want to delete and press .
4. The number for the entry is displayed, press  again.










The display shows CONFIRM?

5. Press  to confirm deletion.
6. Press **and hold**  to return to standby.

Handset settings










Keypad beeps

When you press a button on your handset, you hear a beep. You can switch the beeps on and off.

1. Press  then  to display **HANDSET**.
2. Press  to display **BEEP**.
3. Press  to display **KEYTONE** then press .
4. Press  or  to select **ON** or **OFF** then press  to confirm.
5. Press **and hold**  to return to standby.






Ringer volume

Select from volumes 1 to 5 or turn the ringer off completely if you do not want to be disturbed.





1. Press  then  to display **HANDSET**.
 2. Press  then  to display **RING VOL** then press .
- The current ring volume is displayed and played.
3. Press  or  to select **VOLUME 1** to **5** or **VOL OFF** (you will hear a sample ring) and press  to confirm.
 4. Press **and hold**  to return to standby.

External/Internal ringer melody

You can set different melodies for internal and external calls. There are 5 melodies to choose from.



1. Press  then  to display HANDESET.
2. Press  then  to display either INT MEL or EXT MEL and press .

The current ringer melody is displayed and played.

3. Press  or  to select the melody you want and press  to confirm.
4. Press **and hold**  to return to standby.

Keypad lock

Lock the keypad to prevent numbers from being accidentally dialled while carrying the handset around.



1. Press  then . The keypad is now locked.

To unlock the keypad again:

1. Press  then  then .


Or










Press  then .

If you press any button (except  and  while the keypad lock is on, the display flashes PRESS 89*.

26 Handset settings









Auto talk

When the handset is on the base, you can answer a call just by picking it up. When auto talk is switched off, you will always have to press  to answer a call. The default setting is On.

1. Press  then  to display **HANDBSET**.
2. Press  then  to scroll to **AUTO ANS** and press .
3. Press  or  to select **ON** or **OFF** and press  to confirm.
4. Press **and hold**  to return to standby.

Name a handset










The handset name is pre-set to **SYNERGY**. You can personalise each handset to the name you want, using up to a maximum of 8 characters.

1. Press  then  to display **HANDBSET**.
2. Press  then  to scroll to **NAME** and press .
3. Press  to delete the current name and then use the keypad to enter a new name and press  to confirm.
4. Press **and hold**  to return to standby.









Use the  button to correct any mistakes.

Language

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

1. Press  then  to display **HANDSET**.
2. Press  then  to scroll to **LANGUAGE** and press .
3. Press  or  to scroll and display the language you want and press  to confirm.
4. Press **and hold**  to return to standby.









To return the handset to English:

1. Press  then  *three times*.
2. Press  then  *seven times*.
3. Press  then  or  until **ENGLISH** is displayed and press  to confirm.

Base settings










Ringer volume

Select from volumes 1 to 5 or turn the ringer off completely if you do not want to be disturbed.

1. Press  then  to display SETUP.
2. Press  the display shows BASE VOL, press .
3. Press  or  to select VOLUME 1 to 5 or VOL OFF (you will hear a sample ring) and press  to confirm.
4. Press *and hold*  to return to standby.










Ringer melody

Choose from 5 base ringer melodies.










1. Press  then  to display SETUP.
2. Press  then  to display BASE MEL and press .
3. Press  or  to select MELODY 1 to 5 (you will hear a sample ring) and press  to confirm.
4. Press *and hold*  to return to standby.

Select a base

If a handset is registered to more than one base, you can select which one it will use. (For more information on registering your handset to another base, see page 53.)

1. Press  then  to display SETUP.
2. Press  then  to display SEL BASE and press .
3. Press  or  to select BS 1-4 or AUTO and press  to confirm.
4. Press **and hold**  to return to standby.

Change base PIN

1. Press  then  to display SETUP.
2. Press  then  to display PIN CODE and press . Display shows PIN?
3. Enter your 4-digit PIN then press . Display shows NEW PIN.
4. Enter a new PIN and press . Display shows RETYPE.
5. Enter the new PIN again to confirm and press .
6. Press **and hold**  to return to standby.

IMPORTANT

If you change the base PIN, keep a record of new number by writing in the space provided on page 71.

You need your base PIN for registering handsets and for some other optional settings.







The original PIN setting is 0000.

30 Base settings

If you reset your phone you will delete any Phonebook, Redial and Calls list entries.

Default settings

You can reset your BT Synergy 3505 to its original/default settings.

1. Press  then  to display SETUP.
2. Press  then  to display DEFAULT and press . Display shows PIN?
3. Enter the 4-digit base PIN and press .

The display flashes BASE 1 and then SYNERGY HS 1.

Your BT Synergy 3505 is now reset to its default settings.

Handset default settings are:

Earpiece volume	3
Handset & base ringer volume	3
Internal and External 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 and Call Waiting you must first subscribe to the service from your network provider. A quarterly fee is payable.

For more information on BT Calling Features, call BT free on 0800 800 150.

Caller information not available

Occasionally the telephone number of the caller is not available and cannot therefore be displayed.

In this case, your display will show one of the following explanatory messages:

WITHHELD – caller has withheld their number

UNAVAILABLE – the network is unable to send the number

RINGBACK – following a ringback request

OPERATOR – call is via the operator

PAYPHONE – call is from a payphone

INTERNAT – call is from an international number


Ensure that you store the full telephone number, including the area code, otherwise the name will not match the number stored in the phonebook.

Caller Display

If you subscribe to a Caller Display service you can see the caller's number on the handset display (unless it has been withheld) before you answer the call. If your BT Synergy 3505 finds a name/number match in your handset phonebook, the name will be displayed instead.




Calls list

Whether you answer a call or not, the caller's details are stored in the calls list.



When you have new entries in the calls list the  icon will flash in the handset display.

Up to 20 names/numbers can be stored in the calls list. When the calls list is full, a new call replaces the oldest call.





View the calls list

1. Press  to open the calls list then scroll  or  through the list.








If a name/number match is found in the phonebook, the caller's name will be displayed.

2. Press  to display the caller's number, press *again* to see the time and date of the call.
3. Press  *repeatedly* to return to the calls list or press *and hold* to return to standby.

Dial a calls list number

1. Press  to open the calls list then scroll  or  to the entry you want.
2. Press  to dial the number.

Copy a number to the phonebook

1. Press  to open the calls list then scroll  or  to the entry you want and press .
2. Press  until the display shows **ADD** then press  again to display **NAME?**
3. Enter the name (of up to 8 characters) and press  to confirm.









Once stored in the phonebook, the entry will be deleted from the calls list.

34 Caller Display and Call Waiting




IMPORTANT

To use Call Waiting you must first subscribe to the service from your network provider. A quarterly fee is payable.

Delete an entry

1. Press  to open the calls list then scroll  or  to the entry you want and press .
2. Press  until the display shows **ALL** then press  or  to display **DELETE?**
3. Press  and the entry is deleted.

Delete the entire list

1. Press  to open the Calls list then press . **DEL ALL** is displayed.
2. Press  to confirm and the display shows **EMPTY** for 2 seconds.



Call Waiting

If an incoming call arrives while you are already on the phone, 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 phonebook) will appear on the handset display.



Instead of the engaged tone, the second caller will hear an announcement to hold on as you know they are waiting.

Accept a Call Waiting call

If, during a call, you hear the call waiting beep:

1. Press  to put you current call on hold and speak to the second caller.
2. Press  **again** to return to your first caller.

To end the first call and take the second call when speaking to the first caller:

1. Press  to end the call.
2. Your handset will ring, press  **again** to connect to the waiting caller.

You can use  to switch back and forth between the two calls without disconnecting either.

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

Using the answering machine

Your BT Synergy 3505 can digitally record up to 12 minutes of messages. Each message can be up to a maximum of 3 minutes long. You can also record memos for other users of your phone.

You can operate your BT Synergy 3505 from the base, the handset or remotely from any external *Touchtone*™ telephone.

Your BT Synergy 3505 comes with two pre-recorded outgoing messages, one for Answer and Record and one for Answer Only. You can also record your own outgoing messages.


If you have not already set the day and time, you will need to do this so that you will know when each message was received, *see page 9*.

Message display on the base

Display	Meaning
(BLANK)	Power off.
C-0 (flashing)	Day/Time needs to be set.
0-9	Answer machine ON, 0-9 messages.
9 (flashing)	10-59 messages. Indicating more than 9 messages are stored.
- alternating with 0-9	Power on, but answering machine OFF. Display flashes between a dash and the number of messages stored.
A (flashing)	Handset menu and Remote access in use.
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.
t or 2-9	Answer delay setting
8-0	Counting down – used when deleting.



Switch on/off

When first connected to the mains, your BT Synergy 3505 is set to ON and Answer and Record.

1. Press . The machine confirms the setting by announcing “Answer on, your outgoing message is...” or “Answer off”.

Loudspeaker volume

Volume for message playback, ranges from 0 - 9 plus H. Where 0 = Off, H = Maximum.

1. On the base, Press **VOL**  or **VOL** . When the highest or lowest level is reached, you hear two beeps.

Outgoing messages

This is the message your caller hears when the answering machine picks up their call. Your BT Synergy 3505 comes with two pre-recorded outgoing messages to choose from.

Answer and Record

This allows your caller to leave a message for you.

The pre-recorded message is *“Hello, your call cannot be taken at the moment, so please leave your message after the tone.”*

Answer Only

This does not allow your caller to leave a message.

The pre-recorded message is *“Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later.”*

Record your own Answer & Record message

Your outgoing message can be up to 3 minutes long. It replaces the pre-recorded Answer & Record outgoing message, but it is possible to reinstate this later if you wish.

1. Pick up the handset and press **✓** *twice*. You hear the main menu announcement.
2. Press **8** for the outgoing message menu.
3. Press **3**. The prompt announces *“Please speak after the tone. To end recording press #.”*
4. After the tone, speak your message clearly into the handset. Press **#** to end recording.

During recording, r flashes on the base display. During playback P flashes.

40 Using the answering machine





If you are likely to use the Answer and Record setting you should try to keep your Answer Only message short to leave room for recording messages.

Your message is played back and the menu is announced again.

5. Press **and hold**  to return to standby.

Record your own Answer Only message

Your message can be up to the maximum recording capacity available of 12 minutes. It replaces the pre-recorded Answer Only outgoing message, but it is possible to reinstate this later if you wish.



1. Pick up the handset and press  **twice**. You hear the main menu announcement.
2. Press  for the outgoing message menu.
3. Press . The prompt announces *“Please speak after the tone. To end recording press #.”*
4. After the tone, speak your message clearly into the handset. Press  to end recording.

Your message is played back and the menu is announced again.





5. Press **and hold**  to return to standby.

Check the outgoing message

Via the base:



1. Press . The unit will announce “*Answer on, your outgoing message is*”, and play your current outgoing message or, “*Answer off*”. If this happens, press  **again** and your outgoing message will be played.

Via the handset:

1. Pick up the handset and press  **twice**.
You hear the main menu announcement.
2. Press  then press .
3. Press and hold  to return to standby.

Select outgoing message

Via the base:

1. Press **and hold**  until you hear “*Please select outgoing message*”, then **release** the button.
2. To select Answer and Record, press . P / 1 will flash alternately in the display.

Or






42 Using the answering machine

Your own outgoing messages will be deleted if you reinstate the pre-recorded outgoing messages.

To set Answer Only, press . P / 2 will flash alternately in the display.

Your chosen setting is announced over the loudspeaker.


Via the handset:

1. Pick up the handset and press  *twice*.
2. Press  then press  to set Answer and Record or press  to set Answer Only. Your message is played.
3. Press *and hold*  to return to standby.




Reinstate the pre-recorded outgoing messages

At the base:

1. Play the current Answer and Record or Answer Only outgoing message.

During playback, press  on the base. The message stops and the pre-recorded outgoing message is played back and reinstated.

At the handset:

1. Press  *twice*.
2. Press  then press  the currently selected outgoing message is played.

3. Press **5** to delete it. The pre-recorded outgoing message is played back and reinstated.
4. Press and hold **X** to return to standby.

Answer delay

Answer delay sets the number of times your BT Synergy 3505 will ring before the answering machine picks up a call. The default setting is 6 rings. You can change this setting to 2-9 rings or time saver.

At the base:

1. Press **and hold** **Skip** until the current setting is announced, then **release**.
2. Press **Skip** to scroll through the options, which are announced with each press.

When you hear the setting you want, **do not press any button**. The setting is announced again as confirmation.

Check answer delay setting

At the base:

1. Press **and release** **Skip**. The current setting is announced and displayed.

Why time saver?

Time Saver can save you the cost of a call when you want to ring in to find out if you have new messages.

If your answering machine answers after 2 rings, you have new messages. If you have no new messages it will answer after 6 rings. So if you hear a third ring, you can hang up before you are connected, saving you the cost of a call.

44 Using the answering machine

To stop playback

Press  at any time.


When paused a P will show in the display and a beep will sound every 10 seconds.

Press **and hold**  for fast playback, at 1.5 times normal speed.

Audible message alert


When this feature is switched On, your BT Synergy 3505 will beep every 10 seconds to alert you to new messages.

The default setting is Off.

1. Press **and hold** . You will hear “*Message alert on/off*” as appropriate.

Using the answering machine via the base


Message playback

1. Press . The prompt announces “*You have (n) messages*”, and your messages are played, starting with the first message received.


Pause playback

1. Press . Press **again** to resume playback.


Skip forward/backward

1. Press  to skip forward to the next message.

Or


Press  to replay the current message. Press again to replay the previous message.

Delete individual messages

1. Press  during playback. The prompt announces, “*Message deleted*”.

Delete all messages


When all messages have been played, the display counts down from 8-0.

1. During the 8 second countdown, press . The prompt announces “*All messages deleted*” followed by a confirmation beep.

Call screening


The base loudspeaker allows you to listen-in while your answering machine takes a call. When you see who is calling you can decide whether or not to take the call.

If you want to take the call:

1. Press  or lift the handset from the base. Recording stops automatically and you can speak to your caller.

Messages are actually deleted at the end of playback when there is an 8 second countdown followed by a confirmation beep. When the countdown reaches 0 all selected messages are deleted.

Cancel deletion

Press  during the 8-0 countdown after all messages have been played. All messages will be saved.

Make sure the base volume is loud enough, *see page 38*.

Calls can also be screened via the handset, *please see page 49*.

46 Using the answering machine


If the base is already in use when you try to access the answering machine, the display shows TAM BUSY.

During operation via the handset, you will hear prompts that guide you through each step.

Using the answering machine via the handset

You can play your messages, delete, skip forward and backward through messages, record a memo or new outgoing message, and screen incoming calls.

Access the answering machine

1. Press  **twice**. The menu options are announced. Display flashes TAM MENU.

Then operate the machine using the commands overleaf:

Operating answering machine via the handset

- 2 Play **all** messages.
- 3 Play **new** messages only.
- 4 Replay current message.
Press twice to play the previous message.
- 5 Delete message, memo or outgoing message.
- 6 Skip to next message.
- 7 Record a memo.
- 8 Hear outgoing message menu.
 - 2 Play outgoing message.
 - 3 Record Answer and Record outgoing message.
 - 4 Record Answer Only outgoing message.
 - 5 Select Answer and Record.
 - 6 Select Answer Only.
 - 8 Hear outgoing message menu again.
 - 1 Hear main menu again.
- 9 Set new remote access security code (see page 50).
- 0 Set day and time.
- 1 Hear main menu.

48 Using the answering machine

Memos can be any length, up to the maximum recording capacity of 12 minutes.

You cannot record a memo using the base unit.

R will flash when recording.

When a memo is recorded the message counter will increase by 1.

Deleting

1. To delete an individual message, press **5** during playback of the message you want to delete.

Or

To delete all messages, press **5** after all messages have been played back.



Memos

You can record a memo on your BT Synergy 3505 for another user of your phone. Memos are stored and played back in the same way as incoming messages.

1. Pick up the handset and press **✓** *twice*. You hear the main menu announcement.
2. Press **7**. The prompt announces *“Please speak after the tone. To end recording press Square”*.
4. After the tone, speak your memo clearly into the handset. Press **✱** to end recording. Your memo is stored and can be played back later.
5. Press and hold **✕** to return to standby.

Call screening when handset is off base

When your answering machine takes a call, you can listen via the handset, and when you see who is calling you can decide whether or not to take the call yourself.

1. Press  to hear the caller leaving their message.
Display shows TALK?
2. To interrupt recording and talk to your caller, press .

Calls can also be screened at the base unit, *please see page 45.*




Remote access

Keep a note of your remote access code in the space provided on page 71.


You can operate your answering machine from any Touchtone telephone by calling your BT Synergy 3505 and entering a 3-digit security code.

The pre-set code is 000. You can change this for added security.

Change remote access security code


1. Press  **twice**, then , then .

The prompt announces “*Please enter new security code after the tone.*”

2. Enter the 3-digit code you want. The code is announced.
3. Press and hold  to return to standby.

Switch answering machine on remotely

If you forget to switch on your answering machine, you can do it from another phone.

1. Dial your phone number. After 20 rings, your answering machine will switch on and you will hear your outgoing message.
2. Press  then your 3-digit security code.

3. Press **7** within eight seconds. You will hear “*Answer on*”.

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

Check for messages

1. Dial your phone number. When you hear your outgoing message, press *****.
You will hear “*Please enter your security code*”.

2. Enter your 3-digit code. If you have new messages, you will hear “*You have (n) new messages*”, and they are played.

Or you will hear “*You have no new messages, to hear main menu, press 1.*”

If you enter your security code incorrectly, after the second attempt, your BT Synergy 3505 will announce: “*Thank you for calling*” and will hang up.

When you first dial in you will be prompted for the security code. If the code is not entered within 10 seconds you will be prompted again, if no code is entered within 10 seconds then your BT Synergy 3505 will hang up.

Time saver

If you have set the answer delay to Time Saver, your answering machine will answer after 2 rings if you have new messages. If you do not have new messages it will not answer until 6 rings. This enables you to hang up before you are connected, saving you the cost of a call.

Operating your answering machine from another phone

When you have accessed your answering machine remotely, the menu announces the options available to you.

Simply follow the instruction as announced:

*“To play all messages, press **2**”*

*“To play new messages, press **3**”*

*“To skip back during messages, press **4**”*

*“To delete during messages, press **5**”*

*“To skip forward during messages, press **6**”*

*“To set answer on or off, press **7**”*

*“To hear the outgoing message menu, press **8**”*

*“To set a new security code, press **9**”*

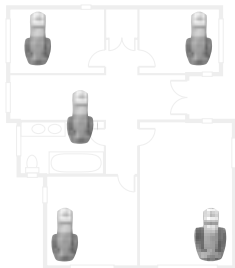
*“To set day and time, press **0**”*

*“To hear main menu again, press **1**”*

Additional handsets & bases

Up to 5 handsets can be registered and operated from any one BT Synergy 3505 base.

With additional handsets, you can make internal calls between two handsets while a third is making an external call.




Each handset can be registered on up to 4 bases.

Register handset to base

Make sure the handset is close to the base.

At the base:


1. Press **and hold**  until you hear two beeps (after about 10 seconds) then release.

At the handset:

1. Press  then scroll  to REGISTER and press .

IMPORTANT

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

Remember to charge the batteries of new handsets for at least 16 hours before use. If the display shows NOT REG, and  is flashing, your handset is not yet registered with the base.

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

If you have purchased a multiple pack, the additional handset will be supplied as Handset 2 etc. All will be registered to Base 1.

54 Additional handsets & bases

If the handset does not find the base, it will return to the previous menu. If this happens, try registering again using a different base number. Make sure you are close to the base.

You cannot deregister the handset you are using.

The display shows BS 1 2 3 4. The numbers that are flashing indicate other bases that the handset is already registered to.

2. Enter **1** - **4** for the base you want to register to, followed by your base PIN (original setting 0000) then press **✓**.

The display shows SEARCH 1, 2, 3, 4. and **📶** flashes until the handset locates the base.

When the base is located, the handset will be automatically selected and shown on the display.


De-register handsets

1. Press **✓** then scroll **▼** to SETUP and press **✓**.
2. Scroll **▼** to DEL HS and press **✓**.
The display shows PIN?
3. Enter your PIN (original setting 0000) and press **✓**.
4. Scroll **▲** or **▼** to select the handset (1-5) you want to de-register then press **✓**.
Display shows CONFIRM?
5. Press **✓** to confirm.

Once deregistered, the handset display shows NOT REG.

Internal calls

If you have more than one handset registered to the base, you can make internal calls between handsets.

1. Press  and enter the handset number you want to call, (1-5).


The receiving handset rings and the display shows **INT** and the number of the handset calling.

2. Press  to end the call.


Transferring calls

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


During an external call:

1. Press  then the number of the handset you want (1-5).


The caller is put on hold.

2. When the other handset answers you can talk to them and press  to transfer the call.

Or

If the other handset does not answer, press  to speak to your caller again.

56 Additional handsets & bases

If the handset does not answer, press  to speak to your caller again.



On a 3-way call, the call can only be ended by the handset that set it up.

Press  to end the call.

3-way conversation

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

During an external call:








1. Press  to put your caller on hold. Enter the number of the internal handset (1-5) you wish to transfer the call to.
2. When the handset answers, press **and hold**  for about 3 seconds.



You can now start your 3-way conversation.

3. Press  to end the call.



Handset priority

If you have more than one handset registered to the base, you can select one handset (or the base) to ring first. You can also set the number of rings before the other handsets start ringing.




1. Press  then scroll  to **SETUP** and press .
2. Scroll  to **PRIORITY** and press .
3. Scroll  to **SELECT** and press .

4. Scroll  to select the option you want, either **BASE** or **HS 1-5** and press .

Display shows **RINGS 1-9**.

5. Scroll  to the number of rings you want and press  to confirm.

PRIORITY is displayed.

6. Press  to confirm. **OFF** is displayed. Press  to switch **OFF** or scroll to **ON** and press  to switch **ON**.

Connecting to a fax machine

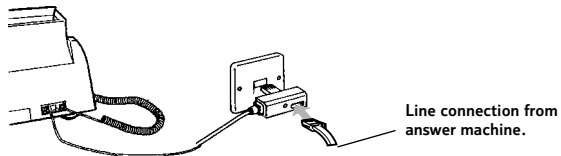
IMPORTANT

Check in your fax machine user guide that it is compatible for use with an answering machine.

Most fax machines and modems are designed to work with answering machines so that you can receive both fax and voice calls.

Connecting up

1. Connect your BT Synergy 3505 telephone line cord to the fax machine. The socket is likely to be on the back of the fax machine's telephone line cord socket (doubler socket) or there may be a separate socket at the side or back of the fax.



2. Set your fax machine reception mode to TAD/FAX. (See your fax user guide for instructions).
3. Make sure the answer delay (i.e. the number of rings before your answering machine picks up a call) is always less on the answering machine than the fax machine/fax modem. This means your answering machine will always pick up the call first and switch it to the fax machine if it hears the fax tones.

Setting up your answering machine

We recommend you set your BT Synergy 3505 to answer calls after 2, 3 or 4 calls.

For best performance, keep your outgoing message as short as possible.

Answer delay = no. of rings before answering	Length of outgoing message
2	14 seconds
3	11 seconds
4	8 seconds

To change the answer delay setting, see page 43.

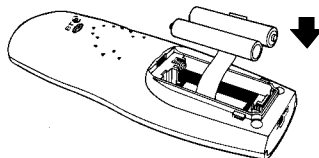
Help

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 AAA rechargeable batteries, please contact the BT Synergy Helpline 0870 605 8047.

Remove the battery compartment cover and remove the existing batteries. Insert new batteries and replace the compartment cover.



Problems	Possible cause
No display	The batteries may be flat or dead. Recharge or replace the batteries. Is the handset switched off? To switch on, <i>see page 17</i> .
No dial tone	Check that the telephone line cord is plugged into the phone socket. Check that the base is connected to the mains power and switched on.

Problems	Possible cause
You cannot link up with the base station	<p>Is  flashing in the display? You may be out of range, move closer to the base.</p> <p>Check that the base is connected to the mains power and switched on.</p> <p>Are the batteries low or flat? If so, charge the batteries or replace them if necessary.</p> <p>If using more than one base, check that you are connected to the correct base. See page 29.</p>
No ring on the handset	<p>Check that the ringer volume is switched on, <i>see page 24</i>.</p> <p>Check that the base is plugged into the phone socket and that it is also connected to the mains power and switched on.</p>
Buzzing noise on my radio, TV, computer or hearing aid	<p>Sometimes, your BT Synergy 3505 and other DECT GAP compatible handsets can interfere with other electrical equipment if placed too close. Try moving at least one metre away from such appliances.</p>
The handset is not charging properly	<p>Check that the base is plugged into the mains socket and switched on.</p>

Problems	Possible cause
	<p>Check that you are using the correct power adaptor plug. BT Synergy 3505 base – Item Code 005391. BT Synergy 3005 charger – Item Code 003313.</p> <p>Check that the handset is sitting correctly in the base.</p> <p>Check that the handset batteries have been correctly fitted.</p>
Cannot adjust an option in the base station	<p>Someone else might be making changes using another handset. Try again when the other handset user has finished.</p> <p>Have you pressed  to confirm your selection?</p>
Calls do not get through to a connected fax machine	<p>Check that the number of rings before answering is 2, 3 or 4, see page 43 and that your outgoing message is kept short.</p> <p>Check that the sending machine is transmitting fax tones. Older machines may not do this.</p> <p>If you are still having problems, try shortening the silence detection time on your fax machine/fax modem. See your fax user guide for details.</p>

Problems	Possible cause
Fax machine interrupts callers trying to leave messages on the answering machine	The fax may be detecting periods of silence during the incoming message and switching to fax reception mode. Try increasing the silence detection time on your fax machine/fax modem or switch it off completely. See your fax user guide for details.

BT Synergy 3505 Helpline 0870 605 8047

Call the dedicated BT Synergy Helpline

- if you are having difficulties using your BT Synergy 3505.
- if you need replacement batteries or a mains power lead

Lines open 9am – 5.30pm,
Monday to Friday and
9.30am – 2.30pm Saturday.

BT accessories and replacement items

For a full range of accessories and replacement items for BT products please call 0870 240 5522, or visit:



General information

IMPORTANT

This equipment is not designed for making emergency telephone call 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.

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 is 005391. The item number for the power supply used with the charger is 003313 (only applicable when you have purchased a BT Synergy 3505 Multiple pack).
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Synergy Helpline 0870 605 8047.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline for all repairs.
- Radio signal 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 batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

- Clean the handset and base 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 or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- 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 surface.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

66 General information

- 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 from the base for the duration of the storm.

Guarantee

Your BT Synergy 3505 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 BT Synergy 3505 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship of materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired 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 required.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning it, please read the Help section beginning on page 60, or contact the BT Synergy Helpline on 0870 605 8047, 9am to 5.30pm Monday to Friday and 9.30am to 2.30pm Saturday.

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.

Returning your phone

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 the 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 other telephone line. Your BT Synergy 3505 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring.

With different telephone types there is not 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 a BT Synergy 3505 Multiple pack).
- Only use approved AAA NiMH rechargeable batteries.

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 BT Synergy 3505 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Synergy 3505 is published on the website:
<http://www.suncorptech.com/bt>

Connecting to a switchboard

This product is intended for use within the UK for connection to 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

Recall **R** is used when connected to certain switchboards (PBXs) and some BT Calling Features, or those services available via your network provider.

70 General information










Dialling mode

1. Press  then scroll  to SETUP and press .
2. Scroll  to DIALMODE and press .
3. Press  or  to select either TONE or PULSE and press  to confirm.

Automatically insert a pause after access code








With some switchboards, you may be required to dial a pause after entering the switchboard access code (e.g. 9) to enable you to get an outside line.

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

1. Press  then scroll  to display SETUP and press .
2. Scroll  to display PBXX and press .
3. Scroll  to PBX 1 and press  to display PIN?
4. Enter the PIN (original code 0000) and press .
5. Enter the switchboard access code (e.g. 9) and press .

Length of pause

You can also adjust the length of the pause to 3 or 5 seconds, according to the switchboard.

1. Press  then scroll  to SETUP.
2. Scroll  to display PAB% and press .
3. Scroll  to PAUSE.
4. The display shows 3 SEC.
If you want a 5 second pause, press  to display 5 SEC.
5. Press  to confirm your choice.

For your records

Date of purchase:

[/ / / / / / /]

Place of purchase:

(see page 29 for more information)

Serial number:

Enter your BT Synergy 3505
Remote Access security code here:

[/ / /]

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

(see page 50 for more information)

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Offices worldwide

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