BT

Synergy 900
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 900 is complete.

When you unpack you should have:
- Synergy 900 handset.
- Synergy 900 base station.
- Power adaptor.
- Comprehensive user guide.
- Ni-Cad battery pack.
- Line cord

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 telephone base station)	
Purchase price:	

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

My PIN is:

☐ ☐ ☐ ☐

Please open this page for an 'at a glance' guide to your Synergy 900.

Menu options

First press Options ➡

CALL DIVERT

See page 20.

Second press Options ➡

FRIENDS FAM

See page 22.

Third press Options ➡

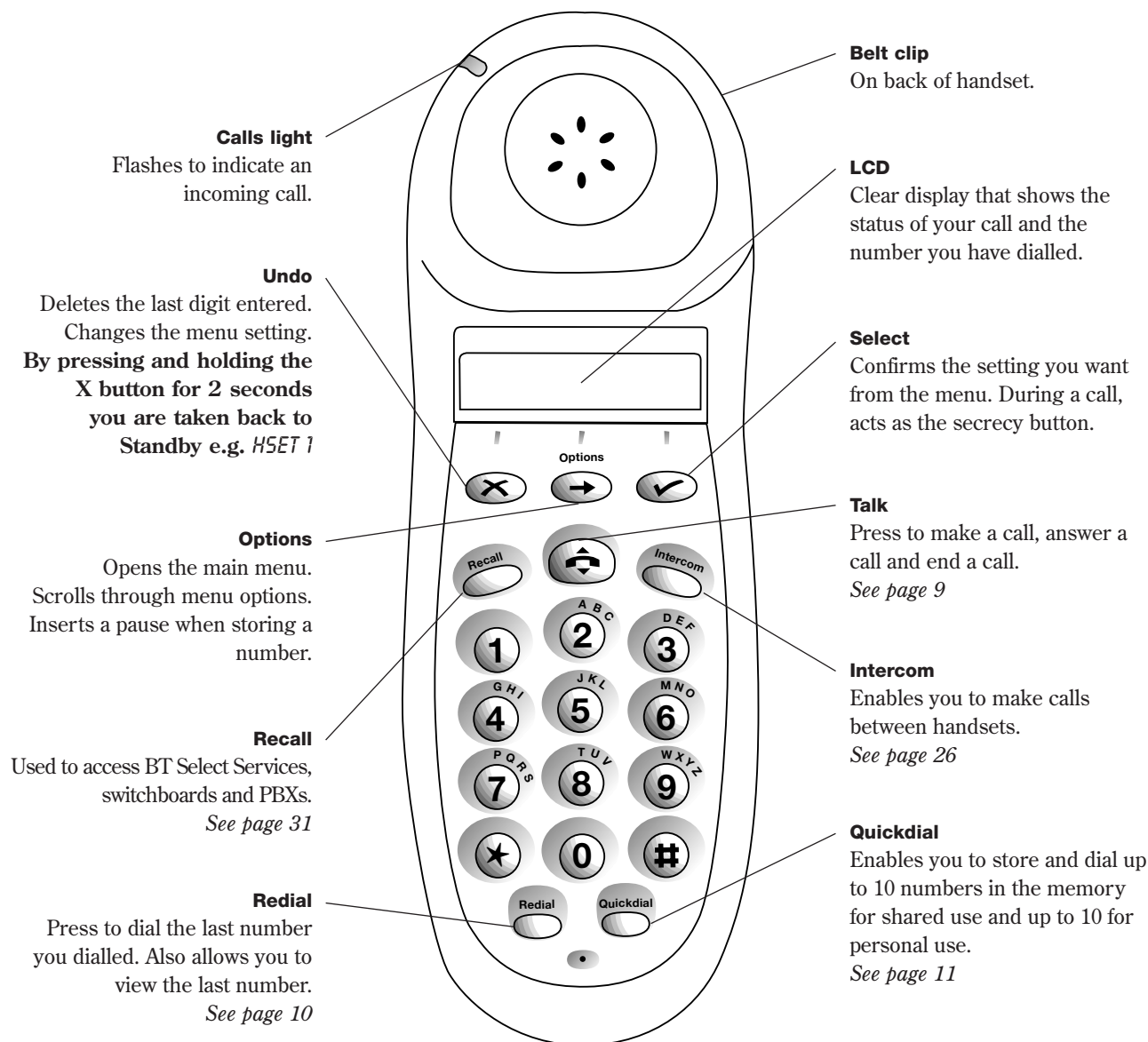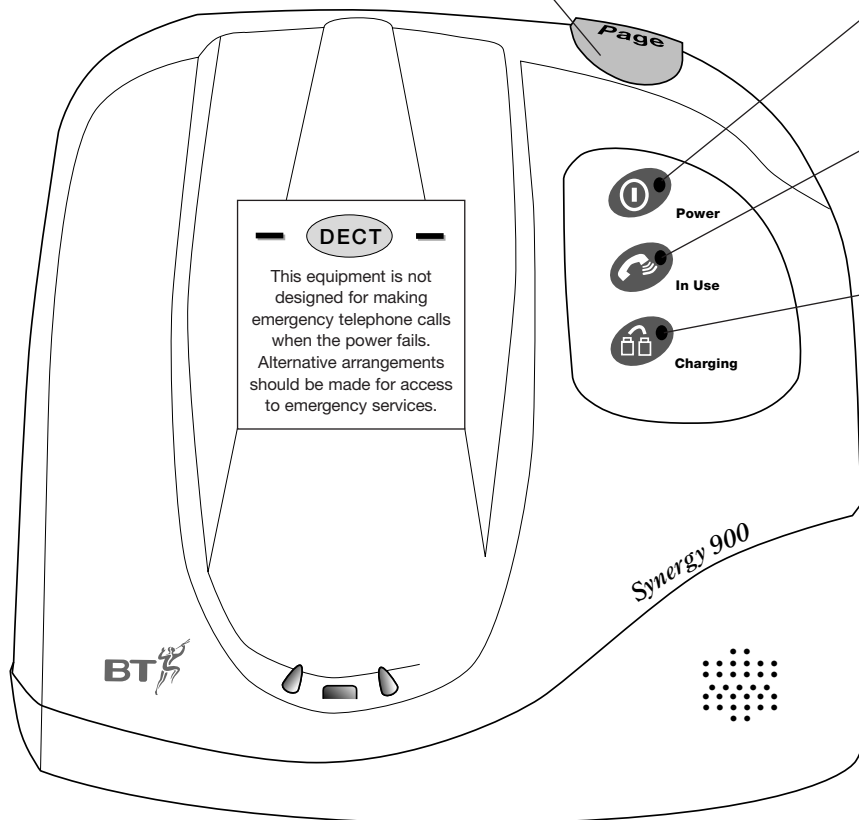### SET-UP

Set-up allows you to change the original settings of your telephone e.g. handset ringer volume, melodies. See optional settings page 13. It also allows you to register your handset, see page 24.

At a glance

Belt clip
On back of handset.

Calls light
Flashes to indicate an
incoming call.

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

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
Standby e.g.** HSET 1

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

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

Talk
Press to make a call, answer a
call and end a call.
See page 9

Recall
Used to access BT Select Services,
switchboards and PBXs.
See page 31

Intercom
Enables you to make calls
between handsets.
See page 26

Redial
Press to dial the last number
you dialled. Also allows you to
view the last number.
See page 10

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 11

Page

Pages all handsets registered to the base station. Used to register additional handsets. *See page 10 and 24*
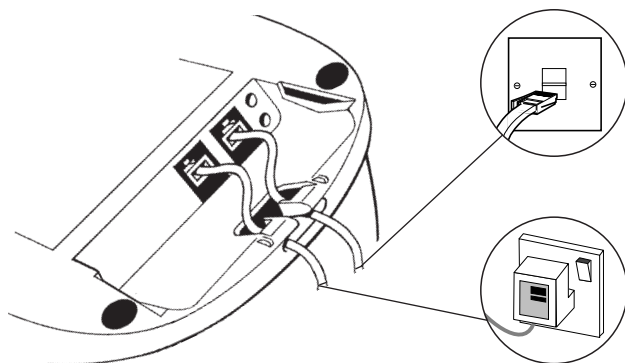
Power

Lights up when the mains power is switched on. *See page 6*

In use

Lights up during an external call. *See page 9*

Charging

Lights up when a handset is placed on the base station. **We recommend that you charge the handset for at least 16 hours before its first use.** *See page 7*

DECT

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Power

In Use

Charging

BT

Synergy 900

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.

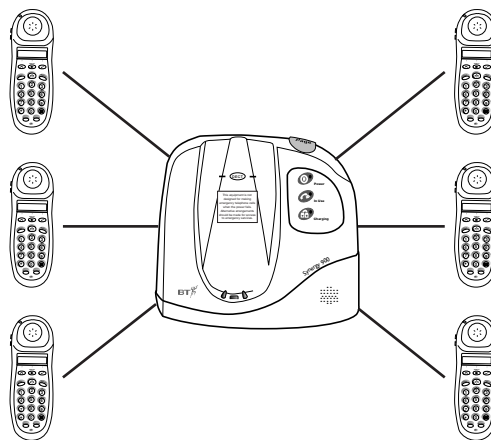# *Introduction* *your Synergy 900 is designed for ease of use and made to the high standards set by BT.*

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

DECT

By purchasing the Synergy 900 you now own a product which combines the advantages of cordless operation with the performance of a high quality telephone. It complies with the Digital Enhanced Cordless Telecommunications (DECT) standard and offers unparalleled quality and features.

Building up a phone system.

You can use up to 6 handsets with your Synergy 900 base station.

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

Warning

1. Use only the approved 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, otherwise you may permanently damage your Synergy 900. It may also invalidate approval of this apparatus. To get a replacement Synergy charger power supply unit (Item Code: 871273) and Synergy base station power supply unit (Item Code: 871340) contact BT Shops or 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 900 from the mains power and telephone line socket during storms.

4. If you wear a hearing aid, please note that the Synergy 900 works by sending radio signals between the base station and handset. These signals can interfere with hearing aids, causing a humming noise.

5. Synergy 900 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 900 at least one metre away from such appliances to avoid any risk of interference.

The Synergy 900 system has a range of up to 300 metres outdoors and up to 50 metres indoors. It is possible that the range may be affected by being near water (e.g. large ponds, lakes, the sea) and large metal objects (e.g. radiators, steel girders and metal partition walls).

6. The Synergy 900 will produce a certain amount of heat during operation. Equally, the handset as well as any additional chargers you purchase can also become warm during charging.

7. We advise against placing these products on antique, veneered or wooden surfaces as damage may occur.

8. Do not use the Synergy 900 in damp, humid conditions such as bathrooms. Do not expose the equipment or batteries to fire or water.

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

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

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

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

Setting up *follow these steps to get your Synergy 900 ready for use.*

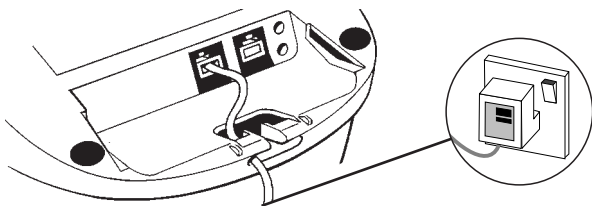### 1. To plan the location of the base station

Your Synergy 900 works by sending and receiving radio signals between the base station and the handset.

The strength of the signal depends on where you site the base station. The higher the base station is located, the better. An upstairs room is ideal. The following points should be considered:

- It should be within 2 metres of a power socket and phone socket otherwise extension cables will be required
- Try to avoid locations near metallic obstructions or electrical appliances, such as TV sets, fridges, computers, fluorescent lights, radiators, metal pipes and metal window frames.
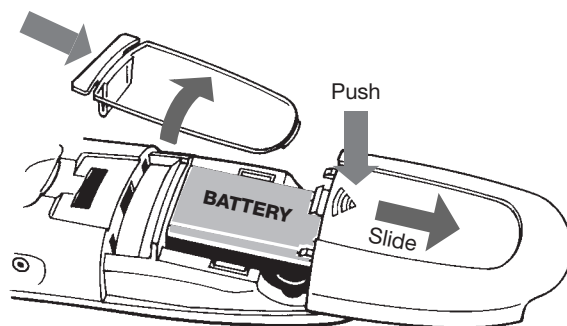
2. Connect the power cable

Plug the power cable into the power socket on the underside of your Synergy 900. When the power is switched on, the base station **POWER** light comes on.

3. Install the rechargeable battery in the handset

Hold the handset with the keypad facing down, remove the clear plastic directory label cover and press 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.

WARNING
It is recommended that the line cord is not connected until the handset is fully charged. This will prevent the risk of the phone being answered prior to the battery being fully charged and therefore not working to its optimum capacity.

4. Charge the handset battery for at least 16 hours

Before you use your Synergy 900 for the first time it is important to have the handset battery fully charged. We recommend that you leave the Synergy 900 Handset on charge for at least 16 hours. Place the handset on the base station. The **CHARGING** light comes on. Your handset should come pre-registered to the base station as *HSET1*. If the display shows *REG*, you will need to register the handset manually by following the simple steps on page 24, "To register a handset".

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

Battery performance

After charging your Synergy 900 for the first time, subsequent charging time for the handset batteries is approximately 4-5 hours. Batteries and case may become warm during charging. This is normal and not dangerous.

Under ideal conditions, the handset battery should give about 6 hours talktime or 60 hours standby on a single charge. Please note, however, that the new NiCad battery, does not reach its full capacity until it has been in normal use for several days.

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.
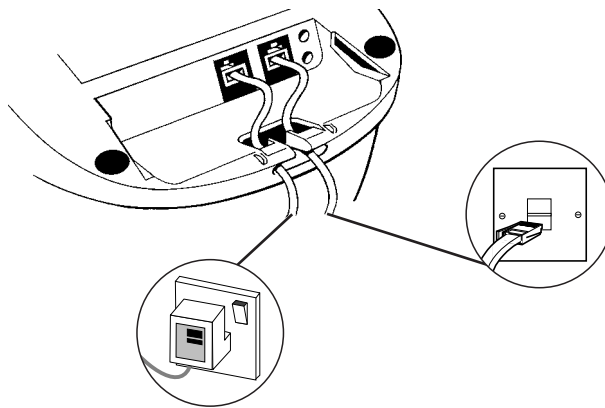
Battery low warning

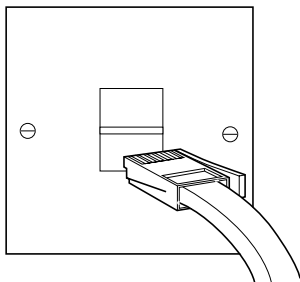Your handset display will show the status of your battery:
- When the charge is low, the battery icon is displayed.
- When the charge is almost out, you will also hear a warning beep every 10 seconds (during a call) in the earpiece. This indicates that the handset is about to switch off.

5. Connect the telephone line cord to the Synergy 900 base station

Plug the line cord into the line socket on the underside of your Synergy 900.

6. Connect the telephone line cord

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

> **NOTE**
> *Take care that the telephone line cord and*
> *power cable plugs are connected to the correct*
> *sockets. Incorrect placement could damage the*
> *unit.*

Using your Synergy 900

Making and receiving calls

To make a call

- Press the **TALK** button to get a line. Display shows ☎. The **IN-USE** light on the base station comes on.
- Enter the number you want and it is dialled.

Or to preview the number before you call

- Enter the number you want. Display shows your number. If you make a mistake you can change the number by pressing the ✗ button to delete individual digits.
- Press the **TALK** button. Your number is dialled.

To end a call

- Press the **TALK** button.

Or

- Place the handset back on the base station.

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 base station. Display shows ☎ and the **IN-USE** light remains on.

Secrecy

While on a call, this 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.

To adjust the earpiece volume

You can adjust the incoming call volume by:
(The factory setting is *3*.)

- Press ➔ three times until display shows *SETUP*.
- Press ✔ display shows *HANDSET*.
- Press ✔ display shows *LEVEL*.
- Press ✔ display shows either *1, 2, 3, 4, 5*. (*1* being the lowest and *5* the highest).
- Press ➔ several times to scroll through the settings until you have selected your choice.
- Press ✔ button to confirm.

To page the handset

- Press and release the blue **PAGE** button on the base station.

The handset rings for about 10-12 seconds. Display shows *PAGE* and the ☎ flashes. Paging is useful to help you find a misplaced handset. You cannot hold a conversation between the handset and the base station.

If you hit the page button by accident or want to cancel it, press and release the button quickly.

If you have more than one handset registered to the base station, all the handsets will ring.

Using the quickdial memory

Shared and personal quickdials
You can store up to 20 numbers on your Synergy 900.
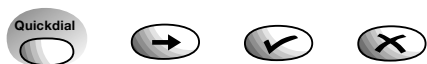
Shared telephone numbers
10 numbers can be stored in your shared memory. These numbers can be quick dialled by any Synergy handset registered with the base station.

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 is set to SHARED quickdials. You can switch between SHARED and PERSONAL quickdials.

- Press and hold the **QUICKDIAL** button for at least 2 seconds.
- Handset beeps and LCD shows *SHARED* or *PERSONAL* depending on the current setting.
- Press ➜ to switch between the 2 options.
- When required option is displayed on LCD press ✔ to confirm.
- Handset LCD reverts to *HSET 1*

To store a quickdial number

Once you have selected either your 'Personal' or 'Shared' **QUICKDIAL** store:

- Press and release the **QUICKDIAL** button
- LCD shows 1 if no number stored or 1 followed by the number stored in the memory.
- Press the ➜ button to scroll through the memory locations
- When the required memory location is displayed press and hold the **QUICKDIAL** button for at least 2 seconds or until a beep is heard.
- Enter the phone number you want.
- The display shows the location and the phone number.
- Press the ✔ button to store the number. You hear a confirmation beep and the display shows *STORED*

*You may find it useful to keep a note of the location number (**0-9**) you set for quickdial numbers. Use the directory label on the back of the handset.*

You can scroll through the quickdial numbers and see any available locations. You can then change or add a number.

Press the ✗ button to reverse one step of the instructions. Or press it and hold for 2 seconds to revert quickly to standby.

To View or 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 11.

- Press and release the **QUICKDIAL** button.
- Display shows the first quickdial location plus the number stored under that location.
- Press the ➔ button several times to move to the stored number that you want to view or edit.
- To edit press the **QUICKDIAL** button for a few seconds until a beep is heard.
- 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.

Or

To view then dial a quickdial number

You can display the number before dialling.

- Press the **QUICKDIAL** button.
- Display shows the first location and the number stored.
- Press the ➔ button to scroll through the quickdial list until you display the number you want.
- Press the **TALK** button. The number is dialled.

Optional settings

To adjust the dial delay

The dial delay is the time taken by the phone to send a number to the exchange after dialling. The dial delay can be set to short, medium or long. The factory setting is medium.

- Press the ➜ button several times until 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 several times until the display shows *DIAL DELAY*.
- Press the ✔ button. Display shows current setting (*SHORT*, *MED*, or *LONG*).
- Press the ➜ button to change the setting.
- Press the ✔ button. A beep confirms that the change has been made.

If you stop any procedure before it is completed, your Synergy handset will revert to standby after 20 seconds.

To adjust the handset ringer volume

The handset ringer can be set to **LOW**, **HI** or **OFF**.

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

*If you select **OFF** as the handset ringer setting the screen will show SILENT.*

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 *LEVEL*.

- 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.

If more than one handset is registered to the base it can be useful to select different melodies for each handset.

To adjust the ringer volume in the base station

You can switch between **HI**, **LOW** and **OFF**.

- 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 *RING VOL*.
- Press the ✔ button. Display shows and plays the current setting *HI* (or *LOW, OFF*).
- Press the ➜ to change the setting. Display shows the next option and the ringer sounds.
- Press the ✔ button. A beep confirms that the change has been made.

To adjust the base station melody

You can select from four different ringer melodies.

- 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 *MELODIES*.
- Press the ✔ button. Display shows the current setting *A* (or *B,C,D*). The displayed setting is played.
- Press the ➜ button 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.

To switch the keypad beeps on and off

Whenever you press a button on the handset, you will hear a beep. You can turn this sound on and off. The original setting is ON.

- Press the ➜ button several times until the display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *LEVEL*.
- Press the ➜ button. Display shows *KEYTONES*.
- Press the ✔ button. Display shows the current setting *ON* or *OFF*.
- Press the ➜ to change the setting. Display shows *OFF* or *ON*.
- Press the ✔ button. A beep confirms that the change has been made.

To reset your Synergy 900 base station to its original settings

- Switch off the mains power.
- Press and hold down the **PAGE** button. Continue to hold down the **PAGE** button while switching the mains power back on and for a further five seconds until the base station gives a confirmation beep. After another five seconds a second confirmation beep will indicate that the base station reset is complete.

This will reset:
Base station PIN code to *0000*.
Dial delay.
Recall mode.
Ringer volume.
Ringer melody.

It will remove:
All handsets registered to the base station.
All shared numbers stored in the memory.

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

To reset your Synergy 900 handset to its original settings

→ ✔

- Press the → button several times until display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *LEVEL*.
- Press the → button several times until the display shows *RESET*.
- Press the ✔ button. Display shows *CONFIRM*.
- Press the ✔ button. Display shows *CONFIRM* again.
- Press the ✔ button. Display shows *REG*. The handset is reset, and is now **de-registered** from the base station(s).

This will reset:
RINGER VOLUME to high.
RINGER MELODY to A.
EARPIECE VOLUME to medium.
KEYTONES 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

Additional features

Keypad Guard and Emergency Numbers

To enter up to four personal emergency numbers for use when the keypad guard is ON
Your personal emergency numbers are recognised by your Synergy 900 when they are dialled. No other calls (except **999** and **112** calls) will be allowed while the keypad guard is switched on.

> **NOTE:**
> *You must program your chosen emergency numbers into all Additional Handsets. As well as the handset supplied with your Synergy 900.*

It is recommended that you write down the emergency numbers (up to 4) that you wish to enter before starting this process.

- Press the ➜ button several times until the display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *LEVEL*.
- Press the ➜ button several times until the display shows *EMERGENCY*.
- Press the ✔ button. Display shows *1- ENTER NO-*. Key in the number you want.

- Press the ✔ button. Display shows *STORED* and beeps. The display reverts to *EMERGENCY*.
- Press the ✔ button. Display now shows last memory number and the number keyed into it.
- Press the ➜ button to move to the next memory slot. Display shows *2- ENTER NO-*.
- Repeat from step 5 above until you have entered all the numbers you wish to store.

EMERGENCY NUMBERS	
1	
2	
3	
4	

To view or edit your personal emergency numbers

- Press the ➜ button until the display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *LEVEL*.
- 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 or edit is displayed.
- To edit, 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 1*.

Keypad guard

The keypad guard feature is designed to prevent accidental dialling. To ensure that it is possible to dial your selected emergency numbers the Synergy 900 is able to store up to 4 of your personal emergency numbers.

To switch the keypad guard on

- Press the ✔ button then, within two seconds, press the **0** button. Display shows *GUARD ON*.

When in *GUARD* mode, users are restricted to four functions:
- Preview dialling an emergency service number.
- Answer incoming call.
- Dial one of up to four numbers which you can store on the handset memory for emergencies. See 'Storing personal emergency numbers', page 17.
- Switch keypad *GUARD* off.

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

To switch the keypad guard off

- 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

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

Setting your own base station PIN code

You can set your own four-digit code number for your Synergy 900 base station. This prevents unauthorised users from registering or de-registering handsets on your Synergy 900 base station.

- 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. Display shows *OLD PIN - - - -* . (default *0000*).
- Enter the current PIN code (default *0000*). The - - - - marks disappear one by one. The entered numbers are not displayed.
- Press the ✔ button. Display shows *NEW PIN - - - -* .
- Enter the new PIN number. The - - - - marks disappear.
- Press the ✔ button. Display shows *NEW PIN - - - -* again. Re-enter the new PIN number, so that the base station can check that there was no mistake on entering the PIN.
- Press the ✔ button.
- The display shows *OK*. You hear a confirmation beep. The display then changes to *HSET 1*.

Keep a record of your PIN number in the boxes on the fold-out page at the front of this guide.

Using Select Services

Your Synergy 900 gives you easy access to the following range of BT Select Services, once you have subscribed to them.

• Call Waiting
• Call Diversion
• Three Way Calling

Your Synergy 900 also gives you quick access to:

• Friends & Family which is subscription free

Call Waiting

Call Waiting lets you know when someone else is trying to get through, even when you're already on the phone. During a call, you hear beeps to indicate that another person is ringing your number.

• When you hear the beeps, press the **RECALL** button to take the new call.
• To switch between both calls, press the **RECALL** button.

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

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

Call Diversion

You can use your Synergy 900 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.

You can now scroll through three options:
• Display shows ALL CALLS, which means all calls will be diverted.
• Press the ➜ button. Display shows NOT ANS which means calls that you don't answer within 5 rings will be diverted.
• Press the ➜ button. Display shows ENGAGED which means that callers who get the engaged tone will be diverted.

- Select the displayed option by pressing the ✔ button. The handset automatically sends a sequence of tones to the network exchange. Display shows *PLS LISTEN* and you hear a network announcement.
- Follow the instructions from the network announcement.

To cancel Call Diversion

- Press the ➜ button twice, display shows *CALL DIVERT*.
- Press the ✔ button to display *SET*.
- Press the ➜ button to display *CANCEL*.

You can now cancel any of the options you have set:

- Press the ✔ button. Display shows *ALL CALLS*.
- Press the ➜ button. Display show *NOT ANS*.
- Press the ➜ button. Display shows *ENGAGED*.
- Press the ✔ button to cancel the option displayed. The handset automatically sends a sequence of tones to the network exchange. Display shows *PLS LISTEN* and you hear a network announcement confirming your cancel instruction.
- Press the **TALK** button to return to standby or replace the handset on the base station.

To check Call Diversion

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

- Press the ➜ button twice, display shows *CALL DIVERT*.
- Press the ✔ button. Display shows *SET*.
- Press the ➜ button twice, display shows *CHECK*.
- Press the ✔ button to display *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.

Three Way Calling

You can hold a conversation with two other *external* callers. You can speak to both people at the same time or choose to switch between both callers. This facility does not include calls between more than two handsets on intercom feature.

To make a three-way call

Make the first call as normal. Then:

- Press the ➔ button, the display shows *3 WAY CALL*.
- Press the ✔ button. Your first caller is put on hold. Display shows *ENTER NO*.
- Dial the number you want for the second call.
- Press the ➔ button until display shows *JOIN CALLS*.
- Press the ✔ button. You and your two callers can now have a three-way conversation.
- To end the three-way call, press the **TALK** button or place the handset back on the base station.

For full details of the switching options available, see the Select Services User Guide.

Friends and Family

This is where the telephone number of the Friends & Family service is pre-programmed into your Synergy 900, enabling you to dial the Friends & Family service and follow the instructions from the network to add or change numbers.

To set and update Friends and Family

- Press the ➔ button several times until the display shows *FRIENDS FAM*.
- Press the **TALK** button or the ✔ button to dial. After 5 seconds the display shows *PLS LISTEN*.
- Follow the announcement instructions.

Editing select service numbers

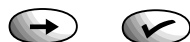If the pre-programmed telephone numbers for 'friends and family' changes you can update it.

- Press the ➜ button several times until the display shows *SET UP*
- Press the ✔ button. Display shows *HANDSET*
- Press the ✔ button. Display shows *LEVEL*
- Press the ➜ button several times until the display shows *SERVICES*
- Press the ✔ button. Display shows *FRIENDS FAM*
- Press the ✔ button again. Display shows the telephone number stored.
- Press the ✔ button, you are now in the edit mode.
- Delete the number by pressing the ✗ button for as many digits as you want to remove.
- Enter the new number for the Select Service followed by ✔ button.
- Display shows *STORED*, beeps and then shows *FRIENDS FAM*.
- Press and hold the ✗ button to return to standby.
  The display shows *HSET 1*

Using additional handsets

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

Up to six handsets can be registered and operated from the Synergy 900 base station. The system allows intercom calls between two handsets while a third is making an external call.

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

Before registering a new handset
*Remember to charge the batteries for at least 16 hours. When switched on, the handset will display REG. This tells you that the handset is **not registered** with the base station.*

To register a handset
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 several times until the display shows SET UP.
• Press the ✔ button. Display shows HANDSET.
• Press the ✔ button. Display shows LEVEL.
• Press the ➔ button several times 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 ----.
• Enter the four-digit base station code. (Default 0000. Enter this if the base station code has not been changed.) The ----marks disappear one by one.
• Press the ✔ button. You hear a confirmation beep. Display shows LABEL = (which refers to the handset number).
• Press the ✔ button to automatically allocate the next handset number.
• If you are re-registering your only or first handset, enter **1**, followed by the ✔ button. You hear a confirmation beep.

Park No. is a unique number given to each individual base station

Display briefly shows *PLS WAIT* then the base station to which your handset is registered, e.g. *BASE 1*, and finally shows the handset number you have given it, e.g. *HSET 1*.

You cannot use the same number on more than one handset since this disables the intercom function.

To de-register your handset

- Press the → button several times until the display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *LEVEL*.
- Press the → button several times until the display shows *REG*.
- Press the ✔ button. Display shows *ADD*.
- Press the → button until the display shows *REMOVE*.
- Press the ✔ button. Display shows *PIN= - - - -*.
- Enter the four-digit base station code. (Default *0000*. Enter this if the base station code has not been changed.) The *- - - -* marks disappear one by one.
- Press the ✔ button. Display shows *LABEL=X* (i.e. your handset number).
- Press the ✔ button. You will hear a beep, the display will show e.g. *HSET 2* followed by *REG*.
- Your handset is now de-registered.

To de-register another handset that is registered to your base station

Follow the steps opposite 'To de-register your handset' but instead of entering the label of your own handset, scroll through the options button → until the label of the handset you wish to de-register is shown.

- Press the ✔ button to confirm. You hear a confirmation beep.
- The display on the de-registered handset changes to *REG*. (Or, if it is also registered with another base station, the display shows the handset number for that base station.)

If you are experiencing problems, please call the Synergy Helpline on **0845 650 20 20**.

Making intercom calls

You can make intercom calls to 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 base station or charger.

To end an intercom call

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

Making and receiving external calls while on an intercom call

To receive an external call
While on an intercom call:

- You hear the call waiting tone in the earpiece. The base station rings. The calls light flashes. The display flashes ☎.
- Press the **TALK** button to answer the call. The intercom caller is put on hold and the display flashes (*INT*) and goes blank.
- To end the external call, press the **TALK** button. You will then be returned to the intercom call.

To make an external call
If you need to make an external call while on an intercom call:

- Press the **TALK** button to put your intercom caller on hold. Display flashes *INT* and shows ☎ (display goes blank).
- Dial the external number to make your call.
- Press the **TALK** button to end the external call.

To switch between callers

If you have one internal and one external call on the line, you can switch between the two:

- While on the external call, press the **INTERCOM** button.
- While on the intercom call, press the **TALK** button.

Making and receiving intercom calls while on an external call

To make an intercom call

During an external call, you may want to consult 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 *INT*.
- 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*), 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.

To switch between callers

If you have one internal and one external call on the line, you can switch between the two:

- While on the external call, press the **INTERCOM** button.
- While on the intercom call, press the **TALK** button.

To transfer a call

You can transfer an external call to any other handset registered to the same base station.

When you are on an external call:

- Press the **INTERCOM** button. Your caller is put on hold and will hear a series of beeps.
- Press the number of the handset to which you want the call transferred. Display shows *INT CALL* and the handset number you are calling. The other handset rings.
- When your call is answered, you can tell them there is a call for them.
- Press the ➔ button until the display shows *TRANSFER*.
- Press the ✔ button and the call is transferred.

If the other handset does not answer:

- Press the **INTERCOM** button to reconnect to your external caller. If the other handset has not answered after 15 seconds, you will be reconnected to your external caller automatically.

NOTE:
If you place the handset back on the 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 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.

Operating with additional base stations *It is possible to build your Synergy 900 into a much larger phone system with the addition of up to 3 extra base stations.*

You can use up to six handsets on each Synergy 900 base station, and up to four base stations with your handset to build up a comprehensive and easy to use cordless telephone system.

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

To register additional handsets to base stations

Use the instructions shown on page 24, but remember to start the sequence by pressing and holding down the blue **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.*

To select a specific base station

For instance, if you are in an area where two or more base stations overlap, you can choose the one which is connected to the telephone line you want to use.

→ ✔ (1-4)

- Press the → button several times until the display shows *SET UP*.
- Press the ✔ button. Display shows *HANDSET*.
- Press the ✔ button. Display shows *LEVEL*.
- Press the → button several times until the display shows *BASE*.
- Press the ✔ button. Display shows *CHANGE*.
- Press the ✔ button. Display shows *BASE = (NO.)*. This is the base station your handset is currently registered with.
- Either press the → button to scroll through and display the available base stations (**1-4**) or press the number of the base station you want (**1-4**) on the keypad.
- Press the ✔ button. You hear a confirmation beep. Display shows *BASE =* (e.g. *1*) for two seconds. The ☎ icon starts flashing to indicate that the handset is searching for the selected base. When the selected base is found, the ☎ icon is extinguished and the display changes to show *HSET* (e.g. *1*). This is your handset number on the new base station.

Synergy base stations at home and at the office
By registering your handset with one base station at work and another at home, you can keep the same handset for both. As soon as you are within range of either base station, your handset will automatically pick up the signal.

Connecting to a switchboard

When connecting your Synergy 900 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.

- 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 900 and any additional handsets and chargers 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 900 or handset, you should contact the Synergy 900 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 your 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 900 needs repair after the warranty period has ended, call the Synergy 900 Helpline on **0845 650 20 20** and you will be informed of our recommended repair agents.

If you have to return your Synergy 900

Pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supply unit and original battery (we cannot take responsibility for goods damaged in transit).

Help

LCD Displays

| REG | Means handset is not registered to the base. See page 24 for handset registering. |

| PLS WAIT | The handset is in registration mode and searching for the base station. See page 24. |

| HSET | The handset is registered to a base other than Synergy. |

| SHARED | Shows that you are in the memory function. See page 11. |

| SILENT | The handset ringer volume control has been switched to off. See page 13 |

| GUARD ON | Keypad guard is on. |

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

Spare batteries (Item Code 871285) are available from BT Shops and the Synergy 900 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 900 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 Synergy 900. See page 24.

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 29.

No ring on the handset or base station
The ringer volume may be switched off.
To adjust the ringer volume on the base station, see page 14.

Check that the Synergy 900 is plugged into the phone socket.

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

Handset beeps every 10 seconds during a call
Are the handset batteries low?
Have you subscribed to Call Waiting? It may be another call coming in. Press the Recall button to take the new call.

Buzzing noise on my radio, TV, computer or hearing aid
Sometimes, your Synergy 900 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 900 and other Synergy handsets at least one metre away from such appliances to avoid any risk of interference.

The charger does not appear to be working
Check that:
• the power adaptor is properly plugged into the charger;
• your handset has slotted correctly into the charger.
• the battery is fitted correctly into the handset.

Are you using the correct power adaptor?
Synergy 900 power supply unit 871340.
Synergy charger power supply unit 871273.

Intercom does not work
Check that you have pressed the Intercom button followed by the correct handset number.

Cannot adjust options setting in the base station
Is someone else making changes via another handset? Have you pressed the ✔ button to confirm your selection.

If you are still experiencing difficulty, call the Synergy Helpline on **0845 650 20 20**.

Technical information

Environment

Your Synergy 900 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 900 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.

Approval

Connection to the BT telephone network.
Synergy 900 is fully approved for connection to the BT network provided it is used according to the instructions in this guide. The telephone lines must provide Multi-frequency (Touch Tone) dialling capabilities.

It may be connected to Direct Exchange Lines and switchboards (PBXs) with new plan (plug and socket) arrangements.

Connecting to switchboards.
Synergy 900 is only approved for use with a compatible switchboard including those which do not provide secondary proceed indication. If you would like a list of suitable switchboards, contact BT on **154**. If you do have a compatible switchboard, it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection. If you have any difficulties, contact BT on **154**.

Generally Synergy 900 can be connected to any switchboard where a simple modern telephone can be used to make and receive calls. Synergy 900 is suitable for connection to switchboards which return secondary proceed indication.

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	Base station 230 V/50 Hz (AC adaptor)
Power consumption base station	3.9 VA
Operating time, mobile unit (with fully charged battery)	Standby: up to 60 hours Phone in use: Up to 6 hours
Permitted ambient conditions for operation (maximum)	0°C to 40°C 20% to 75% rel. humidity
Permitted storage temperature	−10°C to +60°C
Signalling method	DTMF
Signal key function	Earth Recall/Timed Break Recall
Base station dimensions	150mm x 105mm x 120mm (L x W x H)
Telephone unit dimensions	180mm x 60mm x 35mm (L x W x H)
Weight	Base station: 250g Handset: 200g (with battery)

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BT

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