At a glance

Handset

Liquid Crystal Display

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

Also used to display SMS text messages.

Secrecy/Power button

In standby, press and hold to switch off your handset.

During a call press to stop your caller hearing you, so you can talk to someone close by.

Also used as a delete, edit and exit button.

Talk button

Use to make, receive and end calls.

Keypad

Handsfree button

Lets you make and receive calls using the loudspeaker.

Up/Down & volume buttons

Use to adjust the handset earpiece speech volume and handset and base ringer volume.

Also lets you access and scroll through the directory, redial and calls list, and enter a pause when storing numbers in the directory.

Menu button

Lets you open the menu and confirm menu selections.
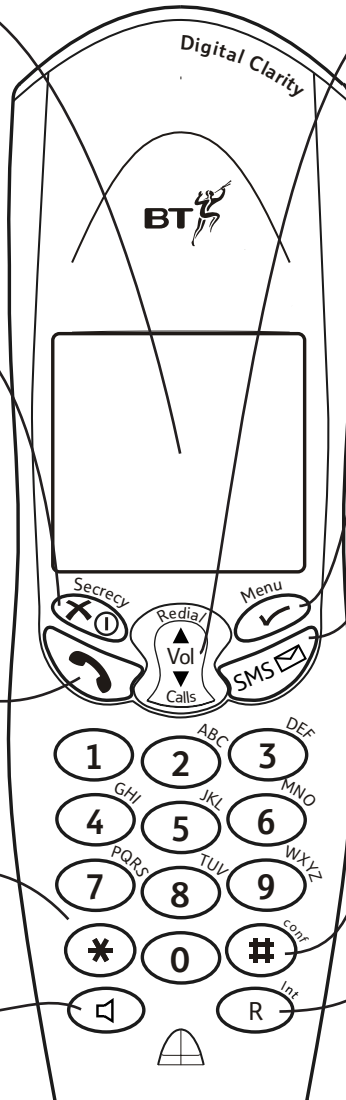
SMS button

Press to enter the SMS menu or if you have new SMS messages press this button to access messages directly.
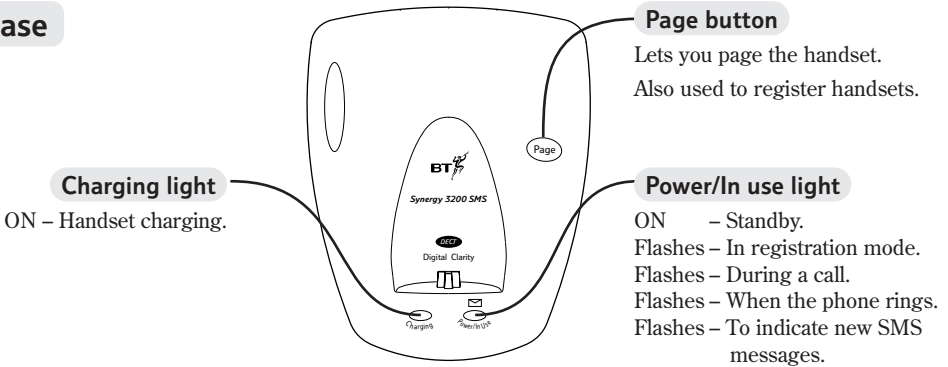
Conf/# button

Lets you select FasTxT (predictive text).

Also enables you to hold a 3-way conversation.
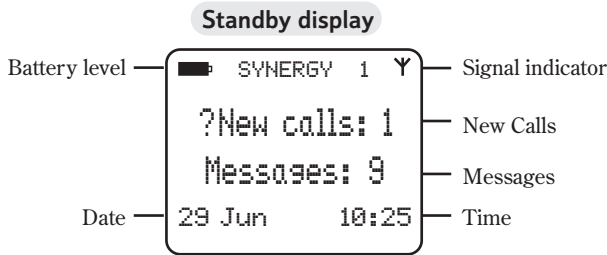
Recall/Int button

Lets you make internal calls.

Also used when connected to a switchboard/PBX and with some BT Select Services.

Base

Page button

Lets you page the handset.

Also used to register handsets.

Charging light

ON – Handset charging.

Power/In use light

ON – Standby.
Flashes – In registration mode.
Flashes – During a call.
Flashes – When the phone rings.
Flashes – To indicate new SMS
messages.

Explanation of the display icons

Standby display

Battery level —

SYNERGY 1 — Signal indicator

?New calls: 1 — New Calls

Messages: 9 — Messages

Date — 29 Jun   10:25 — Time

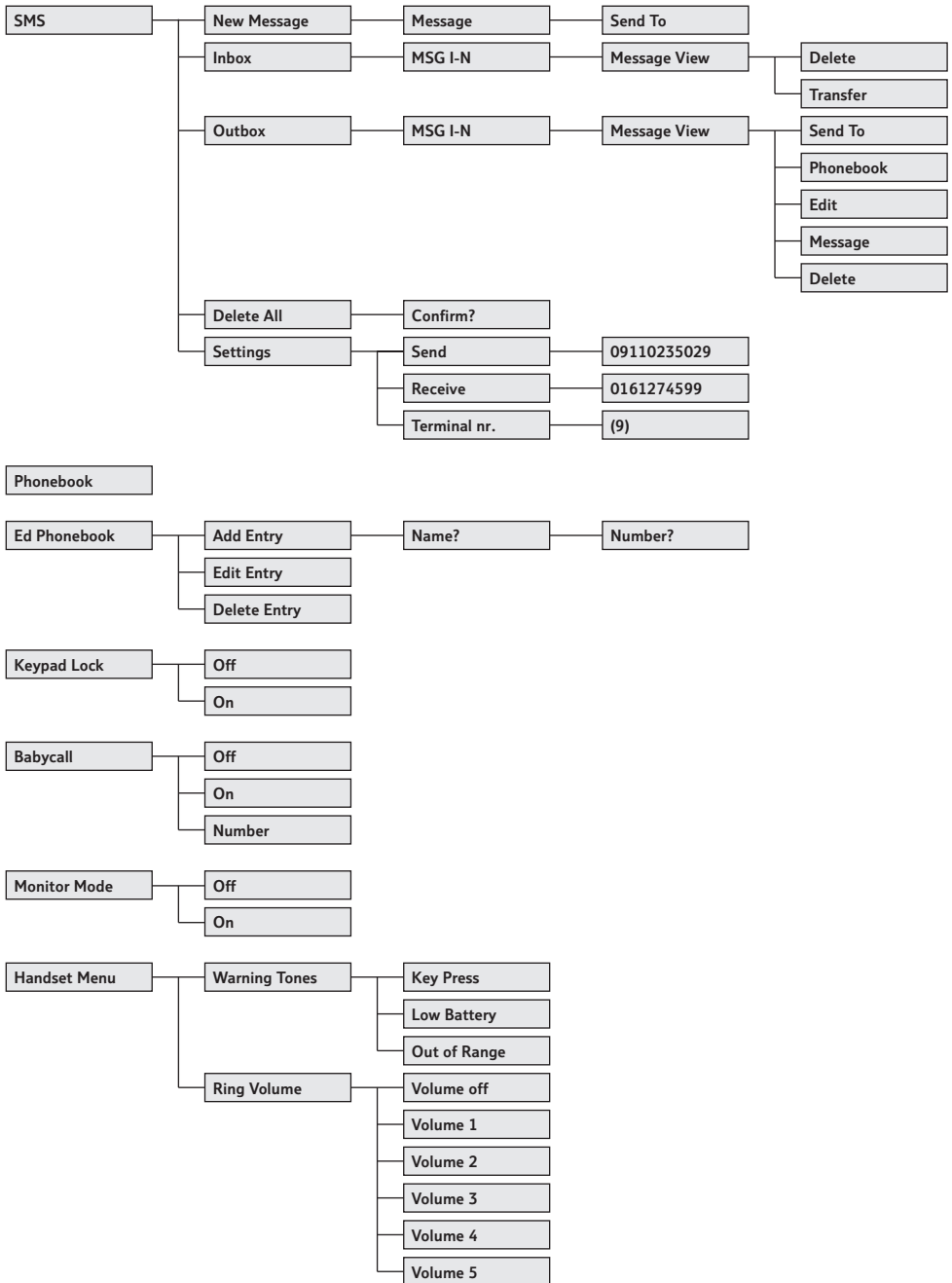| Icon	Meaning
▭	Battery exhausted
▰	Battery weak
▰▰	Battery half-full
▰▰▰	Battery full
✆	Handset off-hook
EXT	External call
INT	Internal call
HANDSET+?	New number in Calls list
◎━	Keypad locked
Ⴤ	Signal strength
	Signal strength icon is permanently displayed when the handset is registered to the base.
	Flashes when handset is not registered to any base.
✉	Flashes when you have new SMS messages.

Quick Guide Information for the handset settings.

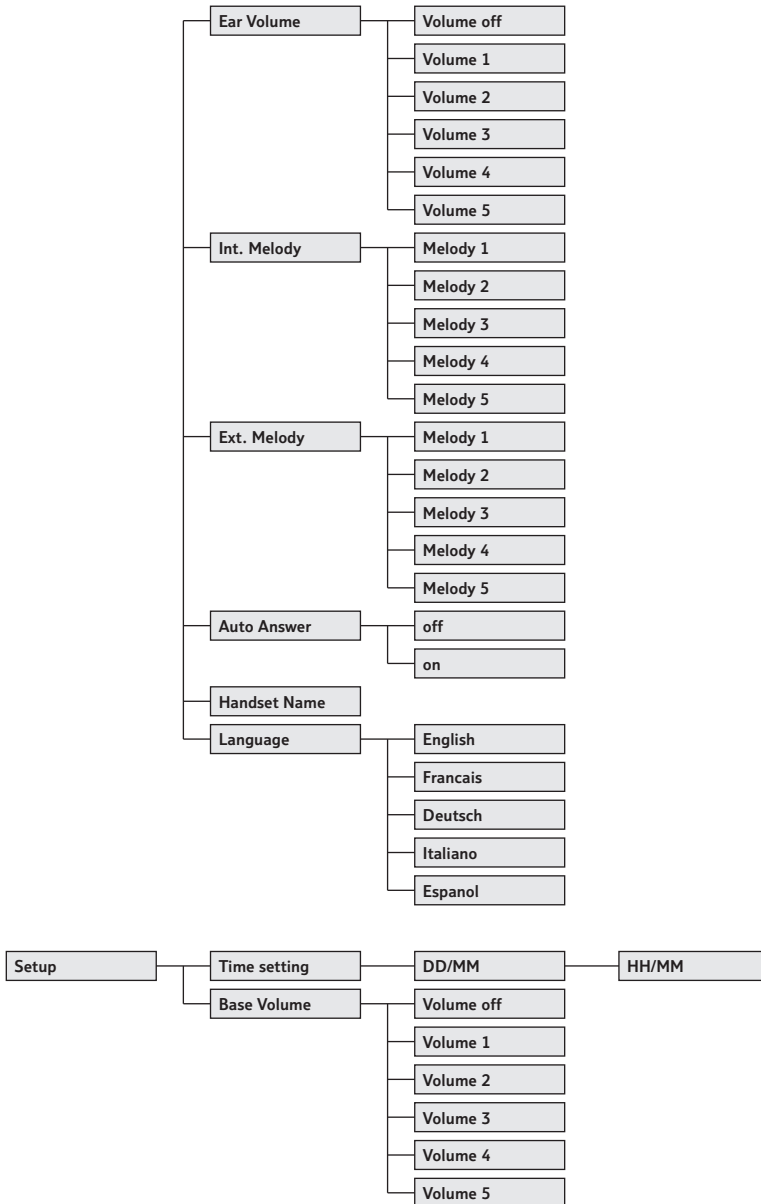| Function	Key combination
Answer/End a call	✆
Make a call	▦ ✆
Redial a number	(Redial▲) scroll through ✆
Store a number in the memory	⊘ (Calls) to Ed. Phonebook ⊘ ⊘ enter name ⊘ enter number ⊘ ⊘ to continue or ✕ to end.
Dial a number in the memory	⊘ (Calls) to Phonebook ⊘ (Calls) scroll to entry if necessary ⊘ ✆
Adjust the earpiece/ handsfree volume	During the call (Redial▲) or (Calls) until the required volume is reached.
Secrecy on/off	During the call ✕ to switch on, press ✕ again to switch off.
Transfer call to another handset	(R) enter handset number ✆
Three way conversation	Dial external phone no. (R) enter handset number (✱) or to return to external caller press (R)
Access Redial and Calls list	(R) for 5 last numbers called CALLS for details of 20 last calls received.
Read New SMS message	When ✉ is flashing (SMS) ⊘ to open first message.
*Read stored SMS message	⊘ ⊘ select Inbox/Outbox ⊘ (Calls) to message you want ⊘ to read.
*Send SMS message	⊘ ⊘ select New message ⊘ type message ⊘ phone no.
Set handset ringer volume	⊘ (Calls) to Handset Menu ⊘ (Calls) to Ring Volume ⊘ (Redial▲)(Calls) to set level ⊘
Set base ringer volume	⊘ (Calls) to Setup ⊘ (Calls) to Base Volume ⊘ (Redial▲)(Calls) to set level ⊘

Note

If you have no unread messages you can press the SMS button as a short cut to the SMS functionality.

Menu Structure
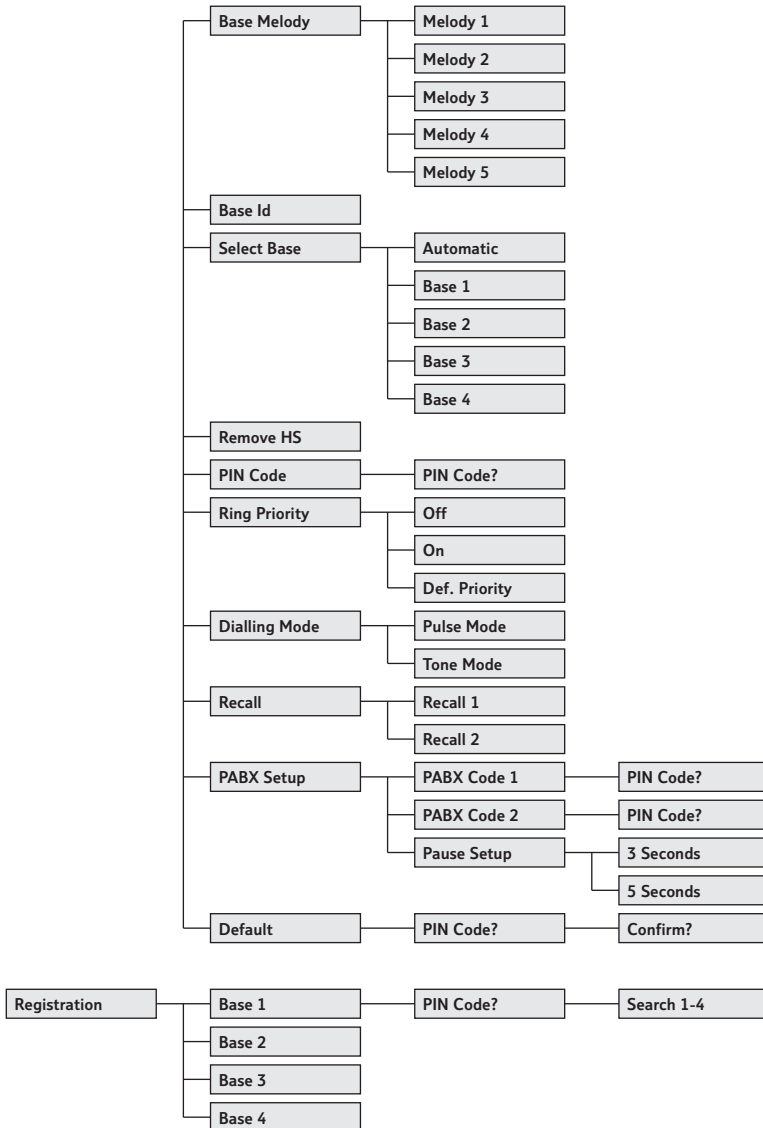
SMS	→	New Message	→	Message	→	Send To
		Inbox	→	MSG I-N	→	Message View → Delete
						Transfer
		Outbox	→	MSG I-N	→	Message View → Send To
						Phonebook
						Edit
						Message
						Delete
		Delete All	→	Confirm?		
		Settings	→	Send	→	09110235029
				Receive	→	0161274599
				Terminal nr.	→	(9)

Phonebook

Ed Phonebook	→	Add Entry	→	Name?	→	Number?
		Edit Entry				
		Delete Entry				

Keypad Lock	→	Off
		On

Babycall	→	Off
		On
		Number

Monitor Mode	→	Off
		On

Handset Menu	→	Warning Tones	→	Key Press
				Low Battery
				Out of Range
		Ring Volume	→	Volume off
				Volume 1
				Volume 2
				Volume 3
				Volume 4
				Volume 5

4

Menu Structure

| Ear Volume | Volume off |
| Volume 1 |
| Volume 2 |
| Volume 3 |
| Volume 4 |
| Volume 5 |

| Int. Melody | Melody 1 |
| Melody 2 |
| Melody 3 |
| Melody 4 |
| Melody 5 |

| Ext. Melody | Melody 1 |
| Melody 2 |
| Melody 3 |
| Melody 4 |
| Melody 5 |

| Auto Answer | off |
| on |

| Handset Name |

| Language | English |
| Francais |
| Deutsch |
| Italiano |
| Espanol |

| Setup | Time setting | DD/MM | HH/MM |

| Base Volume | Volume off |
| Volume 1 |
| Volume 2 |
| Volume 3 |
| Volume 4 |
| Volume 5 |

Menu Structure

Base Melody	Melody 1	
	Melody 2	
	Melody 3	
	Melody 4	
	Melody 5	
Base Id		
Select Base	Automatic	
	Base 1	
	Base 2	
	Base 3	
	Base 4	
Remove HS		
PIN Code	PIN Code?	
Ring Priority	Off	
	On	
	Def. Priority	
Dialling Mode	Pulse Mode	
	Tone Mode	
Recall	Recall 1	
	Recall 2	
PABX Setup	PABX Code 1	PIN Code?
	PABX Code 2	PIN Code?
	Pause Setup	3 Seconds
		5 Seconds
Default	PIN Code?	Confirm?

Registration	Base 1	PIN Code?	Search 1-4
	Base 2		
	Base 3		
	Base 4		

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

In this guide

Note

For instructions on SMS text messaging, please see the separate Using SMS user guide.

Note

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

Introduction

Your Synergy 3200 SMS has been designed for ease of use and made to the high standards set by BT.

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

DECT

By purchasing the Synergy 3200 SMS you now own a product which combines the advantages of cordless operation with the performance of a high quality corded telephone. It complies with the Digitally Enhanced Cordless Telecommunications (DECT) standard and offers unparalleled quality and features.

You can use up to 5 handsets with your Synergy 3200 base station without the need for additional wiring.

This user guide applies to both single and multiple handset systems. The internal call functions described in this guide apply only to Synergy 3200 base stations with more than one handset connected.

Important
If you wear a hearing aid, please note that the Synergy 3200 works by sending radio signals between the base station and the handset. These signals may interfere with some hearing aids, causing a humming noise.

INTRODUCTION
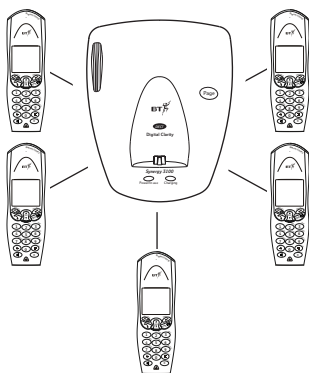
Unpacking your Synergy 3200 SMS

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

One Synergy 3200 SMS base station

One Synergy 3200 SMS handset

2 x NiMH AAA re-chargeable batteries
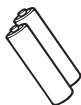
One power supply for base station

One telephone line cord

One belt clip

For your records

Date of purchase:

Place of purchase:

Serial number:

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

Enter your Base station PIN here:

INTRODUCTION

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 code for the mains power supply is 872260.

Do not open the handset or base station. This could expose you to high voltages or other risks. Contact the Synergy Helpline **08706 058 047** for all repairs.

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

It is recommended that advice from a qualified medical 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 intereference.

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

Cleaning

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

Environmental

Do not expose to direct sunlight.

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

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

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

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

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

INTRODUCTION

Setting up

Follow these steps to set up your Synergy 3200 SMS ready for use

Plan the location

Position your Synergy 3200 SMS within 2 metres of a power socket and phone socket otherwise extension cables will be required.

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

Do not place your Synergy 3200 SMS product in the bathroom or other humid areas.

① Connect the power supply to the base

Plug the power adaptor into the mains power socket and switch on. The green Power/In Use light comes on.
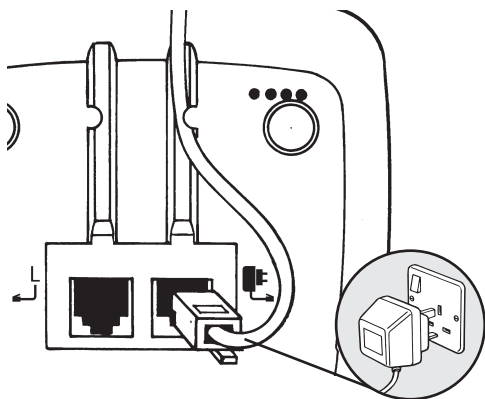
Note

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

② Install the batteries

2 x NiMH AAA rechargeable batteries are supplied.

Install the batteries as shown.
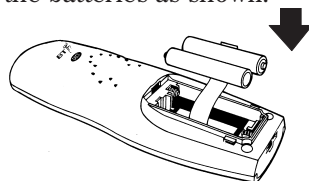
Slide the battery compartment cover into place (the battery cover may be found in the packaging with the batteries).

③ Charge the handset batteries for at least 16 hours

Before you use your Synergy 3200 SMS for the first time, it is important to have the handset batteries fully charged. The batteries need to charge continuously for **at least 16 hours to reach full charge**.

SETTING UP

Place the handset on the base. The red charging light will come on. The handset comes pre-registered to the base station as SYNERGY 1. This is shown on the display. The Y icon is also shown on the display and the battery icon.

Once the handset is fully charged, the display shows a full battery symbol.

BATTERY LEVELS

WEAK   HALF-FULL   FULL
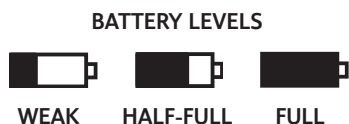
Battery low warning

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

Note

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

The handset has a range of 300 metres outdoors and up to 50 metres indoors. The stated range of this product is measured in open field conditions. Walls, ceilings and metal structures will reduce the maximum range.

Battery performance

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

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

Fully discharging the batteries at least once a week will help them last as long as possible.

However, charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT Synergy Helpline on **08706 058 047**.

After charging your handset for the first time, subsequent charging time for the battery is approximately 6-8 hours a day. Batteries and handset may be come warm during charging. This is normal.

Under ideal condition the handset batteries should give about 14 hours talk time or 350 hours standby on a single charge. (This does not mean you can unplug the base station or leave it for this length of time without charge.)

Please note however, that new NiMH batteries do not reach full capacity until they have been in normal use for several days.

4 **Connect the telephone line cord to the base station**
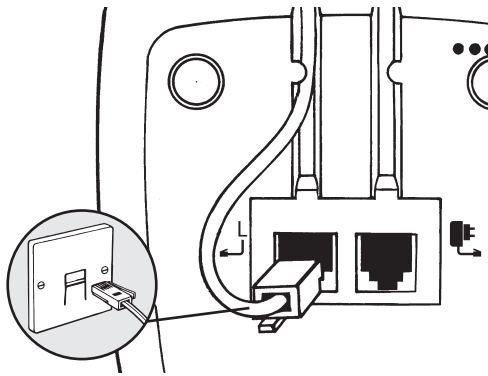
Note

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

5 **Connect the telephone line cord**
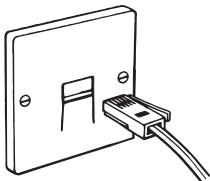
6 **Attach the belt clip (optional)**

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

Slot
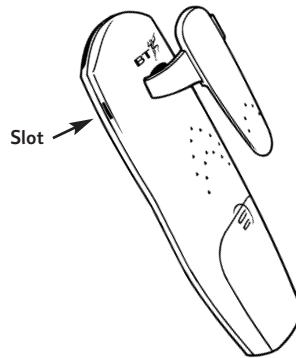
Customer Helpline

If you have any difficulties setting up your Synergy 3200 SMS please call the Helpline on **08706 058 047**.

Your Synergy 3200 SMS is now ready for use.

SETTING UP

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Using the telephone

To switch the handset on and off

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

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

Making and receiving calls

To make an external call

Press the **TALK** button.

Enter the number you want.

Or

Preparatory dialling

Enter the number to be dialled.

The number is shown in the display.

If you make a mistake, press the ✗ button to remove the incorrect digit.

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

Call timer

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

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

```
End of call
   10:25
```

To end a call

Press the **TALK** button.

Or

Place the handset back on the base.

To receive a call

When the phone rings the display will show External Call and the EXT symbol will flash.

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

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

Or

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

To adjust the earpiece/handsfree volume

During a call:

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

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

In standby mode:

Press the ✓ button.

Press the **DOWN** button until you reach Handset Menu.

Press the ✓ button.

Press the **DOWN** button until you reach Ear Vol.
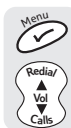
Press the ✓ button.

Press the **DOWN** button to select the volume required 1-5.

Handsfree

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

To use handsfree

To make a call, answer a call or during a call you can switch to handsfree mode.

Press the **HANDSFREE** button.

Display shows the 🔲 icon to indicate handsfree is active.

To switch handsfree off, press the **HANDSFREE** button again.

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

Redial

You can redial up to 5 of the last numbers called. They are stored in the redial list. If you have stored a name to go with a number in the phonebook, the name will be displayed instead. *See 'Name and Number Phonebook', page 16.*

USING THE TELEPHONE

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To redial the last number called

Press the **TALK** button.

Press the **UP** button. The last number is redialled.

(Please note that if you press the **UP** button again it will adjust the earpiece volume.)

To dial a number from the redial list

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

Continue pressing the **UP** button to view the next number. The most recently dialled numbers are shown first.

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

Secrecy

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

To switch secrecy on / off

During a call, press the ✗ button. The display will show Secrecy on. Your caller cannot hear you.

Press the ✗ button again to resume your call.

Name and number Phonebook

You can store up to 40 of your most frequently used names and numbers in the Phonebook. Names can be up to 8 characters long and numbers up to 20 digits.

To store a name and number in the Phonebook

Press the ✔ button.

Press the **DOWN** button to reach Ed. Phonebook.

Press the ✔ button.

Press the ✔ button to select Add Entry.

The display shows NAME.

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

Entering names

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

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

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

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

If you enter a character or digit incorrectly, press the ✗ button to delete it.

Press the ✔ button to confirm.

The display shows NUMBER.

Enter the telephone number you want to store.

Press the ✔ button to confirm. Display shows Stored. You will hear a confirmation beep.

Press the ✔ button to continue storing entries in the phonebook.

Or

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

Note

Press the 1 button once to insert a space, twice to insert the number 1, three times to insert an underscore and four times to insert a hyphen.

The character options available are shown in small font at the top of the display. Please refer to the character map on page 2 of the Using SMS user guide.

To enter a pause in a stored number

You may want to enter a pause when storing international numbers, charge card numbers or if you connect your telephone to a switchboard. (For more information on switchboard use, *see page 41*.)

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

You may enter as many pauses as required.

To dial a number from the Phonebook

Press the ✔ button.

Press the **DOWN** button to reach Phonebook.

Press the ✔ button to enter the Phonebook.

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

Or

To search alphabetically, press the relevant keypad number, e.g. to find TOM, press the **8** button and scroll through the entries under T.

USING THE TELEPHONE

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Press the **TALK** button to dial the number (or name) displayed. The number is dialled automatically.

Note

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

To edit Phonebook names and numbers

Press the ✔ button.

Press the **DOWN** button to reach Ed. Phonebook.

Press ✔ to enter the Phonebook.

Press the **DOWN** button to reach Edit Entry.

Press the ✔ button. Display shows Edit Entry and the list of stored names and numbers.

Press the **UP** or **DOWN** button to scroll to the entry you want to change.

Press the ✔ button. The name will be displayed.

Use the ✗ button to delete unwanted letters. You can enter new letter as shown in *'Entering names'* on page 16.

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

The number will be displayed.

Edit the entry using the ✗ button to delete and by entering new numbers.

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

Press and hold the ✗ button to return to standby.

Note

You can also edit an entry using the **UP** *or* **DOWN** *buttons.*

To delete a Phonebook name and number

Press the ✔ button.

Press the **DOWN** button to reach Ed. Phonebook.

Press ✔ to enter the Phonebook.

Press the **DOWN** button to reach Delete Entry.

Press the ✔ button. Display shows Delete Entry and the list of stored names and numbers.

Press the **UP** or **DOWN** button to scroll to the entry you want to delete.

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

USING THE TELEPHONE

The number will be displayed along with Delete Entry?

Menu
Press the ✓ button. Display shows Deleted and you hear a confirmation beep.

Secrecy
Press and hold the ✗ button to return to standby.

Paging handsets

You can alert handset users that they are wanted, or locate a missing handset. (Paging calls cannot be answered by a handset.)

To page a handset from the base

(Page)
Press the **PAGE** button on the base.

The handset(s) will ring.

(Page)
To end paging, press the **PAGE** button again.

Or

Press any button on the handset.

The display will show Paging.

Baby call

The baby call feature allows you to enter a chosen telephone number which can then be used as an emergency quick dial number. When baby call is switched on you can press any button on the handset (except the ✓ button) and your baby call telephone number will be automatically dialled.

This could be used for example by a baby sitter.

To set your baby call telephone number

Menu
Press the ✓ button.

Redial/Vol/Calls
Press the **DOWN** button to reach Babycall.

Menu
Press the ✓ button.

Redial/Vol/Calls
Press the **DOWN** button to scroll to Number.

Menu
Press the ✓ button.

Enter your chosen telephone number.

Menu
Press the ✓ button to confirm.

You will hear a confirmation beep.

Secrecy
Press and hold the ✗ button to return to standby.

USING THE TELEPHONE

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To switch baby call on

Press the ✓ button.

Press the **DOWN** button to reach Babycall.

Press the ✓ button.

Press the **DOWN** button to scroll to On.

Press the ✓ button to confirm.

You will hear a confirmation beep.

If you have switched Baby call on, the display will show Babycall until you switch it off.

To switch baby call off

Press the ✓ button.

Your handset will take you straight to Babycall in the menu.

Press the ✓ button.

Press the **UP** button to scroll to Off.

Press the ✓ button.

You will hear a confirmation beep.

Room monitor mode

If you have at least two handsets registered to your Synergy 3200 SMS base station you can leave one handset in a room and monitor the noise in the room by making an internal call to the handset.

This could be used for example in a child's bedroom.

To switch the room monitor on or off

Press the ✓ button.

Press the **DOWN** button to reach Monitor mode.

Press the ✓ button.

Use the **UP** or **DOWN** button to select either Off or On.

Press the ✓ button to confirm.

You will hear a confirmation beep.

If you have chosen On, the display will show Monitor mode until you switch it off.

To use the room monitor

Enter the handset number of the handset you want to monitor, i.e. the handset you have left in the room to be monitored.

Press *and hold* the **INT** button.

To exit monitor mode, press the **TALK** button.

Handset settings

Time and date

Providing you have subscribed to your network's Caller Display service, the date and time is set automatically when your Synergy 3200 SMS receives its first call. When new handsets are registered to the base, they will also receive the current date and time.

If the base station power is cut, the date and time is saved on the handset.

The date and time can also be adjusted manually.

To set the time and date

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Setup and press the ✔ button.

Press the ✔ button to select Time Setting. The display shows the date setting.

Enter the day and month, e.g. **17 June** = 17 Jun.

Press the ✔ button to confirm and the display shows the time setting.

Enter the time using the 24 hour clock, e.g. **4.30pm** = 16.30.

Press the ✔ button to confirm.

To adjust the handset ringer volume

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

Press the ✔ button to enter the menu.

Use the **DOWN** to scroll to Handset Menu and press the ✔ button.

Press the **DOWN** button to scroll to Ring Vol and press the ✔ button.

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

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

Press the ✔ button to confirm.

Note

When the phone is ringing you can adjust the ring volume by pressing the **UP** *or* **DOWN** *button.*

HANDSET SETTINGS

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HANDSET SETTINGS

To set the external or internal ringer melody

There are 5 melodies to choose from and you have the option to choose a different melody for external and internal calls.

Press the ✔ button to enter the menu.

Use the **DOWN** to scroll to Handset Menu and press the ✔ button.

Press the **DOWN** button to scroll to Int. Melody or Ext. Melody.

Press the ✔ button.

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

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

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

You can now either select a different melody or press and hold the ✘ button to return to standby.

To switch the keypad lock on

Locking the keypad prevents numbers from being dialled accidentally while carrying the handset around.

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Keypad Lock and press the ✔ button.

Press the **DOWN** button to select On.

Press the ✔ button to confirm.

To switch the keypad lock off

Press the ✔ button to enter the menu.

Press the ✔ button.

Press the **UP** button to select Off.

Press the ✔ button to confirm.

To switch the keypad and warning beeps on and off

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Handset Menu and press the ✔ button.

Display will show Warning Tones, press the ✔ button.

Use the **UP** or **DOWN** button to select the tones you want – Key Press, Low Battery or Out of Range.

Press the ✔ button to confirm.

Use the **UP** or **DOWN** button to select either On or Off.

Press the ✔ button. You will hear a confirmation beep.

Important

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

To switch auto-talk on/off

When the handset is on the base or the charging unit you can answer the call without pressing the **TALK** button.

The handset is defaulted to auto-talk ON.

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Handset Menu and press the ✔ button.

Press the **DOWN** button to scroll to Auto Answer.

Press the ✔ button.

Use the **UP** or **DOWN** button to turn auto-answer On or Off.

Press the ✔ button to confirm.

HANDSET SETTINGS

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To name a handset

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

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Handset Menu and press the ✔ button.

Press the **DOWN** button to scroll to Handset Name and press the ✔ button.

Press the ✘ button to delete the name already set.

Enter the name you want using the keypad. Correct any mistakes by pressing the ✘ button, then press the ✔ button to confirm.

You will hear a confirmation beep.

To set the handset language

If you wish you can change the language used on the handset display. You can choose from English, French, German, Italian or Spanish.

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Handset Menu and press the ✔ button.

Press the **DOWN** button to scroll to Language and press the ✔ button.

Use the **UP** or **DOWN** button to scroll through the languages: English, Francais, Deutsch, Italiano or Espanol.

Press the ✔ button to confirm.

You will hear a confirmation beep.

Base settings

To adjust the base ringer volume

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

Menu Press the ✔ button to enter the menu.

Redial/ Vol Calls Use the **DOWN** button to scroll to Setup and press the ✔ button.

Menu

Redial/ Vol Calls Press the **DOWN** button to scroll to Base Volume and press the ✔ button.

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

Redial/ Vol Calls Use the **UP** or **DOWN** button to select the required volume (Volume 1-5 or Volume OFF). You will hear a sample ring.

Menu Press the ✔ button to confirm.

Secrecy Press *and hold* the ✘ button to return to standby.

To adjust the base ringer melody

Menu Press the ✔ button to enter the menu.

Redial/ Vol Calls Use the **DOWN** button to scroll to Setup and press the ✔ button.

Menu

Redial/ Vol Calls Press the **DOWN** button to scroll to Base Melody and press the ✔ button.

Menu

Redial/ Vol Calls Use the **UP** or **DOWN** button to select the required melody (Melody 1-5). You will hear a sample melody.

Menu Press the ✔ button to confirm.

Secrecy Press *and hold* the ✘ button to return to standby.

BASE SETTINGS

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To change the base station PIN code

If you change the base station PIN, keep a record of the new number by writing in the space provided on *page 9*. You will need to use your base station PIN for registering handsets and for some other optional settings.

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Setup and press the ✔ button.

Use the **DOWN** button to scroll to PIN Code and press the ✔ button.

Display will show PIN Code?

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

Press the ✔ button. Display will show NEW Code?

Enter your NEW 4-digit PIN.

Press the ✔ button. Display will show Confirm Code.

Enter your NEW 4-digit PIN again.

Press the ✔ button. You will hear a confirmation beep.

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

To select a base station

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

For more information on registering your handset to another base, *see page 31*.

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Setup and press the ✔ button.

Use the **DOWN** button to scroll to Select Base and press the ✔ button.

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

Press the ✔ button. You will hear a confirmation beep.

BASE SETTINGS

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

Please note that if you reset your Synergy 3200 SMS the Phonebook, Redial and Calls list will be deleted.

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Setup and press the ✔ button.

Use the **DOWN** button to scroll to Default and press the ✔ button.

The display will show PIN?

Enter the base PIN (original setting 0000)

Press the ✔ button. You will hear a confirmation tone at the base and handset. The handset display will flash BASE 1 and then SYNERGY 1.

Your Synergy 3200 SMS is now reset to the factory settings.

The default settings are:

Earpiece volume	3
Handset & Base ringer volume	3
Internal and External Handset and 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	Tone
Pause after picking up line/dial-out code	3 seconds
Phonebook	Empty
Redial list	Empty
Calls list	Empty

BASE SETTINGS

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's Select Services, call BT free on **0800 800 150**.

Caller Display

If you subscribe to a Caller Display service you can see who is calling you on your handset display, as well as the time and date of their call.

If you have stored a name to go with the number in your handset phonebook, the name will be displayed as well.

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

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

Caller information not available

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

In this case, your Synergy 3200 SMS provides you with some explanatory information about the type of call received. This will be one of the following.

`UNAVAILA`
The number is unavailable.

`WITHHELD`
The caller has withheld their number.

`RINGBACK`
Ringback call.

`OPERATOR`
The call has been made via the operator.

`PAYPHONE`
The caller is ringing from a payphone.

`INTERNAT`
International call.

Calls list

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

New calls in the Calls list are indicated by the flashing 📞 ? symbol.

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

To enter the Calls list

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

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

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

Press the ✘ button to go back to the Calls list.

To call back a number from the Calls list

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

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

When the name and/or number is displayed, press the **TALK** button. The number will be dialled automatically.

To store a number from the Calls list into the Phonebook

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

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

When the number you want to store is displayed, press the ✔ button.

The display shows Add Entry and Delete.

Press the **UP** or **DOWN** button to select Add Entry.

Press the ✔ button. The number is entered into the phonebook. The display shows Add Name.

If required, use the keypad buttons to enter the name as shown under *'Entering Names', page 16*.

Press the ✔ button to confirm. The name and number are now stored in the Phonebook.

IMPORTANT

Once stored in the Phone book, the entry will be deleted from the Calls list.

CALLER DISPLAY

To delete a number from the Calls list

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

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

When the number you want to delete is displayed, press the ✓ button.

The display shows Add Entry and Delete.

Press the **UP** or **DOWN** button to select Delete Entry and press the ✓ button.

The number is deleted from the Calls list.

Call Waiting

Providing you have subscribed to your network provider's Call Waiting Service, you will hear a soft beep every 5 seconds if an incoming call arrives while you are already on the phone. This beep is not audible to the person you are speaking to. The second caller's number (and name if already 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 are aware that there is a second call.

To use Call Waiting

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

When you have spoken to your second caller, you can return to the first caller by pressing the **R** button again. In this way you can switch back and forth between the two calls without disconnecting either.

If you want to disconnect the first caller, press the **TALK** button after speaking to the first caller. The handset will then ring.

Press the **TALK** button again to connect to your second caller.

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

CALL WAITING

Using additional handsets and bases

Up to 5 handsets can be registered and operated from any one Synergy 3200 SMS base. This allows you to make internal calls between two handsets while a third is making an external call.
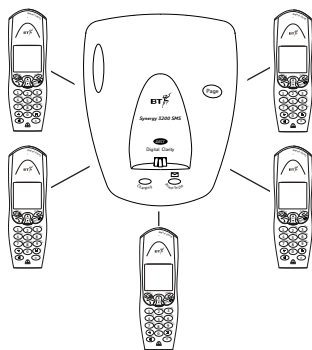
Each handset can be registered on up to 4 bases.

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

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

Note

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

If the display shows Not Sub and the Y symbol is flashing, your handset is not yet registered with the base.

To register a handset to the base

At the base:

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

At the handset:

Press the ✓ button to enter the menu.

Press the **UP** or **DOWN** button to scroll to Registration and press the ✓ button.

The display will show Base 1-4. There will be a tick to indicate the other bases that the handset is already registered to.

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

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

The display will show Base search 1, 2, 3, 4 and the Y symbol will flash as the handset tries to locate the base.

ADDITIONAL HANDSETS

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

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

Menu
Press the ✔ button to confirm. The handset is registered.

Note

Your 4 digit PIN number is 0000 *unless you have already allocated a new PIN number as explained on page 26.*

ADDITIONAL HANDSETS

To de-register a handset from the base

Menu
Press the ✔ button to enter the menu.

Redial/Vol/Calls
Press the **DOWN** button to scroll to Setup and press the ✔ button.

Redial/Vol/Calls
Press the **DOWN** button to scroll to Remove HS and press the ✔ button.

The display will show PIN?

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

Menu
Press the ✔ button.

Redial/Vol/Calls
Press the **UP** or **DOWN** button to scroll to select the handset you want to de-register (Handset 1-5).

Menu
Press the ✔ button. Display shows Confirm?

Menu
Press the ✔ button. You will hear a confirmation beep. Once deregistered, the handset will display Not Sub.

To register a handset to a different make of base station

The base must be GAP compatible.

To put the base in registration mode, see the base station user guide.

At the handset:

Press the ✔ button to enter the menu.

Press the **UP** or **DOWN** button to scroll to Registration and press the ✔ button.

The display will show BASE 1-4. The numbers that are flashing indicate the other bases that the handset is registered to.

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

Press the ✔ button.

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

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

(If the handset does not locate the base, the handset will return to the previous menu.

Try to register again by using a different base number. Ensure that you are close to the base.)

Press the ✔ button to confirm. The handset is registered.

Note

Your 4-digit PIN number is 0000 unless you have already allocated a new PIN number as explained on page 26.

To see the base station identity number

This is the individual code number of the base.

Press the ✔ button to enter the menu.

Press the **DOWN** button to scroll to Setup and press the ✔ button.

Press the **DOWN** button to scroll to Base Id.

Press the ✔ button. The identity number is displayed.

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

ADDITIONAL HANDSETS

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Internal calls

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

To make an internal call to another handset

Press *and hold* the **INT** button until Internal Call is displayed.

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

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

Transferring calls

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

To transfer an external call between handsets

During an external call:

Press *and hold* the **INT** button until Internal Call is displayed.

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

Your caller will be put on hold.

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

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

ADDITIONAL HANDSETS

Three-way conversation

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

During a call with an external caller:

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

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

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

(R) If the internal handset user does not answer your call, press *and hold* the **INT** button to return to your external caller.

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

Note

When on a three-way call, the call with the internal handset can only be ended by the handset that set it up. To do this press the (#) *button.*

Handset ring priority

This allows you to make the base or one of the handsets ring before the others when you receive an external call.

You can select which base or handset will ring and how many rings it can make before the others start to ring.

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Setup and press the ✔ button.

Use the **DOWN** button to scroll to Ring Priority and press the ✔ button.

Use the **DOWN** button to scroll to Def. Priority and press the ✔ button.

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

Press the ✔ button. The display shows Rings followed by a number between 1 and 9.

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

Press the ✔ button. The ring priority is set.

ADDITIONAL HANDSETS

To switch ring priority setting on/off

Once the ring priority has been set, you can switch it on or off to provide normal ringing.

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Setup and press the ✔ button.

Use the **DOWN** button scroll to Ring Priority and press the ✔ button.

Use the **DOWN** button scroll to select On or Off.

Press the ✔ button.

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

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 NiCad rechargeable batteries please contact the Synergy Helpline **08706 058 047**.

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

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

Replacing the batteries

Slide off the battery compartment cover.

Install the batteries as shown.
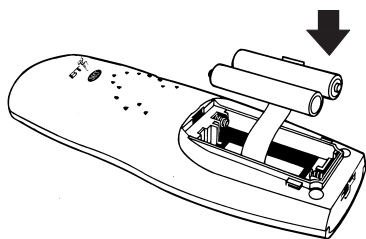
Slide the battery compartment cover back into place.

Customer Helpline

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

Telephone problems	Possible cause	Solution
No display appears.	The batteries may be flat or dead.	Recharge or replace the batteries.
	The handset may be switched off.	Switch the handset on, *see page 14*.
No dial tone.	The telephone line cord may not be plugged into the phone socket or the base station may not be connected to the power supply.	Check that the telephone line cord is plugged in and that the base station is connected to the mains power and is switched on.
You cannot link up with the base station.	The base station may not be connected to the power supply.	Check that the mains power cable is connected at the base and switched on.
	Is the display flashing Y ? You are out of range of the base.	Move closer to the base station.
	The batteries could be low or flat.	Charge the handset batteries or replace them if necessary.
	Your handset could be registered to the wrong base.	If using more than one base station, check that you are connected to the correct base. *See page 26.*
No ring on the handset.	The ringer volume may be switched off.	To adjust the ringer volume on the handset. *See page 21.*
	Base station may not be properly connected.	Check that the base station is plugged into the phone socket and that the base station is plugged into the mains power and switched on.
Buzzing noise on my radio, TV, computer or hearing aid.	Sometimes, your Synergy 3200 SMS can interfere with other electrical equipment if it is placed too close.	It is recommended that you place your Synergy 3200 SMS and other Synergy/ DECT GAP compatible handsets at least one metre away from such appliances to avoid any risk of interference.
The base station is not charging the handset	Power adaptor might not be properly plugged into the base station.	Check that the base station is plugged into the mains socket and switched on.
	You could be using the wrong power adaptor.	Check you are using the correct power adaptor, item code 872260.
	The handset might not be in the charger correctly.	Check that your handset has slotted correctly into the base station charger.
	The batteries may not be fitted correctly.	Make sure the batteries are correctly fitted into the handset.

HELP

Telephone problems	*Possible cause*	*Solution*
Cannot adjust an option in the base station.	Someone else might be making changes via another handset?	Try again when the other handset user has finished.
SMS messages cannot be sent and screen displays unable to send.	The base station power supply or telephone line cord might not be properly connected.	Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
	There might be a fault on the line.	Check your telephone line is working properly.
	You might have deleted the server number in error.	Call the Synergy SMS Helpline for assistance on **0906 302 0069** (calls are charged at 50p per minute open from 9am to 5:30pm Mon–Fri).
	Your SMS memory might be full.	Delete unwanted text messages, see your Using SMS guide.
	More than one SMS product plugged into the line.	Remove other products.

HELP

Customer Helpline

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

General information

GENERAL INFORMATION

Guarantee

Your Synergy 3200 SMS is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Synergy 3200 SMS or any component thereof, (other than the batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

• The guarantee shall only apply to defects that occur within the 12 month guarantee period.

• Proof of purchase is provided.

• The equipment is returned to BT or its agent as instructed.

• This guarantee does not cover the batteries and any faults or defects caused by accidents, misuse, fair wear and tear, neglect, storm damage, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

• This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on *page 37*, or contact the Synergy 3200 Helpline for assistance.

Helpline **08706 058 047,** 9am to 5.30pm Monday to Friday.

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

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, TecLogic on **01672 564444** or a local qualified repairer.

Instructions for returning the product:

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

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your Synergy 3200 SMS has a REN of 1. A total REN of 4 is allowed, if the total REN of 4 is exceeded, the telephones may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Only use approved power supply, item code 872260.

Only use approved AAA NiMH rechargeable batteries.

Switchboard compatibility

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

Switchboard external line access code

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

Recall

To use the recall button

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

To set the dialling mode

Your Synergy 3200 SMS is set to tone dialling. If required, you can switch to pulse dialling.

Press the ✔ button to enter the menu.

Use the **DOWN** button to scroll to Setup and press the ✔ button.

Use the **DOWN** button to scroll to Dialling Mode and press the ✔ button.

Use the **UP** or **DOWN** button to select either Tone or Pulse.

Press the ✔ button. You will hear a confirmation beep.

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

GENERAL INFORMATION

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To automatically insert an access code followed by a pause

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

If you use your Synergy 3200 SMS with two separate switchboards, you can set two separate access codes. Then you can simply select which switchboard you are using your phone with.

This feature can also automatically insert a pause between the access code and the phone number stored in the Phonebook.

You can then select which switchboard you want your Synergy 3200 SMS to work with.

Press the ✔ button to enter the menu.

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

Press the ✔ button.

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

Press the ✔ button.

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

Press the ✔ button.

Display shows PIN Code?

Enter the PIN (original code 0000).

Press the ✔ button.

Display shows PABX Setup.

Enter the switchboard access code you want.

Press the ✔ button to confirm.

You can now also choose the length of the pause to be inserted – 3 or 5 seconds.

Use the **DOWN** button to scroll to Pause Setup.

Press the ✔ button.

Use the **UP** or **DOWN** button to select 3 or 5 seconds.

Press the ✔ button to confirm. You hear a confirmation tone.

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

GENERAL INFORMATION

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Note

For instructions on SMS text messaging, please see the separate 'Using SMS user guide'.

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INDEX

R&TTE

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

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance.

Hereby, Suncorp Technologies, declares that this Synergy 3200 SMS is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Synergy 3200 SMS is published on the web site http://www.suncorptech.com/bt

BT

Offices worldwide

CE