



Synergy 2100

Additional handset and charger

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.

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

CALLER DISPLAY IS ONLY AVAILABLE WHEN REGISTERED TO THE SYNERGY 2100 DIAL TELEPHONE. SUBSCRIBERS TO YOUR NEW WORK SERVICE WILL BE CALLED BY YOUR SERVICE PROVIDER TO CALLED YOUR SYNERGY 2100 WILL DISPLAY THIS INFORMATION

**Please open this page for an 'at a glance'
guide to your Synergy 2100.**



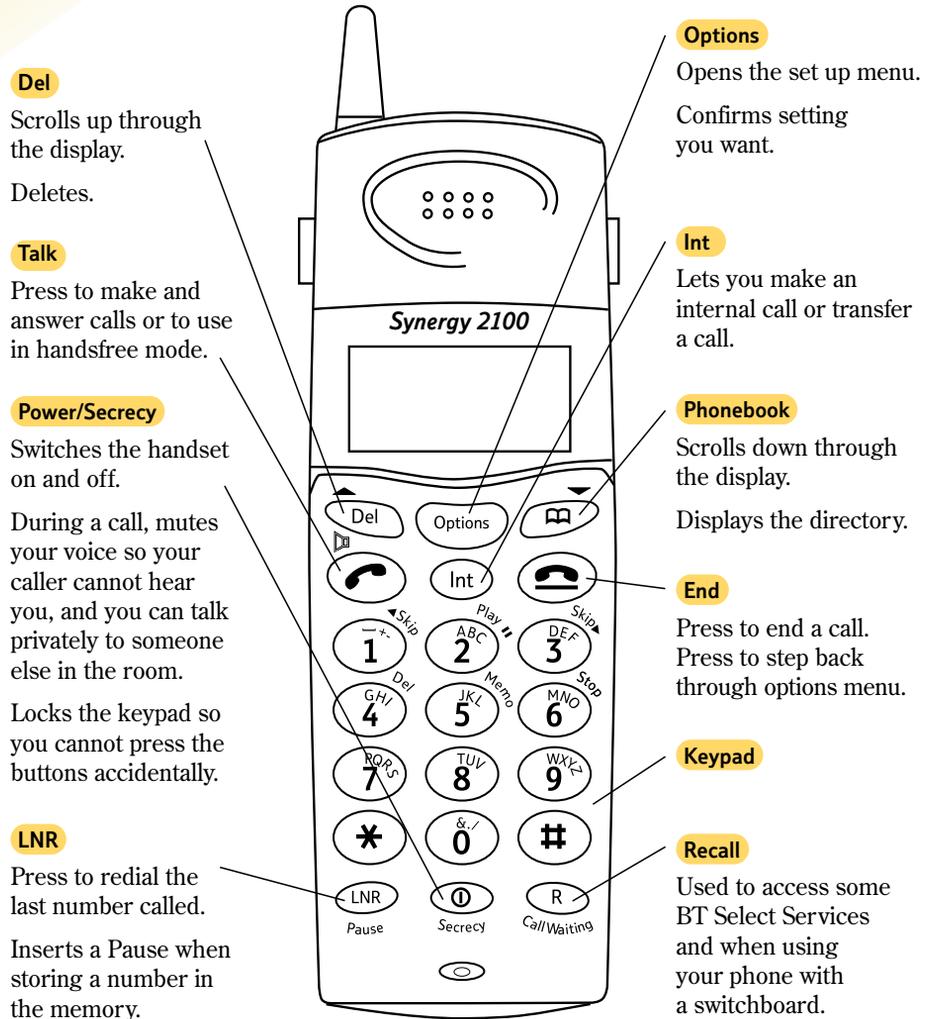
**Please open this page for a further
'at a glance' guide to your Synergy 2100.**



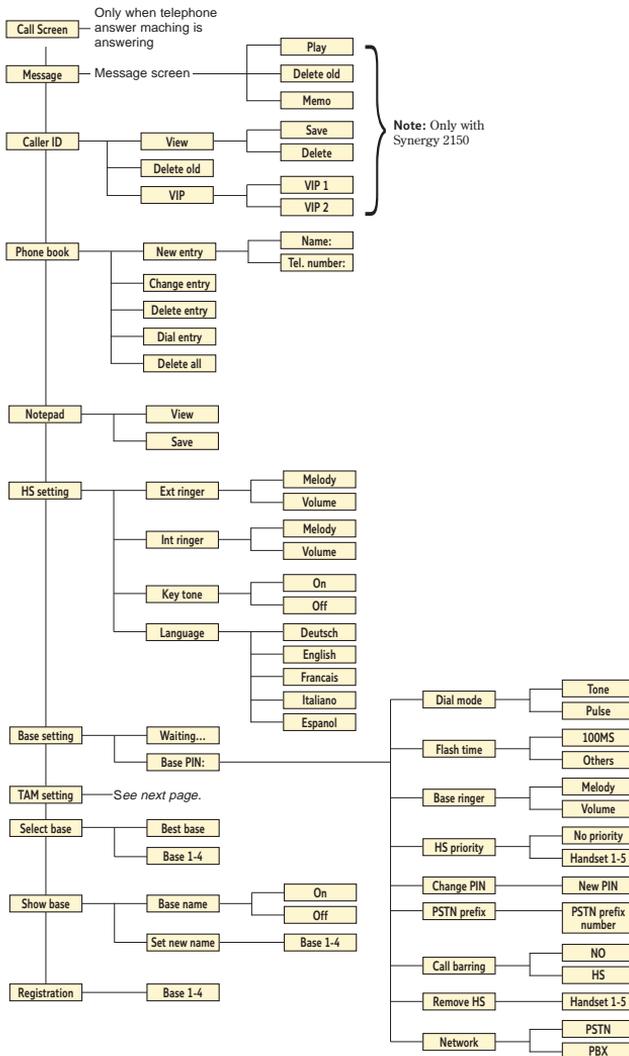
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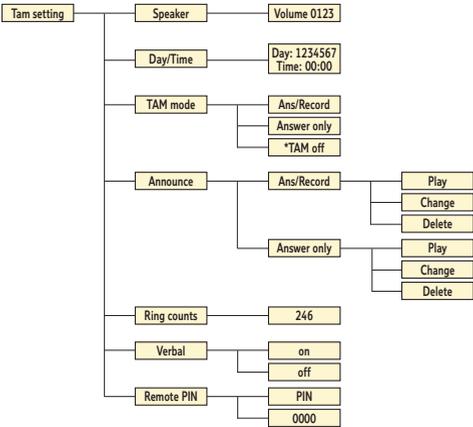
At a glance



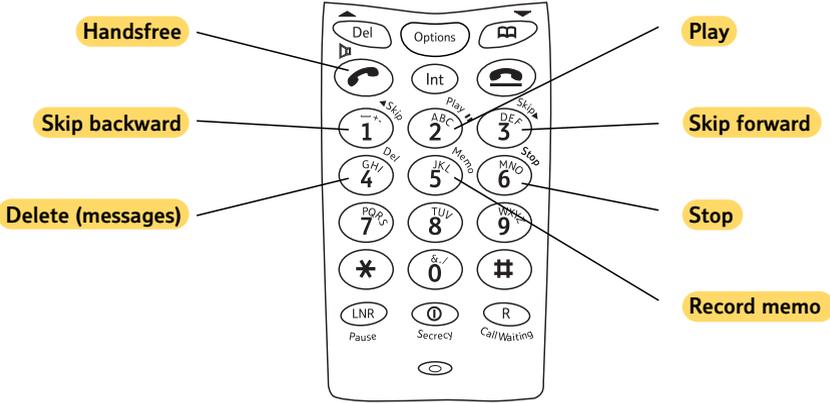
MENU STRUCTURE



MENU STRUCTURE FOR THE ANSWERING MACHINE



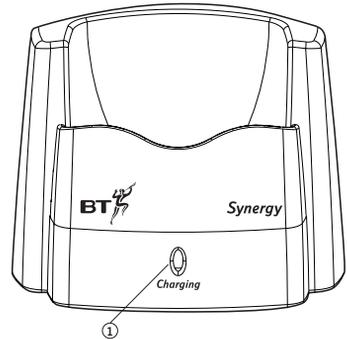
Answering machine features



The answering machine functions and Caller Display will only apply if you have registered your handset to a Synergy 2150 base station.

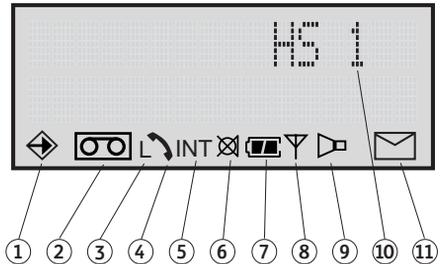
Charging Cradle

1. Indicates handset charging.



Display symbols

1. Indicates programming mode.
2. Telephone answering machine on/off/messages (when flashing)**.
3. External line is in use.
4. Handset in use.
5. Indicates an internal call or when transferring a call to another handset.
6. Secrecy feature is on. Your caller cannot hear you.
7. Battery status indicator.
8. Confirms active signal between handset and base.
9. Handset loudspeaker.
10. Handset number.
11. A new call has been received**.



*Will also flash in registration mode.

**Only with Synergy 2150

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Hints and tips boxes

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

Key features



Up to five handsets work from one base

You can make internal calls between handsets, transfer an external caller to another handset and hold three way calls between two handsets and an external caller.



Make internal and external calls at the same time

With the maximum of five handsets registered to the base station, your Synergy system lets you use all of them together. One handset can be making an external call while the other four handsets are being used to make separate internal calls.



20 name and number directory

Store up to 20 of your most important or frequently dialled names and numbers in the phonebook. It's then easy to display and dial numbers in the phonebook. Each handset has an individual directory.



Enhanced call clarity

Highly advanced digital technology (DECT) ensures much clearer calls than the older style phones.



Excellent handset range

Under ideal conditions you can use your Synergy 2100 handset at up to 300 metres from the base station outside, or up to 50 metres inside.



Handsfree via handset

This function lets you keep your hands free, for example, to take notes. It also enables others in the same room to hear and join in the call.

Handset ringer priority

If you are using more than one handset on your base station, you can select one handset to ring before all the others. You can then set the number of rings it will make before the other handsets start ringing.

Introduction

Your Synergy 2100 has been designed for ease of use and made to the high standards set by BT.

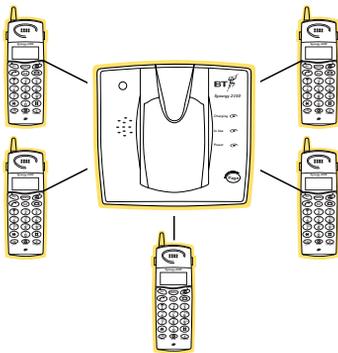
Please read the instructions carefully before use and retain this user guide for future reference.

DECT

By purchasing the Synergy 2100 you now own a product which combines the advantages of cordless operation with the performance of a high quality corded telephone.

Building up a phone system

You can use up to 5 handsets with either the Synergy 2120 or Synergy 2150 base station without the need for additional wiring.



Important

If you wear a hearing aid, please note that the Synergy 2100 works by sending radio signals between the base station and the handset. These signals can interfere with hearing aids, causing a humming noise.

Unpacking your Synergy 2100

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

- Synergy 2100 handset.



- Synergy 2100 charging cradle.



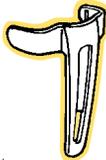
- Handset Battery pack.



- Plug mounted, 13 amp mains adaptor.



- Belt clip



For your records

Date of purchase:

Place of purchase:

Serial number (on the underside of telephone base):

Purchase price:

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

Safety instructions



Use only the approved battery pack supplied. Spare batteries – Item Code: 871996 are available from BT Shops and the Synergy Helpline **0845 602 1041**.

Do not try to use any other power supply except the one provided, otherwise you may permanently damage your Synergy 2100. It may also invalidate approval of this apparatus. To get a replacement Synergy 2100 charging cradle power supply unit – Item Code 872040 – contact the Synergy Helpline **0845 602 1041**.



There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug your Synergy 2100 from the mains power and telephone socket during storms.



The Synergy 2100 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. We advise against placing these products on antique, veneered or wooden surfaces as damage may occur.



Do not use the Synergy 2100 in damp, humid conditions such as bathrooms. Do not expose the equipment or batteries to fire and water.



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



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



If you wear a hearing aid, please note that the Synergy 2100 works by sending radio signals between the base station and handset. These signals can interfere with hearing aids, causing a humming noise.

Synergy 2100 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 2100 at least one metre away from such appliances to minimise any risk of interference.

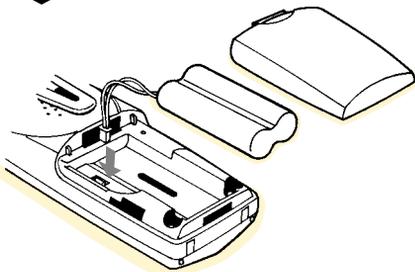
Setting up

Follow these steps to set up your Synergy 2100 handset and charger ready for use.

Please note

The Synergy 2100 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 and the sea) as well as large metal objects (e.g. radiators, metal partition walls and steel girders).

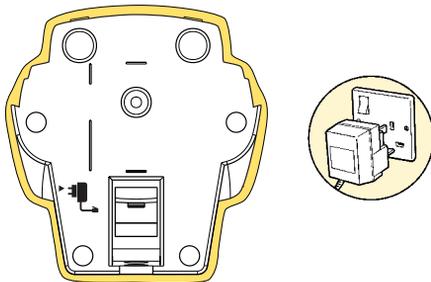
1 Install the rechargeable battery in the handset



The Synergy 2100 uses a nickel metal hydride (NiMH) battery pack supplied. Take care to connect the battery as shown and replace the battery cover.

2 Connect the power cable

Plug the power cable into the power socket on the under side of your Synergy 2100 charging cradle.



To wall mount your Synergy 2100 charger, *see page 23*.

Plug the adaptor into the mains power supply and switch on. The charging light comes on.

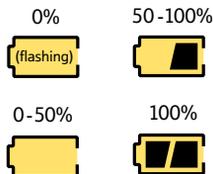
3

Charge the handset battery for at least 16 hours

Before you use your Synergy 2100 for the first time, it is important to have the handset battery fully charged. We recommend that you leave the Synergy 2100 on charge for at least 16 hours.

Place the handset on the charging cradle, when charging, the battery level symbol is shown. It flashes during charging. Once the handset is fully charged, the display shows a full battery symbol.

Battery levels



Battery low warning.

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

Battery performance

After charging your Synergy 2100 handset for the first time, subsequent charging time for the battery is approximately 4-5 hours. Battery and case may become warm during charging. This is normal and not dangerous.

Under ideal conditions, the handset battery should give about 12 hours talktime (7 hours in handsfree mode) or 150 hours standby on a single charge.

Please note, however, that a new NiMH battery does not reach its full capacity until it has been in normal use for several days.

Please note that while the NiMH rechargeable battery 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.

Registering a new Synergy 2100 handset with the base station

It is essential that you register your handset with your Synergy base station for it to work.

This and each further additional handset you purchase must be registered at the base station in order for them to work.

As well as your original handset, you can register up to a further 4 additional handsets to your Synergy 2120 or 2150 base station.

The system allows internal calls between the handsets while a third is making an external call.

The instructions in this section are for registering an additional Synergy 2100 handset with one base station. If you have a system with more than one base station, please follow the procedure in the section “*Operating with additional base stations*” in your main Synergy base station user guide.

If you have a Synergy 2120 or Synergy 2150, it comes supplied with one handset which is automatically registered as handset number one.

Please note

When switched on, a new additional handset will display Not SUB. This tells you that the handset is not yet registered with the base station.

5 To register your new handset to the base station

Page

At the base station:

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

The IN USE LED on the base will flash repeatedly. You must register the handset in the next 10 minutes.

At the handset:

Until the display flashes **Registration**.

Press to display the available base station names **BASE 1-4**.

If your handset is already registered to another base then the display shows **★** next to the base name.



Options

When a free base station number is displayed. Display then shows **Searching** and the base station number.

When the handset has detected the base station signal, it gives a confirmation ring. You are asked to enter the base station PIN.

Display shows **Base PIN**.

Enter the 4-digit base station PIN.

PIN

Options

The pre-set PIN is 0000.

The LED will stop flashing unless there are new messages.

The display shows the normal standby setting when the registration process is completed.

The handset is automatically registered with the next available handset number. This number is shown on the display as **HS 2, 3, 4** or **5**.

Please note

You can change the 4 digit base station PIN, see your main user guide for details

Please note

*If the registration process fails, the handset display shows **Not SUB** and you should begin the process again.*

Customer Helpline

0845 602 1041

6 To de-register a handset

Press buttons in the order shown

You can use your handset to de-register another handset from a base station. You cannot de-register the handset you are using from the base station you are using.

Options



Until display flashes **Base settings**.

Options



Display shows **Base PIN**.

PIN

Enter the 4-digit base station PIN, the pre-set PIN is 0000.

Options



Until the display shows **Remove HS**.



Until the handset number you want to de-register is flashing.



To confirm.

You will hear a confirmation tone and the display will return to Remove HS.



Press to return to standby mode.

Using your Synergy 2100 additional handset

All of the features of the Synergy 2120 and Synergy 2150 are available on your Synergy 2100, depending on which base station you have your additional handset registered to. Please refer to your main user guide for operational instructions.

To switch your handset ON and OFF

Press buttons in the order shown



Press and hold the **POWER** button until the display goes blank. The handset is now off.



Press the **POWER** button again. You hear two beeps. The display flashes **Searching** and then shows the standby screen.



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

To transfer an external call to another handset



Your caller is put on hold and you hear the dialling tone.

KEYPAD

Enter the handset number to which you want to transfer the call. When the handset is answered press the **END** button and the call is transferred.



If the handset is not answered, press the **INT** button to speak to the caller again.

To call another handset



Press the **INT** button. Display shows the **INT** symbol and **Internal**.

Enter the handset number you want. Display shows the number and the called handset rings.

To hold a three-way conversation

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

During a call with an external caller:

Int

Your caller is put on hold and you hear a tone.

KEYPAD

Enter the handset number to which you want to transfer the call. When the handset is answered.

#

Press and hold the # button for a few seconds until the display clears. You can now start your three-way conversations.

To use handsfree

This function lets you keep your hands free, for example, to take notes. It also enables others in the same room to hear and join in the call.

Note: This function is only available if you have a Synergy 2150 base station.

When making your call the L is displayed on the handset. This has then established your call.

Press and hold for 1 second.

The loudspeaker symbol  will be displayed. You will now hear your caller on the handset speaker.

Display will show Volume 1 2 3. The number flashing is the current setting. Use to adjust the level, 1 is quiet, 3 is loud.

To confirm.

To switch off:

Press and hold for 1 second.

The loudspeaker symbol  will disappear from the display.

Press to end the call.

To set the handset priority

If you are using more than one handset on your base station, you can select one handset to ring before all the others. You can then set the number of rings it will make before the other handsets start ringing.

Options



Until the display flashes
Base settings.

Options

PIN

Enter the 4-digit base station
PIN. Original setting 0000.

Options



To scroll through and select
HS Priority.

Options

To confirm.



To scroll through the options:
No Priority - all handsets
ring at the same time.
Handset 1-5 - the selected
handset rings first.

Options

To confirm the displayed
setting. Display flashes
Rings (1-99).

KEYPAD

Enter the number of rings
you want the selected
handset to ring before the
other handsets.

Options

To confirm.

Maintenance

General

Simply clean your Synergy 2100 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 2100 you should contact the Synergy Helpline on **0845 602 1041**.

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 2100 needs repair after the warranty period has ended, contact Techlogic **01672 564444** for information on our recommended repair agents.

If you have to return your Synergy 2100 additional handset and charging cradle

Pack the unit securely, preferably in the original packaging. All parts must be returned including the mains power adaptor. We cannot take responsibility for goods damaged in transit.

Help

Emergency calls

*The emergency services can be contacted in the UK by dialling **999** or **112** which is valid in any country that is a member of the European community.*

Please note

*If your Synergy 2100 is connected to a switchboard/PBX, you may have to dial an access number before **999** to contact the emergency services. Some switchboards cannot dial out during a power failure.*

The Synergy 2100 will not work when the power fails. Alternative arrangements should be made for access to emergency services.

Replacing the 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 871996) are available from BT Shops or contact the Synergy Helpline **0845 602 1041**.

Do not immerse 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.

No display appears

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

No dial tone

Is the telephone line cord plugged into the phone socket?

Check that the base station is connected to the mains power and switched on.

You cannot link up with the base station

If the display shows **Not SUE**, the handset must be registered with the Synergy base station. *See page 12.*

Is the display flashing ∇ ?

The mains power cable may not be connected at the base or switched on.

Are you in range of the base station?

Battery could be low or flat.

If using more than one base station, check that you are connected to the correct base see your main Synergy user guide for “*Operating with additional base stations*” or see your main user guide for details.

Buzzing noise on my radio, TV, computer or hearing aid

Sometimes, your Synergy 2100 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your Synergy base station and other Synergy handsets at least one metre away from such appliances to avoid any risk of interference.

The charging cradle does not appear to be working

Check that:

- the power adaptor is properly plugged in to the charging cradle
- your handset has slotted correctly into the charging cradle
- the battery is correctly fitted into the handset

Are you using the correct power adaptor?

Synergy 2100 charging cradle power supply is Item Code 872040.

Helpline

*If you are still experiencing difficulty,
call the Synergy Helpline*

0845 602 1041.

Technical information

Environment

Your Synergy 2100 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 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

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 which may be connected to any one telephone line. The Synergy 2100 has a REN of 1. Any other instrument provided by BT may be assumed to have a REN of 1 unless otherwise stated. A total REN of 4 is allowed.

Connection to the BT telephone network

Synergy 2100 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 2100 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 not have a compatible switchboard, it cannot be guaranteed that the product will operate correctly under all possible conditions of connection. If you have any difficulties, contact BT on **154**.

Generally, Synergy 2100 can be connected to any switchboard where a simple modern telephone can be used to make and receive calls. Synergy 2100 is suitable for connection to switchboards which return secondary proceed indication.

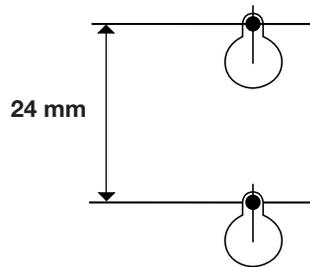
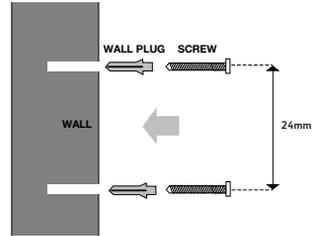
Technical specification

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
Operating time, mobile unit (with fully charged battery)	Standby: up to 150 hours Phone in use: Up to 12 hours Handsfree: Up to 7 hours talktime.
Permitted ambient conditions for operation (maximum)	0°C to 55°C – Handset; 5°C to 45°C Base; 15% to 90% rel. humidity
Permitted storage temperature	-10°C to +60°C
Signalling method	DTMF and PULSE
Signal key function	Timed Break Recall
Handset dimensions	151mm x 46mm x 30mm (L x W x H)
Weight	Handset: 115g (With Battery)

Wall-mounting template

If wall mounting your Synergy 2100, use this guide for position.

- Make sure that you are not drilling into any hidden wiring and check that the power cable will reach from the mains socket to the charging cradle.
Switch the power adaptor off at the mains and remove the adaptor plug from its socket.
- Drill two holes 25mm deep using a 3mm drill, 24mm apart to take the wall plugs.
- Put wall plugs into the drill holes and then insert both screws. Leave 2-3mm between the head of the screw and the wall. You are now able to mount the charging cradle.
- Fit the charger onto the two screws. If necessary, tighten or loosen the screws for the best fit.
- Put the handset back in the charging cradle and switch the power back on at the wall socket.



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Offices worldwide

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