



# *Synergy 2120*

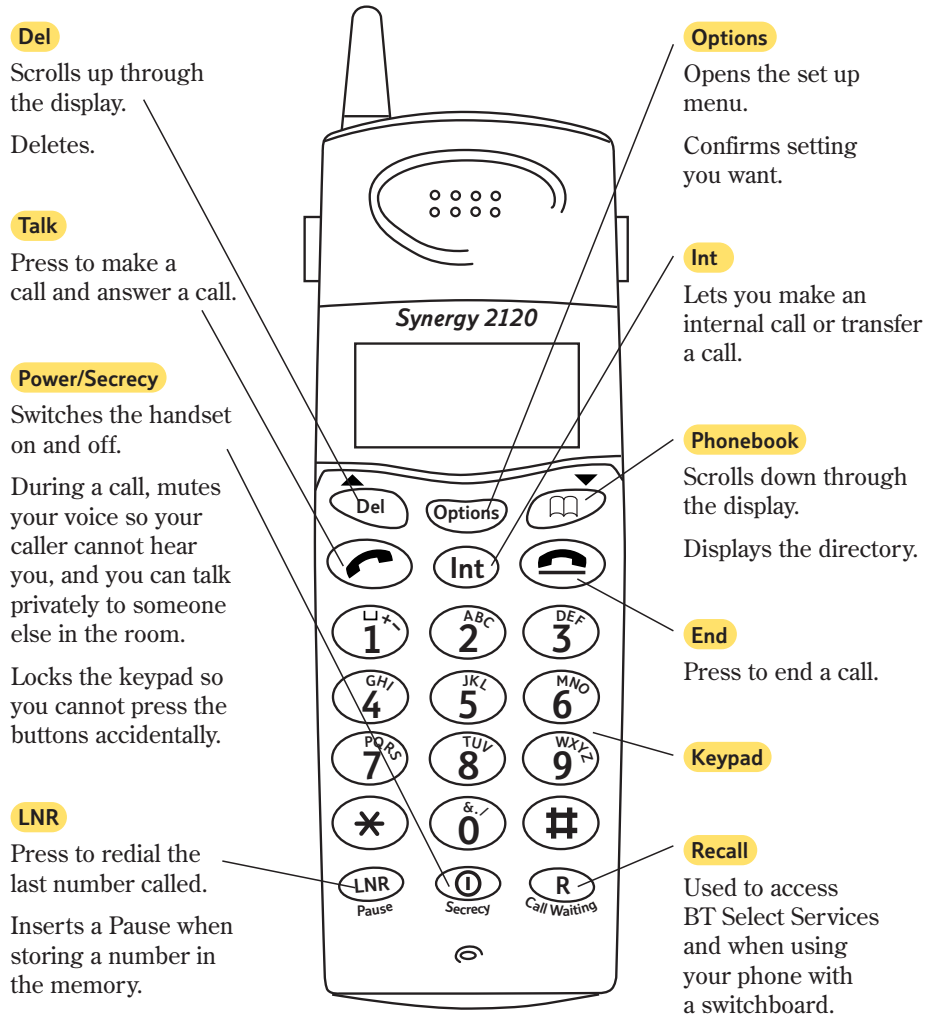
**Digital cordless telephone featuring DECT**

# 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.

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

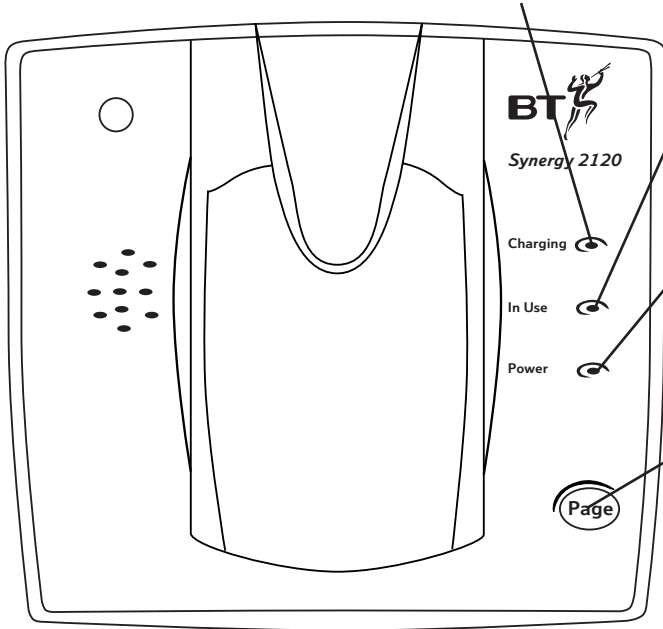
# At a glance



# Base

## Charging light

Comes on when the handset batteries are being charged.



## In use light

Comes on when the line is in use.

## Power light

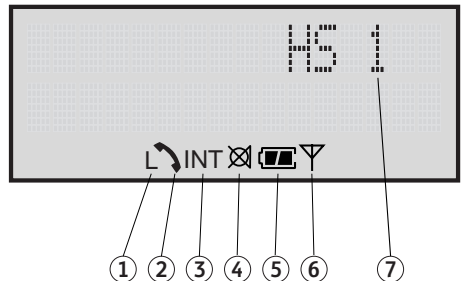
Comes on while the mains power is switched on.

## Page

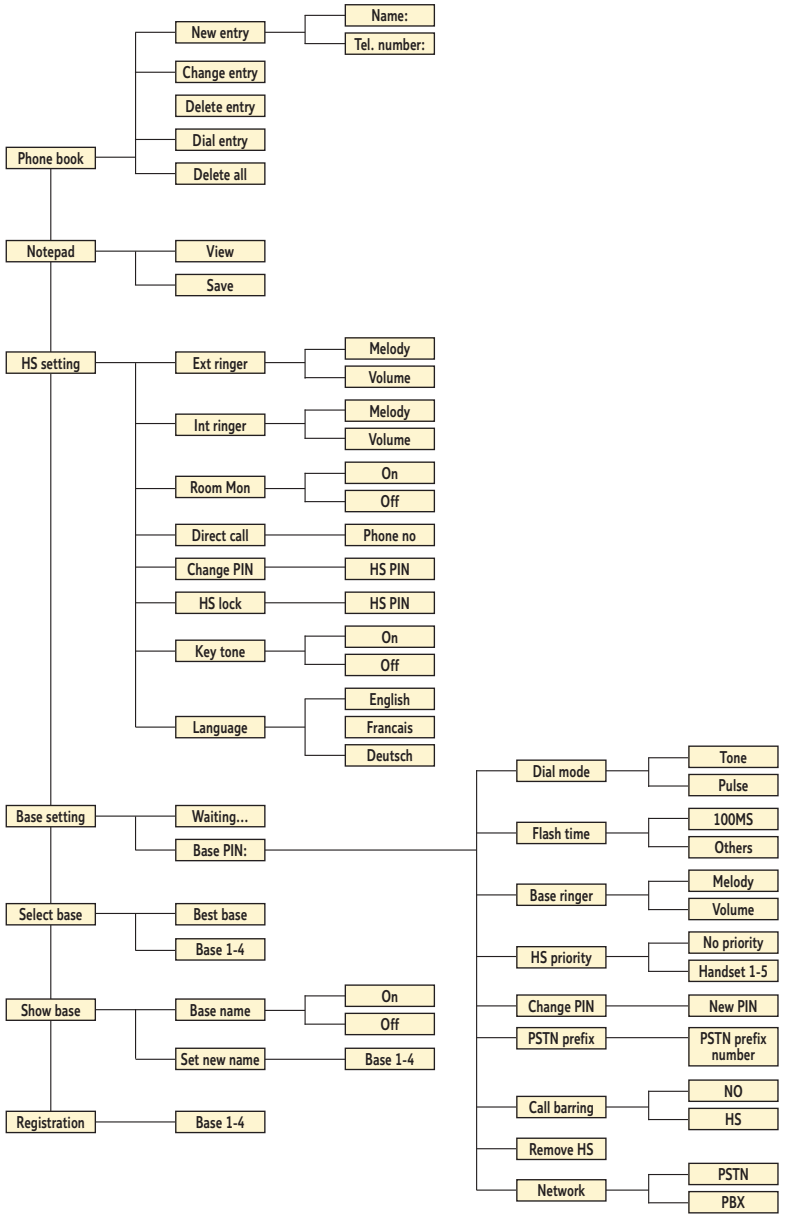
Press to page the handset from the base.

## Display symbols

1. External line is in use.
2. Handset in use.
3. Indicates an internal call or when transferring a call to another handset.
4. Secrecy feature is on. Your caller cannot hear you.
5. Battery status indicator.
6. Confirms active signal between handset and base.
7. Handset number.



# MENU STRUCTURE





# *In this guide*

<b><i>At a glance</i></b>	<b><i>1</i></b>
<b><i>Key features</i></b>	<b><i>5</i></b>
<b><i>Introduction</i></b>	<b><i>7</i></b>
<i>Unpacking your Synergy 2120</i>	<i>8</i>
<i>For your records</i>	<i>8</i>
<b><i>Safety instructions</i></b>	<b><i>9</i></b>
<b><i>Setting up</i></b>	<b><i>10</i></b>
<b><i>Using your Synergy 2120</i></b>	<b><i>13</i></b>
<i>Making and receiving calls</i>	<i>13</i>
<i>Using the notepad</i>	<i>16</i>
<i>Using the phonebook</i>	<i>17</i>
<b><i>Optional settings</i></b>	<b><i>19</i></b>
<b><i>Additional features</i></b>	<b><i>21</i></b>
<b><i>BT Select Services</i></b>	<b><i>25</i></b>
<i>Call waiting</i>	<i>25</i>
<i>Other services</i>	<i>25</i>
<b><i>Base station settings</i></b>	<b><i>26</i></b>
<b><i>Using additional handsets</i></b>	<b><i>30</i></b>
<b><i>Operating with additional base stations</i></b>	<b><i>33</i></b>
<b><i>Connecting to a switchboard</i></b>	<b><i>34</i></b>
<b><i>Maintenance</i></b>	<b><i>35</i></b>
<b><i>Help</i></b>	<b><i>36</i></b>
<b><i>Technical information</i></b>	<b><i>38</i></b>
<b><i>Technical specification</i></b>	<b><i>39</i></b>
<b><i>Index</i></b>	<b><i>40</i></b>

## **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.



## 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.



## Make internal and external calls at the same time

With the maximum of five handsets registered to the base station, your Synergy 2120 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.



## 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 2120 handset at up to 300 metres from the base station outside, or up to 50 metres inside.



## Keypad guard

This prevents accidental dialling while carrying the handset around and also lets you lock the handset against unauthorised use.

## Last 5 number redial

Display and redial any of the last five numbers called from your handset.

### **Different ringing**

You can set your handsets to give a different ring for external callers and internal callers.

### **Notepad**

Saving you the need of a pen and paper, you can simply note down a phone number on your Synergy 2120 handset's memory during a call. You can then look the number up later or add it to the phonebook.

### **Direct call**

You can store an emergency contact number which will automatically be called when any button is pressed on the handset. For example, this can be useful for babysitters.



# Introduction

Your Synergy 2120 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 2120 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.

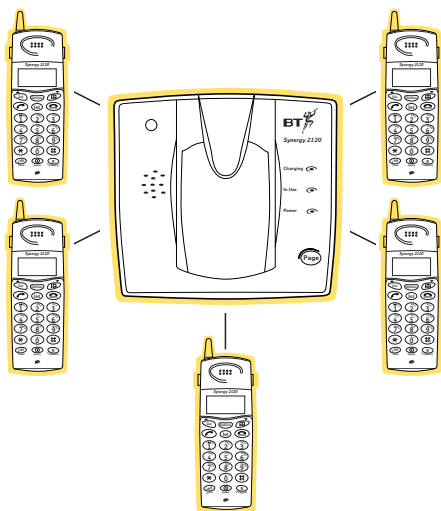
## Building up a phone system

You can use up to 5 handsets with your Synergy 2120 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 2120 base stations with more than one handset connected.

### Important

*If you wear a hearing aid, please note that the Synergy 2120 works by sending radio signals between the base station and the handset. These signals can interfere with hearing aids, causing a humming noise.*



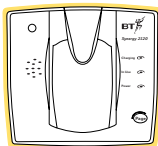
## Unpacking your Synergy 2120

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

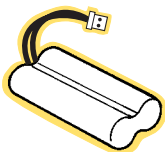
- Synergy 2120 handset.



- Synergy 2120 base station.



- Handset Battery pack.



- Plug mounted, 13 amp mains adaptor.



- Telephone line cord



- 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.

Enter your Handset PIN here

--	--	--	--

See page 12, 20 for more information.

Enter your Base Station PIN here

--	--	--	--

See pages 12 and 27 for more information.

# 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 2120. It may also invalidate approval of this apparatus. To get a replacement Synergy 2120 base station power supply unit – Item Code 871997 – 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 2120 from the mains power and telephone socket during storms.



The Synergy 2120 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 2120 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 2120 works by sending radio signals between the base station and handset. These signals can interfere with hearing aids, causing a humming noise.

Synergy 2120 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 2120 at least one metre away from such appliances to minimise any risk of interference.

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

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 set up your Synergy 2120 ready for use.

## Plan the location of your Synergy 2120

Your Synergy 2120 works by sending and receiving radio signals between the base station and the handset.

The strength of the signal can depend on where you site the base station. Generally, the higher the base station is located the better. An upstairs room is ideal.

The following points should be considered:

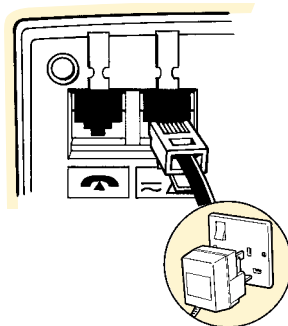
- It should be within 3 metres of a power socket and phone socket otherwise extension cables will be required.
- Try to avoid locations near metallic obstructions or electrical appliances, such as TV sets, fridges, computers, fluorescent lights, radiators, metal pipes and metal window frames.

### Please note

*The Synergy 2120 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).*

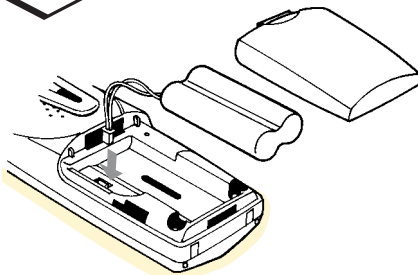
## 1 Connect the power cable

Plug the power cable into the power socket on your Synergy base station.



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

## 2 Install the rechargeable battery in the handset



The Synergy 2120 uses a nickel metal hydride (NiMH) battery pack supplied. Take care to connect the battery as shown and replace the battery cover.

**3**

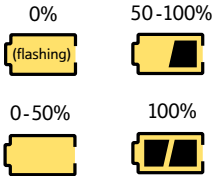
### Charge the handset battery for at least 16 hours

Before you use your Synergy 2120 for the first time, it is important to have the handset battery fully charged. We recommend that you leave the Synergy 2120 on charge for at least 16 hours.

Place the handset on the base. The red charging light comes on. The handset should come pre-registered to the base station as H51 and this is shown in the top right corner of the display.

The battery symbol is also 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

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).

After charging your Synergy 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 or 150 hours standby on a single charge.

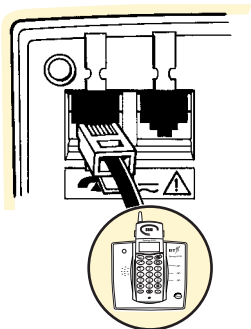
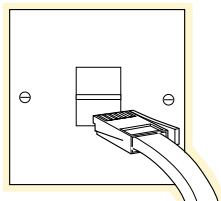
Please note, however, that a new NiMH battery does not reach its full capacity until it has been in normal use for several days.

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.

**4****Connect the telephone line cord to the Synergy 2120 base station**

Plug the line cord into the line socket on your Synergy base station.

**5****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.

*Your Synergy is now ready for use.*

**Pre-set PINs**

Your Synergy 2120 comes with pre-set PINs which you will need to use to perform various functions on your phone.

Handset PIN is 0000 – used to lock and unlock the handset.

Base station PIN is 0000 – used when adjusting base station settings and registration of new handsets.

**Customer Helpline****0845 602 1041**

# Using your Synergy 2120 telephone

## 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.

## To lock and unlock the keypad

This prevents you from accidentally operating the handset when you are carrying it around.



Press and release the **POWER** button. Display shows **Keypad-lock**.



Press the **POWER** button again to unlock the keypad.

## Please note

*It is not possible to make emergency calls when the keypad lock is on.*

## Making and receiving calls

### To make a call



Press the green **TALK** button. Display shows . You hear the dial tone.

**DIAL**

Enter the number you want and it is dialled.

*Or*

To preview the number before you call.

**DIAL**

Enter the number you want. It is shown on the screen but not dialled. If you make a mistake, you can change the number by pressing the **DEL** button to delete individual digits.



Press the **TALK** button to dial the number.

### To end a call



Press the red **END** button.  
*Or*

Place the handset back on the base.

## To receive a call

When the phone rings: the screen shows **External**.



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

*Or*

If the handset is on the base, simply pick it up and talk.

## To adjust the earpiece volume

During a call you can adjust the volume of the handset receiver.



Press the **UP** and **DOWN** arrow buttons.

Display will show **VOLUME 1 2 3**.

The number flashing is the current setting.



Use the **UP** and **DOWN** arrow buttons until the display flashes at the desired volume level.




To confirm level.

## Secrecy

This lets you talk to someone else close by without your caller hearing the conversation.

During your call:



Press the **SECURITY** button. Display shows **Mute** and . Your caller cannot hear you.



To talk to your caller again.

## To redial the last number



The last number called is displayed.



To dial the number.

## To redial one of the last 5 numbers



The last number called is displayed.



To scroll through the last 5 numbers. (Or keep pressing the **REDIAL** button).



To dial the number displayed.



### 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.

### Dialling mode

Your Synergy 2120 is preset to TONE dialling which most modern exchanges use. On some older exchanges or PBX's it may be necessary to change the dialling mode to PULSE.



Until the display flashes **BASE SETTING**.



**PIN**

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



Until the display flashes **DIAL MODE**.



Until the display flashes **PULSE**.



To confirm.

### Go to Tone

If you are in the PULSE dialling mode then certain services accessed by tone dialling are not available.



During the call you can change to TONE by pressing the **OPTIONS** button.



Use the **UP** and **DOWN** arrows to scroll to the **Go to Tone** command and press the **OPTIONS** button.

Operation of your keypad after this will now be in TONE mode. When the call is completed you will revert to PULSE dialling.

### Go back




If during a call you have selected a function using the **OPTIONS** button, you can revert back to a normal display without losing the caller if you select the option **Go back**.

## Recall



Time break recall (TBR) is the method by which the exchange/PBX can be contacted and this is operated by the **R** (recall) button on the handset.

Your Synergy 2120 recall period is normally set to 100mS under the base setting menu **Flash time**. It should not normally be necessary to alter this value for use in the UK.

*To exit the options menu at any time, press the **END** button  until the display returns to standby.*

## Using the notepad

You can store a telephone number in your Synergy 2120 notepad memory during a conversation.

### To store a notepad number

**Options**

Press the **OPTIONS** button.



Until the display flashes **Notepad**.

**Options**

The current notepad number (if any) will be displayed.

**KEYPAD**

Enter the number you want to store. This will overwrite any existing number.

**Options**

To save the number.

### To view and dial a notepad number

**Options**

Press the **OPTIONS** button.



Until the display flashes **Notepad**.

**Options**

Press the **OPTIONS** button.



Until the display flashes **View**.

**Options**

The notepad number is displayed.



To dial the number, if required.

## To store a notepad number in the phonebook

You must include a name to go with the number.

 Options

 Del 

Until the display flashes **Notepad**.

 Options

 Del 

Until the display flashes **Save**.

 Options

Display shows **Name:**.

**ABC**

Use the keypad to enter the name you want.

 Options

The number is stored in the phonebook.

### Using the keypad to enter a name.

For example, to enter the name **JOHN**:

**5JKL**

Press once to enter **J**.

Wait for the cursor to move to the next space.

**6MNO**

Press three times to enter **O**.

**4GHI**

Press twice to enter **H**.

**6MNO**

Press twice to enter **N**.

**1**

To insert a space.

**0**

To insert '&'.

 Del


If you make a mistake, press the **DEL** button to delete the previous character.

## Using the phonebook

You can store up to 20 of your most important or frequently dialed numbers in your Synergy's phonebook.

Stored numbers can be up to 25 digits long and each one must have a name allocated to it.

All entries in the phonebook are listed in alphabetical order.

*To exit the options menu at any time, press the  button until the display returns to standby.*

## To store a name and number in the phonebook

 Options

Press the **OPTIONS** button.

 Del 

Until the display shows **Phone book**.

 Options

 Del 

Until the display shows **New entry**.

 Options

Display shows **Name:**.

**ABC**

Use the keypad to enter the name you want.

**5JKL**

For example, to enter the name **JOHN**:

Press once to enter **J**.

Wait for the cursor to move to the next space.

**6MNO**

Press three times to enter **O**.

**4GHI**

Press twice to enter **H**.

**6MNO**

Press twice to enter **N**.

**1**

To insert a space.

**0**

To insert '&'.



If you make a mistake, press the **DEL** button to delete the previous character.



Display shows **Tel. number:**.

**KEYPAD**

Enter the telephone number you want to store.



To confirm. You can now store another entry.

### To enter a pause in a stored number



When storing the number, press the **REDIAL/PAUSE** button at the point where you want to enter the Pause.

### To edit an entry in the phonebook



Press the **OPTIONS** button.



Until the display shows **Phone book**.



Until the display shows **Change entry**.



Until the display shows the entry you want to change.



The name flashes.

**ABC**

If required, enter a new name to change it.



To confirm the name.

Display shows the phone number.

**KEYPAD**

If required, enter a new number to change it.



To confirm the change.

### To dial a number stored in the phonebook



The first entry is displayed.



Press to scroll through the entries until the one you want is displayed.



To dial the number.

### To delete an entry from the phonebook



Press the **OPTIONS** button.



Until the display flashes **Phone book**.



Until the display shows **Delete entry**.



To display the entry you want to delete.



To confirm deletion.

### To delete all entries from the phonebook



Press the **OPTIONS** button.



Until the display flashes **Phone book**.



Until the display flashes **Delete all**.



**Delete all ?**



To confirm deletion.

# Optional Settings

## To adjust the handset ringer volume

The volume levels range from **0-5** where **0** is off and **5** = maximum. The pre-set level is **3**.

You can also set the handset to ring at different volumes for external calls and internal calls (i.e. calls from other handsets registered to the base station).

Options



Until display flashes HS settings.

Options



To select either **Ext. ringer** (to set the ring volume for external calls) or **Int. ringer** (to set the ring volume for internal calls).

Options



Until the display flashes **Volume**.


Options



To hear and switch between volume settings **0-5**.

Options

To confirm the setting displayed.

To exit the options menu at any time, press the **END** button  until the display returns to standby.

## To adjust the ringer melody

You can choose from 6 melodies. The pre-set melody is **4**.

You can also set different melodies for external calls and internal calls (i.e. calls from other handsets registered to the base station)

Options



Until display flashes HS settings.

Options



To select either **Ext. ringer** (to set the ring volume for external calls) or **Int. ringer** (to set the ring volume for internal calls).

Options



Until the display flashes **Melody**.

Options



To hear and switch between the different melodies **1-6**.

Options

To confirm the setting displayed.

## To change your handset PIN

If you change your handset PIN, keep a record of the new number by writing it in the space provided on page 8.

Options



Until display flashes  
HS settings.

Options



Until the display flashes  
Change PIN.

Options

Display shows HS PIN.

**PIN**

Enter your current handset  
PIN. Original setting 0000.

Options

You hear a confirmation ring.  
Display shows New PIN.

**KEYPAD**

Enter your new 4-digit PIN.

Options

Display shows Return.

**KEYPAD**

Enter your new PIN again.

Options

To confirm the new PIN.

### Please note

*If you forget your PIN, you will need  
to call the Synergy Helpline on  
**0845 602 1041.***


# Additional features

## Direct call

You can store an emergency contact number which will automatically be called when any button is pressed on the handset. For example, this can be useful for babysitters.

### Please note

*If you set direct call, you cannot call any other number from the handset. This includes **999** and **112** numbers.*

*To exit the options menu at any time, press the  button until the display returns to standby.*

### To set a direct call number

 Options

 Del 

Until the display flashes HS settings.

 Options

 Del 

To display Direct call. Display shows **Empty**.

 Options

**KEYPAD**

Enter the phone number you want to set as your direct call number. This can be up to 25 digits long.

  Del

If you make a mistake, press the **DEL** button to delete individual digits.

 Options

To confirm the number. The phone also gives a confirmation ring.

The display shows **Direct call** and the number entered, this will remain on the display until direct call is cancelled.

### To dial a direct call number

**KEYPAD**

Press any button on your Synergy handset.

## To cancel the direct call number

Options

Press **twice** in quick succession.

## To lock the handset against unauthorised use

You can lock the handset so that NO ONE else can use it.

Options



Until the display flashes HS settings.

Options



Until the display flashes HS lock.

Options

Display shows HS PIN.

KEYPAD

Enter the 4-digit handset PIN. (Original setting, 0000).

Options

Display shows HS locked.

## Please note

*You cannot make any calls from the handset once the lock is on. This includes emergency numbers. You must unlock the handset before any calls can be made.*

## To unlock the handset

Options

Display shows HS PIN.

KEYPAD

Enter the 4-digit handset PIN. (Original setting, 0000).

Options

Display returns to standby.

## To switch the keytones off and on

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

Options



Until the display flashes HS settings.

Options



Until the display flashes Key tone.

Options



Until the display flashes ON or OFF.

Options

To confirm the setting displayed.



## To set a different language for the display

You can set the options of 'English', 'Francais' or 'Deutsch'.

Options



Until the display flashes HS settings.

Options



Until the display flashes Language.

Options



To scroll through the options, English, Francais or Deutsch, until the required language flashes.

### Please note

*The current language setting is indicated by an ★ before the country's language.*

Options

To select the language displayed.

## Room monitor

If you have more than one handset registered to your Synergy 2120 base you can use your handsets as a room monitor. One handset should be placed in one room whilst the other handset should be carried with you or placed within your hearing distance.

### To use your handset as a room monitor

*On the handset in the room:*

Options

Press the **OPTIONS** button.



Press until the display flashes HS settings.

Options



Press until the display flashes Room Mon.

Options



Press until the display flashes ON.

Options

To confirm the setting.

*On your handset:*

Int

Press the **INT** button. The display shows Internal.

KEYPAD

Enter the number of the handset (1-5) which you will use to monitor (i.e. the number of the room which you wish to monitor. You can now listen to noises in the room. The display on the handset in the room will show Room Mon whilst monitoring is taking place.

ADDITIONAL FEATURES

## To switch off the room monitor

*On the handset in the room:*

 Options

Press the **OPTIONS** button.

 Del HS settings

Press until the display flashes **HS settings**.

 Options

 Del Room Mon.

Press until the display flashes **Room Mon.**

 Options

 Del OFF.

Press until the display flashes **OFF**.

 Options

To confirm the setting.

*On your handset:*



Press the **END** button until the handset returns to standby.

### Warning

*The room monitor function will not work if an incoming call is picked up or if an outgoing call is made from either handset.*

# BT Select Services

If you are connected to a digital exchange, you can subscribe to a range of BT Select Services. If you wish to subscribe to any of these services contact us on **Freefone 0800 800 152** business, **150** residential, 8am to 6pm, Monday to Friday.

## Call Waiting

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

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 **CALL WAITING** button. The first caller will be put on hold.

When you have spoken to the second caller you can return to the first caller by pressing the **CALL WAITING** button again. You can switch

back and forth between the two calls without disconnecting either if you wish.

If you wish to disconnect the first call press the **END** button after speaking to the first caller.

The handset will then ring. Press the **TALK** button again and continue with the 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.



## Other services

- Call my bill
- Call Barring
- Call Diversion
- Charge Advice
- Reminder Calls
- Three-way Calling
- Call Return 1471

For more information about these Select Services, call BT on **Freefone 0800 800 150** for residential or **152** for business. If you are not on the BT network, please ask your telecommunications supplier for information on their services.



# Base station settings

## To adjust the base ringer melody

You can use your handset to change the melody.

Options



Until the display flashes **Base settings**.

Options

**PIN**

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

Options



Until the display flashes **Base ringer**.

Options



Until the display flashes **Melody**.

Options



To hear and select the choice of melody you want **1-6**. The original setting is **4**.

Options

To confirm the selection displayed. You hear a confirmation ring.

## To adjust the base ringer volume

You can use your handset to change the melody.

The settings range from **0-5**, where **0** = off and **5** = maximum.

Options



Until the display flashes **Base settings**.

Options

**PIN**

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

Options



Until the display flashes **Base ringer**.

Options



Until the display flashes **Volume**.

Options



To hear and select the volume you want **0-5**. The original setting is **3**.

Options

To confirm the selection displayed. You hear a confirmation ring.

## 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.

Options



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  
Ring (1-99).

**KEYPAD**

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

Options

To confirm.

## To change the base station PIN

If you change your base station PIN, keep a record of the new number by writing it in the space provided on page 8.

Options



Until the display flashes  
Base settings.

Options

**PIN**

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

Options



Until the display flashes  
Change PIN.

Options

**PIN**

Enter the new 4-digit PIN you want.

Options

To confirm new PIN. Display shows  
Retype.

**PIN**

Re-enter the new PIN.

Options

To confirm the setting.

## To set call barring

You can bar calls with up to five different prefixes, making it impossible to dial out if a telephone number is preceded by one of these prefixes. This could be an international dialling code or a premium rate service. You can also specify individual handsets on which you want to set call barring.

Options



Until the display flashes  
Base settings.

Options

**PIN**

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

Options



Until the display flashes  
Call barring.

Options

**KEYPAD**

Enter the prefix number to be barred. (If you are barring international calls, enter **00**).

Options

Display flashes **H5**.

**KEYPAD**

Enter the handset number(s) **1-5** you want calls to be barred from.

Options

To confirm. You hear a confirmation ring.

Repeat the steps above to enter up to five separate barred prefixes.

## To select which base station you want your handset to use

Options



Until the display shows  
Select base.

Options



To scroll through the options:  
Best base = your handset will automatically select the base station with the strongest reception.

Base 1-4 = you can select a specific base to use.

Options

To confirm.

## To display the base station name on your handset

Your handset can display the name of the base station to which it is currently registered.

Options



Until the display shows  
Show base.

Options



Until the display shows  
Base name.

Options



Until the display shows  
ON.

Options

To confirm the setting.

## To change the base station name

If you choose to display the base station name on your handset (see above), you can give each base a different name. For example, 'Office' or 'Home'.

Options



Until the display shows  
Show base.

Options



Until the display shows  
Set new name.

Options



Until the base name you wish  
to change is flashed on the  
display.

Options

ABC

Use the keypad to enter the  
new base station name.

Options

To confirm the setting.

# Using additional handsets

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

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

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

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

## Please note

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

## To register a handset

*At the handset:*

Options



Until the display flashes **Registration**.

Options

*At the base station:*

Page

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



*At the handset:*

Press to display the available base station names **EASE 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.

**PIN**

Enter the 4-digit base station PIN. The pre-set PIN is **0000**. (To change the PIN, see page 27.)

Options

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

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

## 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

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



Until the display shows Remove HS.

Options



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

Options

To confirm.

## To call another handset

Int

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.



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

## To transfer an external call to another handset

Int

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



The call is transferred.

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

## To hold a three-way conversation

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

During a call with an external caller:



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.

# Operating with additional base stations

You can use up to five handsets on each Synergy 2120 base station, and up to four base stations with your handset to build up a comprehensive cordless telephone system.

The handset supplied with each base station is already registered as HS1.

## To register your handset to another base station

You can register a handset with up to 3 other base stations.

Follow the same steps shown on page 28, ensuring that you select a base station that is free i.e. one that has no ✱ against it.

Page

Press and hold the **PAGE** button on the base station you want to register your handset to. It sends a unique signal and your handset will automatically accept it as the next base station.

To avoid confusion you may wish to allocate a different name from your original base. This can be done by following the steps on page 29.

In this way when selecting your base station to operate from, the handset will automatically display your new base name, once it has established connection, e.g. name **Base 1** as Home and **Base 2** as Office.

## Please note

*When registering handsets to another manufacturer's base, the assigned handset number may not appear in the handset display.*

*To find out the handset number, press **INT** then 1 to call handset 1. Then look at the display on handset 1 to see your handset number.*

# Connecting to a switchboard

When connecting your Synergy 2120 to a switchboard/PBX, you may need to change the dialling mode from TONE to PULSE.

## To change the dialling mode

The dialling mode is set to TONE when the product is supplied.

To change to PULSE.

Options



Until display flashes Base settings.

Options

**PIN**

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

Options



Until the display flashes Dial mode.

Options



Until the display flashes Pulse.

Options

To confirm setting.

## To enter a PSTN pre-fix code

With some switchboards it may be helpful to dial a pause after entering the PSTN pre-fix code eg: 9,11 etc. to enable you to get an outside line. However, your Synergy 2120 can enter a pause automatically for you.

Options



Until the display flashes Base settings.

Options

**PIN**

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

Options



Until the display flashes PSTN prefix.

Options

**KEYPAD**

Enter the pre-fix number you want. This can be up to 5 digits.

Options

To confirm the setting.

## Please note

*Each time the PSTN pre-fix code is dialled a pause will automatically be inserted before the telephone number is dialled.*

# Maintenance

## General

Simply clean your Synergy 2120 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 2120 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 2120 needs repair after the warranty period has ended, contact the Synergy Helpline on **0845 602 1041** for information on our recommended repair agents.

## If you have to return your Synergy 2120

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 2120 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 2120 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 2120 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 SUB**, the handset must be registered with the Synergy 2120 base station. *See page 30.*

Is the display flashing  $\nabla$  ?

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 28.*

## No ring on the handset or base station

The ringer volume may be switched to silent. To adjust the ringer volume on the handset, *see page 19*, on the base station, *see page 26*.

Check that that the base station is plugged into the phone socket.

Check that 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 2120 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your Synergy 2120 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 in to the charger
- your handset has slotted correctly into the charger
- the battery is correctly fitted into the handset

Are you using the correct power adaptor?

Synergy 2120 base station power supply is Item Code 871997.

**Cannot adjust the option in the base station**

Is someone else making changes via another handset?

Have you pressed the **OPTIONS** button to confirm your selection?

If you are still experiencing difficulty, call the Synergy 2120 Helpline on **0845 602 1041**.

Have you pressed the **OPTIONS** button to confirm your selection?

*If you are still experiencing difficulty,  
call the Synergy 2120 Helpline  
**0845 602 1041**.*

# Technical information

## Environment

Your Synergy 2120 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 2120 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 2120 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 2120 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 2120 can be connected to any switchboard where a simple modern telephone can be used to make and receive calls. Synergy 2120 is suitable for connection to switchboards which return secondary proceed indication.



# Technical specification

<b>Standard</b>	DECT, GAP
<b>Number of channels</b>	120 duplex channels
<b>Radio frequency range</b>	1880 MHz to 1900 MHz
<b>Duplex method</b>	Time-division multiplexing. 10 ms frame length
<b>Channel spacing</b>	1728 kHz
<b>Bit rate</b>	1152 kbit/s
<b>Modulation</b>	GFSK
<b>Voice coding</b>	32 kbit/s
<b>Transmitted power</b>	10 mW, average output per channel
<b>Range</b>	Up to 300 metres outdoors (uninterrupted line of sight) Up to 50 metres in buildings
<b>Power supply</b>	Base station 230 V/50 Hz (AC adaptor)
<b>Power consumption base station</b>	3.6 VA
<b>Operating time, mobile unit (with fully charged battery)</b>	Standby: up to 150 hours Phone in use: Up to 12 hours
<b>Permitted ambient conditions for operation (maximum)</b>	0°C to 55°C – Handset; 5°C to 45°C Base; 15% to 90% rel. humidity
<b>Permitted storage temperature</b>	-10°C to +60°C
<b>Signalling method</b>	DTMF and PULSE
<b>Signal key function</b>	Timed Break Recall
<b>Base station dimensions</b>	120mm x 126mm x 60mm (L x W x H)
<b>Handset dimensions</b>	151mm x 46mm x 30mm (L x W x H)
<b>Weight</b>	Base station: 175g Handset: 115g (with battery)

# Index

At a glance	1, 2	Dialling mode	15, 34
Base station		pulse	15
additional	33	tone	15
change base station name	29	Display symbols	2
handset display	28	<b>E</b> mergency number - Direct Call	
melody	26	dial	21
PIN number	12, 27	set	21
priority, handset	27	cancel	22
register handset	33	End a call	13
ringer volume	26	<b>G</b> o back option	15
select which base station	28	Guarantee	35
Batteries		<b>H</b> andset	
charging	11	additional	30
helpline	36	call another handset	31
installing	10	de-register	31
levels	11	display which base station	28
low warning	11	earpiece volume	14
performance	11	keytones	22
replacing	36	lock/unlock	22
Building up a phone system	7	melody	19
<b>C</b> all barring	28	menu	3
Call waiting	25	monitor	23
Calls		on/off	13
end	13	PIN number	12, 20
make	13	register	30
receive	14	ringer volume	19
redial	14	ringer priorities	27
three-way calling	32	three-way call	32
transfer	31	transfer external call	31
Cleaning	35	transfer	31
<b>D</b> ECT	7	Help	36

Helpline	36	Phone system – building up	7
Introduction	7	PIN	
<b>K</b> ey features	5, 6	base station	12, 27
Keypad lock/unlock	13	handset	12, 20
<b>L</b> anguage display	23	pre-set	12
Lock - handset	22	Power socket	10
Lock keypad	13	Power cable	10
Location	10	<b>R</b> ecall	15
<b>M</b> ains adaptor	10	Receive a call	14
Maintenance	35	Redial	14
Make a call	13	REN (Ringer Equivalence Number)	38
Melody		Returning your Synergy 2120	35
base station	26	Room monitor	23
handset	19	<b>S</b> afety instructions	9
Menu	3	Secrecy	14
Monitor - Room	23	Select services	25
switch off	24	call waiting	25
<b>N</b> otepad		Service	35
dial a number	16	Setting up	10
store a number	16	Switchboard	34
store in phonebook	17	dialling mode	34
view a number	16	connecting	34, 38
<b>O</b> ptional settings	19	PSTN pre-fix code	34
On/Off handset	13	Switch handset on/off	13
Pause	34	<b>T</b> echnical information	38
<b>P</b> honebook		Telephone socket	12
delete	18	Technical specification	39
delete all	18	Telephone line cord	12
dial a number	18	Three-way conversation	32
edit an entry	18	Tone dialling	15
pause	18		
store a name and number	17		

<b>Unpacking</b>	<b>8</b>
Unlock - handset	22
Unlock keypad	13
<b>Volume</b>	
earpiece	14
handset ringer	19
base station ringer	26
<b>Warnings</b>	<b>9</b>
<b>Warranty</b>	<b>35</b>



## Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

*Touchtone*™ is a registered trade mark of British Telecommunications plc in the UK.

© British Telecommunications plc 1999.  
Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.  
Designed by: The Art & Design Partnership Limited.  
Printed in China. Synergy 2120. Issue 1 (11/99) 4.4

Printed on paper which meets international environmental standards.

# CE

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

**APPROVED** for connection to  
telecommunication systems specified in  
the instructions for use subject to the  
conditions set out in them



**610310**