



# *Synergy 500 Twin*

**Digital cordless telephone featuring DECT**

# User Guide

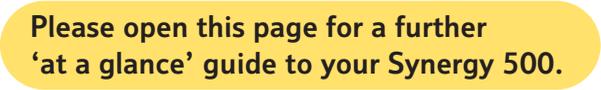
This equipment is not designed for making emergency telephone calls when the power fails.  
Alternative arrangements should be made for access to emergency services.

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

**Please open this page for an 'at a glance'  
guide to your Synergy 500.**

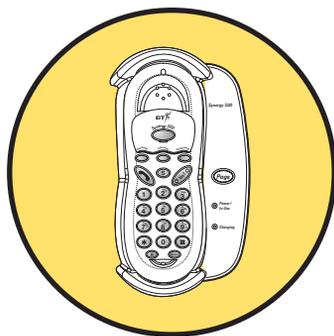


**Please open this page for a further  
'at a glance' guide to your Synergy 500.**

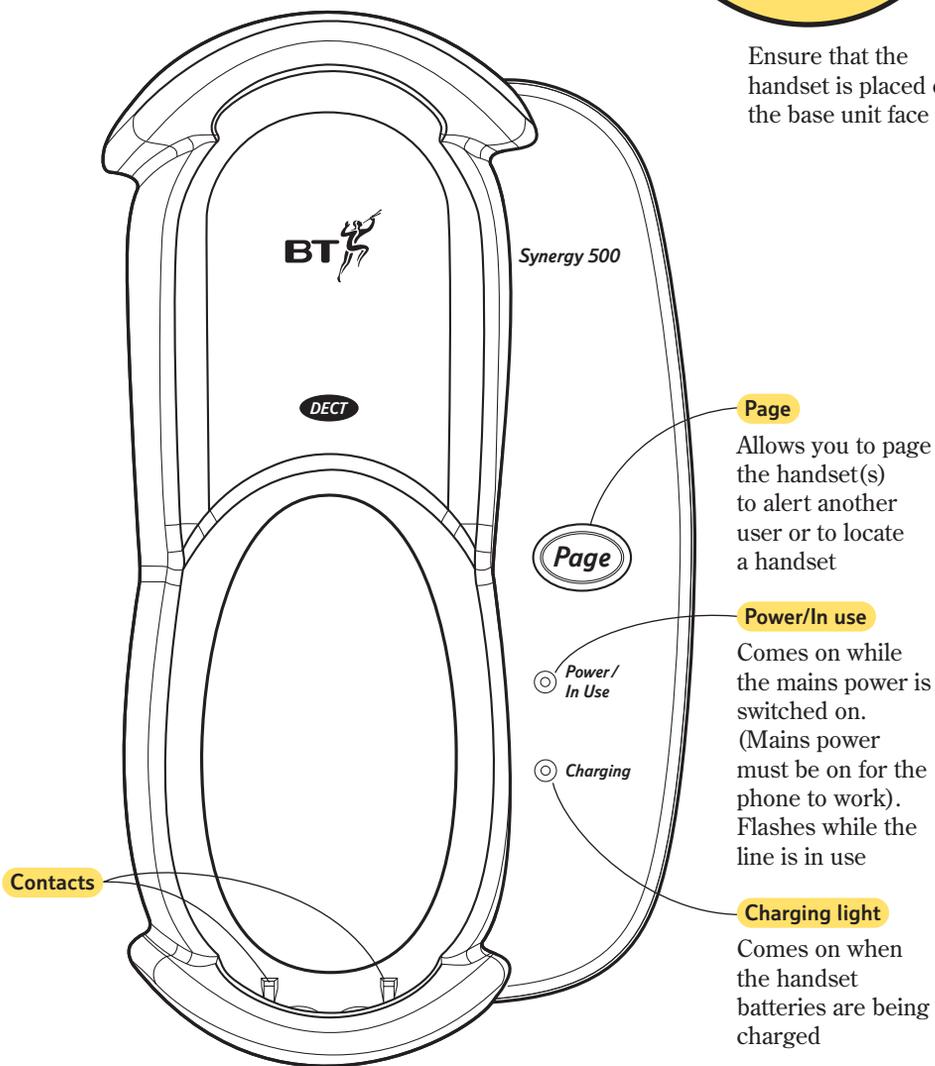
A yellow callout bubble with rounded corners and a small tail pointing towards the bottom right corner of the page. The text inside is bold and black.

# At a glance

## Base unit for handset 1



Ensure that the handset is placed on the base unit face up.



### Page

Allows you to page the handset(s) to alert another user or to locate a handset

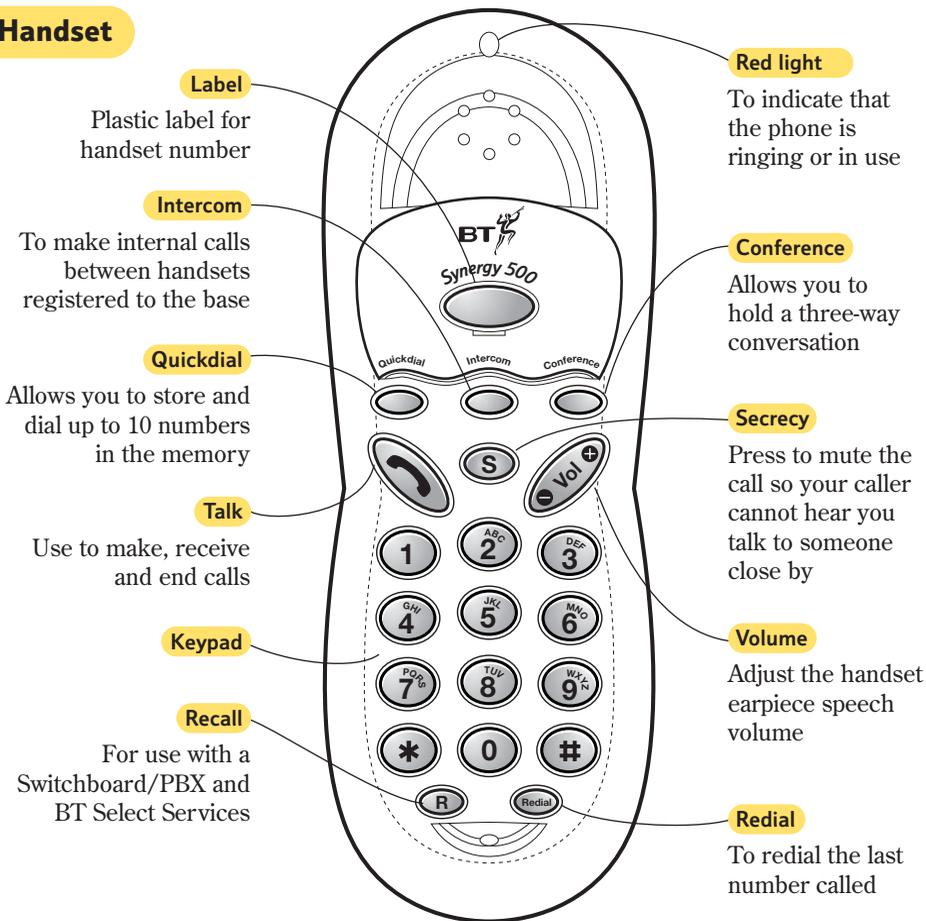
### Power/In use

Comes on while the mains power is switched on. (Mains power must be on for the phone to work). Flashes while the line is in use

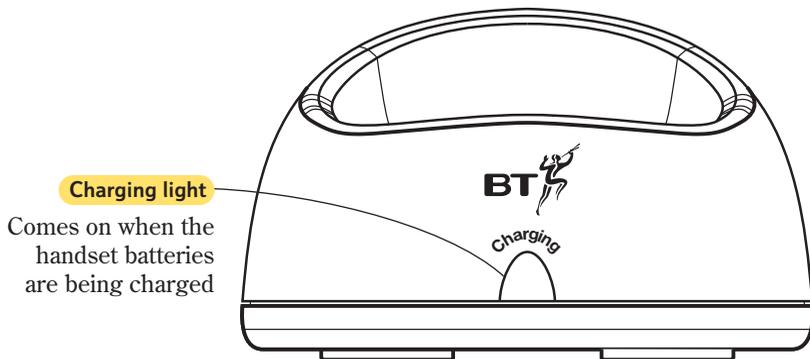
### Charging light

Comes on when the handset batteries are being charged

## Handset



## Charging cradle for handset 2



# Quick guide

Function	Key combination
Store a number in the memory	Memory location 0-9 Tel no.
Dial a memory store	Memory location 0-9
Handset ringer melody	*  setting 1-5
Handset ringer volume	*  setting 0-3
Base unit ringer melody	*  setting 1-5
Base unit ringer volume	*  setting 0-3
Check handset number	*
Check base number	*
Selection of Base	*  Base number
De-register a handset (from another handset)	*  Handset number Base PIN
Change the base pin	*  Current PIN New PIN  New PIN
Register new handsets	Press and Hold   * Base number Base PIN
Transfer call to another handset	Handset number  *
Three-way conversation	Handset number  *
Set the dialling mode	*  0 for tone or 1 for pulse

\*These buttons should be pressed when the other handset is answered

# *In this guide*

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<b><i>Key features</i></b>	<b><i>5</i></b>
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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 or hold three way calls between two handsets and an external caller.



## 10 number memory

Store up to 10 of your most important or frequently dialled numbers in the memory. It's then easy to dial numbers from the memory. Each handset has an individual memory store of 10 numbers.



## Make internal and external calls at the same time

With the maximum of five handsets registered to the base station, your Synergy 500 lets you use all of them together. One handset can be making an external call while two 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 500 handset at up to 300 metres from the base station outside, or up to 50 metres inside.

## Last number redial

Redial the last number called from your handset.

## Secrecy

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

# Introduction

**Your Synergy 500 Twin 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 500 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.

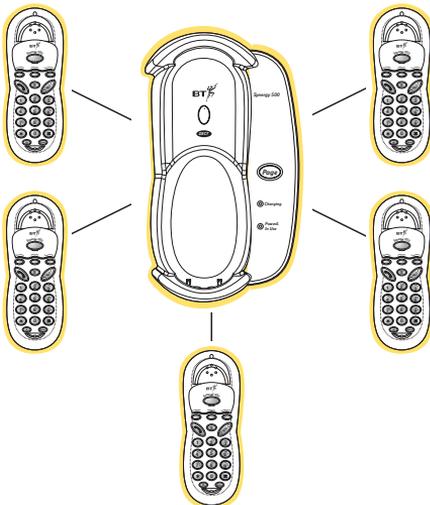
## Building up a phone system

You can use up to 5 handsets with your Synergy 500 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 500 base stations with more than one handset registered.

### Important

*If you wear a hearing aid, please note that the Synergy 500 works by sending radio signals between the base station and the handset. These signals may interfere with some hearing aids, causing a humming noise.*



## Unpacking your Synergy 500

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

- 2 Synergy 500 handsets.



- Synergy 500 base station.



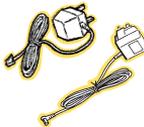
- Synergy 500 Charger.



- 4-NiCad Batteries.



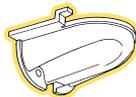
- 2 mains power leads with 2 attached 13 amp adaptor plugs.



- Telephone line cord.



- Wall mounting bracket (for charging cradle only).



- Plastic numbers.



## 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 Base Station PIN here

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See page 16 for more information.

# Safety instructions



Use only the approved battery pack supplied. Spare batteries – Item Code: 872261 are available from BT Shops and the Synergy 500 Helpline **0845 769 7146**.

Do not try to use any other power supply unit except the one provided, otherwise you may permanently damage your Synergy 500. It may also invalidate approval of this apparatus. To get a replacement Synergy 500 base station power supply unit – Item Code 872260 – and a Synergy 500 additional handset charger power supply unit – Item code 872259 – contact the Synergy 500 Helpline **0845 769 7146**.



There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug your Synergy 500 from the mains power and telephone socket during storms.



The Synergy 500 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 500 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 500 works by sending radio signals between the base station and handset. These signals may interfere with some hearing aids, causing a humming noise.

Synergy 500 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 500 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 500 ready for use

## Plan the location of your Synergy 500

Your Synergy 500 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.
- It is possible to wall mount handset 2 with the charging cradle, for instructions see page 26.

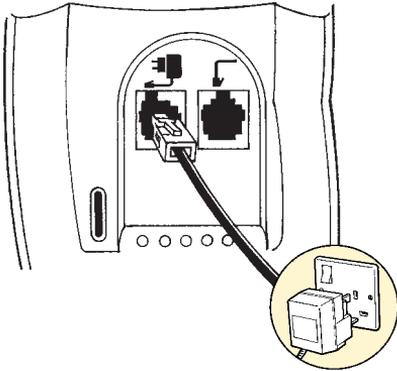
## Please note

*The Synergy 500 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).*

*If you move out of range during a call you will hear a warning tone. You should move closer to the base station.*

**1 Plug the power cable into the base unit**

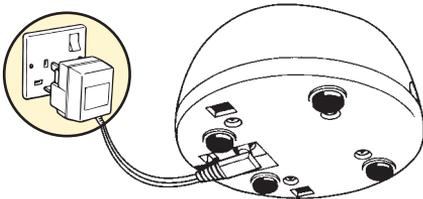
Plug the power cable into the power socket on your Synergy base station.



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

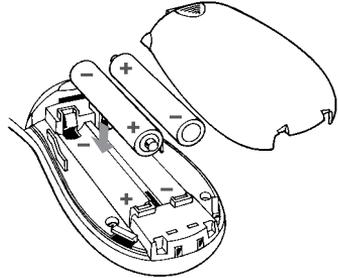
**2 Connect the power cable into the charging unit**

Plug the power cable into the socket located on the bottom of the charging unit.



Connect the 3-pin adaptor into a convenient mains socket.

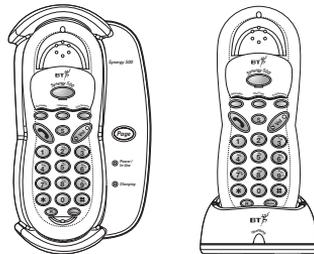
**3 Install the rechargeable batteries in the handsets**



Each Synergy 500 handset uses 2 Ni-Cad batteries, which are supplied with this product. Take care to put the batteries in the correct +/- position.

**4 Charge the handsets' batteries for at least 16 hours**

Before you use your Synergy 500 handsets for the first time, it is important to have the handset batteries fully charged. We recommend that you leave the Synergy 500 on charge for at least 16 hours.



Place handset 1 on the base unit and handset 2 on the charger. The red charging lights will come on.

### Please note

*Handset 1 must be face up on the base unit. The handset will not charge if you place the handset face down. If your handsets do not have the full initial 16 hours charge, you could find that your batteries performance is affected.*

### Battery low warning

*If the In Use light on your handset flashes and you hear a warning tone every ten seconds you will need to recharge your handset.*

### Battery performance

*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).*

*After charging your Synergy handset for the first time, subsequent charging time for the batteries is approximately 6-8 hours. Batteries and case may become warm during charging. This is normal and not dangerous.*

*Under ideal conditions, the handset batteries should give about 12 hours talktime or 150 hours standby on a single charge.*

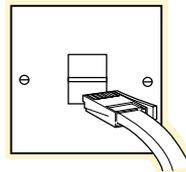
*Please note, however, that new Ni-Cad batteries do not reach full capacity until they have been in normal use for several days.*

*Please note that while the Ni-Cad rechargeable batteries can be expected to give years of service they do not last forever.*

*Their actual lifespan depends on how heavily they are used but over time, their capacity to recharge will begin to diminish and they will eventually need replacing.*

### 5 Connect the telephone line cord

The telephone line cord is already connected to your Synergy base unit, so simply plug the telephone line cord into the wall socket.



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.

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*Your Synergy is now ready for use.*

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### Customer Helpline

0845 769 7146

# Using your Synergy 500 telephone

## Making and receiving calls

### To make an external call



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

**DIAL**

Enter the number you want and it is dialled.

### To end a call



Press the green **TALK** button.

*Or*

Place the handset back on the base.

### To receive a call

When the phone rings the green Power/In Use light on the base and the red In Use light on the handset will flash.



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. There are 3 volume levels



Use the **-VOL +** button to reach the desired volume level.

## Redial

### To redial the last number



Press the green **TALK** button.



Press the **REDIAL** button. The last number called is dialed.

## Secrecy

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

### To switch secrecy on/off

During your call:



Press the **S** button. The handset In Use light will flash. Your caller cannot hear you.



Press the **S** button to talk to your caller again

## Paging

You can page the handset(s) from the base station to alert a handset user that they are wanted or to locate a missing handset.

### To page a handset



Press the **PAGE** button on the base station.

Your handset(s) will ring.

To stop paging press any button on your handset or press the **PAGE** button again on the base. All handsets will stop ringing.



## 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.

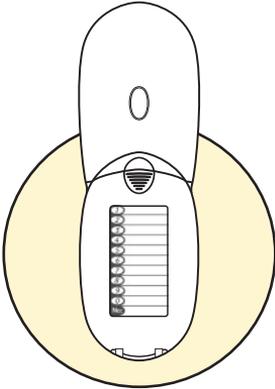
## Using the 10 number memory

You can store up to 10 of your most important or frequently dialled numbers in your Synergy's memory.

Stored numbers can be up to 24 digits long.

### Note

*Use the memory label on the back of your handsets to keep a note of your stored numbers.*



*Lift the plastic cover to access the memory label.*

### To store a number in the memory



Press the **QUICKDIAL** button. The handset In Use light will flash.

**KEYPAD**

Enter the memory location number (**0-9**) under which you want the number to be stored.

**KEYPAD**



Enter the telephone number you want to store.

Press the **QUICKDIAL** button.

You will hear a confirmation tone.

### To dial a number in the memory



Press the green **TALK** button.



Press the **QUICKDIAL** button.

**KEYPAD**

Enter the memory location number under which the number is stored.

The number will be dialled.

### To delete a number from the memory



Press the **QUICKDIAL** button. The handset In/Use light will flash.

**KEYPAD**

Enter the memory location number that you wish to delete.



Press the **QUICKDIAL** button to confirm.

You will hear a confirmation tone.

The number has been deleted.

# Handset settings

## To adjust the handset ringer volume

The volume levels range from **0-3** where **0** is off and **3** = maximum. The pre-set level is **2**.



Press the **QUICKDIAL** button.



Press the **★** button, then the **4** button.



**KEYPAD**

Choose a setting from **0-3** (the volume levels can be heard during selection).



Press the **QUICKDIAL** button. You will hear a confirmation tone.

## To adjust the handset ringer melody

You can choose from 5 melodies. The pre-set melody is **1**.



Press the **QUICKDIAL** button.



Press the **★** button, then the **3** button.



**KEYPAD**

Choose between the different melodies **1-5** (the ringer melodies can be heard during selection).



Press the **QUICKDIAL** button. You will hear a confirmation tone.

## Internal handset ringer

Your Synergy 500 Twin has a different ringer for internal calls. The melody is set to **4** and the volume to **2**. This cannot be changed.

# Base station settings

## To adjust the base ringer volume

You can use your handset to change the volume on the base unit. The volume levels range from **0-3**, where **0** is off and **3** is maximum. The pre-set level is **3**.



Press the **QUICKDIAL** button.

Press the **\*** button, then the **6** button.

Choose a setting from **1-3** (the volume level can be heard during selection).

Press the **QUICKDIAL** button to confirm.

## To adjust the base ringer melody

You can use your handset to change the melody on the base. You can choose from **5** melodies. The pre-set melody is **3**.



Press the **QUICKDIAL** button.



Press the **\*** button, then the **5** button.



## KEYPAD



Choose between the different melodies **1-5** (the melodies can be heard during selection).

Press the **QUICKDIAL** button. You will hear a confirmation tone.

## 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 7.



Press the **QUICKDIAL** button.



Press the **\*** button, then the **0** button.



**PIN**

Enter the current 4-digit base station PIN (original setting 0000).



Press the **QUICKDIAL** button. Enter the new 4-digit PIN you want.



**PIN**

Press the **QUICKDIAL** button.



**PIN**

Re-enter the new PIN.



Press the **QUICKDIAL** button. You will hear a confirmation tone.

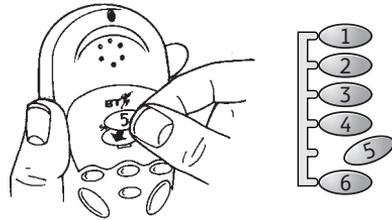
# Using additional handsets

## 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 500 base station.

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

Attach the relevant numbered plastic labels provided onto the top of your Synergy 500.



### Please note

*The two handsets provided with your Synergy 500 Twin come pre-registered to your base station.*

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

### Numbering your handsets

It is important to number your handsets when you are registering and using multiple handsets.

### Please note

*The two handsets provided with your Synergy 500 Twin come with the relevant numbered plastic label already attached to the top of your handset.*

### Pre-set PINs

*Your Synergy 500 comes with a pre-set PIN which you will need to use to perform various functions on your phone.*

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

## To register a handset



Press and hold the **PAGE** button on the base until you hear a double beep.

The following procedure should be followed on the handset you wish to register.

Quickdial



Press the **QUICKDIAL** button.



Press the **\*** button and then the **#** button.



KEYPAD

Enter the number of the desired base unit. If you have one base unit the number will be **1**. If you have two, the second will be number **2** and so on.

PIN

Enter the base station PIN (original setting: 0000).

Quickdial



Press the **QUICKDIAL** button and wait for the confirmation beep. The handset number is automatically defined by the base. (See page 20 for more details of “*Operating with additional base stations*”).

## To de-register a handset

You have to use a different handset to de-register another handset from a base station, i.e. if you want to de-register handset 2 you can use handset 1.

Quickdial



Press the **QUICKDIAL** button.

Press the **\*** button, then the **9** button.

Enter the handset number to de-register.

KEYPAD

PIN

Enter the base station PIN.

Quickdial



Press the **QUICKDIAL** button. You will hear a confirmation tone

## To check your handset number

You can check your handset number to a registered base by:

Quickdial



KEYPAD

Press the **QUICKDIAL** button.

Press the **\*** button.

Then press **7** and **1**.

Press the **QUICKDIAL** button. The number of short beeps heard corresponds to the handset number.

### To make an internal call

Intercom



KEYPAD



Press the **INTERCOM** button.

Enter the handset number you want. The called handset will ring.

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

### To transfer an external call to another handset

Intercom



KEYPAD



*During an external call:*

Press the **INTERCOM** button. Your caller will hear a waiting tone.

Enter the handset number to which you want to transfer the call. (If the handset is not answered you can return to your caller by pressing the **INTERCOM** button again).

When the handset is answered you can talk or press the green **TALK** button to transfer the call.

### To hold a three-way conversation

Intercom



KEYPAD

Intercom



Conference



Conference



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:

Press the **INTERCOM** button. Your caller can hear a waiting tone.

Enter the handset number to which you want to transfer the call (If the handset is not answered you can return to your caller by pressing the **INTERCOM** button again).

When the handset is answered press the **CONFERENCE** button. You can now start your three-way conversations.

Press the green **TALK** button and you will be disconnected from the external caller and the other handset user, however they will still be on a call together.

# Operating with additional base stations

You can use up to five handsets on each Synergy 500 base station, and up to four base stations with your handset to build up a comprehensive cordless telephone system.

## Please note

*One handset can only receive calls from one base station at a time.*

## To register your handset to another base station

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



Press and hold the **PAGE** button on the base station you want to register your handset to until you hear a beep.



Press the **QUICKDIAL** button. The **In Use** light will flash.



Press the **★** button, then the **#** button.



**KEYPAD**

Enter the number of the desired base station.

**PIN**

Enter the base station PIN (original setting: 0000).



Press the **QUICKDIAL** button. You will hear a confirmation tone.

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

When more than one handset is being used you can extend the handset range by selecting which base you want to use. The handsets can be registered to different base stations.



Press the **QUICKDIAL** button.



Press the **★** button, then the **8** button.



**KEYPAD**

Enter the number of the base station.



Press the **QUICKDIAL** button.

After a few seconds you will hear a confirmation tone.

## To check your base station number

You can check the base number your handset is registered to.

Quickdial



Press the **QUICKDIAL** button.



Press the **★** button.

KEYPAD

Quickdial



Then press **7** and **2**.

Press the **QUICKDIAL** button.

The number of short beeps heard corresponds to the base number.

# 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 **R (Recall)** 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 **R (Recall)** 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 **TALK** 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

\*A quarterly fee is payable for these services.

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.

# General information

## Guarantee

### Within guarantee

If you experience a problem with your Synergy 500 you should contact the Synergy 500 Helpline on **0845 769 7146**. 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 guarantee

If your Synergy 500 needs repair after the guarantee period has ended, contact the Synergy Helpline on **0845 769 7146** for information on our recommended repair agents.

## If you have to return your Synergy 500

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.

## Technical information

### 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 500 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.

Only use approved power adaptor:  
Item code 872260 for Synergy 500 main base unit power adaptor;  
Item code 872259 for Synergy 500 additional handset charger power adaptor.

Only use approved batteries item code 872261.

### R&TTE

This product complies with R&TTE directive (99/05/EC).

## 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 access codes

When connecting your Synergy 500 to a switchboard/PBX, you may need to change the dialling mode from TONE to PULSE.

### Please note

*Your Synergy 500 is supplied set to tone dialling.*

### To set the dialling mode

Quickdial



Press the **QUICKDIAL** button.



Press the **\*** button, then the **2** button.



Press either **0** for TONE dialling or **1** for PULSE dialling.



Quickdial



Press the **QUICKDIAL** button to confirm.

### To enter a PSTN pre-fix code and pause in the memory

With some switchboards it may be helpful to dial a pause after entering the PSTN pre-fix code, e.g. **9, 11** etc. to enable you to get an outside line.

You can therefore enter a pause when storing a memory number:

Press the **QUICKDIAL** button. The handset In Use light will flash.

Quickdial



KEYPAD

Enter the memory location number (**0-9**) under which you want the number to be stored.

KEYPAD

Enter the PSTN pre-fix code e.g. **9**.



Press the **REDIAL** button. This will add a 3 second pause.

KEYPAD

Then enter the telephone number.

Quickdial



Press the **QUICKDIAL** button. You will hear a confirmation tone.

## To Reset your handset and base station settings

If you have changed various settings i.e. handset volume or base station melody and you want to reset them all back to the original settings. You can use the following process:

### Please note

*This will reset all changed settings and your handsets will still be registered to the base station.*



Press the **QUICKDIAL** button.



Press the **★** button.



Press the **SECRECY** button.

**PIN**

Enter the base station PIN (original setting: 0000).

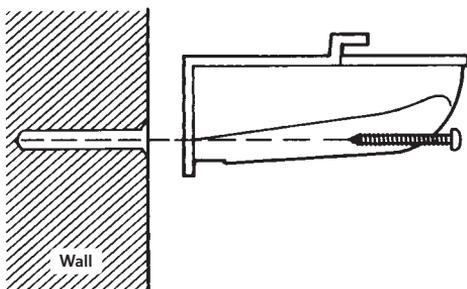


Press the **QUICKDIAL** button.

You will hear a confirmation tone.

# Wall mounting the charger

## Attach the bracket to the wall

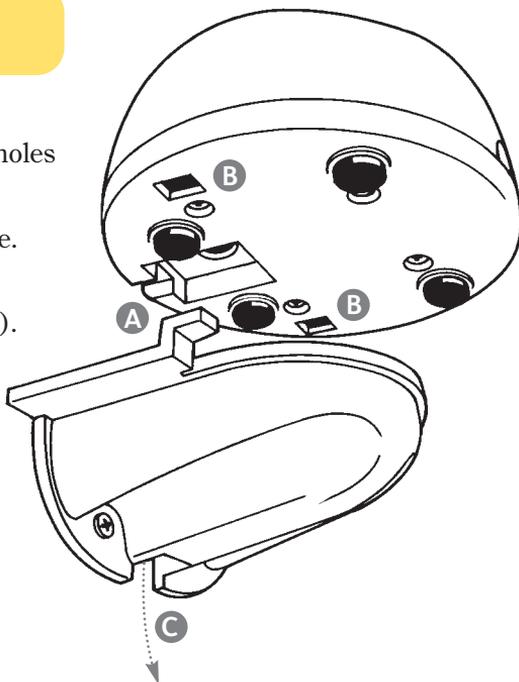


## Connect the charger to the bracket

Lower charger onto wall bracket ensuring that (A) slides into the holes indicated by (B) of the charger.

Push backwards to lock into place.

Allow the power cable to drop through the back indicated by (C).



# Help and Advice

## 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 500 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 500 will not work when the power fails. Alternative arrangements should be made for access to emergency services.*

## 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.

## 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 15*, on the base station, *see page 16*.

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

Check 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 500 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your Synergy 500 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 500 base station power supply unit is Item Code 872260, and the Synergy 500 additional handset charger power supply unit is Item Code 872259.

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## Offices worldwide

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CE compliant to 99/05/EEC  
(RTTE Directive)

# Using your Synergy 500 telephone

## Making and receiving calls

### To make an external call



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

**DIAL**

Enter the number you want and it is dialled.

### To end a call



Press the green **TALK** button.

*Or*

Place the handset back on the base.

### To receive a call

When the phone rings the green Power/In Use light on the base and the red In Use light on the handset will flash.



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. There are 4 volume levels



Use the **-VOL +** button to reach the desired volume level.

## To register a handset

Page

Press and hold the **PAGE** button on the base until you hear a beep.

The following procedure should be followed on the handset you wish to register.

Quickdial



Press the **QUICKDIAL** button.



Press the **\*** button and then the **#** button.



KEYPAD

Enter the number of the desired base unit. If you have one base unit the number will be **1**. If you have two, the second will be number **2** and so on.

PIN

Quickdial



Enter the base station PIN (original setting: 0000).

Press the **QUICKDIAL** button and wait for the confirmation beep. The handset number is automatically defined by the base

PIN

Quickdial



Enter the base station PIN.

Press the **QUICKDIAL** button. You will hear a confirmation tone

## To check your handset number

You can check your handset number to a registered base by:

Quickdial



Press the **QUICKDIAL** button.



Press the **\*** button.

KEYPAD

Then press **7** and **1**.

Press the **QUICKDIAL** button. The number of short beeps heard corresponds to the handset number.

## To make an internal call

Intercom



Press the **INTERCOM** button.

KEYPAD

Enter the handset number you want. The called handset will ring.



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

## To de-register a handset

Quickdial



You can use one handset to de-register another handset from a base station.



Press the **QUICKDIAL** button.



Press the **\*** button, then the **9** button.

KEYPAD

Enter the handset number to de-register.

## To transfer an external call to another handset

*During an external call:*



Press the **INTERCOM** button. Your caller will hear a waiting tone.

**KEYPAD**



Enter the handset number to which you want to transfer the call. (If the handset is not answered you can return to your caller by pressing the **INTERCOM** button again).



When the handset is answered you can talk or press the green **TALK** button to transfer the call.

## 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:



Press the **INTERCOM** button. Your caller can hear a waiting tone.

**KEYPAD**

Enter the handset number to which you want to transfer the call (If the handset is not answered you can return to your caller by pressing the **INTERCOM** button again).



When the handset is answered press the **CONFERENCE** button. You can now start your three-way conversations.



You can stop the three-way call by pressing the **CONFERENCE** button. You will still be connected to your external caller



Alternatively you could press the green **TALK** button and you will be disconnected from the external caller and the other handset user, however they will still be on a call together.

