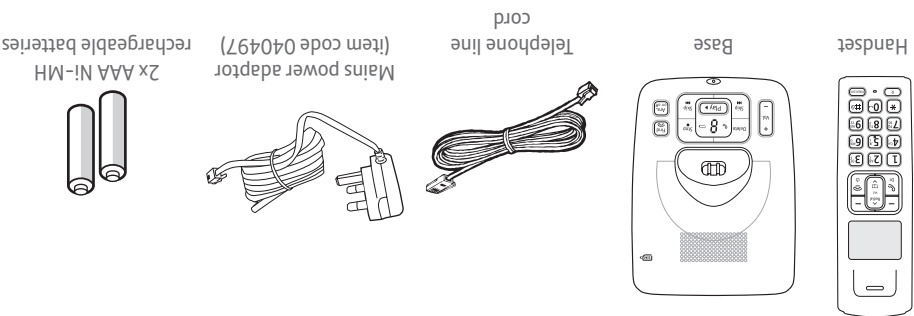


**Important:** Only use the cables and rechargeable batteries supplied in this box, or this product may not work. Any replacement rechargeable batteries must be of the same type.



Contents for each additional handset (multi-packs only)



Check box contents

## BT Synergy 5500 User Guide



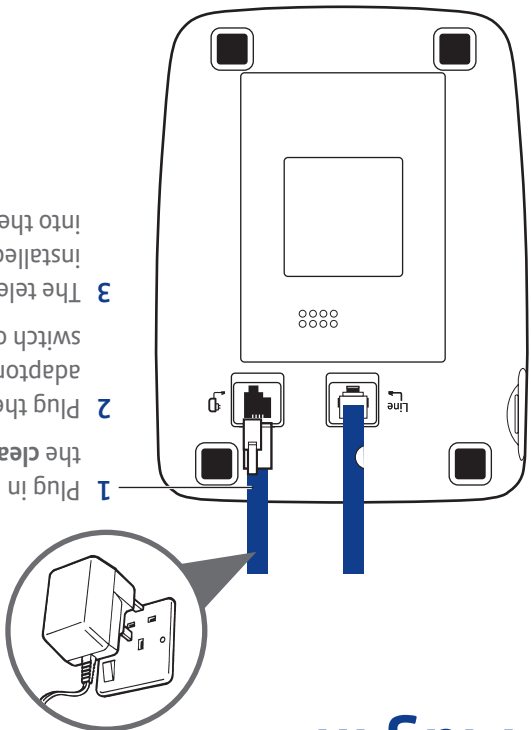
- 1 Plug in
- 2 Charge
- 3 Go!



Setting up is easy. Just follow the simple steps in this guide. If you need further assistance, please visit our website [www.bt.com/producthelp](http://www.bt.com/producthelp) to view our advanced user guide or call our helpdesk on **0800 145 6789\***

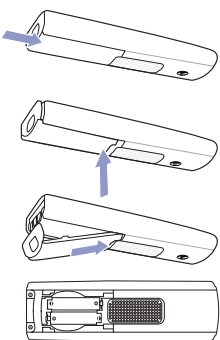
\* Calls made from within the UK mainland network are free. Mobile and International call costs may vary.

## 1 Plug in



- 1 Plug in mains power adaptor with the **clear plug** (item code 040497).
- 2 Plug the other end of the power adaptor into the wall socket and switch on.
- 3 The telephone line cord is pre-installed, don't plug the other end into the wall socket yet.

## 2 Charge



- 1 Make sure the battery ribbon is laying flat inside the compartment and insert the two batteries supplied observing the polarity markings (+ and -).
- 2 Attach the battery compartment cover by sliding the ends into the holes inside the compartment, pressing down and pushing the other end along until it clicks into place.
- 3 Place handset on base to charge.

- 1 For additional handsets and chargers: plug the mains power adaptor with the **red connector** (item code 032765) into the back of the charger and plug the other end into the mains wall socket and switch the power on.
- 2 Insert the batteries as shown above.
- 3 Place handset on the charger to **charge for 24 hours**.

### Set up your additional handsets (multi-packs only)

24 hrs

**Important:** Charge the handset batteries for 24 hours or your phone may not work.

- 4 After 24 hours, plug the telephone line cord into the telephone wall socket.

**Important:** If you ever need to remove the batteries, simply slide open the battery compartment cover and pull the ribbon away from the handset to release the batteries.

Your BT Synergy 5500 is now ready for use.

## General information

For information on safety instructions, cleaning, technical information or connecting to a switchboard, please refer to the 'General Information' section in the full user guide at [www.bt.com/producthelp](http://www.bt.com/producthelp)

### Guarantee

Your BT Synergy 5500 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Synergy 5500, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.

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

This guarantee does not affect your statutory rights.

For further information within and outside the 12 month guarantee, please refer to the full user guide at [www.bt.com/producthelp](http://www.bt.com/producthelp)

### Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

#### Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

#### Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

### R&TTE Directive & Declaration of Conformity

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

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

The Declaration of Conformity is published on the website [www.sgwglobal.com/bt](http://www.sgwglobal.com/bt)

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To find out how we're making our products greener visit

[bt.com/betterworld/products](http://bt.com/betterworld/products)

### Offices worldwide

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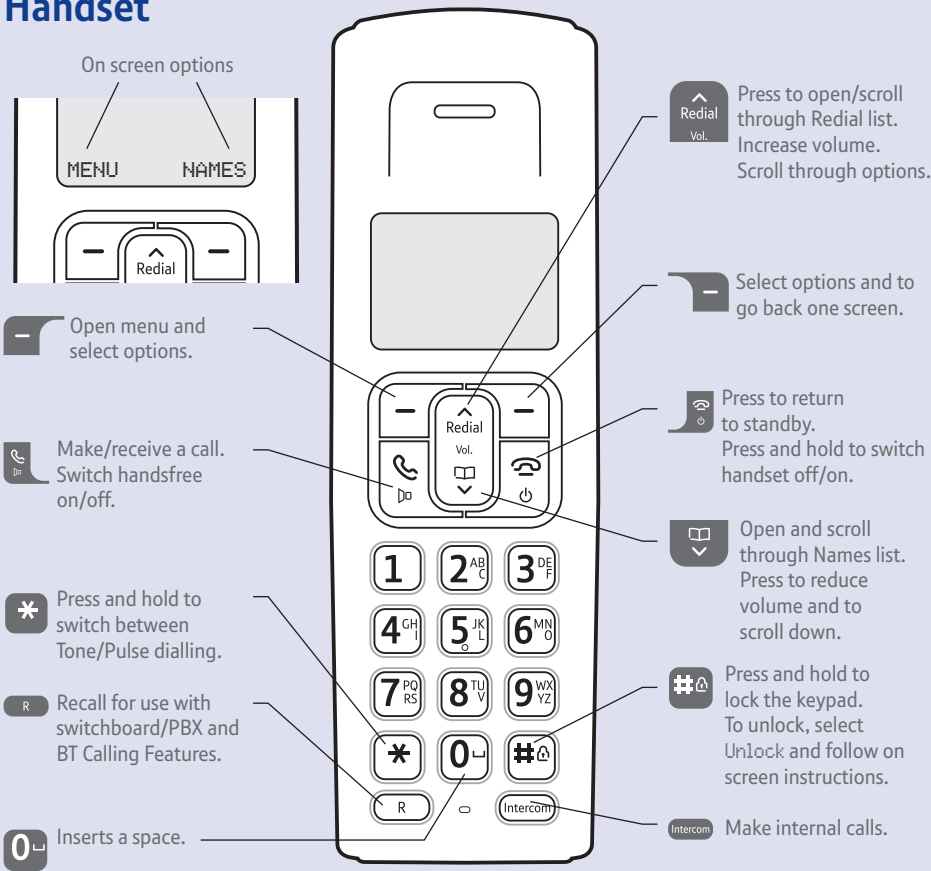
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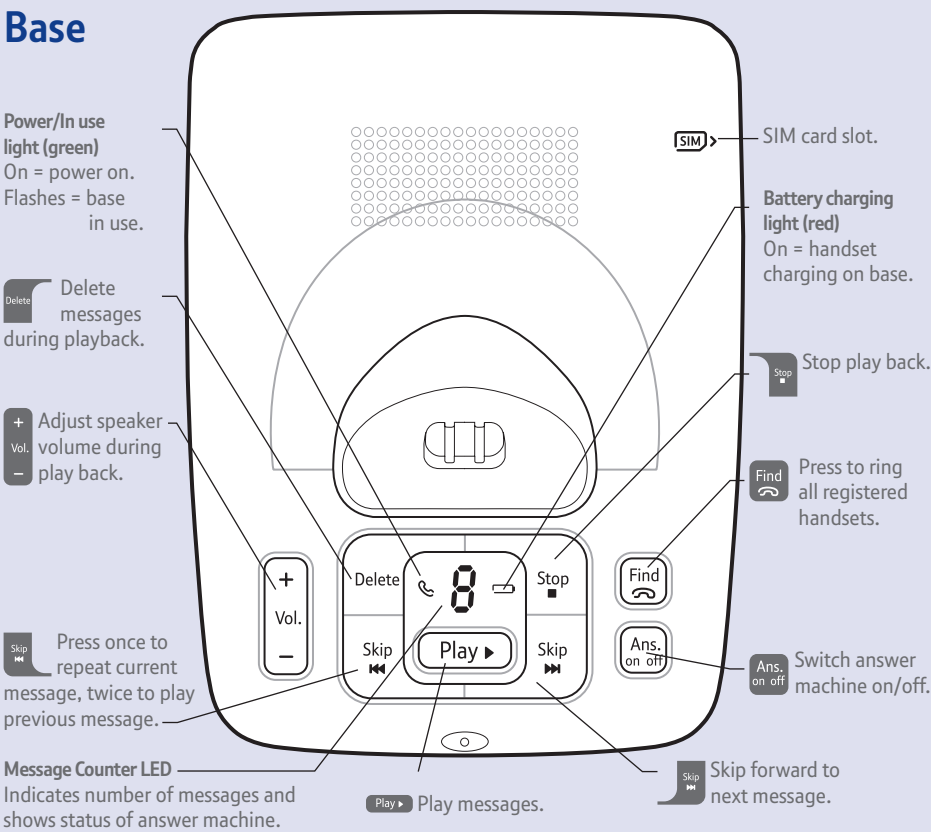


# Your phone

## Handset



## Base



# 3 Go!

## Set date and time

Press MENU, scroll to CLOCK & ALARM, press SELECT.  
DATE & TIME is displayed, press SELECT.  
Enter date using format DD/MM/YY, press SAVE.  
Enter time and press SAVE.

## Making calls

Press then dial the phone number. Press to end the call.

## Answering calls

If you have subscribed to Caller Display, the caller's details will be displayed before you answer (see the full user guide online at [www.bt.com/producthelp](http://www.bt.com/producthelp) for details.)  
Lift the handset from the base or charger to answer incoming calls (auto talk, see below).  
If the handset is **not** on the base or charger, press .

Auto talk is set to On as the default. If you lift the handset to answer and then press the loudspeaker will be activated.

## Handsfree

Press during a call to switch call to loudspeaker.

## Secrecy

Press SECRECY during a call to activate secrecy mode. Press OFF to resume your call.

## Redial

Press , then scroll or to choose the number you want.  
Press to redial the number.

## Phonebook

Use your SIM card reader to automatically copy numbers from your mobile – see opposite.

## Storing new phonebook entries manually (up to 250)

Press NAMES, SEARCH is highlighted. Scroll to ADD ENTRY, press SELECT.  
Enter the name and press OK. You may need to press the same button a few times until the letter you want is displayed. For example, press 2 once for A, or twice for B.  
Enter the number and press SAVE.

Scroll or to choose the ringtone you want, press SELECT.  
Display shows <NAME> SAVED.

## Dialling a phonebook entry

Press , then scroll or to the entry you want. Press to dial the number.

## Answering machine

Your answering machine is on and ready to record messages. The controls are shown in the base diagram to the left.

## Recording your own outgoing message

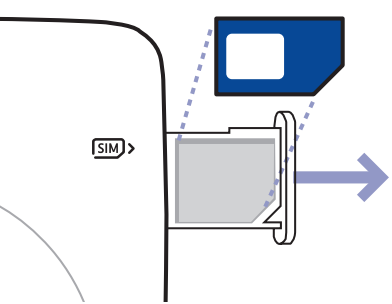
Press MENU, scroll to ANSWER MACHINE, press SELECT.  
Press to scroll to OUTGOING MESSAGE, press SELECT.  
Then RECORD is highlighted, press SELECT.  
Press or to choose either ANSWER & RECORD or ANSWER ONLY and press SELECT.  
When prompted, speak your message into the handset. When finished, press SAVE.  
Your message will be played back to you.

For detailed instructions on all the answering machine features see the full user guide online at [www.bt.com/producthelp](http://www.bt.com/producthelp)

## SIM card reader

Make sure your phone numbers are stored on the SIM card and not just on the mobile itself, otherwise copying will not work.

Use your SIM card reader/writer to automatically copy numbers from your mobile to your BT Synergy 5500 and vice versa.



- Slide out the SIM drawer on the base and insert your SIM card.
- At the handset, press NAMES. Scroll to COPY PHONEBOOK, press SELECT.
- Scroll to either FROM SIM or TO SIM, press SELECT.
- If requested, enter your SIM PIN, press OK. The numbers will start copying.

## Text messaging

Before sending and receiving text messages you need to register to the text messaging service and subscribe to Caller Display. You will be automatically registered to the text message service when you send your first text. See the full user guide online at [www.bt.com/producthelp](http://www.bt.com/producthelp) for details.

## Help

Most problems can be fixed with a few simple checks.

Problem	Solution
No dial tone	Only use the cables and batteries supplied. Make sure both the mains power adaptor cable and telephone line cord are plugged into the correct sockets.
Poor speech quality	Make sure the product is not located too close to other electrical appliances. This can also help improve the handset range from the base.
Battery icon not full/ handset dead	Make sure you charge the batteries for 24 hours before use to ensure maximum battery performance.
Using broadband on the same phone line?	Make sure you plug the phone into the wall socket via an ADSL microfilter (not supplied), otherwise you may have problems with this product and your broadband service.
Key tone not recognised when following telephone menu prompts, for example, during telephone banking.	Your phone may be in 'pulse' dial mode rather than 'tone'. Please check your base settings to ensure 'tone' is selected from the DIALLING MODE sub menu.
What is the base default PIN?	Base default PIN = 0000

## Find out more

- New Frequently Asked Questions available at [www.bt.com/producthelp](http://www.bt.com/producthelp)
- If you need more detailed instructions, a full user guide is available to download from [www.bt.com/producthelp](http://www.bt.com/producthelp)
- If you cannot find the answer to your problem in the full online user guide, then please email [bt.helpdesk@sgweurope.com](mailto:bt.helpdesk@sgweurope.com)
- Call our free Helpline on 0800 145 6789\*. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.