

BT Revelation

User Guide



www.tonetel.co.uk

Welcome to BT Revelation

An introduction to your new BT Revelation System and its documentation

The first thing you should know is that your BT Revelation system is easy to use.

BT Revelation has a wide range of time-saving, efficiency-improving features.

It comes in four different sizes: 1+6, 2+6, 3+9 and 4+12. No matter what size system you start with, you can expand up to the maximum capacity.

BT Revelation is a hybrid system. It may be set up as a PABX, with all calls being answered by an operator, or you can use it as a key system. In both cases you can connect any combination of Systemphones and ordinary telephones, and you can change the combination at any time.

BT Revelation gives you a number of features. You can also select options such as Fax Detect, a Voice Module if you wish to provide a greeting to callers. Standard features allow you to access BT's Network Services including Caller Display Service (CDS).

This guide is divided into sections which are intended to help you find your way around your BT Revelation system with minimum of effort.

The *Basics* sections tell you about simple operations such as making and answering calls, holding and transferring calls, and using the handsfree facility.

The *Call features* and *Other features* sections describe operations such as call diversion and speed dialling, which you may find useful but are less essential when you are first using the system.

The Systemphone has a prompt facility to guide you. By pressing the prompt keys which are found under the display on the Systemphone, you will receive instructions and codes to tell you what to do next. You can even use the prompts during a phonecall

Throughout this guide you will find a description of each feature and how to use it.

The codes shown are the same for both the Systemphone and an ordinary telephone, unless otherwise stated.

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Systemphone feature code list

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Divert on no answer	46 xx
Divert to (all)	48 xx
Do not disturb – set/cancel	42
Door open	36
Extensions	20 – 31
Extension lock – change code	40 xxx
Extension lock/unlock	41 xxx
Forward recall	50
Incoming call pick-up (all incoming calls)	66
Line access	9
Line access 1-4	50 – 54
Line access groups 1-3	71-73
Night service – on/off (extension 20 only)	78
Operator/extension 20	0
Page – Systemphones	34
PA – answer	74
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Systemphone basics

Your Systemphone is a highly featured display phone for use with BT Revelation. Not only does it have a wide range of features, but it is also easy to use.

The phone is fully handsfree so you can make and receive calls, and use features, without lifting the handset.

Programmable keys

Above the keypad on your phone you will see 16 programmable keys and lights. These keys are pre-programmed with the commonly used features.

You can easily reprogram these 16 keys to suit your own requirements.

To program a key

1. Press #.
2. Press the key to be programmed.
3. Dial the code for the feature (*see the feature code list*).
4. Press **HANDS FREE** to complete the programming.
5. Label the key – by removing the plastic transparent film on the dial plate.

Using the features

You may use features with a programmed key or by simply dialling the appropriate code (*see feature code list*).

To use a feature with a key

Once a feature has been programmed onto a key, pressing the programmed key sets or cancels the feature automatically.

To check what is programmed on a key without activating the feature, press # followed by the key.
Press **HANDS FREE** to exit.

To use a feature with a code

Feature may be used without a programmed key by dialling the appropriate code (*see feature code list*). This applies to all codes except Transfer (**55**) and Pause (**56**) which will only work if you have programmed them onto a key.

Handsfree / handsfree answerback

- If you dial a number or press a key without lifting the handset, you are automatically put into handsfree mode. You can then make a call without lifting the handset. To end the call, press the **HANDS FREE** key.
- If you press the **HANDS FREE** key while the phone is not in use, you are put into handsfree answerback mode. The **HANDS FREE** light flashes red. When you receive an internal call, you hear a burst of tone and the call is connected automatically. You can speak to the caller without touching the phone. To leave this mode, press **HANDS FREE** again while the phone is not in use.

Making and answering calls

To make an external call

- Obtain a free line in one of the following ways:
 - dial **9**
 - press the **L1** key for line 1, the **L2** key for line 2, and so on

You can have your lines split into specific dial groups. These groups need to be programmed for you by an Engineer.

- Dial the number you require.

To make an internal call

- Dial the extension number (**20 – 31**), or dial **0** for the Operator.

To answer a call

- When the phone rings, lift the handset or press **HANDS FREE**.

Holding and transferring calls

To place a call on hold

- An internal or external call is automatically placed on hold when you dial a digit or press a key.
- Alternatively you can press the **HOLD** key to place a call on hold.
- To return to a held call, press the **HOLD** key.
- If a line key (**L1**, **L2** and so on) was placed on hold, you may press the line key instead.

A held call will recall after 30 seconds if your extension is not busy. If it is not answered within 30 seconds, it will ring as an incoming call for 60 seconds, and then clear if it is not answered. If your extension is busy, a held call will not recall but will remain held until your extension is free.

To transfer a call

- Dial the extension number (entering the first digit automatically puts the call on hold).
- Replace the handset, or press **HANDS FREE** if you are in handsfree mode. You can transfer a call when the extension answers (attended transfer) or if the phone is busy or has not answered (unattended transfer). *Unattended transfer does not operate for internal calls. If an unattended transferred call remains unanswered for 30 seconds it will recall to you.*

If you do not answer within 30 seconds the call will ring as an incoming call for 60 seconds, and will then clear if it is not answered.

It is not possible to transfer an internal call to a busy or unanswered phone.

To transfer a call using the transfer key

- Dial the extension number (entering the first digit automatically puts the call on hold).
- Press **TRANSFER**. The call is transferred and you automatically receive dial tone, allowing you to make another call.

To make an external enquiry call

While on an external call you can contact another external number to make an enquiry.

- While on an external call, press **HOLD**.
- Go on hook (replace handset or press **HANDS FREE** key)
- Make a new external call
- To toggle back and forth between the calls press the line key

Systemphone display

Basic uses of the display

Time and date

When your Systemphone is not in use, its display shows the time and date, which you can set as described below.

Dialled digits

When you dial an external number, the display shows the digits as they are dialled.

Call duration

During an external call, the duration is displayed so you can see how long your call has lasted.

Internal call extension number/name

When you make an internal call, the extension number is displayed. If the extension has been programmed with a name, this is displayed instead.

Messages

You can leave messages on your Systemphone display which are seen by other Systemphone users who call your extension.

Features

When features such as extension lock and call diversions are set, they are shown on the display.

Caller Display Service (CDS) - Optional

The BT Network Service – Caller Display Service (CDS) may be used with your system. This allows the number (or name if programmed) of the caller to be displayed on your Systemphone.

Setting the time and date

On system reset the time shown will be 00: 00 and the date shown will be 01-01-95.

- From the programming position (Extension 20), dial **70** followed by the system PIN **111**. The Systemphone shows Di al adm i n code.
- Dial the admin code (**4**).
- Enter the time in 24-hour format and press **#** (for example, enter 5.00 pm as 1700).
- Enter the date in the format DDMMYY and press **#** (for example, enter 9 March 2001 as 090302)
- Press **HANDS FREE**.

In the event of a power failure, you will need to reset the time and date.

Assigning extension names

You may assign extension names to extensions. These names will be displayed in place of extensions numbers on internal calls.

- From the programming position (Ext 20), dial **70**, followed by **111**. Systemphone shows Di al adm i n code.
- Dial ***3** and enter the extension number which is to be assigned a name.
- The Systemphone displays the code and the extension number. It then changes to Extensi on XX. If a name has already been programmed it appears on the display with a cursor steady under the first letter.

- Enter the name as described on the next page. When the name is entered, press **HANDS FREE**.

To enter the name

- Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F, and so on.
- Press **#** once to enter a letter and move on.
- Press **#** again for a space.
- Press ***** to go back a space.
- Press **0** to delete a character

A maximum of 16 characters (including spaces) may be entered.

For example, to enter JOHN, press **5** once, **#, 6** three times, **#, 4** twice, **#, 6** twice, **#**, then **HANDS FREE**.

Call back message

Message 45

This feature allows you to leave a call back message on another Systemphone which is busy or does not answer.

To send a call back message

- After dialling an extension, press the pre-programmed **MESSAGE** key or dial the code (**45**) when you hear busy tone.
- For an ordinary telephone, the code is **RECALL 45**.
- The **MESSAGE** light on the called Systemphone flashes red to indicate that a call back message has been left.

A maximum of three messages may be left on an extension. Busy tone will be returned if you attempt to leave further messages.

To retrieve a call back message

- If your **MESSAGE** light is flashing red, press the **MESSAGE** key. The Systemphone shows Message from xx.
- Press **MESSAGE** again to see if you have any further messages.

Once a call back message is displayed, it is cleared from memory.

Advisory messages

Message 45

This feature allows you to leave an advisory message that will be displayed to any Systemphones calling your extension. You can set an advisory message at an ordinary telephone (although you cannot check the content).

- Press the pre-programmed **MESSAGE** key or dial the code (**45**).
- Dial one of the following numbers:

1 (Phone)	6 (At lunch)
2 (Return at)	7 (At home)
3 (Return by)	8 (Call)
4 (Call back at)	9 (Holiday)
5 (At a meeting)	0 (Enter your own message)
- If you wish to enter details such as time, date, numbers and so on, use ***** for **:** and **#** for **-**.
- Replace the handset or press **HANDS FREE**.

To enter your own personal message (option 0)

You can only use option 0 on a Systemphone

- Dial **45** then **0**. the text Personal Message appears on the display unless a message has been entered previously.
- Use the keys to enter your message as described in **To enter the name above**.

Telephone basics *This section tells you how to use an ordinary telephone with the BT Revelation.*

Using the features

You may access the wide range of BT Revelation features with an ordinary telephone.

To use a feature, dial the appropriate code from the list below.

If your [phone is equipped with memory keys, you may program feature codes onto the keys (refer to your telephone users guide for instructions).

Telephone feature code list

In the following table, **R** means the **Recall** key.

Feature	Code
Advisory messages – leaving a message on your phone	45 0-9
Alarm call	75
Baby monitor	39
Call back	R 44
Call back message (lighting the MESSAGE light on a Systemphone)	R 45
Call waiting tone protection	R 58
Conference	R 3
Divert from	49 xx
Divert on busy	47 xx
Divert on no answer	46 xx
Divert to (all)	48 xx
Do not disturb – set/cancel	42
Door open	36
Extensions	20 – 31
Extension lock – change code	40 xxx
Extension lock/unlock	41 xxx
Forward recall	R 50
Incoming call pick-up (all incoming calls)	66
Line access	9
Line access 1-4	51 – 54
Line access groups 1-3	71-73
Night service – on/off (extension 20 only)	78
Operator/extension 20	0
Page – Systemphones	34
PA – answer	74
Park – park a call	R 57
Park – retrieve a parked call	57
Phone pick-up (extension)	43 xx
Redial	60
Speed dial – accessing personal numbers	61 0-9
Speed dial – accessing system numbers	800-899
Speed dial – programming personal numbers	62-9
Voice call (Page one Systemphone)	33

Making and answering calls

To make an external call

- Lift the handset, or use Handsfree if it is available on your phone.
- Obtain a free line: - dial **9**

You can have your lines split into specific dial groups. These groups need to be programmed for you by an Engineer.

- Dial the number you require.

To make an internal call

- Lift the handset, or use Handsfree if it is available on your phone.
- Dial the extension number (**20 – 31**), or dial **0** for the Operator.

To answer a call

- When the phone rings, lift the handset or use Handsfree if it is available on your phone.

Holding and transferring calls

To place a call on hold

Press the **Recall (R)** key (or dial **1** for an LD phone) and leave the handset off the hook. If you replace the handset the held call recalls immediately.

To transfer a call

- Press the **Recall (R)** key (or dial **1** for an LD phone).
- Dial the extension number and replace the handset.

To make an enquiry call

While on an external call you can contact another extension to make an enquiry.

- While on an external call, press the **Recall (R)** key.
- Dial the extension number.
- To return to the external call and release the extension, press **R** and wait (or press **R** and dial **1**).
- You will transfer the external call to the extension if you replace the handset when talking to the extension with the external call on hold.

Call features

Redial

Redial 60

Use this feature to redial the external number you most recently dialled. A line is seized automatically.

- Press the pre-programmed **REDIAL** key or dial the code (**60**).

Phone pick-up

Phone Pick Up 43

You can pick up any call (internal or external) which is ringing at another extension, if you know the extension number.

- Dial the code (**43**) and the ringing extension number.
The display shows Phone Pi ck Up XX where XX is the extension number.

Incoming call pick-up

Call pick Up 66

You can pick up an external call which is ringing on a Central Bell or at another extension. *This feature will not work for internal calls.*

- Press the pre-programmed **PICK UP** key or dial the code (**66**).

Conference

Conference 3

This feature allows you to hold a three way conversation between three extensions, or two extensions and an exchange line.

- Place the first extension (or external call) on hold.
- Dial the second extension.
- On a Systemphone, press the pre-programmed **CONFERENCE** key or dial the code (**3**).
- On an ordinary telephone, the code is **R3**.

Call back

Call Back 44

If you call a busy extension, use Call Back so that the extension rings you once it becomes free. The Systemphone display shows the number or the name of the extension calling you back.

If you dial for an exchange line and no lines are free, use Call Back to receive an exchange line as soon as one is available. The Systemphone will show Li ne Cal l Back. You cannot use Call Back if you have selected a specific line.

- On a Systemphone, press the pre-programmed **CALL BACK** key or dial the code (**44**).
- On an ordinary telephone, the code is **R44**.

Camp on busy

If you get busy tone (engaged tone) when you call an extension, stay off hook and when the called extension becomes free your extension will call the phone.

- If you get busy tone when you call an extension, stay off hook. *No code to dial.*

Park

Park 57

The Park feature allows you to put an external call on special hold by 'parking' it in the system. You may then pick up the call at any extension.

Only one call may be parked in the system.

A parked call will recall after three minutes

- On a Systemphone, dial the code (**57**) to park or retrieve a call.
- On an ordinary telephone, the code is **R57** to park a call, and **57** to retrieve it.

Main programming position

In default, extension **20** is the main programming extension. It may also be called the primary or operator position. Certain activities may only be carried out by the main programming extension.

Engineer programming

The main programming extension is the extension used by an engineer on a Systemphone carrying out programming for you.

Administration programming

Administration programming is carried out at the main programming extension. Throughout this guide, the text will indicate that certain features must be programmed at the main programming extension. This is called administration programming and always starts with access code **70** followed by the PIN (default **111**).

Main programming extension features

The following features may only be used at the main programming extension:

- Setting day service/night service manually.
- Setting the auto answer feature.
- Recording a personalised voice greeting (if Voice Module option is fitted).
- Setting the personalised voice greeting while in day service (if Voice Module option is fitted).

Operator access

Dial the code (**0**) or the operator's extension (**20**).

Other features

Reset phone

Reset Phone 79

You can reset your phone to cancel all the following features if they have been set: Do Not Disturb, Divert, Call Back, Messaging, Alarm Call.

- Dial the code **(79)**.
- If you are using a Systemphone, wait until it goes on-hook automatically.
- If you are using an ordinary telephone, wait for the acknowledgement tone (internal dial tone).

Diverting calls

Special dial tone will be heard at your extension until call diversion is cancelled. You cannot divert to an extension that has Do Not Disturb set.

Divert to

Divert to 48

Before you leave your extension, you can divert all your calls to ring at another extension.

- Press the pre-programmed **DIVERT TO** key or dial the code **(48)**, followed by the extension.

Divert from

Divert from 49

After you have left your extension, you can divert your calls to follow you and ring at another extension.

- After you have left your extension, dial the code **(49)**, followed by your own extension.
- To cancel this feature from your own extension, use code **(48)**.

Divert on busy

Divert busy 47

You can divert your calls to ring at another extension if your extension is busy (engaged).

- Dial the code **(47)** from your own extension, followed by the extension where your calls are to be diverted.

Divert on no answer

Divert no Ans 46

You can divert your calls to ring at another extension if there is no answer at your extension after four rings.

- Dial the code **(46)** from your own extension, followed by the number of the extension where your calls are to be diverted.

Programming and cancelling call diversions from the programming position.

An engineer can set up default diversions for you on the system, i.e. all extensions programmed to divert on no answer to an extension with an Answer Machine fitted.

Speed dial numbers

Speed dial numbers enable you to dial frequently used numbers using two- or three- digit codes, or by pressing a single key.

Pause

Pause key

When programming a speed dial number, you may insert a pause of 1.5 seconds between digits by pressing the **PAUSE** key. *The pause feature can only be used with a programmed key, so this feature is only available on a Systemphone.*

To program the pause feature onto a key

- Press #
- Press the key to be programmed.
- Dial the code (**56**)
- Press **HANDS FREE**

Personal speed dial numbers

You can program up to ten personal numbers in your Systemphone or telephone. You can also program numbers directly onto the programmable keys on the Systemphone.

To program a personal speed dial number

Speed Nos 61 – 62

- Dial the code (**62**).
- Enter the location (**0 – 9**) where you want to store the number.
- Dial the number you want to store
- Press **HANDS FREE**.

To access a personal speed dial number

Speed Nos 61 – 62

- Press the pre-programmed **SPD ACCESS** key or dial the code (**61**).
- Dial the location (**0 – 9**) of the number you wish to access. The number is automatically dialled.

To program a speed dial number onto a Systemphone programmable key

- Press #.
- Press the key to be programmed.
- Dial **9** followed by the external number you want to store.
- Press **HANDS FREE**

To access a speed dial number on a key

- Press the key. The number is automatically dialled,

System speed dial numbers

100 system speed dial numbers may be programmed into location 800 – 899 as described below. Users of the system may then access these numbers using the codes 800 – 899, provided that they have access via the appropriate class of service.

There is a built-in *Call Restriction* facility in the system, which is detailed later, an engineer can program this facility to allow an extension to access all system speed dial numbers, even though the extension may be restricted from directly dialling these numbers because of their Class of service.

To add or delete a system speed dial number

- From the programming position dial **70** followed by system PIN **111**. The Systemphone display shows Dial admin code.
- Dial admin code (**5**).
- Enter the location (**00 – 99**) where you wish to store the number.
With no number programmed, the Systemphone shows 5 XX - - - - - where XX is the location. If a number is already programmed in a location, it will be displayed when the location number is entered.
- Dial the number you want to store, or press ***** to delete a programmed number.
- Press **HANDS FREE** to enter another number.
- Press **HANDS FREE** again to finish programming.

*Up to 30 digits may be stored in any location. If a number has more than 16 digits the first 15 are displayed followed by the letter p. To view the hidden digits press the **L1** key.*

To access a system speed dial number

Speed Nos 800 - 899

This feature gives access to one of the 100 numbers that can be programmed onto the system as described above.

- Dial one of the system speed dial number codes (**800 – 899**).

Caution

If an engineer has programmed your system to give network dial tone at the extension then a pause (*using the **PAUSE** key*) should be inserted at the start of all speed dial number.

Similarly, if a phone has digits stored on a programmable key, then a pause should be inserted after the line selection digit (**9**).

Day service / night service

During day service and night service you can program differences in ringing, Classes of service, and the voice greeting heard by callers (if you have a Voice module option fitted).

Incoming ringing (which extensions ring)

You can set different incoming ringing for day service and night service.

In default all lines will ring extensions **20** to **25** and the Central Bell. Every exchange line may be programmed to ring up to ten extensions and a Central Bell.

If you have a Systemphone, you can use the Busy Lamp Field to show which extensions have been programmed. (Busy Lamp Field is detailed on page 24 of this guide).

- From the programming position, dial **70** followed by **111**. Systemphone shows Dial admin code.
- Dial admin code (**1** for day service, **2** for night service).
- Enter the line number (**1** to **4**).
- Enter the extension number(s) to ring for that line. To enter the Central Bell, press ***** followed by **1** to program the bell, or **0** to clear the bell.
- Press **#** to enter another line.
- Press **#** then **HANDS FREE** to finish programming.

Automatic Night Service

This feature allows you to set the times at which the system automatically enters night service and reverts to day service.

To set the start time for night service

- From the programming position, dial **70** followed by **111**.
The Systemphone shows Dial admin code.
- Dial the admin code (***1**). The Systemphone shows the code followed by the time (00:00 on resetting the system).
- Enter the required start-up time in 24-hour format (for example, for 5:00 pm enter **1700**).
- Press # to save the time.
- Press **HANDS FREE** to finish programming.

To set the start time for day service

- From the programming position, dial **70** followed by **111**.
The Systemphone shows Dial admin code.
- Dial the admin code (***2**). The Systemphone shows the code followed by the time (00:00 on resetting the system).
- Enter the required start-up time in 24-hour format (for example, for 9:00 am enter **0900**).
- Press # to save the time.
- Press **HANDS FREE** to finish programming.

Manual night service

SET/CLR Night 78

This feature allows you to turn night service on or off manually. When you turn night service on, the night service ringing and Class of Service come into operation.

- Dial the code (**78**) from extension 20 only.

Do not disturb

Don't Disturb 42

If your phone is set to Do Not Disturb, anyone trying to call you will receive busy tone. If the person trying to contact you has a Systemphone, Do Not Disturb will appear on its display.

Call Back is the only incoming ringing that will be accepted when this feature is set.

- Press the pre-programmed **DND** key or dial the code (**42**). *Set/cancel*

Alarm call

Alarm call 75

This feature enables you to set your phone to ring at a given time.

- Dial the code (**75**) followed by the time in 24-hour format. For example, enter 7.30 am as **0730**.

At the programmed time the phone will give ten rings. If not answered it will ring twice more at two-minute intervals and will then cancel. The phone will not ring if Do Not Disturb is set.

Alarm calls must be set daily.

- After you have set an alarm call you may check the time by dialling 75.
- Dial * to delete the time. Going on hook will not affect the set time and the alarm call will be activated at that time.

Paging

PA system

If there is a PA connected to your BT Revelation, any extension can make an announcement over the system by dialling the number of the extension where the PA is connected.

- Dial the paging extension number and make your announcement (maximum of 15 seconds). *There is no code for this feature.*
- Do not hang up if you want the PA Answer feature to be available.

PA answer

Paging Answer 74

If you have been paged over the PA, this feature puts you in direct contact with the paging extension, provided that the person who paged you has not replaced the handset.

- When you are paged, dial the code (74) from the nearest phone and you are connected to the paging extension.

Internal page (all Systemphones)

Page 34

Any extension can make an announcement to all Systemphones by using the Internal paging feature. *Systemphones which are page-protected will not be paged.*

- Dial the code (34)
- Make your announcement

Internal page (one Systemphone) (Voice Call)

Voice Call 33

This feature allows you to page an individual Systemphone.

- Dial the code (33).
- Dial the number of the extension you wish to page.
- Make your announcement.

Internal page answer

- To answer a page, press the **MUTE** key and speak either handsfree or via the handset.

Caution

If you use this method to answer an internal page to all Systemphones, your conversation will be heard by all other Systemphone users.

Page-protection on Systemphones

In default all Systemphones may be paged when an extension dials **34** and makes an announcement. You can page-protect a Systemphone to prevent it from being paged. *This will not prevent voice calls. If you wish to prevent voice calls, use the Don Not Disturb feature as described on the previous page.*

- From the programming position, dial **70** followed by **111**.
The Systemphone shows Di al adm i n code.
- Dial the admin code (***9**).
- Enter the extension(s) to be page-protected.
- Press **HANDS FREE** to finish programming.

Extension Lock

You can lock your extension to prevent unauthorised users from making external calls.

Changing your extension lock code

Lock program 40

- Dial the code (**40**).
- Dial the existing lock code (preset as **111**)
- Dial your new three-digit lock code.

Caution

Keep the code in a safe place !
If you lose the code, contact an engineer, who may have to default your system & reprogram it.

Locking and unlocking your extension

Extn Lock 41

- Dial the code (**41**).
- Dial your lock code.

Making a call with the lock set

Dial lock code

- Dial 9, press a line key or dial the code for a line.
- Dial your lock code.
- A line will be seized.
- Dial the number you require.

Call waiting tone

Call waiting tone programming

You may program an extension to receive call waiting tone. The default is that no extensions will receive call waiting tone.

If you have a Systemphone, you can use the Busy Lamp Field (Detailed on page 24) to show which extensions have been programmed.

- From the programming position, dial **70** followed by **111**.
The Systemphone shows Dial admin code.
- Dial the admin code (**95**).
- Enter the extension(s) to receive call waiting tone.
- Press # then **HANDS FREE**.

Call waiting tone should be switched off if a fax or modem is connected to an extension.

Call waiting tone protection

Tone Protect 58

This allows you to protect a call (during or before the call) from interruption by system call waiting tone.

- On a Systemphone, dial the code (**58**) before or during a call.
- On an ordinary telephone, the code is **R58** during a call, or **58** before a call.

Baby monitor

Baby Monitor 39

You can call a phone which has set this feature and listen through the handset.

- Lift the handset of the phone in the room you want to monitor, dial the code (**39**) and leave the phone off-hook.
- Dial the extension number (from extension **20** or **21** only) to monitor.
- To cancel this feature, replace the handset.

On hold options

When calls are placed on hold, the caller may hear music, tone or silence. On 1+6 systems, the default is tone with the option of silence.

On 2+6 systems and greater, the default is music with options of tone and silence.

- From the programming position, dial **70** followed by **111**.
The Systemphone display shows Di al adm i n code.
- Dial the admin code (**98**).
- Enter **0** for silence, **1** for tone or **2** for music.
- Press # then **HANDS FREE** to finish programming.

If both Music on Hold and Courtesy Service are programmed, the Courtesy Service message and music will be played in rotation to callers on hold while the system is in day service. In night service, the Courtesy Service message and tone on hold will be returned.

Using a fax machine with your BT Revelation

The fax tone detection feature must be enabled by an engineer.

For more efficient use of your exchange lines you may connect a fax machine to the system.

A voice message is provided to callers on lines programmed for Fax Detect (on 2+6, 3+9 and 4+12 systems).

When a call rings in on a fax detect line it is answered by the system and the following message is returned to the caller:

'If you are sending a fax please press the send key. If not please hold'

The message is followed by silence while the system looks for fax tones. If fax tones are detected the call will be sent to the programmed extension where the fax machine is connected. If fax tones are not detected, the call will be presented as a normal incoming call.

Only fax machines capable of sending initial fax tone will be detected by the system. Fax machines which do not send initial fax tone should be answered and transferred manually to the extension to which the fax is connected.

Alternatively, a line may be programmed just to be answered by the extension to which a fax machine is connected, the line may be programmed to be used for outgoing by any extension or just by the fax machine.

Network Services

BT Revelation is compatible with all BT Network Services that require tones to be sent to line, home banking, voice message systems and the numerous services now available via the telephone.

All these services rely on tones being sent from your telephone to choose the options available.

To use these Network Services with an ordinary tone telephone, you just dial the appropriate number(s) on your telephone.

However if you wish to use a BT Revelation Systemphone for these services, you need to switch the tone on using the Send MF Digits feature as explained on this page. Once switched on the feature remains active for 20 minutes unless you turn it off by pressing the hold key.

Send MF digits (tones)

Send Tone 59

This feature enables you to send extra MF digits to line. You will need this if you are using Network Services, home banking services and so on. The feature is only available on a Systemphone.

*If you wish you can program this code followed by up to 28 digits onto a key. A pause may be inserted by pressing the pre-programmed key **PAUSE** key.*

You may use this feature by pressing the pre-programmed **MF TONES** key, which avoids the need to dial the code.

- Press the **MF TONES** key or dial the code (**59**).
- Dial the appropriate numbers. *You will not hear the tones as the digits are sent.*
- To cancel, press **HOLD**.

Using Caller Display Service (CDS)

Caller Display Service (CDS) is a network service which may be used with your BT Revelation CDS system. It means that when you receive an incoming call, the caller's number will appear on the displays of all Systemphones programmed to ring for incoming calls.

Displayed Information

- If a name has been programmed through system programming for association with the external number, the name will appear on the display (details of how to program this may be found later in the section *Associating Names and extension numbers with CDS numbers*).
- The calling line number of the associated name for the answered line will remain on the display for the duration of the call.
- If there are more than 13 digits in the calling number, the display alternates between the display of the first 12 and the remaining digits until the call is answered.
- A caller may have chosen to withhold their identity, in which case the display will show Number Withheld instead of the caller's number or name.
- If the number information is not available, the display will show No. available instead of the caller's number or name.
- If more than one line is calling at any one time, the number displayed will be that of the first call in the queue. When this call is answered by one of the ringing phones, the number of the next line in the queue will be displayed on the displays of the other ringing telephones.
- Even if your phone is not ringing for the call, you may examine the incoming call ID by dialling **63**. The same information shown on the ringing telephones is then displayed.

Caller ID Memory

- Information about the last 50 calls to the system is stored automatically in the system. The information which is stored is the calling line number, and the date and time of the call. Information is not stored for calls withheld or unavailable numbers.
- The number, date and time of answered and unanswered calls is stored unless an engineer has programmed your system to record unanswered calls only.
- When the memory is full, the oldest record is discarded from memory when a new record is received working on a first in first out basis.
- The display at extension **20** shows New Unansw Calls when new unanswered calls have been received. This text is erased when the stored calling line information is examined by any Systemphone.

Caller ID memory and redial

- Dial code **64** from any Systemphone to see the most recent caller ID (number or name) received in the store.
 - If the call was answered, the display will show an A before the number.
 - If the call was not answered, the A will not be displayed.
 - A maximum of 14 digits is displayed.
- An engineer can program the system so that unanswered calls only are stored. Otherwise, both answered and unanswered calls will be stored.
- If you press the # key while a number or name is on display, the time and date information for that call is shown.
- You may scroll through the stored numbers and names using the Up and Down keys situated below the display. Pressing the **EXIT** key return the phone to its normal condition and exits the CDS memory feature.
- If you press the **REDIAL** key (or dial **60**) when a name or number is displayed, the system automatically seizes a free line and dials the displayed number. If the extension is restricted from dialling or if there is no line available, you will hear the busy tone.

Associating Names and extension numbers with CDS numbers

- Up to 30 names, each of a maximum 16 characters (including spaces), may be associated with telephone numbers. When a number with an associated name is received, the name rather than the number will be displayed.
- A further table in this field, whereby an extension number may be added. In the case of a number being identified as associated with a particular extension, the call rings the programmed extension (in day mode only).
- If the extension is busy, or the system is in night mode, the call rings in as normal. If the call is unanswered at the extension it reverts to a normal incoming call. If Divert All is set the call is diverted. If any other type of diversion is set the call reverts to a normal incoming call.

To program the names to be associated with CDS numbers

- From the programming position, dial **70** followed by **111**. The Systemphone display shows Dial admin code.
- Dial the admin code (***8**).
- Enter the field number 01-30.

*If the field has been previously programmed, the field number and first 12 digits of the stored number are displayed. If the number consists of more than 12 digits, the letter P appears in the last location. To examine the remaining digits press L1. To delete the number enter *. To change the telephone number enter the new number.*
- Enter the number. Press **L2**.
- Enter the name (for details about how to enter a name see the *Assigning Extension Names* section).

If a name was previously programmed it is displayed and may be changed.
- Press **L2**.
- Enter an extension number to be associated with the telephone number. If no extension is to be associated press the **L2** key.
- You may now enter a new store number 01-30. If you do not wish to enter additional store numbers press the **HANDS FREE** key to finish programming.

Call restrictions

Extensions access to outgoing lines

This feature lets you decide which exchange lines each extension has access to for outgoing calls.

In default all extensions have access to all lines.

If you have a Systemphone, you can use the Busy lamp Field to show which extensions have been programmed. (Busy Lamp Field detailed on page 24).

- From the programming position, dial **70** followed by **111**.
The Systemphone display shows Di al admi n code.
- Dial the admin code (**8**).
- Enter the line number.
- Enter the extensions which should not have access to that line number.
- Press # to enter another line, or press ## then **HANDS FREE** to finish programming.

Classes of Service

Each extension may be programmed for a Class of Service which determines the type of call the extension is allowed to dial. There are five different Classes of service. In default all extensions are in Class 1.

The following table shows the type of restriction for the different Classes of service available:

Type of restriction	Class
No restriction	1
Restrict international calls (010, 00) And directory enquiry calls (153, 192)	2
Restrict international and national calls (0) And directory enquiry calls (153, 192)	3
Internal calls only (emergency allowed)	4
Restricted numbers (programmable)	5

An engineer can program extension into the above classes or into Class 5 with numbers of your choosing.

System speed dial numbers – Class of service override

You may wish to allow restricted extensions to dial number, entered in the system speed dialling list, which they cannot dial directly.

Extension can be programmed by an engineer to allow access to speed dial number whatever Class of service they are in.

Courtesy Service

When activated, the Courtesy Service answers callers to the system automatically with a greeting. This is available on 2 + 6 systems and greater. Lines must be programmed for the Courtesy Service by an engineer.

When a call rings in day service, if not answered manually within a programmed time, 30 seconds is default, it is automatically answered with the following message “*Thank you. Your call will be dealt with. Please hold.*”

Caution

Even if a caller hangs up, the call will be ‘held’ by the system until it is either picked up internally or the system times out (this is programmable in day service from the default setting of three minutes)

A different message is returned to callers when the system is in night service: “*Thank you. There is no-one here at the moment. Please call back again during office hours.*” If not answered within 30 seconds, it is cleared down.

When the call is automatically answered and the message is being returned, it continues to ring in as an incoming call until it is answered by an extension or the call is automatically cleared down by the system.

An engineer may change the programming of the following Courtesy Service timers for you:

- (1) the time during which a call will ring before being answered by the Courtesy Service.
- (2) the time after which a call is cleared down if not picked up internally.

Using the Voice Module – Optional

Dialling through to an extension (external callers)

Lines must be programmed for the DISA feature by an engineer.

There is a feature called Direct Inward System Access (DISA) which allows callers to ring directly through to an extension provided that they know the extension number of the person they wish to contact.

When the caller phones in on a line programmed for DISA the call will be answered by the system. When the system is in day service, the caller will hear the following pre-recorded greeting: “*Thank you for calling. If you know the extension number you wish to contact, please dial the number. If you require assistance, please wait or dial zero.*”

This feature may be used without a Voice Module but the caller will hear a tone instead of an announcement.

The caller then dials the extension number required. (*The caller’s phone must be in tone mode.*) The system will wait ten seconds for the dialler to dial the first digit, and a further four seconds for the second digit. If the digits are not received within that time, the call will ring in as a normal incoming call.

When the caller enters the extension number correctly, the extension will ring. If it is not answered within 30 seconds, the call will be presented as an incoming call. If the extension is busy or an incorrect extension number is dialled, the call will be presented as an incoming call.

Voice Module Programming

Ring time before voice module activation

The time a call rings before the Voice Module is activated is programmable from 0 to 30 seconds. The default is set at five seconds. To change the time:

- From the programming position dial **70** followed by **111**.
The Systemphone display shows Di al adm n code.
- Dial the admin code (**93**).
- Enter **00 – 30** to set the time calls should ring before the Voice Module will activate.

If a call is answered before the Voice Module is activated, it is dealt with as an ordinary call.

Lines on which the voice module is activated by dialling 35*

You may program which lines will be answered automatically when **35*** is dialled. The default is that all lines (other than a fax detect line) are answered automatically. To change the programming.

- From the programming position dial **70** followed by **111**.
The Systemphone display shows Di al adm n code.
- Dial the admin code (**94**).
- Enter **1 – 4** to program the lines which will be automatically answered by the Voice Module when **35*** is dialled.

Auto answer

Voice message 35*

Pre-recorded day service greeting

If you have a Voice Module installed, the following pre-programmed greeting is played to external caller while the system is in day service: *“Thank you for calling. There is no-one available to handle your call at the moment. If you wish to leave a message please do so after the tone”*.

If you wish, you can use this feature to allow incoming callers to leave messages on your system at times when the phones are unattended.

To use Auto Answer

- Dial the code (**35***) **from extension 20 only**.
- The Systemphone shows either CUSTOMER MSG ON if you have recorded your own greeting, or DEFAULT MSG ON if you are using the pre-programming greeting. All calls will then be answered by the system.

To cancel Auto Answer

- Dial the code (**35***) again from extension 20.

Personalised greeting

Your personalised greeting, if recorded, is heard by callers only when the Auto Answer facility has been switched on by dialling **35*** at extension **20**.

The greeting may be of up to 20 seconds duration and may prompt a caller to dial an extension number or to leave a message, for example.

To record a personalised greeting

- From the programming position dial **70** followed by **111**. The Systemphone display shows Di al adm i n code.
- Dial the admin code (***5**). The Systemphone shows *5 Speak to record.

Caution

When you dial *5, you see the prompt **!! WARNING!!** and you hear *“Recording an outgoing message will delete your stored incoming messages. If you wish to proceed please dial *5”*. You then see *5 to proceed.

- At the end of your greeting, press # to save it.
If the system is powered down the greeting must be re-recorded. A prompt will be shown on the display when the system is powered up again.

To play back your personalised greeting

- From the programming position dial **70** followed by **111**. The Systemphone display shows Di al adm i n code.
- Dial the admin code (***6**). The Systemphone shows *6 O/G Message and your greeting is played.

‘Store full’ greeting

If a call is received and it is not possible to store any further messages, the following standard greeting will be given to the caller:

“Thank you for calling. There is no-one available to deal with your call at the moment. If you wish to contact a particular extension please dial the number”.

To switch to your greeting while in days service

You may switch over to your recorded greeting while the system is in day service.

*This does **not** switch the system over to night service.*

- Dial the code (**35***) from extension **20** only.

Retrieving recorded messages

Voice Mail 77

The Voice Module can store up to ten minutes of incoming recorded messages. If any messages have been left, the display on extension **20** will show Voi ce Message.

If messages are being retrieved an incoming call may not receive a greeting and will continue to ring until answered manually.

- Dial the code (**77**). The Systemphone shows the number of messages stored.

You can now:

- Dial **1** to play messages (Message 1 is displayed)
- Dial # to pause playback.
- Dial **2** to save this message and move to the next one.
- Dial **3** to erase this message and move to the next one.
- Dial **4** to go back to the start of the message.
- Dial **5** to go back to the previous message.
- Dial **6** to erase all messages.

To retrieve recorded messages remotely

- Make an incoming call on a DISA line or when Auto Answer is set.
- Dial **77** followed by the PIN code (default **111**). You will hear a voice prompt telling you how many messages you have.
- Use the codes on the previous page to listen to and save your messages. *You must press the first digit within five seconds of the voice prompt, otherwise your call will be released.*

When listening to your messages, you must press a key within two minutes of each message, otherwise your call will be released.

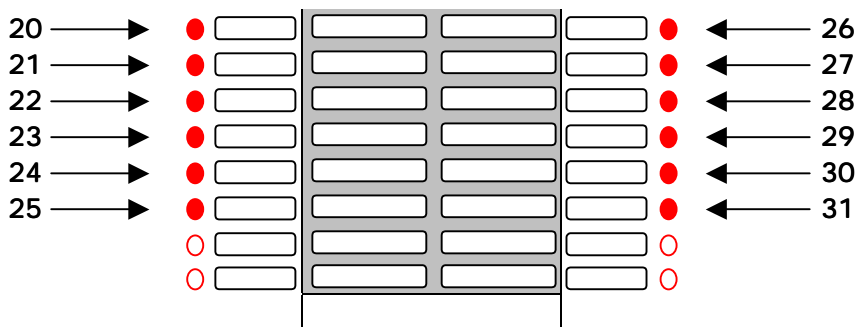
Busy lamp field

If a Systemphone is being used to program the system, once the programming code is entered 12 of the 16 keys operate as a Busy Lamp Field, which shows the programming status of each extension.

When a light is on it indicates that the associated extension is programmed.

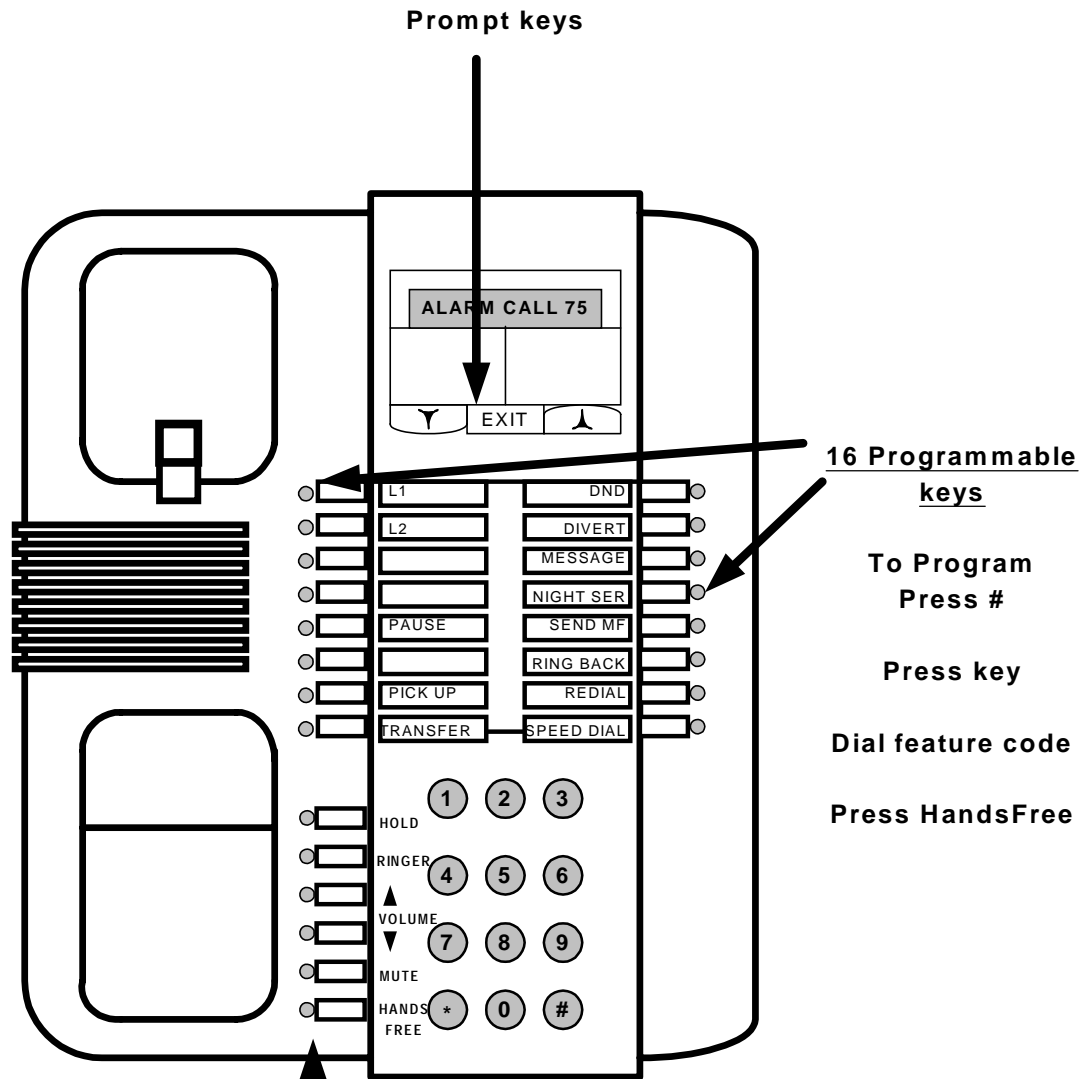
To enter or remove an extension you may press the key associated with the extension or you may dial the extension number.

When you press the key associated with the extension, the number will appear on the display.



The left hand column of keys represents extensions **20** to **25**; the right hand column represents extensions **26** to **31**.

Systemphone diagram



Prompt keys

16 Programmable keys

To Program Press #

Press key

Dial feature code

Press HandsFree

Tones & Volume

To adjust the tone ringer use 3-position slide switch on left-hand side of Systemphone.

To adjust speaker volume use up/down prompt keys.

To adjust handset volume, lift handset and use up/down prompt keys.

To adjust ringer volume, press ringer key and use up/down prompt keys, then press ringer to exit.

Fixed Function keys
Hold Ringer Volume
Mute Handsfree