Solitaire 2000 User Guide

(PM 0296 Issue.3 - 29/3/2001)

Description

Your Solitaire 2000 payphone is designed for use in domestic, supervised indoor locations and accepts 10p, 20p, 50p and £1 coins. The case design allows the Solitaire 2000 to be equally 'at home' free-standing or fixed to a wall or shelf.

The Solitaire 2000 provides Payphone Identification Tone (Beep...Bop) to tell telephone operators that the telephone they have dialled is a payphone and that reverse charge calls should not be connected. If required, this feature can be switched off.

Calls to Emergency Services on 999 or 112 are always available without coins.

Calls to 100 Operator and 142/192 Directory Enquiry services are only available to the payphone owner, in Owner Mode. Your payphone also has the facility to bar calls to particular STD codes, for example 0898 is barred in the Basic Settings.

As you become more familiar with the extensive facilities it offers, you can of course customise the settings of your Solitaire 2000 to suit your own particular needs.

Hearing Impaired Users

The Solitaire 2000 incorporates an inductive coupler in the handset to assist users of post aural hearing aids.

Future Coins

In the event that the Royal Mint introduces new coins, please contact our Helpline.

Please Read This

Approval Information is shown on Page (11), and if you are using other equipment on the same line, see Page (5). If you are providing a payphone service to the public, see Page (12) for the regulations that apply.

Otherwise, you do not have to read all of this leaflet to use your payphone. Your Solitaire 2000 is ready to use 'straight from the box' although all calls will be charged at the daytime rate, until you set the correct time and day - see Page (7).

Recording Key and Serial Numbers

We have supplied your Solitaire 2000 with two keys for the case lock. As well as giving access to the cash inside the phone, they also allow you to reprogramme the payphone. You should record the **key number** here:

If you lose the keys, and you know the key number, you can get replacements by contacting our Customer Services Helpline.

You will find the serial number of your phone on its base. Record this **serial number** here as it may be needed for warranty service:

Your Solitaire 2000 is designed to plug into a new modular telephone socket. If you do not have such a telephone connection socket, you should contact your local BT Payphone Sales Office to arrange for one to be fitted. Contact:

0800 115511 - UK (except Northern Ireland)
150   - Northern Ireland

Features

Owner PIN Label on Handset — Case Lock — Coin Slot — Insert Coin LED

"FREE" Number Write-on Area — Hookswitch — Keypad

Installation

If your Solitaire 2000 is to be used free-standing on a surface, ensure it is in a stable position, where it cannot fall and cause injury. Remember it will be heavy when full of cash (~4Kg). Also take care that the line cord does not present a trip hazard.

To fix your Solitaire 2000 securely to a wall or table, open the case, locate the fixing positions in the back or base of the rear case. Drill and fix as appropriate using screws and wallplugs strong enough to support the weight of the payphone full of cash. Close and lock the case.

When providing a payphone service to the public, in order to comply with OFTEL Regulations, you must complete the important information panel and display it near the payphone: see Page (12) overleaf.

Emptying the Cashbox

The Solitaire 2000 cashbox holds approximately four hundred 10p coins. In order to increase security and to avoid coin jams, you should empty the cashbox regularly.

Important Information

• We do NOT recommend the use of * "Star" services with the Solitaire 2000. Call the Helpline if you need further advice.

• The Solitaire 2000 must NOT be used in an extension socket on a switchboard (PABX), as all calls made could be charged incorrectly at local rates.

1. Remove your Owner Personal Identity Number (PIN) label from the handset and record the number here:

2. Plug it in.

3. Lift the Handset.

Your Solitaire 2000 is now ready for use!

In the event of difficulties, please contact our Customer Services: telephone helpline: 0870 601 0024

Making a Payphone Call

The Payphone Identification Tone (Beep...Bop) will sound in the earpiece. Calls to Emergency Services are free, no coins are required.

Lift Handset

Listen for Dialling Tone

Dial Number

When your call is answered:
Insert Cash

The Insert Coin LED will light until coins are accepted.

You may now Speak on your Call

When only 10 seconds of call time are left, the expiry tone will sound in the earpiece and the LED will start flashing to prompt the insertion of more cash.

When only 2 seconds are left, a continuous tone will sound to alert the user that it is now too late to insert more coins. The call will be disconnected when the time expires, the line will be broken and the dialling tone will return.

Making an "Owner Mode" Call

As the payphone owner who knows the four-digit PIN, you do not need cash to make a call.

Lift Handset

Press * then #

Enter your four-digit PIN

If the correct PIN number is entered, the LED comes on for five seconds.

Dial Number and Make your "Owner Mode" Call

You will not have to insert any coins.

To return to "Payphone Mode":
Hang up for more than two seconds.

NB: A follow-on "Owner Mode" call can be made by pressing and releasing the hookswitch briefly. You will not have to enter your PIN again for the follow-on call.
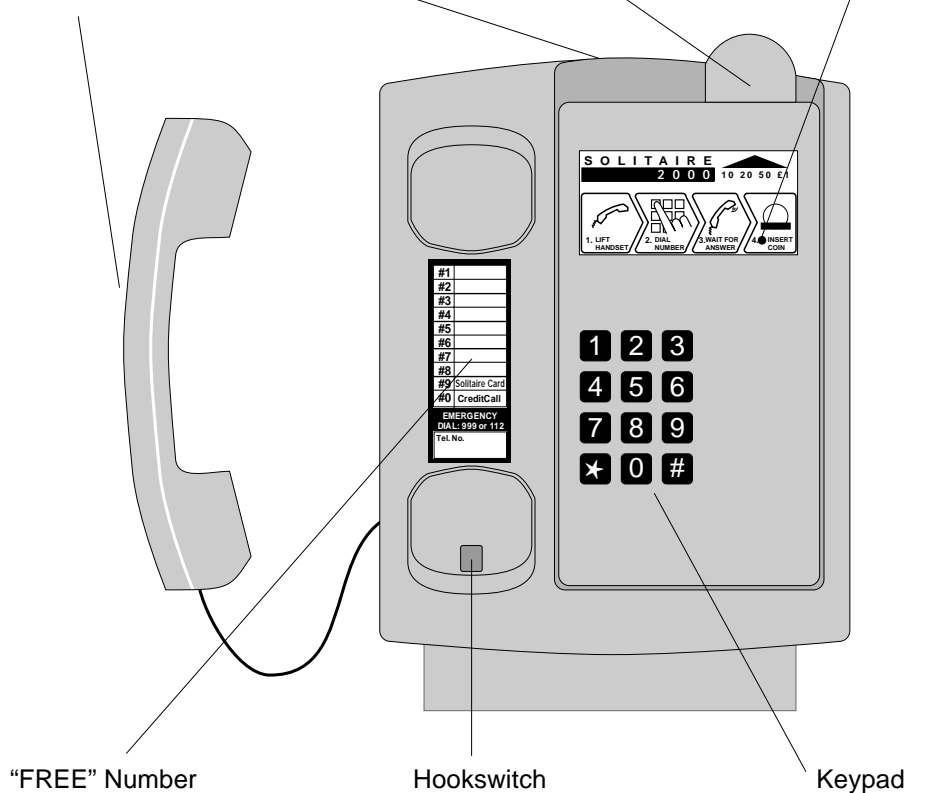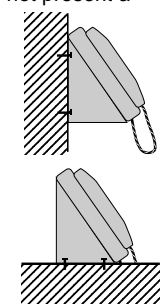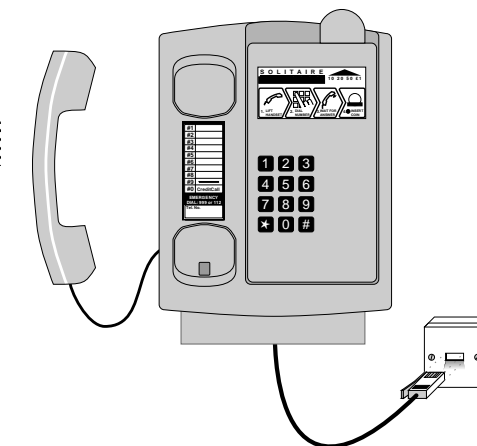
Calling a "FREE" Number

Your Solitaire 2000 allows you to set ten national UK telephone numbers as "FREE" - that is, the user will not have to insert coins, but the call will still appear as normal on the payphone's bill.

When one of these numbers is dialled, the user should **not** insert any cash. You may wish to use this feature for the numbers of family or friends.

"FREE" numbers must be programmed before they can be used, see Page (9) overleaf.

To use the "FREE" numbers:

Lift Handset

Either:

Press # and then the store number (0-9)

for the "FREE" Number required,

Or:

Dial the "FREE" Number in full

on the keypad normally

If the number dialled in full has been programmed as a "FREE" number, the call can proceed without coins, otherwise the user will be prompted to insert cash.

NB: The operator notification tone will still sound in the earpiece to tell the called party that the telephone they are speaking to is a payphone.

Receiving a Call

Calls may be accepted normally, by lifting the handset when the payphone rings.

The Payphone Identification Tone may sound in the earpiece (if it is switched on) to tell telephone operators that the telephone they have dialled is a payphone and that reverse charge calls should not be connected.

Extension Telephones

To avoid unauthorised chargeable calls being made on an extension telephone plugged into the same line as your payphone, you should ensure that any extension is installed in a secure location.

NB: Calls accepted on an extension telephone cannot be subsequently transferred to the payphone.

and: To ensure correct operation of your Solitaire 2000 we do NOT recommend the use of either old fashioned rotary dial telephones or answering machines on the same telephone line as the payphone.

Basic Settings

Solitaire 2000 is factory programmed with the following Basic Settings. You can change many of these - see the appropriate section overleaf.

Time/Day: You should program these correctly.
Call Fees: Minimum Deposit is set to 10p, and Unit Fee is set to 10p.
Dialling Type: Set to Pulse.
Owner PIN: On handset label.
Reverse Charge Call Protection: Set to On.
Unit Times (in seconds):

Chargeband	Cheap	Daytime	Weekend
Local	67	67	67
Long Distance	43	43	43
Mobile	12	8	12
PCN	16	9	31
Eire	12	7	12
International Band 1	7.9	7.9	7.9
International Band 2	2.1	2.0	2.1

Time Period Defaults:
Mon to Fri: Cheap 00.00-08.00 & 18.00-24.00.
Mon to Fri: Daytime 08.00-18.00.
Sat and Sun: Weekend Rate all day.
International Barring: International calls barred.
"FREE" Numbers: 0500, 0800, 0808, 999 and 112 are always free.
Exception Dialling Code Defaults:

Free	Local	Long Dist	Mobile	PCN	Eire	Intnl Band 1	Intnl Band 2	Barred
0500, 0800, 0808, 144, 00800	2 to 9, 0345, 0645, 01399, 0845, 990-998	0990, 01, 02, 0870	03, 04, 05, 07, 08, 01459, 0589, 0585	09	00353	003, 004	001, 002, 0037, 0038, 0040, 00354, 00355, 00359, 005 to 009	1, 033, 0660, 08364, 0839, 089, 0930, 0991, 14713, 0087, 090, 06, 076, 0820

Service Numbers: 100/142/192 Operator/ Directory Enquiry calls are only available in "Owner Mode".

Ringtime Limit

Because your Solitaire 2000 does not receive a signal from the exchange telling it when a call has been answered, a Ringtime Limit is set. This time controls how long the payphone will allow an outgoing call to ring if no cash is inserted. The factory set value of 45 seconds is considered to be the optimum for most calls. After this length of ringing, with no cash inserted, the payphone will automatically hang up, stopping the attempted outgoing call.

Ringer Equivalence Number

All items of telephone equipment have a Ringer Equivalence Number (REN). The REN is used to calculate how many items may be connected to the same telephone line.

The Solitaire 2000 has a REN of 3. A total REN of 4 is allowed on any one line. This means that only one ordinary extension telephone may be used on the same line as the Solitaire 2000.

However, see the notes on Extension Telephones on Page (5).

BT Ringback Service

To protect yourself from some possible frauds being attempted on your payphone, we strongly recommend that you call BT on 0800 800 150 and ask for this service to be removed from your payphone line.
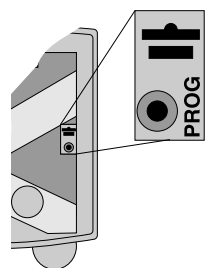
Changing Payphone Settings

Your Solitaire 2000 has several settings which may be changed by you the Owner. In order to make changes you need to unlock and open the Payphone and operate the "PROG" pushbutton.

During Programming you will hear tones in the handset: valid entries are greeted with the OK Tone (a high frequency sequence) whilst invalid entries will sound the Reject Tone (a low frequency sequence).

You may change just one or as many settings as you like after you have pressed the PROG pushbutton. When you have finished, replace the handset to return the Solitaire 2000 to its normal Payphone Mode. In fact, you may exit from the programming mode at any time by hanging up.

Entering the Programming Mode

NB: The payphone must remain connected to the line throughout programming.

Lift the handset and place it to one side.

Unlock and open the case,

Press the small "PROG" pushbutton,

and hold it down for one second (a pencil or a ballpoint pen is ideal).

Close the payphone.

The Insert Coin LED will light for five seconds to confirm entry into the Programming Mode.

DO NOT replace the handset until you have finished all the programming you wish to do.

To hear samples of the tones used:

Press 1* for the Reject and Prompt tones, or

Press 3* for the OK and Prompt tones.

The various settings can now be accessed by pressing the keypad numbers:

1. **Time/Day of Week**
2. **Minimum Deposit**
3. **Pulse/Tone Dialling**
4. **Owner PIN Setting**
5. **Reverse Charge Call Protection**
6. **Unit Fee**
7. **International Payphone Call Barring**
8. **"FREE" Numbers**
9. **Barred Prefix Codes**
0. **Local Prefix Codes**

Each of these options is explained below:

Button 1 - Time/Day of Week

Enter the Programming Mode:

Press 1

Enter the Time as four digits on the keypad, (24 hour format) HH:MM e.g. 3:27pm = 1527

Then press #,

Enter the Day of the Week as one digit,

Mon=1, Tues=2 etc. (If you set the day="0", the payphone will charge daytime rate all the time.)

Then press #.

If you enter a valid time and day the LED will flash and the OK tone will sound in the handset.

NB: If the Payphone is ever unplugged from the telephone line for more than thirty seconds these time settings will be lost.

In this case all calls will be charged at BT Daytime rate even if they are made in the evenings or at weekends.

Button 2 - Minimum Deposit

Your Solitaire 2000 is preset with 10p as the minimum deposit to start a call. You can change this, if required, to 20p. Note that the unit fee is not affected by this setting.

To set a 20p minimum deposit:

Enter the Programming Mode:

Press 2, then press 20, then press #.

The LED will flash and the OK tone will sound in the handset. You must display "20p Minimum Payment" on the User Notice - a sticker for the payphone is provided in the document pack.

If you want to reset the minimum deposit to 10p:

Enter the Programming Mode:

Press 2, then press 10, then press #.

The LED will flash and the OK tone will sound in the handset.

Button 3 - Pulse/Tone Dialling

When you received your Solitaire 2000 it was preset to use Pulse dialling which should work in the vast majority of locations.

NB: If you have a BT Payphone Line this will normally only work with Pulse Dialling.

Enter the Programming Mode:

If you require the faster Tone dialling mode:

Press 3, then press # to select Tone dialling.

The LED will flash and the OK tone will sound in the handset.

To set Pulse dialling:

Press 3, then press * to select Pulse dialling.

The LED will flash and the OK tone will sound in the handset.

Button 4 - Owner PIN Setting

Your Solitaire 2000 is provided with a preset four-digit PIN number which allows the PIN holder to make "Owner Mode" calls without cash.

If you have forgotten your PIN, or you would like to change it, proceed as follows (we recommend a PIN in the range 2000 to 8999):

Enter the Programming Mode:

Press 4, then enter your new four digit PIN, then press #.

The LED will flash and the OK tone will sound in the handset.

Record your new PIN here = | | | | |

Button 5 - Reverse Charge Call Protection

Your Solitaire 2000 is preset to sound a Payphone ID Tone on incoming calls. This Beep…Bop (cuckoo) tone warns telephone operators that this is a payphone and reverse charge calls should not be connected to it.

Enter the Programming Mode:

If you wish to remove this protection:

Press 5 then press #.

The LED will flash and the OK tone will sound in the handset.

To restore Reverse Charge Protection:

Press 5 then press *.

The LED will flash and the OK tone will sound in the handset.

Button 6 - Unit Fee

When you received your Solitaire 2000 the unit fee was preset to mimic the current BT Payphone rate of 10p per unit.

If you wish to change this fee you can programme any value between 5p and 30p per unit (in 1p steps).

This will not affect your phone bill, only the amount charged to the payphone users.

Example: To set the rate to 20p per unit:

Enter the Programming Mode:

Press 6, then press 20, then press #.

The LED will flash and the OK tone will sound in the handset.

Button 7 - International Payphone Call Barring

When you received your Solitaire 2000 it was preset to bar all International calls (commencing 00-) in Payphone Mode.

NB: International Payphone Call Barring does NOT apply to Eire calls (00353-).

Enter the Programming Mode:

If you wish to allow users to make and pay for International calls:

Press 7, Press #.

The LED will flash and the OK tone will sound in the handset.

To bar International calls again:

Press 7, Press *.

The LED will flash and the OK tone will sound in the handset.

NB: International calls can always be made in Owner Mode.

Button 8 - "FREE" Numbers

This allows you to programme up to ten UK national numbers as "FREE" numbers. These may be dialled by anybody without charge, although they will still appear on the payphone's bill. In a domestic location these may be set to relatives' numbers or work numbers for example.

Example: To enter 0870 601 0024 as "FREE":

Enter the Programming Mode:

Press 8, Press Store Number (0-9) on keypad, then enter 0870 601 0024, then Press #.

The LED will flash and the OK tone will sound in the handset. Record these numbers here:

Store	Telephone Number	Name
1		
2		
3		
4		
5		
6		
7		
8		
9	0800 634 4087	Solitaire Card
0	0800 138 0203	CreditCall

Dialling these numbers on the keypad will not need cash for the call to proceed.

The numbers may be over-written at any time.

To DELETE a "FREE" number:

Press 8, Press Store Number (0-9), Press #.

The LED will flash and the OK tone will sound in the handset.

Credit Call

Note the "FREE" Number Store 0 has been pre-programmed with the number for the CreditCall credit card calling service. If you wish to provide this service on your payphone, dial the number shown, and you will be connected to the CreditCall helpdesk. They will provide information about how the service works. FREE number store 9 has been programmed with the number for Solitaire prepaid card service. Prepaid cards may be purchased from your payphone retailer or call 0870 601 0024.

Button 9 - Barred Prefix Codes

Solitaire 2000 is preset with certain dialling prefix codes as **barred**, as shown on Page (6).

You can add up to four more barred codes (with up to six digits each) e.g. if you want to stop access to BT ChargeCard or 0800 "calling card" numbers. Codes entered here are barred to payphone users.

Example: To add code 0410 to the barred list:

Enter the Programming Mode:

Press 9, Press Store Number (1-4) on keypad, Enter 0410, then Press #.

The LED will flash and the OK tone will sound in the handset. Record your Barred prefixes here:

Store	Barred Code	Notes
1		
2		
3		
4		

The numbers may be over-written at any time.

To DELETE a Barred Code Prefix: Press 9, Press Store Number (1-4), Press #.

The LED will flash and the OK tone will sound in the handset.

Button 0 - Local Prefix Codes

Your payphone will charge most calls commencing with 01 or 02 at the Long Distance Rate. However, some calls beginning with 01 or 02 should be charged at the Local Rate. You can programme up to ten local prefix codes.

Look up the Local Codes beginning with zero in your phone book, note up to ten of them (up to 6 digits each) in the space below, then store them in your payphone following the example below.

Example: To add code 01249 to the local list:

Enter the Programming Mode:

Press 0, Press Store Number (0-9) on keypad, Enter 01249, then Press #.

The LED will flash and the OK tone will sound in the handset. Record your Local prefixes here:

Store	Local Code	Area Name
1		
2		
3		
4		
5		
6		
7		
8		
9		
0		

The numbers may be over-written at any time.

To DELETE a Local Code Prefix:

Press 0, Press Store Number (0-9), Press #.

The LED will flash and the OK tone will sound in the handset.

Faults

Fault	Possible Cause
No dial tone when the handset is lifted.	The payphone may not be correctly plugged into the telephone socket.
	Possible telephone line fault. Try an ordinary telephone in place of the payphone.
Owner PIN not accepted. * # causes Reject Tone.	You may be trying to enter an incorrect PIN. You may reset your PIN under Button 4.
	The built-in security 'lockout' has been activated. Somebody may have been trying to discover your Owner PIN by random guesses. Replace the handset for at least 30 seconds and try again.
Call charges appear high.	If the payphone has been unplugged or a line fault has occurred, the Time/Day settings may have been lost. You may reset these under Button 1.

In the event of difficulties, please contact our Customer Services: telephone helpline: 0870 601 0024

Approval

Your Solitaire 2000 has been approved to provide the following:

- A public payphone service.
- For exchanges supporting loop disconnect (LD) and multi frequency (MF) dialling.
- Inductive coupling to appropriate hearing aids.
- Call barring.
- Your Solitaire 2000 is NOT approved for use on key systems, PMBX's, PABX's or 1 + 1 carrier systems.
- Safety: Solitaire 2000 is only approved for operating at Telecommunication Network Voltage (TNV). Do not attempt to alter or add additional connections to the Solitaire 2000.

Any other usage will invalidate the approval of the apparatus if as a result it then ceases to conform to the standards against which approval was granted.

Guarantee

This product is guaranteed for one year provided that:
(1) the goods have only been used for their intended purpose, and have not been subjected to misuse, or been wilfully or accidentally damaged, and
(2) the goods have not been tampered with or repaired by anyone other than Solitaire Payphones, its staff or agents.

The terms of this guarantee do not affect your statutory rights.

OFTEL Regulations

If you are providing a payphone service to members of the public, regulations introduced by OFTEL in 1988 make it a legal requirement for you, the payphone owner, to display a notice alongside your payphone.

The notice must carry the following information:

- Details of any limitations of access to the operator services.
- Information on whether unused coins are returned to the user.
- The minimum payment required to make a call.
- The method of payment, that is, the types of coin the payphone will accept.
- The full postal address of the payphone, to help with emergency calls.
- The identity of the person to be contacted in case of complaints.
- The basis of charging for calls from the payphone.
- A clear indication that 999 and 112 calls are free.
- When an extension is connected to the payphone: a warning that this may affect the privacy of calls made on the payphone.

Solitaire 2000 meets the European Directives 89/336/EEC and 73/23/EEC for Electromagnetic Compatibility (EMC) and Safety (LVD).

The figures below are for a Solitaire 2000 with its Basic Settings. If changes are made you MUST amend the User Notice.

Solitaire 2000
100 Operator Calls Barred
Coins Not Returned
10p Minimum Payment
Pay On Answer: 10p, 20p, 50p, £1
Address
Owner/Maintainer
Local Calls 9p/minute National Calls 14p/minute International Calls 300p/minute
999/112 Calls Free

We have included a copy of a suitable notice with your Solitaire 2000. You will need to complete some of the details yourself.

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

Solitaire 2000 is manufactured in China under licence for Solitaire Payphones Ltd.