

Solitaire 2000 User Guide

(PM 0296 Issue.D 28/8/2006 RoHS)

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.

In Basic settings, calls to 100 Operator and 118XXX Directory Enquiry services are only available to the payphone owner, in owner mode. These facilities can be opened to payphone users. Your payphone also has the facility to bar calls to particular STD codes, for example 090 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.

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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 your keys you can get replacements by contacting our Customer Services Helpline.

www.solitairepayphones.com

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

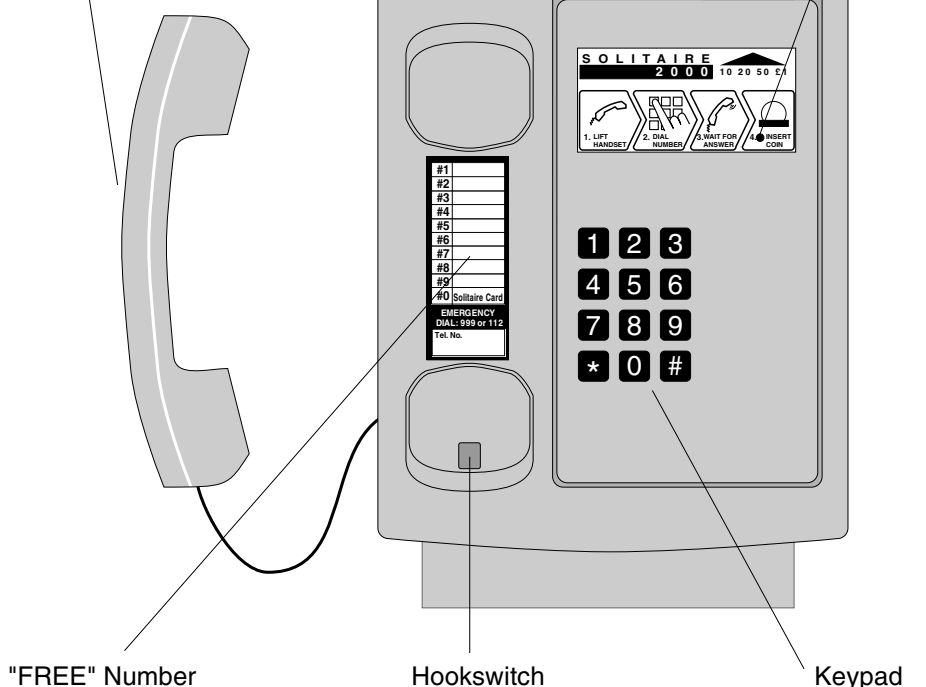
Features

Owner PIN Label on Handset

Case Lock

Coin Slot

Insert Coin LED



"FREE" Number Write-on Area

Hookswitch

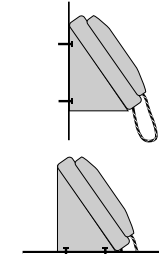
Keypad

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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 OFCOM 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

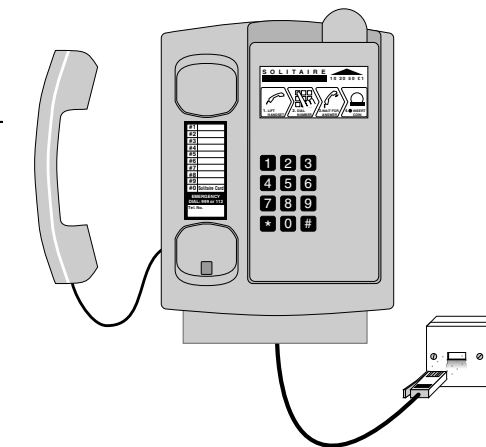
- If you wish to use Prepaid Calling Cards with Freephone access then users must dial the card access number then * on the payphone, then follow voice instructions
- The Solitaire 2000 must NOT be used in an extension socket on a switchboard (PABX), as all calls made could be charged incorrectly at local rates.

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

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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 www.solitairepayphones.com

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.

BT Caller ID (1471) is available to payphone users. Owner mode is required to access BT Callminder (1571). To access messages from BT Callminder 1571 service, enter owner mode *# PIN, dial 1571, then press * on the payphone and then follow the voice instructions.

Calling a "FREE" Number

Your Solitaire 2000 allows you to set ten 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.

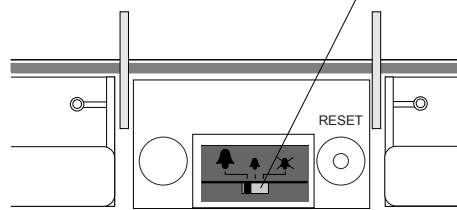
Receiving a Call

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.

Changing the Ringer Volume

Unlock and open the case, then locate and adjust the Ringer Volume Switch (high/low/off). Then close and lock the case.



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.

Solitaire Socket clamp which uses the screws of the socket to retain telephone plug available by contacting our Customer Services Helpline on 0870 601 0024.

Basic Settings

Solitaire 2000 is factory programmed with the following basic settings, many may be changed - refer to appropriate section.

Time/Day: Recommend these are set at installation
Local Codes: 0845 is set

National Fees: Minimum Fee 10p Unit Fee 10p
International Calls are barred but can be allowed see page 9

International Fees Minimum Fee 10p Unit Fee 10p

Chargeband	Cheap	Daytime	Weekend
Local	67	67	67
Long Distance	43	43	43
Mobile	16	9	31
Eire	12	7	12
Int Band 1	7.9	7.9	7.9
Int Band 2	2.1	2.1	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.

Dialling Type: Set to Tone

Personal Identification Number: On handset label

Exception Code Defaults:

Free	Local	Long Distance	Mobile	Barred
0500, 0800, 0808,	0845	01, 02, 03, 0870	07	1, 04, 05, 06, 070, 076, 08, 09

Int Band 1 003 & 004, Int Band 2 00X

Service Numbers: 100/118XXX Operator/Directory Enquiry calls are barred in payphone mode. Free unlimited digits 0500, 0800, 0808

These are factory settings. They may be superseded by a "PIC" upgrade, in which case new settings will be supplied with that upgrade.

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 30 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.

We also recommend you call 0845 077 9000 to have the 0800 Reverse service blocked from your payphone line.

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