Solitaire 6000 User Guide

(LGPM0208-6N1   RoHS)

Description

Your Solitaire 6000 payphone is designed for use in supervised indoor locations and accepts 10p, 20p, 50p and £1 coins. The case design allows the Solitaire 6000 to be equally 'at home' free-standing or fixed on a wall or shelf and a Liquid Crystal Display makes it easy to operate.

The Solitaire 6000 provides Payphone Identification Tone (Beep...Bop) to tell telephone operators that the telephone they have dialled is a payphone and reverse charge calls should not be connected.

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

In Basic Settings, calls to 100 Operator and 118 XXX 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 6000 to suit your own particular needs.

Hearing Impaired Users

The Solitaire 6000 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.

In the event of difficulties, please call our Customer Services Helpline on 0870 601 0024

Please Read This

You do not have to read all of this leaflet to use your payphone. Your Solitaire 6000 is ready to use 'straight from the box'. Batteries are not normally required and basic setting up has been done.

Recording the Key Number and Serial Number

We have supplied your Solitaire 6000 with two keys to fit the case lock. As well as giving access to the cash inside the phone they also allow you to enter the programming modes. You need to record the **key number:**

_____

If you lose the keys, you can get replacements by contacting our Customer Services Helpline at.
www.solitairepayphones.com

You will find the serial number of your phone on its base. Record this **serial number** as it may be required if you request Warranty service:
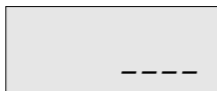
_____

Your Solitaire 6000 is designed to plug into a new modular telephone socket. If you do not have such a telephone connection point, you should contact your local BT Payphone Sales Office to arrange for one to be fitted. They can be contacted on:

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

Installation

If you require to fix your Solitaire 6000 securely to a wall or table, open the case, remove the cashtray, locate the fixing positions, drill and fix as appropriate using the fixing kit supplied. Close and lock the case.

When providing a payphone service to the public, in order to comply with OFCOM regulations, you must complete and display the important information panel near the payphone.

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

2. Plug it in.

3. Lift the Handset.

DIAL

Your Solitaire 6000 is now ready to use!

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	DIAL
Dial number	01234567890
When answered: **Insert cash**	20P
You may now speak	Next Call ? 43

Display shows time left. At 10 seconds, expiry tone prompts to insert cash. Call is disconnected if time reaches 0, and *DIAL* prompt reappears.

Payphone Mode - NEXT CALL

If sufficient cash credit remains after your first call, you may make further calls without inserting more cash. **DON'T HANG UP!**

Press NEXT CALL Display shows credit left:	30P
Dial new number Display eventually shows time remaining:	Next Call ? 26

You may now speak on your Next Call - Insert more coins if required.

You may use this sequence more than once.

Basic Programming Mode

To adjust your Solitaire 6000 settings, you must enter Programming Mode. Leave the handset in place and begin with the key locked:

Press * until time disappears, then Press #	
Unlock the case (no need to open it) **Turn the key fully Enter your PIN Set time** (on keypad) When correct: Press #.	18:53
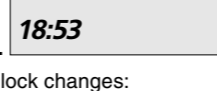
or, for B.S.T Clock changes:
Press * to advance clock 1 hour,
Press * again to retard clock 2 hours,
Press * again to advance clock by 1 hour.
When correct time is shown: Press #.

Set day (on keypad)
(1=Mon... 7=Sun, and
0 sets the payphone to
perpetual daytime rate),

Mon

then Press #

Programming the 3 Memory Buttons

Your Solitaire 6000 payphone now allows you to program 3 numbers on the memory buttons underneath the keypad; for example, a local taxi company, a credit card authority or a head office.

prog MEM

You may record the details on the label under the clear plastic cover by using a ballpoint pen in the hole at either end of the cover and flexing it.

Making an Owner Call

As the payphone owner who knows the PIN, you do not need cash to make a call. Begin with the handset in place:

Press * until time disappears, then Press #: **Enter your four- digit PIN** if correct, display shows:	— — — — Next Call ? OWnEr
Lift handset	13:05 OWnEr
Dial number and Make your call.	Next Call ? 01234567890
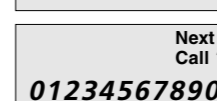
Owner Mode - NEXT CALL

You may make another owner call without re-entering your PIN. If you wish to dial another number: **DON'T HANG UP!**
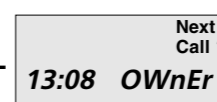
Press NEXT CALL	Next Call ? 13:08 OWnEr
Dial new number and Make new call	Next Call ? 09876543210
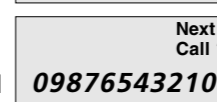
You may use this sequence more than once. However if you replace the handset you will have to re-enter your PIN.

Press one of the 3 memory buttons

If the memory is empty, the display shows one digit for the empty memory you selected.

1 or 2 or 3
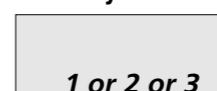
Enter the telephone number
(e.g. 0870 601 0024) **then Press #**

Choose the chargeband required (e.g. Local) by pressing * to move the display through the different chargebands available (including Free and Barred).

08706010024
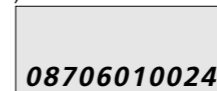
When correct Press #.
Repeat for the other two memory buttons as required. Complete the label and refit the cover.

LOC 010024

prog MEM
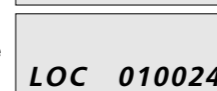
Local Exception Codes setting

Because your payphone doesn't know where it is installed, it will charge all calls commencing 01, 02 and 03 at the Long Distance rate. There are some calls with these prefix digits which should be charged at Local rates.

To localise your payphone:

Locate "Local Call Lists" in your phonebook.

For your area: Note local calls starting 01 & 02

Calling a Memory Number

Memory numbers can be programmed to taxi, credit card authority, head office numbers etc. They must be programmed before use - see (5).

Lift handset, Press chosen memory button Display shows selected memory number.	DIAL 01122334455
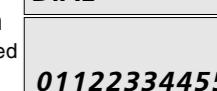
If memory number chosen is set to a FREE number, the call can proceed without coins. However if the number is set as a PAY call you will be prompted to insert cash as if the number had been dialled normally.

NB: Memory numbers may be set at rates different from normal (e.g. a mobile number may be set at a free rate).

Memory numbers may be used in the owner mode, when no cash will be required.

Receiving a Call

Assuming the Ringer Volume switch is set to either ▲ or ▲, your payphone will ring normally when an incoming call is received.

Calls may be accepted by lifting the handset.

The Payphone Identification Tone will sound in the earpiece to tell telephone operators that the telephone they have dialled is a payphone and that reverse charge calls should not be connected. Do not press any dialling buttons after lifting the handset, as this may result in the incoming caller being unable to hear you.

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

Press # and wait until display shows:	LOC — — — — — —
Enter the first code (e.g. 01672)	LOC -01672
Then press # **Repeat for all local codes required, Then press #.**	

(If *FULL* displays, all the exception code capacity has been used.)

Advanced Feature Programming

Enter the advanced feature PIN (2468) to set other facilities, or
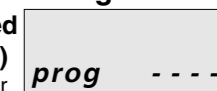
prog   - - - -

Press *
to leave the Programming Mode.

Advanced Features may then be accessed by pressing the relevant keypad number:-

1 = Unit Fees
2 = Unit Times
3 = Dialling Type
4 = Change PIN
5 = PABX Access
6 =
7 = Ringtime Limit
8 = International Allow or Bar
9 = Dialling Code Review/Look
0 = Dialling Code Entry

Details of each setting are provided overleaf.

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.

Emptying the Cashtray

Unlock the case
With the key in the unlocked position, the display shows the cash records:

Firstly

2.80

Then

tot   15.50

Open the case, Empty the cashtray

Close and lock the case, Remove the key.

NB: The record of cash since the case was last unlocked is reset to zero, but the record of the total cash since installation is unaffected by this sequence.
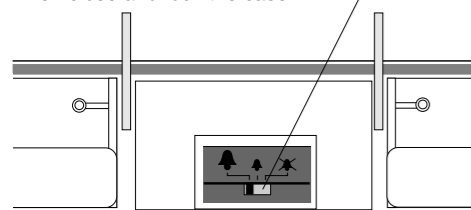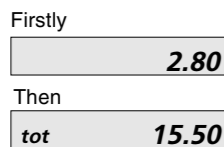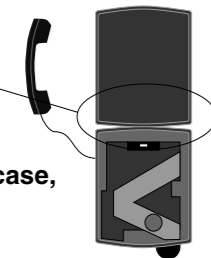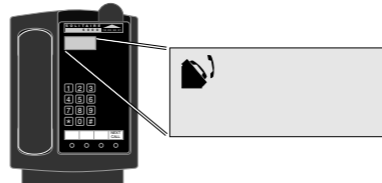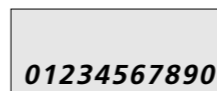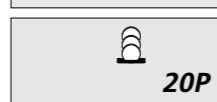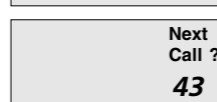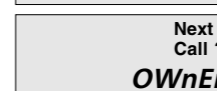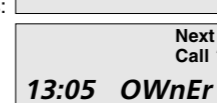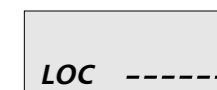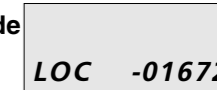
Plug-In-Customiser (PIC)

If you require an expansion of your payphone's facilities, contact our Customer Services Helpline on 0870 601 0024

Basic Settings

Solitaire 6000 is factory programmed with the following basic settings, many may be changed - refer to appropriate section.

Solitaire 6000 has no batteries and is powered from the telephone line.

When the payphone is installed for the first time we recommend that the Owner should set time and day as follows

Press * then #, insert key and turn to open, enter four digit PIN	— — — —
Enter correct time in 24 hour format Eg 2.30pm becomes 14:30 **Then press #**	14:30
Enter correct Day 1=Mon, 2= Tues, then Press #	DaY0

Provided your Solitaire 6000 remains connected to the telephone line the time clock will operate. If disconnected for more than a few minutes the time will be lost but the payphone will continue to operate on a Daytime rate basis.

Time/Day: Recommend these are set at installation
Memory Buttons: None have been preset.
Local Codes: 0845 is set
National Fees: defaults set as follows
Minimum Fee 20p Unit Fee 10p
International Fees: default set as follows
Minimum Fee 50p Unit Fee 10p

Chargeband	Cheap	Daytime	Weekend
Local	67	67	67
Long Distance	43	43	43
Mobile	16	9	31
Spare	30	20	60
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
Exchange/PABX Access: Set to Direct line
Ringtime Limit Default: Set to 30 seconds.
International Barring: International calls allowed.

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.

1 - Unit Fee

These are preset as follows

Fee 1	Nat. Minimum Fee	20p
Fee 2	Nat. 1st Unit Fee	10p
Fee 3	Nat. Subsequent Unit Fee	10p
Fee 4	Int . Minimum Fee	50p
Fee 5	Int. 1st Unit Fee	10p
Fee 6	Int. Subsequent Unit Fee	10p

To amend any of the above Fees overtype with the required value and Press #

2 - Unit Times

You may press # at any time in the sequence to step to the next section. Lifting the handset during programming returns you to the payphone mode.

**Enter Advanced Programming Mode
Press 2 on the keypad**

Display shows
LOCAL CHEAP rate is
set to 67 seconds:

> LOC Ch 67

**Enter a new value
Then Press #**

Display moves to LOCAL DAYTIME rate which may be set in the same way.

Then Press #

Display moves to LOCAL WEEKEND rate which may be set in the same way.

Press # to step through and set Long Distance, Mobile and SPARE. When these have been entered, Press #, then

Press # to return to *prog* prompt.

NB: Changing these values will affect call charges. Such changes must be incorporated in the payphone wall notice in order to comply with OFCOM regulations

3 - Dialling Type

**Enter Advanced Programming Mode
Press 3 on the keypad**

Display shows current
dialling mode:

Press * to swap

> PULSE/tOnE

between PULSE and TONE

Press # to return to *prog* prompt.

4 - Change PIN

**Enter Advanced Programming Mode
Press 4 on the keypad**

Display shows current
PIN:

**You may enter a
new 4 digit PIN**
Be sure to record it
safely.

> PIn 2345

> PIn 6789

Press # to return to *prog* prompt.

---

5 - PABX Access

If you require your Solitaire 6000 to work as an extension to a PABX system, these adjustments **must** be made correctly.

**Enter Advanced Programming Mode
Press 5 on the keypad**

> dirEct LInE   Pb

Use * to swap between DIRECT LINE or PABX.

Then press #.

If you selected PABX,
then the display shows:

**Enter the PABX
access digit**
(usually 9)

> 9 Pb ACCESS

then press #.

The display then shows:

> 1 Pb PAUSE

- the presending pause (e.g. 3 seconds: ask your PABX maintainer if necessary for advice.)

**Enter a single digit for the pause,
then**

Press # to return to *prog* prompt.
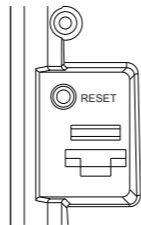
6 - Ringtime Limit

Because your Solitaire 6000 does not receive a signal from the exchange to tell it when an outgoing call has been answered, a Ringtime Limit is set. This controls how long the payphone will allow the call to ring if no cash is inserted. 45 seconds is recommended. Only change this value only if you experience difficulties.

**Enter Advanced Programming Mode
Press 7 on the keypad**

Enter time (in seconds)
allowed for phone to ring
before disconnection.

> CUtOFF 30

Press # to return to *prog* prompt.

---

7 - International Allow or Bar

Use this procedure if you wish to **prevent** International calls being made on your payphone.

**Enter Advanced Programming Mode
Press 8 on the keypad**

> Int bArrEd   Int AlloW

Use * to swap between allowing and barring International Calls.

Press # to return to *prog* prompt.

8 - Dialling Code Review/Look

Allows you to review the various dialling codes (and their chargebands) which are programmed into the Solitaire 6000, including your entries and Basic Settings. It is not possible to change categories in this mode. Chargebands are: Local, Long Distance, Mobile, SPARE, Free and Barred.

**Enter Advanced Programming Mode
Press 9 on the keypad**

Choose chargeband for review by pressing * repeatedly (Loc, Long, Mob, SPARE, Free or Bar)

then Press #

The display shows the
codes, in entry order,
together with assigned
chargeband.

> LOC Look

Pressing # advances to next number. You may repeat this for each chargeband. You may exit from this routine at any time by pressing *.

Press # to return to *prog* prompt.

0 - Dialling Code Entry

Allows you to enter specific national dialling codes (and their chargebands). For example, your network provider may introduce a new dialling code at Premium Rate and this feature enables you to bar such a service.

Chargebands available are: Local, Long Distance, Mobile, SPARE, Free and Barred.

**Enter Advanced Programming Mode
Press 0 on the keypad**

Choose chargeband to be entered by pressing * (Loc, Long, Mob, SPARE, Free or Bar or *DEL* to delete a previously entered code.)

then Press #

Display changes to allow
entry or deletion of the
dialling code:

> LOC - - - - - -

Pressing # allows the next number to be entered.

Press # to return to *prog* prompt.

(If you wish to delete any
exception code you must
select *DEL* then press #.
Enter the code to be
deleted and then press #,
and repeat as required.)

> DEL - - - - - -

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 6000 has a REN of 2. A total REN of 4 is allowed on any one line.

Extension Telephones

To avoid unauthorised chargeable calls being made on an extension phone connected to your payphone line, any extension should be in a secure location.

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

Self Test

If you suspect a problem:

**Insert and turn the key,
then Press *.**

The display should show:

> PAYPHOnE OK

If the display shows *FAIL*
proceed to the Faults
section which follows.

> FAIL

Faults

If no Time of Day is displayed whilst the Solitaire 6000 is idle, the unit has lost its programming.

The display would show:

> [symbol]

Or if, when the key is
turned, display shows:

the unit has lost its
programming.

> - - - -

Continue with Page (5) of this guide.

If, when the handset is lifted the display shows this, it may indicate:

• Cashbox is full

• Coin jam in mechanism

> 999 or 112

If there is a coin jammed, you should try to clear it.

If there is no dial tone
and the display shows:
(i.e. time but no
payphone symbol)

> 20:58

Check the payphone is correctly plugged in to the wall socket.

For ease of maintenance Solitaire 6000 is fitted with a quick release hinge. Open the case, push back the hinge and remove the payphone top from the base.

Software Reset Switch

> [drawing with RESET button]

Payphone does not function correctly

Press RESET button indicated on drawing above and test again (Prog parameters will be retained)

Approval

Your Solitaire 6000 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.
• Compatible for use with call routing apparatus.
  - call routing apparatus means PBXs, PABXs, key systems, dealerboards, key and lamp units, or automatic call distributors which provide a BS6312 compatible port and meet the requirements of BS6317 for simple telephones.
• The Solitaire 6000 is only approved for use as an extension instrument to compatible PBXs. Your supplier should be consulted for an up to date list.
• It cannot be guaranteed that the Solitaire 6000 will operate correctly under all possible conditions of connection to compatible PBXs. Any difficulties should be referred to your supplier.
• The Solitaire 6000 is not approved for use on PABX systems which return a secondary dialling tone if the delay setting is programmed to less than 3 seconds. Consult the supplier of your PABX if you are in any doubt.
• Solitaire 6000 is approved for use on a 1 + 1 carrier system.
• Safety: Solitaire 6000 is only approved for operating at Telecommunication Network Voltage (TNV). Do not attempt to alter or add additional connections to the Solitaire 6000.

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.

OFCOM Regulations

If you are providing a payphone service to members of the public, regulations introduced by OFCOM 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, 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 payphone calls.

> [CE mark]

Solitaire 6000 meets the European Directives
1999/5/EC for Radio & Telecommunication
Terminal Equipment

2002/95/EC Restriction of Hazardous Substances

The figures below are for a Solitaire 6000 with its Basic Settings. If you make changes you MUST amend the User Notice.
Solitaire 6000
100 Operator Calls Barred / Available
Unused Coins Not Returned
20p Minimum Payment
Pay On Answer 10p, 20p, 50p, £1
Address
Owner/Maintainer
Local Calls 9 p/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 6000.
You will need to complete some of the details yourself.

> [WEEE crossed-out bin symbol]

Solitaire 6000 is manufactured in China under licence for Solitaire Payphones Ltd.