

# Solitaire 2000 User Guide

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## 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

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.**

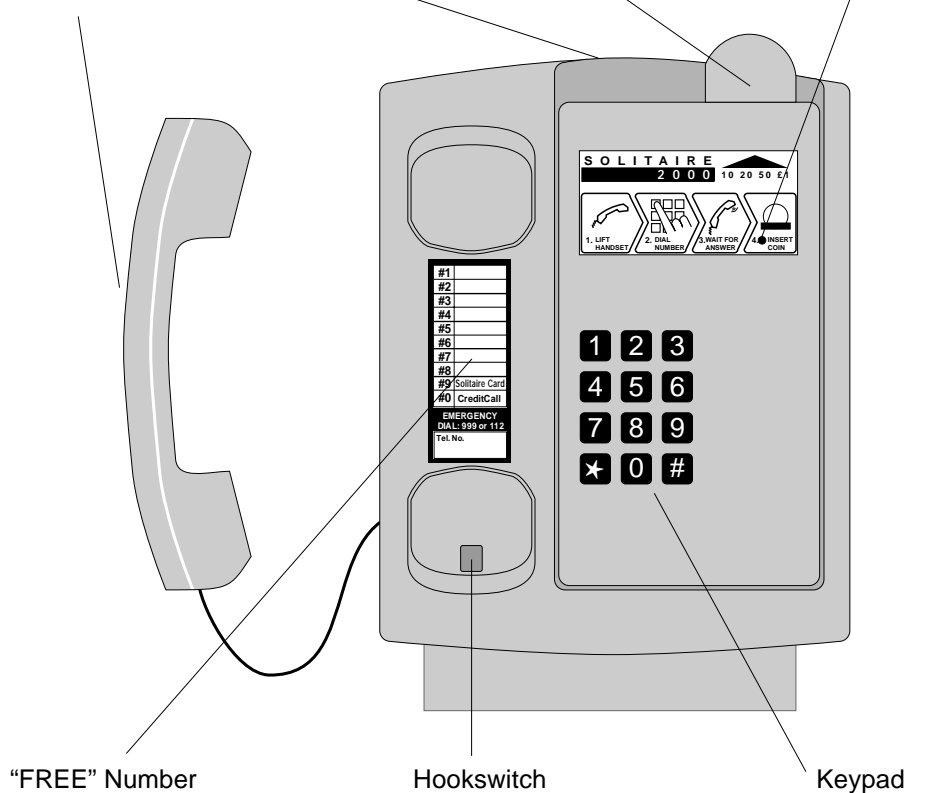
## Features

Owner PIN Label on Handset

Case Lock

Coin Slot

Insert Coin LED



"FREE" Number Write-on Area

Hookswitch

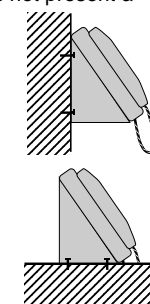
Keypad

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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 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

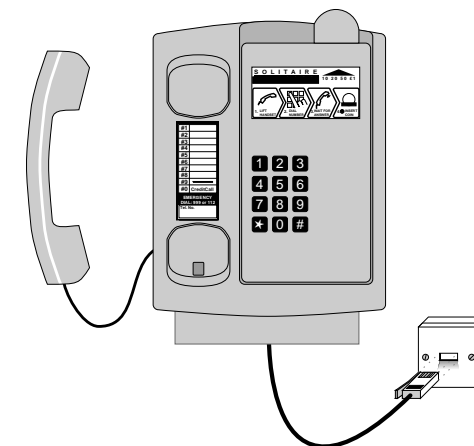
- We do NOT recommend the use of \* "Star" services with the Solitaire 2000. Call the Helpline if you need further advice.
- The Solitaire 2000 must NOT be used in an extension socket on a switchboard (PABX), as all calls made could be charged incorrectly at local rates.

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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!

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## 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 Fee:** 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	Intl Band 1	Intl 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, 06364, 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.

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