Payphone Contour 400

User guide

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Calls and cash pages 4 – 17

find out:
- ▶ how to make calls
- ▶ about the different types of calls you can make
- ▶ about pre-funding
- ▶ about more call functions
- ▶ how to check your cash

Features pages 18 – 27

find out how to get the most from your payphone

If you'd like to change the way any of these features work, you can contact us using the details on page 34, or follow the instructions in this section.

Subject to your contract with BT Payphones, you may not be able to change some of these features.

This payphone is mains powered, please refer to page 18 to see how your payphone may be affected if power is disconnected.

Troubleshooting pages 28 – 29

how to solve some of the more common problems

Pre-funded accounts pages 30 – 31
Technical page 33

Making calls and managing your cash

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Making a call using the handset

1 Lift the handset and insert your money

eg | INSERT 20P |

2 Dial the number

When you've dialled, the payphone will check that there's enough money to start the call. If there isn't, it will eject the first coin and request one of a higher value.

eg | 020 7123 4567 |

You can check how many seconds you'll get for 10p or the minimum fee for this call. Check your notice for details.

3 Watch the display for information

The display shows how much time is left during the call. When 20 seconds of call time is left, you'll hear the pips. If you don't add any coins, the call will end.

Remember the payphone doesn't return unused coins.

Making a loudspeaker call

1 Press the green **LOUDSPEAKER** button and insert your money

eg | INSERT 20P |

2 Dial the number and wait for an answer

eg | 020 7123 4567 |

3 Speak towards the payphone when your call is answered

4 Press the green **LOUDSPEAKER** button when you're ready to end your call

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Making a call using a headset

1 Plug your headset into the headset lead and press the blue **HEADSET** button

The light will come on.

INSERT 20P

2 Insert your money

3 Dial the number

eg 020 7123 4567

4 Press the blue **HEADSET** button when you're ready to end your call

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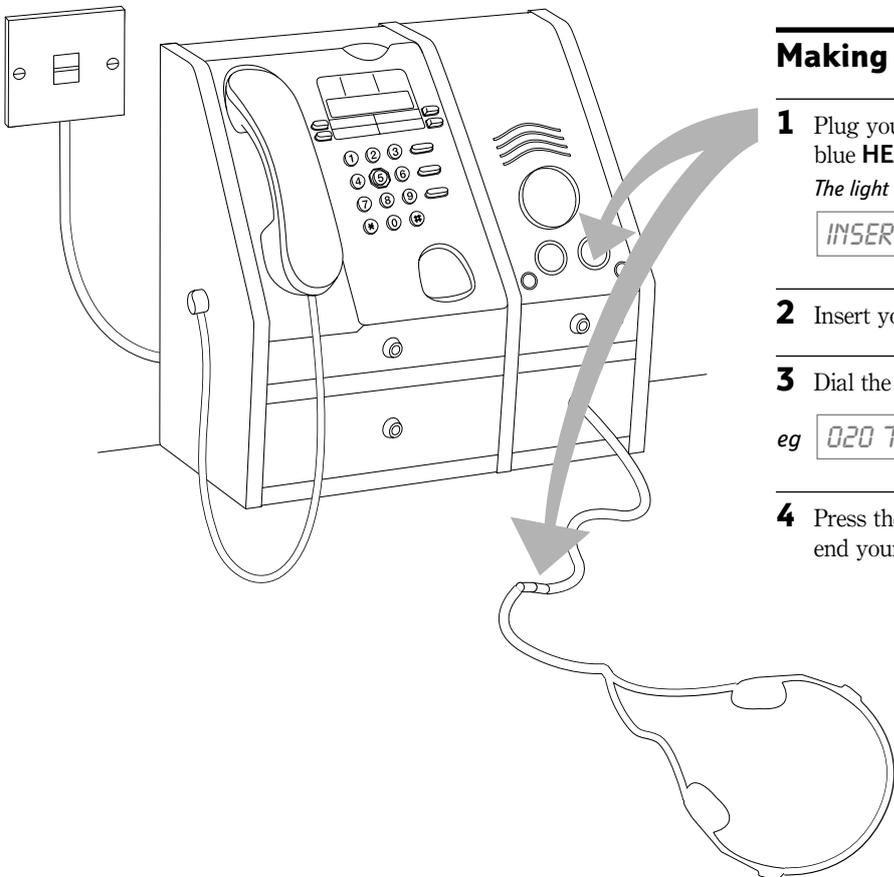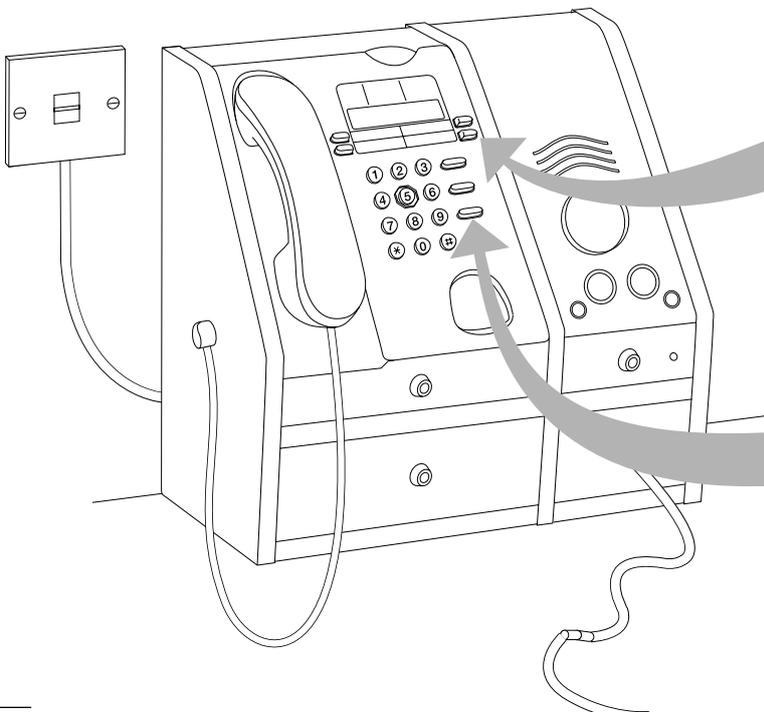
Calling a memory number

1 Lift the handset, press the green **LOUDSPEAKER** button or plug in your headset and press the blue **HEADSET** button to start your call

eg `INSERT 20P`

2 Press the **Memory** button you want and wait for the call to be answered

Any more coins you put in while the payphone is dialling will be ejected.

eg `TAXI`

Changing the speech volume

Press **VOLUME** up to four times to increase the volume

Press **VOLUME** again to return to the initial volume

The Payphone Contour 400 is fitted with an inductive coupler handset that makes calls easier to hear when used with a suitable hearing aid. This is a legal requirement. If you use a behind-the-ear hearing aid, move the switch to the 'T' position and hold the handset earpiece next to the hearing aid.

6

Making another call

1 Don't hang up at the end of the first call
*As long as you have the minimum fee left,
you can make another call.*

2 Press the orange **NEXT CALL** button

    PLEASE DIAL

3 Dial the next number you want

eg *020 7123 4567*

4 Watch the display for information
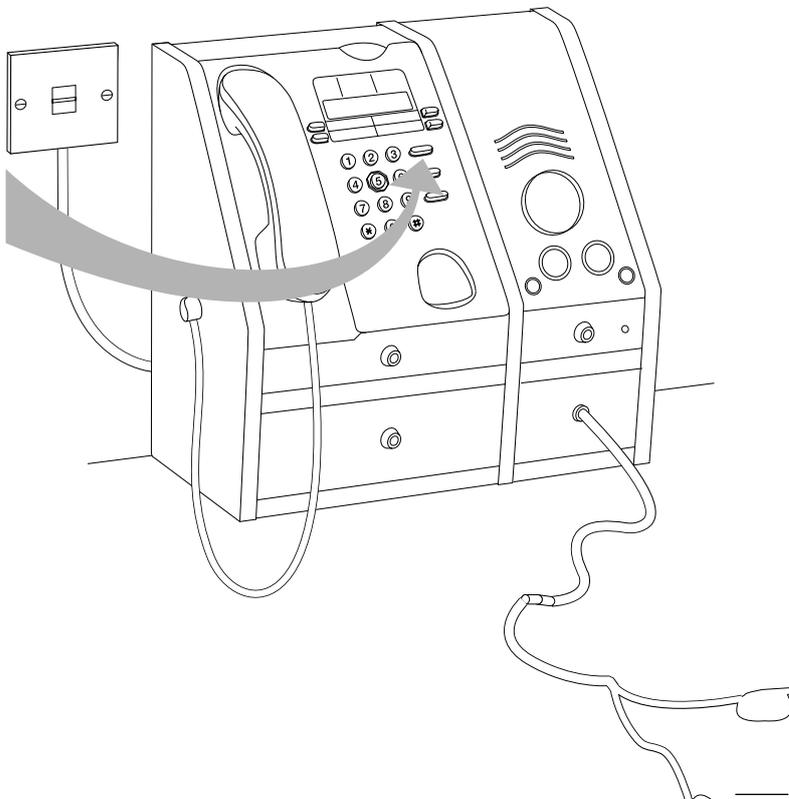
The BIG RED BUTTON

Callers can press the big red button to call for local assistance in an emergency.

You will need to programme the local assistance number (see page 22).

1 Press the big red button and wait for an answer
The **LOUDSPEAKER** *and* **HEADSET** *lights will come on. You can use the loudspeaker or the handset.*

2 Press the big red button again to end the call
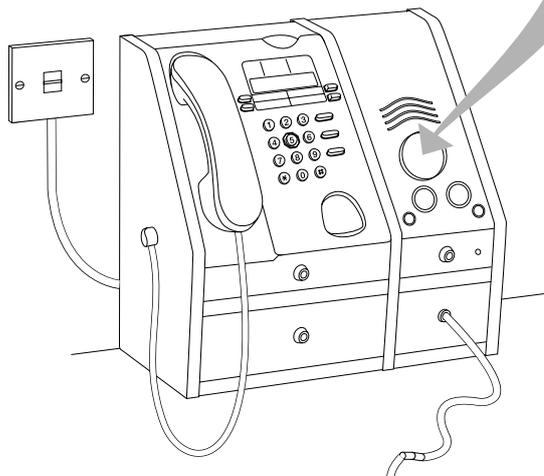
Checking a number before you call

1 Do not start the call

2 Press #

KEY NUMBER

3 Dial the phone number you want and check the number on the display
If you make a mistake as you dial, you can press **REDIAL & DELETE** *to delete the last number you dialled.*

4 Lift the handset, press **HEADSET** or press **LOUDSPEAKER** to start your call

eg INSERT 20P

5 Insert your money
The payphone will dial the number.

Checking the cost of your call

1 Start the call and press **#**

```
KEY NUMBER
```

2 Dial the phone number you want
The display will switch between the number you dial and the charge for your call.

eg
```
£2.50
```

3 Press **#**

eg
```
INSERT 20P
```

4 Insert your money
The payphone will dial the number.

Answering an incoming call

The headset and loudspeaker lights will flash when the payphone rings.

1 Lift the handset, press the green **LOUDSPEAKER** button or plug in your headset and press the blue **HEADSET** button

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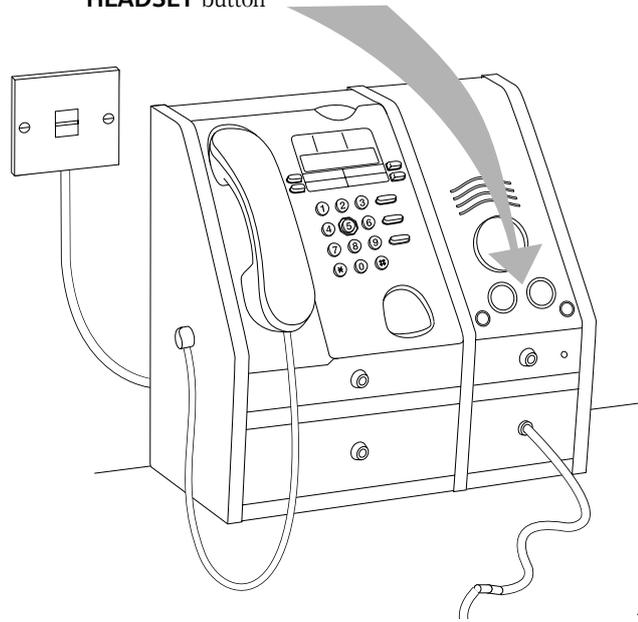
Switching pre-funding on

With a pre-funded account, callers don't need to use coins for calls to the four numbers they call most often. They just need to enter their own PIN and press a memory button. The cost of the call will be charged to their account.

You can have up to 30 pre-funded accounts.

The account holders will need to ask you to pay money into their account before they can start making calls. **They can pay more money into their account during calls.**

There's a limit of £10 for each account. This can be increased to £15, £20 or £25 subject to your contract with BT. For more information, contact us using the details on page 34.

1   Lift the handset, unlock the top cover, enter your owner **PIN** and relock the top cover

> MONEY

2   Dial ✳76#

> PREFUNDING X

3   Press **Memory 3** to switch pre-funding on

> PREFUNDING

4   Press #

> ACC PIN 01

5   Press #

> PIN

6   Enter the **PIN** that the account holder wants to use and make a note of the **PIN** on page 30
This can be between 1 and 6 characters.

eg   1639

7   Press #

> ENTER COINS

8   Enter up to £10 of coins to fund the account

eg   £9.50

9   Press #

> ENTER TEL

10 Enter the first phone number that the account holder wants and press #

11 Press **Memory 1** to scroll through and choose the charge band the payphone should use when the account holder calls this number

12 Press #

> *MEMORY KEY*

13 Press the **Memory** button that the account holder will press to dial this number

> *STORED*

14 Repeat steps 11 to 13 for the other three phone numbers that the account holder wants

> There's a table on page 30 of this guide to help you to keep a record of pre-funded accounts.

To change a pre-funded phone number

1 Follow steps 1 to 9 on page 10
You may not need to add more money.

2 Enter the new phone number and press #

3 Press **Memory 1** to scroll through and choose the charge band the payphone should use when the account holder calls this number

4 Press #

> *MEMORY KEY*

5 Press the **Memory** button that the account holder wants to use to dial the number
The new number will replace the previous number stored on that button.

> *STORED*

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To add money to an account

The account holder can also add money during a call to top up their account.

1 Lift the handset, unlock the top cover, enter your owner **PIN** and relock the top cover

> *MONEY*

2 Dial ✳**79#** and press **#** again

> *ACCOUNT 01*

3 Press **Memory 3** or **4** to scroll through the accounts

4 Press **#** to check how much money is in an account
Pressing # again changes the display back to the account number. You can switch between the two displays by pressing #.

eg | *£2.10*

5 Add the money to the account

eg | *£7.30*

To delete an account

Make sure you make a note of the credit held in the account before you delete it. This information will be lost.

1 Lift the handset, unlock the top cover, enter your owner **PIN** and relock the top cover

> *MONEY*

2 Dial ✳**79#**

> *ACCOUNT 01*

3 Press **Memory 3** or **4** to scroll through the accounts

4 Press **#** to check how much money is in the account
Make a note of how much is in the account for your records.

5 Press **#**

eg | *ACCOUNT 01*

6 Press **REDIAL & DELETE**

eg | *DEL ACC 01*

7 Press **#**

> *DELETED*

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Making a pre-funded call

1 Lift the handset, press **LOUDSPEAKER ON/OFF** or
plug in your headset and press **HEADSET ON/OFF**

eg | INSERT 20P |

2 Press ✳, enter your **PIN** and press #

eg | PLEASE DIAL |

3 Press a **Memory** button to make your call

eg | 020 7123 456 |

*The payphone will dial the number and show the credit in the
account.* **You can insert coins during any call to top up
your account.**

4 Replace the handset, press the **HEADSET ON/OFF**
button or press the **LOUDSPEAKER ON/OFF** button
to end the call
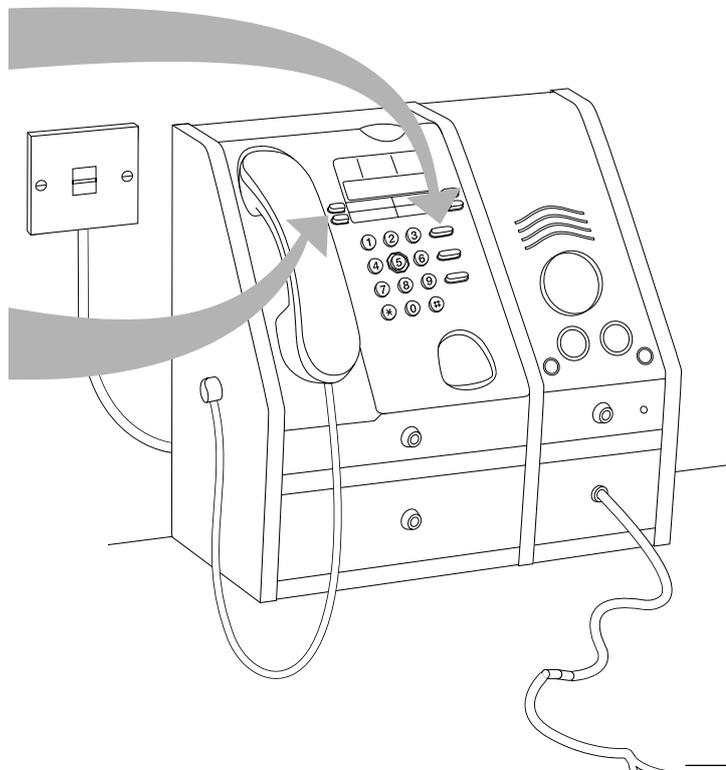
Using a text phone

Calls made using a text phone will be charged at the normal payphone rate.

1 Plug your text phone into the socket

2 Press the green **LOUDSPEAKER ON/OFF** button to start your call

3 Insert your money

4 Dial the number on the payphone keypad

eg | 020 7123 456 |

5 Use your text phone as normal when your call is connected

6 Remove the text phone from the socket when your call is over and press the green **LOUDSPEAKER** button
If you don't do this, other features may be affected.
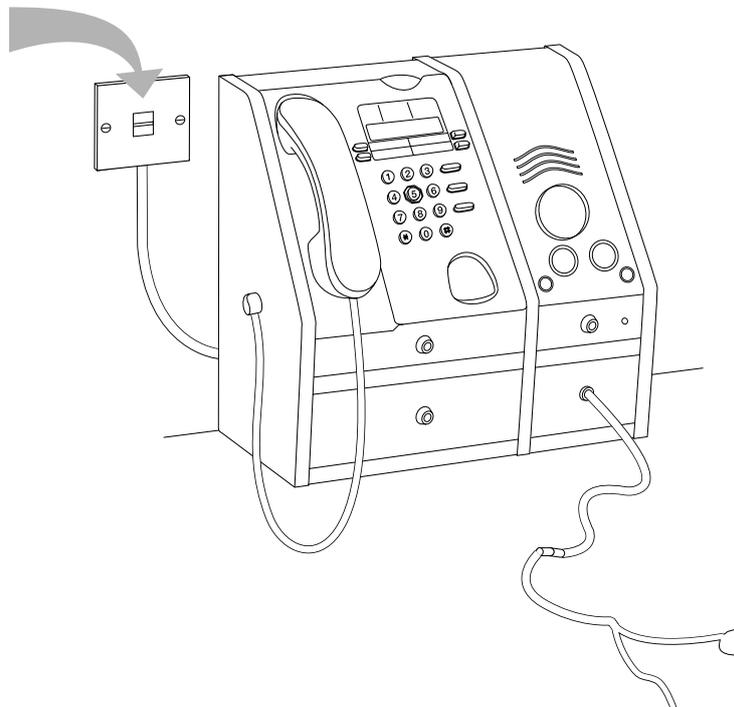
Redialling the last number you called

1 Don't hang up when you hear the engaged tone

2 Press the orange **NEXT CALL** button

> *PLEASE DIAL*

3 Press **REDIAL & DELETE**
The payphone will redial the last number for you.

eg *020 7123 456*

Transferring a call from an extension

You can transfer a call from an extension phone to the payphone.

You will need to programme 0800 on the red button so you won't be able to use it for local assistance calls (see page 22).

1 Press the big red button
The call on the extension will be transferred to the payphone. You can also answer the call using the handset or headset.

2 Press the green **LOUDSPEAKER ON/OFF** button to end your call

> There's a label for the red button packed with your payphone. Write *"Extension calls"* on the label and stick it above the button.

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Using the owner mode

People who know the PIN can make calls without using coins. Usually this is only the owner of the payphone.

To switch this feature on, contact the Helpdesk. For contact details, see page 34.

1 Lift the handset and press ✳

> PIN

2 Enter your **PIN**

eg
> 1234

3 Press the orange **NEXT CALL** button

> OWNER CALL

4 Dial the number

eg
> 020 7123 456

Using the control port

You can use the control port to connect keypads and other equipment to the phone.

If you would like more information on what equipment you can connect to the control port, contact the Helpdesk. For contact details, see page 34.

1 Plug your equipment into the control port

2 Follow the instructions for your equipment
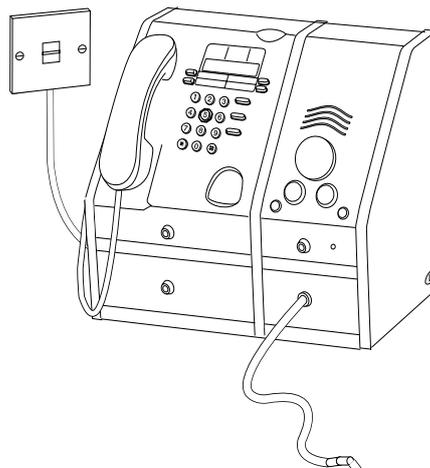
Checking your takings

1 Lift the handset and unlock the cover

> PIN

2 Press **✳66♯**

The display shows how much money the payphone has taken since it was last reset. If you're going to empty the cash tray, reset the payphone to £0.

▶ *To leave the amount unchanged*
  Press **♯**

eg £32.40

▶ *To reset to £0*
  Press **0♯**

  £0.00

▶ *To see how much the payphone has taken since it was first used*
  Press **♯** again

eg £145.76
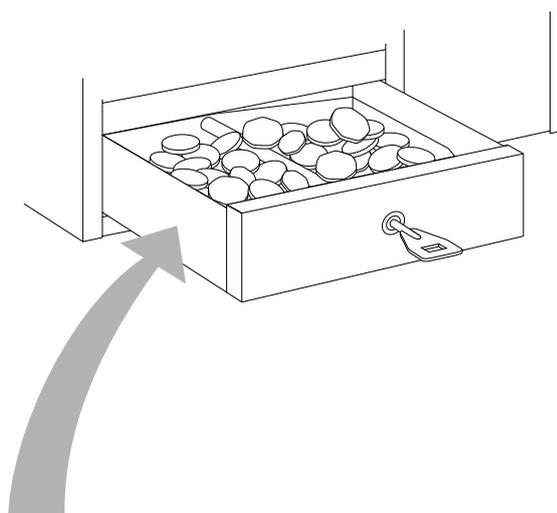
Emptying the cash tray

Unlock and remove tray. After you've emptied the cash tray, make sure that you replace and lock it.

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Features

Your Payphone Contour 400's many features let you choose just how you want it to work.

Depending on your contract with BT, you can change the way the features work. We can do this for you if you contact the Helpdesk.

We'll need to know the telephone number of your payphone, and we may also ask you some security questions.

For contact details, see page 34.

You can programme the features yourself if you want to. The rest of this section tells you how.

Programming the features yourself

Before you can programme the features you need to begin the owner programming mode

1 Lift the handset or press the green **LOUDSPEAKER ON/OFF** button

2 Unlock the top cover

3 Enter your **PIN**

4 Press #

5 Lock the top cover
Now you're ready to choose the feature you want to programme.

Power loss
The Payphone Contour 400 is mains powered. If it is unplugged or there is a power loss, only emergency calls will be possible. These facilities will not work:

- loudspeaker
- headset
- text phone
- large button keypad

- any equipment connected to the serial port
- backlit display
- incoming calls

Feature	page
Use the **PIN change** feature if you think someone else knows your PIN or you want one that's easier to remember	20
Use **Call barring** to stop calls to certain numbers	20
Stop the last person called from making a **Call back** to your phone so that other people who are waiting have a chance to make their call	20
Alter the **Call charges** to give callers more or less time for their money	21
You can change the **Minimum fee** if most calls from your payphone are short	21
Programme the **Memory buttons** with useful phone numbers	22
Programme the **big red button** for help or to transfer an extension call	22
Programme **New call types** if you want to charge a specific fee for certain types of calls	23
If you get a lot of people from overseas using your payphone, you can let them choose their **Display language**	23

Feature	page
Programme your payphone to recognise **New coins** when they're introduced and to reject **Fake** or **Old coins**	24
Switch on **Call privacy** if you've got more than one phone connected to your line	25
Display the phone number of your caller with **Caller display**	25
You can use **Incoming operator call barring** to stop operators connecting reverse charge calls to your payphone	26

Extra features

Set the **Time** and **Day** so that your payphone can work out what rate to charge for calls	26
If you're on an older exchange, you might need to switch the **Dialling type** from tone to pulse dialling	26
As your payphone doesn't charge for incoming calls, you can use **Incoming call barring** to bar them	27
Make **Switchboard** settings if your payphone is on a switchboard and you need to dial a number to get an outside line	27

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Begin

lift ▸ unlock ▸ *PIN* enter ▸ ♯ press ▸ lock

1 ▮ ▯ 3
2 ▮ ▯ 4
Memory buttons
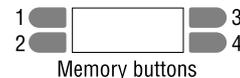
Choose the feature to programme	Start	Programme …	… and watch the display	End

PIN change

Change your PIN if you think that someone else has found out what it is or if you want one that's easier to remember.

✳74♯

▸ Enter the **PIN** you want

SET TO _ _ _

♯
Display blinks to confirm change

Keeping your PIN safe
If you want to write your PIN down, make sure you disguise it as another number such as phone number or birthday.

Call barring

You can stop calls from being made to certain types of numbers, such as international numbers.

✳22♯

▸ Press **Memory 1** to choose the type of call you want to bar

▸ Press **Memory 3** to change between barred ✘ and allowed ✓

FREE

♯
Display blinks to confirm change

Call back

You can stop the payphone from accepting calls from the last number that was dialled.

✳56♯

▸ Press **Memory 3** to choose whether calling the payphone back is allowed ✓ or not ✘

LAST NO

♯
Display blinks to confirm change
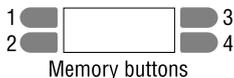
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1 � 3
2 ▢ 4
Memory buttons

Finish ☎
replace

Choose the feature to programme	*Start*	*Programme …*	*… and watch the display*	*End*

Call charges

You can decide how much to charge for calls by changing the number of seconds callers get for 10p on all the different types of call.

The higher the charge rate the higher the call charge.

Payphone Contour 400 calculates the cost of each call made internally and does not require meter pulses generated by the exchange.

✳24#

Press **Memory 3** to increase charge rate, or press **Memory 4** to decrease the rate

Your payphone is first set to charge rate 100. You can choose any rate between 20 and 500.

How charge rates work: If callers get 60 seconds for 10p at charge rate 100, doubling the charge rate to 200 halves the number of seconds to 30 for 10p.

CHARGE 100

#
Display blinks to confirm change

Minimum fee

You can change the minimum fee for a call – useful if most calls from your payphone are short.

✳64#

Press **Memory 3** to increase the fee in 10p steps, or
press **Memory 4** to decrease the fee in 10p steps

The highest setting is £1.

20P

#
Display blinks to confirm change

Begin   lift   unlock   PIN enter   # press   lock

1 ▪ 3
2 ▪ 4
Memory buttons
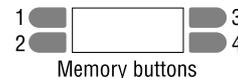
Choose the feature to programme	*Start*	*Programme …*	*… and watch the display*	*End*

Memory buttons and the big red button

You can programme up to four numbers which can be dialled by just pressing the memory buttons.

You can also programme the big red button for local assistance. When you choose this button, the display will say HELP.

You can choose a fixed fee for memory buttons so that all calls to that number are charged a set amount of your choice.

If you would like us to programme names for your memory buttons, such as TAXI, contact the Helpdesk. For contact details, see page 34.

There's a label for the red button packed with your payphone. Write who the red button calls on the label and stick it above the red button.

✶63#

Memory buttons
▶ Dial the phone number and press #
▶ Press the **Memory button** you want to use for that number
▶ Press **Memory 2** to choose the type of call, such as fixed fee
*If you choose a fixed fee, use **Memory 3** and **4** to set the fee, then press #.*

MEMORY KEY

#
Display blinks to confirm change

Big red button
▶ Dial the phone number for local assistance and press #
If you enter 0800, you can use the red button to transfer calls from an extension but you won't be able to use it to call for local assistance.
▶ Press the big red button

MEMORY

STORED

#
Display blinks to confirm change

Clearing a memory button
▶ Press **REDIAL** when the display says…
▶ Press the **Memory button** you want to clear

ENTER TEL
STORED
ENTER TEL

1
2
Memory buttons
3
4
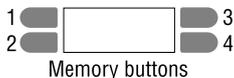
Finish

replace

Choose the feature to programme	Start	Programme …	… and watch the display	End

New call types

When you dial a phone number, the payphone looks at the number and decides what rate to charge for that call.

You can alter the call type for numbers so that you charge a different rate or you can even set a fixed fee.

For instance, you could set a certain rate for international calls.

You can also bar calls to numbers that start with certain codes.

✳39#

▶ If you've already programmed some call types, press **Memory 3** until the display shows -----

▶ Enter the number

▶ Press #

▶ Press # to bar the number, or press **Memory 1** to choose the charge rate

_ _ _ _ _

BARRED

#
Display blinks to confirm change

Cancelling a call type

Follow the instructions above and press **REDIAL** when the display shows the code you want to cancel

---

Display languages

You can let callers choose whether to see the display messages in English, French, German, Welsh, Spanish or Italian.

✳52#

▶ Press **Memory 3** to switch the languages on ✓ or off ✗

▶ Lift the top cover and push the lever to release the display cover

▶ Turn the card around to show the flag symbols

LANGUAGE

#
Display blinks to confirm change

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Begin   lift ▸ unlock ▸ *PIN* enter ▸ *#* press ▸ lock

1 ▢ ▢ 3
2 ▢ ▢ 4
Memory buttons
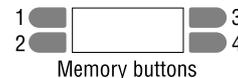
Choose the feature to programme	Start	Programme …	… and watch the display	End

Fake coins

You can stop fake coins or tokens – called slugs – from being used to make calls.

∗86#

▸ Press **####**
▸ Insert eight of the tokens or coins

SLUG

#
Display blinks to confirm change

Old coins

You can stop coins that go out of circulation from being used to make calls.

∗26#

▸ Press **Memory 1** to select the coin you want to stop
▸ Press **Memory 3** to stop it from being used for calls

COIN 10P

COIN 10P X

#
Display blinks to confirm change

New coins

You can programme your payphone to recognise new tokens and coins. The payphone will be better at recognising the new token or coin if you use eight different ones to programme it.
You can programme up to two tokens or coins.

∗86#

▸ Insert eight of the tokens or coins
▸ Press **Memory 3** or use the keypad to set the value of the coin

TOKEN A1

#
Display blinks to confirm change
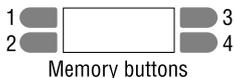
1 ⬭ ⬭ 3
2 ⬭ ⬭ 4
Memory buttons

Finish ☎ replace

Choose the feature to programme	Start	Programme …	… and watch the display	End

Call privacy

If you have other phones connected to the same line as your payphone, the payphone could be used to listen in to your extensions.

You can stop people using your payphone to listen in to calls made on your extension by switching the privacy feature on.

If call privacy is on, you will not be able to transfer calls from your extension to your payphone.

✳77♯   ▶ Press **Memory 3** to switch the privacy feature on ✓ or off ✗

PRIVATE

♯
Display blinks to confirm change

Caller display

You can display the phone numbers of people who call your payphone.

✳36♯   ▶ Press **Memory 3** to switch Caller display on ✓ or off ✗

DISPLAY

♯
Display blinks to confirm change

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Begin   lift ▶ unlock ▶ *PIN* enter ▶ # press ▶ lock

1 ☐ 3
2 ☐ 4
Memory buttons
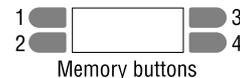
Choose the feature to programme	Start	Programme …	… and watch the display	End

Incoming operator call barring
You can bar incoming operator calls to stop them connecting reverse charge calls.

✳62# Press **Memory 3** to bar, or press **Memory 4** to unbar operator calls

#
Display blinks

Time
The time and day are used to work out what rate to charge for calls.

✳84# Press **Memory 3** to move time forward, or press **Memory 4** to move time back

TIME 14:26

#
Display blinks

Day
The time and day are used to work out what rate to charge for calls.

✳32# Press **Memory 3** to move day forward, or press **Memory 4** to move day back

TUESDAY

#
Display blinks

Dialling types
Most phone exchanges use Touchtone™ dialling which makes musical notes as you dial. If you can't get through, try switching to pulse dialling.

✳34# Press **Memory 3** to change between tone and pulse

TONE

#
Display blinks
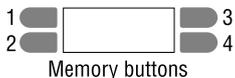
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1 ⬤ 3
2 ⬤ 4
Memory buttons

Finish   📞
replace

| Choose the feature to programme | Start | Programme … | … and watch the display | End |

Incoming call barring
You can stop your payphone from answering incoming calls.

⚹46#

Press **Memory 3** or **4** to change between answer ✓ and answer ✗

ANSWER

#
Display blinks

Switchboards
Your payphone can be connected to a switchboard but some features may be lost. Call the Helpdesk for more information.

⚹72#

Automatic access code
- ▶ Enter the code for an outside line
- ▶ Press #
- ▶ Press #
- ▶ Press **Memory 3** to increase, or **Memory 4** to decrease the time the payphone waits to get an outside line

AUTOMATIC
PAUSE 3-5

#
Display blinks to confirm change

Automatic access code
The payphone dials the access number automatically but you won't be able to make internal calls using the payphone.

User keyed access code
Callers have to dial the access number before they can make an external call. You'll be able to use the payphone for internal calls.

If you have any problems, please contact the Helpdesk. For contact details, see page 34.

User keyed access code
- ▶ Enter the code for an outside line
- ▶ Press #
- ▶ Press **Memory 1**
- ▶ Press #
- ▶ Enter the first digit of your extension phone numbers

AUTOMATIC
USER KEYED
EXTENSION

Cancelling a code

Follow the instructions above and press **REDIAL** when the display shows the code you want to cancel

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Troubleshooting

Problem	Solutions
No dialling tone	▶ Check that the payphone is plugged into the phone socket ▶ Check that the payphone is plugged into an electrical 3 pin socket that is switched on ▶ Contact the Helpdesk *for contact details, see page 34*
Continuous dialling tone after you dial	▶ Change dialling type, try again ▶ Contact the Helpdesk *for contact details, see page 34*
Display is blank	▶ Check that the payphone is plugged into the phone socket ▶ Check that the payphone is plugged into an electrical 3 pin socket that is switched on ▶ Contact the Helpdesk *for contact details, see page 34*
Poor reception at other end	▶ Check hole on back of handset is not covered during use

Problem	Solutions
Line is busy	▶ Check that the payphone is plugged into the phone socket ▶ Check that the payphone is plugged into an electrical 3 pin socket that is switched on ▶ Contact the Helpdesk *for contact details, see page 34*
Display says EMERGENCY CALLS ONLY	▶ Check the cash tray is not full ▶ Check that the coin slot is not jammed
Coins not accepted	▶ Check the cash tray is not full ▶ Check that the coin slot is not jammed
Lost keys	▶ Call the Helpdesk on **Free**fone **0800 37 30 85** If you know your key numbers, please have them ready
Unknown PIN	▶ Contact the Helpdesk *for contact details, see page 34*

Problem	Solutions
Display says PIN	▸ Check that the programming lock is locked and the key has been removed
No ring	▸ Check that incoming calls are not barred – see page 20
	▸ Check that you don't have too many phones connected to your payphone line
	Your Payphone Contour 400 has a REN of 2, check that the total REN of all your phones doesn't add up to more than 4.
	Each phone connected to a phone line uses the signal that comes down the line. The signal is only strong enough for a few phones so you need to make sure you don't have too many phones connected to the line. The REN number is a guide to how much of the signal your phone uses.

Power loss
The Payphone Contour 400 is mains powered.
If it is unplugged or there is a power loss, only emergency calls will be possible.
These facilities will not work:

- loudspeaker
- headset
- text phone
- large button keypad
- any equipment connected to the serial port
- backlit display
- incoming calls

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Pre-funded accounts

*Use this table to keep a note of the pre-funding accounts you set up,
and give the account holder a copy of the next page with their details.*

Account	User's name	PIN (optional)	Stored phone numbers (1 – 4)	
ACCT01			1)	3)
			2)	4)
ACCT02			1)	3)
			2)	4)
ACCT03			1)	3)
			2)	4)
ACCT04			1)	3)
			2)	4)
ACCT05			1)	3)
			2)	4)
ACCT06			1)	3)
			2)	4)
ACCT07			1)	3)
			2)	4)
ACCT08			1)	3)
			2)	4)
ACCT09			1)	3)
			2)	4)
ACCT10			1)	3)
			2)	4)

Account	User's name	PIN (optional)	Stored phone numbers (1 – 4)	
ACCT11			1)	3)
			2)	4)
ACCT12			1)	3)
			2)	4)
ACCT13			1)	3)
			2)	4)
ACCT14			1)	3)
			2)	4)
ACCT15			1)	3)
			2)	4)
ACCT16			1)	3)
			2)	4)
ACCT17			1)	3)
			2)	4).
ACCT18			1)	3)
			2)	4)
ACCT19			1)	3)
			2)	4)
ACCT20			1)	3)
			2)	4)

Account details

If the payphone does not work, it may not be possible to check the details in the pre-funded accounts.
Subject to your contract with BT, we may be able to check the credit in each account.
Contact the Helpdesk for more details. For contact details, see page 34.

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Using your pre-funded account

Name: .... Account number: ....

Start your call in the normal way

Press ✳

Enter your PIN ....

Press #
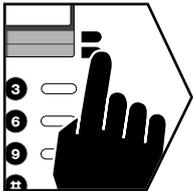
Press the memory button you want
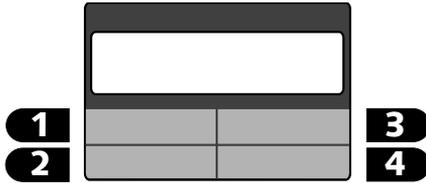
1 ....

2 ....

3 ....

4 ....

You can top up your account during the call

End your call in the normal way

Technical

Protecting against vandalism and theft

Your Payphone Contour 400 is designed for use in constantly supervised and sheltered sites. It is not recommended for locations where there is any risk of vandalism or theft.

Connecting to the BT Network

The Payphone Contour 400 is approved:

- to provide a public payphone service
- for multi-frequency (tone) and loop disconnect (pulse) dialling
- for inductive coupling to appropriate hearing aids
- for Call barring
- for use with compatible:
  - PBXs
  - PABXs
  - key systems
  - dealerboards
  - key and lamp units
  - automatic call distributors which provide a BS6312 compatible port and meet the requirements for simple phones. Your supplier will be able to provide you with a list of compatible apparatus.

Maintaining your Payphone Contour 400

Keep the payphone clean and make sure that the coin slots are always free of obstructions.

Do not polish the keypad.

Requirements for payphone notices

OFTEL Regulations require you to display a payphone notice which gives the following information:

- details of limitations of access to the 100 operator service
- what happens to unused coins
- the minimum payment to make a call
- the method of payment
- the full postal address of the location of the payphone
- the person who should be contacted about caller complaints
- how calls are charged
- an indication that 999 and 112 calls are free
- a warning that calls may be overheard where other extensions are connected to the same line.

VAT liability

If you are registered for VAT, you will be required by HM Customs and Excise to account for the VAT on the cash you collect in your Payphone Contour 400.

Liability for calls

You must pay all the BT call charges. Calls are charged at standard BT rates.

You can set the rate that you charge for calls made from your Payphone Contour 400.

You might want to use the money you collect to contribute to the call charges and rental charges.

BT Chargecard calls

Calls made with a BT Chargecard which is charged to your Payphone Contour 400's phone number will be charged on your phone bill in the normal way. You will not be charged for calls made with other BT Chargecards.

Installation

This payphone must be installed by a BT authorised engineer.

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Your payphone details

Key number

Serial number

Phone number

Location

Important information

Make a note of your BT Contour 400 Payphone serial number which is printed on the bottom of your phone

Your cash box key number

If you need any help, please visit our website at **www.bt.com/payphones**

If you need to contact us, please send an email with your query to **product.help.payphones@bt.com** or call the **Payphone Helpdesk** free on **0800 25 25 41** and we will be pleased to help you. Lines are open Monday to Saturday, 8am to 6pm.

If you need replacement cash box keys, please call the **Tetrel Key Helpdesk** free on **0800 373 085.**

If you would like to speak to our Sales Team, please call the **Payphone Sales Desk** free on **0800 11 55 11.** Lines are open Monday to Friday, 8am to 6pm and Saturday from 9am to 2pm.

BT

Offices worldwide

EC Declaration of Conformity

We: Marconi Interactive Systems
Of: Carr Lane, Chorley, Lancashire, PR7 3JP UK
Declare that model number: Contour 400
Equipment: Coin payphone for customer: British Telecom
Network connection type: PSTN Class 1.2

is (are) in conformity with the requirements of the R&TTE directive.

Directive 1999/5/EC of the European Parliament and of the Council
9 March 1999

Compliance is achieved by conformity to the following:

EN60950: 1992 (Generic Safety)
EN55022: 1998 (EMC Generic Emissions)
EN55024: 1998 (EMC Generic Immunity)

Authorised by

Colin McArdle
V.P. Product Development (on behalf of MIS)

Date of issue   15 June 2001

CE

The Payphone Contour 400
conforms with European Directive
R&TTE 1999/5/EC