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

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**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.

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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

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
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
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.*
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 *

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 #

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
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

2. Dial *76#

3. Press Memory 3 to switch pre-funding on

4. Press *

5. Press *

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.

7. Press *

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

9. Press *

Features pages 18 – 27

Calls and cash pages 4 – 17

Troubleshooting pages 28 – 29
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 #

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

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

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 #

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.

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

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.
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

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.
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
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<td>Use <strong>Call barring</strong> to stop calls to certain numbers</td>
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<td>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</td>
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<td>You can change the <strong>Minimum fee</strong> if most calls from your payphone are short</td>
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<tr>
<td>Programme the <strong>Memory buttons</strong> with useful phone numbers</td>
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<td>Programme the <strong>big red button</strong> for help or to transfer an extension call</td>
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<td>Programme <strong>New call types</strong> if you want to charge a specific fee for certain types of calls</td>
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<td>If you get a lot of people from overseas using your payphone, you can let them choose their <strong>Display language</strong></td>
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<td>Display the phone number of your caller with <strong>Caller display</strong></td>
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<tr>
<td>You can use <strong>Incoming operator call barring</strong> to stop operators connecting reverse charge calls to your payphone</td>
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**Extra features**

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

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.

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.

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

*74#
- Enter the PIN you want

SET TO _ _ _

# Display blinks to confirm change

*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

*56#
- Press Memory 3 to choose whether calling the payphone back is allowed or not

LAST NO

# 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.

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.*

---

**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.

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.
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.

Memory buttons

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

Big red button

1. Dial the phone number for local assistance and press #
2. 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.
3. Press the big red button

Clearing a memory button

1. Press REDIAL when the display says...
2. Press the Memory button you want to clear

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.
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.

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.

Displays:

- **Display blinks to confirm change**

Extra steps when programming:

- 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
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

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

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
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.

Press Memory 3 to switch the privacy feature on ✓ or off x

Caller display
You can display the phone numbers of people who call your payphone.
Press Memory 3 to switch Caller display on ✓ or off x
### Calls and cash

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### Features

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#### Calls and cash

**Incoming operator call barring**

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

- Press Memory 3 to bar, or press Memory 4 to unbar operator calls

#### Time

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

- Press Memory 3 to move time forward, or press Memory 4 to move time back

#### Day

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

- Press Memory 3 to move day forward, or press Memory 4 to move day back

#### 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.

- Press Memory 3 to change between tone and pulse
Choose the feature to programme | Start | Programme … | … and watch the display | End

**Incoming call barring**

You can stop your payphone from answering incoming calls.

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

**Switchboards**

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

**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.

**Cancelling a code**

Follow the instructions above and press REDIAL when the display shows the code you want to cancel.
## Troubleshooting

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<td><strong>No dialling tone</strong></td>
<td>▶ Check that the payphone is plugged into the phone socket  &lt;br&gt; ▶ Check that the payphone is plugged into an electrical 3 pin socket that is switched on  &lt;br&gt; ▶ Contact the Helpdesk for contact details, see page 34</td>
</tr>
<tr>
<td><strong>Continuous dialling tone after you dial</strong></td>
<td>▶ Change dialling type, try again  &lt;br&gt; ▶ Contact the Helpdesk for contact details, see page 34</td>
</tr>
<tr>
<td><strong>Display is blank</strong></td>
<td>▶ Check that the payphone is plugged into the phone socket  &lt;br&gt; ▶ Check that the payphone is plugged into an electrical 3 pin socket that is switched on  &lt;br&gt; ▶ Contact the Helpdesk for contact details, see page 34</td>
</tr>
<tr>
<td><strong>Poor reception at other end</strong></td>
<td>▶ Check hole on back of handset is not covered during use</td>
</tr>
<tr>
<td><strong>Line is busy</strong></td>
<td>▶ Check that the payphone is plugged into the phone socket  &lt;br&gt; ▶ Check that the payphone is plugged into an electrical 3 pin socket that is switched on  &lt;br&gt; ▶ Contact the Helpdesk for contact details, see page 34</td>
</tr>
<tr>
<td><strong>Display says EMERGENCY CALLS ONLY</strong></td>
<td>▶ Check the cash tray is not full  &lt;br&gt; ▶ Check that the coin slot is not jammed</td>
</tr>
<tr>
<td><strong>Coins not accepted</strong></td>
<td>▶ Check the cash tray is not full  &lt;br&gt; ▶ Check that the coin slot is not jammed</td>
</tr>
<tr>
<td><strong>Lost keys</strong></td>
<td>▶ Call the Helpdesk on <strong>Freefone 0800 37 30 85</strong>  &lt;br&gt; If you know your key numbers, please have them ready</td>
</tr>
<tr>
<td><strong>Unknown PIN</strong></td>
<td>▶ Contact the Helpdesk for contact details, see page 34</td>
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</tr>
<tr>
<td>Display says PIN</td>
<td>▶ Check that the programming lock is locked and the key has been removed</td>
</tr>
<tr>
<td>No ring</td>
<td>▶ Check that incoming calls are not barred – see page 20</td>
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</table>
|                      | ▶ 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
## 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.

<table>
<thead>
<tr>
<th>Account</th>
<th>User’s name</th>
<th>PIN (optional)</th>
<th>Stored phone numbers (1 – 4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCT01</td>
<td></td>
<td>1)</td>
<td>3)</td>
</tr>
<tr>
<td>ACCT02</td>
<td></td>
<td>2)</td>
<td>4)</td>
</tr>
<tr>
<td>ACCT03</td>
<td></td>
<td>1)</td>
<td>3)</td>
</tr>
<tr>
<td>ACCT04</td>
<td></td>
<td>2)</td>
<td>4)</td>
</tr>
<tr>
<td>ACCT05</td>
<td></td>
<td>1)</td>
<td>3)</td>
</tr>
<tr>
<td>ACCT06</td>
<td></td>
<td>2)</td>
<td>4)</td>
</tr>
<tr>
<td>ACCT07</td>
<td></td>
<td>1)</td>
<td>3)</td>
</tr>
<tr>
<td>ACCT08</td>
<td></td>
<td>2)</td>
<td>4)</td>
</tr>
<tr>
<td>ACCT09</td>
<td></td>
<td>1)</td>
<td>3)</td>
</tr>
<tr>
<td>ACCT10</td>
<td></td>
<td>2)</td>
<td>4)</td>
</tr>
</tbody>
</table>
### 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.

<table>
<thead>
<tr>
<th>Account</th>
<th>User’s name</th>
<th>PIN (optional)</th>
<th>Stored phone numbers (1 – 4)</th>
</tr>
</thead>
<tbody>
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<tr>
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<td></td>
<td>2)</td>
</tr>
<tr>
<td>ACCT13</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>2)</td>
</tr>
<tr>
<td>ACCT14</td>
<td></td>
<td></td>
<td>1)</td>
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<td></td>
<td></td>
<td></td>
<td>2)</td>
</tr>
<tr>
<td>ACCT15</td>
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<td></td>
<td>1)</td>
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<td></td>
<td></td>
<td></td>
<td>2)</td>
</tr>
<tr>
<td>ACCT16</td>
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<td></td>
<td>1)</td>
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<td></td>
<td></td>
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<td>2)</td>
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<tr>
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<td></td>
<td>2)</td>
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<td></td>
<td>2)</td>
</tr>
<tr>
<td>ACCT19</td>
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<td></td>
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<td></td>
<td>2)</td>
</tr>
<tr>
<td>ACCT20</td>
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<td>1)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2)</td>
</tr>
</tbody>
</table>
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

Photocopy this page and give a copy to each pre-funded account holder. Add their details in the spaces provided.
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.
## Your payphone details

<table>
<thead>
<tr>
<th>Key number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serial number</td>
</tr>
<tr>
<td>Phone number</td>
</tr>
<tr>
<td>Location</td>
</tr>
</tbody>
</table>

### 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](http://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.
Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc’s respective standard conditions of contract. Nothing in this publication forms part of any contract.

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Designed by Enterprise IDU
Printed in the UK

PHME 35156/7.2001

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

EC Declaration of Conformity

We: Marconi Interactive Systems
Of: Carr Lane, Horley, 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.

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