

# GOLD PHONE OPERATING INSTRUCTIONS



#### Local calls

- 1 Listen for dial tone.
- 2 Insert 20c coin or two 10c coins and dial number.
- 3 If call unsuccessful, either replace the receiver and collect call or make Follow on call.

#### Follow on call

After completion of a call, with sufficient credit remaining, if you wish to make another call, do not replace the receiver. Push Follow on bar, then dial number.

#### STD/ISD calls

- 1 Listen for dial tone.
- 2 Insert one or more coins.
- 3 Dial STD or ISD code, then required number.
- 4 When warning tone sounds and credit display flashes, insert more coins to extend call.
- 5 If call unsuccessful, either replace the receiver and collect call or make Follow on call.

#### Credit

Follow on



#### Emergency

Fire, Police, Ambulance  
No coins required.  
Dial 199 and ask the operator to connect you.

 Gold Phone

Refund

Telephone



Telecom Australia



Dear Customer,  
Congratulations on selecting the  
Telecom **Gold Phone**. We are  
confident that this coin telephone,  
which has many advanced features  
and facilities, will enhance the service  
you offer to your customers and assist  
you in day to day communication.  
The Gold Phone brings you the latest  
in technology and full maintenance is  
provided by Telecom Australia.



**Telecom Australia**

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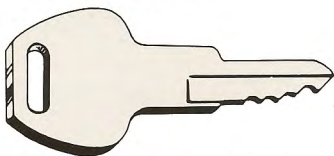
# 1. FEATURES OF GOLD PHONE

## 1.1 Keys

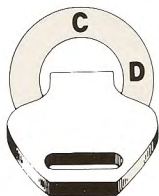
Your new Gold Phone is supplied with two sets of keys.

**The keys should be kept in a secure location.**

- A. Operator Key (KS)** — This key operates a three position lock. The three positions provide control over the level of services you wish your Gold Phone to provide.



**Position "C"** — This key position is used for coin operation. For normal customer usage leave the lock in position C, and remove and retain the key.



**Position "D"** — In this position there is no need to insert coins to make a call. The credit display shows the total cost of calls, or the meter pulses used, whichever is preferred. In this position, the key should be removed and retained.



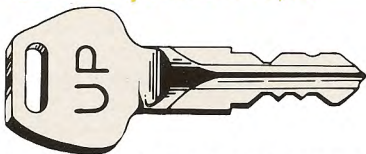
**Position "L"** — In this position there is no need to insert coins to make a call. The charge does not appear on the credit display. The key cannot be removed in this position.

**Note:** In key positions "C" and "D", the telephone does not provide access to:  
011 — National Operator Assisted Calls  
0101 — International Operator Assisted Calls

In the "L" position.

Access to these numbers will be obtained from most areas.

## B. Coin Compartment Key(S) —



This key opens the coin compartment to allow access to the coin box.

**Note:** The third keyhole towards the rear of the telephone is used by Telecom maintenance technicians only.

## 1.2 Coins

Your Gold Phone accepts 10c 20c 50c and \$1 coins in any order. A maximum



of six 10c coins; five 20c coins; five 50c coins or six \$1 coins or a mixture of these denominations can be inserted at any one time. An electronic validation system verifies legitimate coins and rejects counterfeit coins.

### 1.3 The Visual Display

In the coin operated position ("C" position), the display indicates to the caller the amount of credit remaining.

When using the telephone in the no-coins position ("D" position) the cost of the call or the number of meter pulses, if preferred, will be displayed.

In the "L" position the display does not function.

### 1.4 Using Remaining Credit

When a call is completed and credit remains the Follow-On-Call button allows the remaining credit to be used.

The Gold phone only provides callers with a coin refund of those uncollected coins which remain. For example, if one \$1 coin is used to make a call that coin is collected. The Follow-On Call bar must be pressed, **without hanging up**, if the caller wishes to use any remaining credit, if necessary more coins can be inserted. The Gold Phone collects coins in the order they are inserted.

### 1.5 Credit Indicator

The credit display will flash during an ISD or STD call when more coins are required to be inserted to extend the call. At the same time an audible warning tone will be heard.

## 1.6 Mounting

The Gold Phone should be fixed to a shelf or bench. A range of stands and shelves are available from Telecom Australia at an additional charge.

## 1.7 Installation

The Gold Phone is only suitable for installation in supervised locations. Please contact your Telecom Business Office for further information if a pay phone is required for installation in a non-supervised location.

## 1.8 Identification Number

A label is provided beneath the coin refund chute for an identification number. This number will be provided in all instances, by Telecom. **Do not display your telephone number or advise customers of the number.** Fraudulent attempts to make or receive calls may be made by customers if the telephone number is known. Always use the allocated identification number for fault reporting.

## 1.9 Other Features

A push button keypad provides fast and easy dialling.

The buttons \* and # are not used.

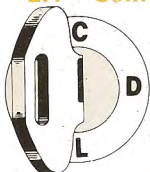
Your Gold Phone allows local STD or ISD calls to be made in any key position.

However, ISD may not be available in some local exchange areas.



## 2. USING YOUR GOLD PHONE

### 2.1 Coin Operation



For normal customer use, leave the operator key in the "C" position. You should then remove and retain the key. This position requires the use of coins to make calls.

**Local Calls** — When making local calls, the user simply listens for dial tone, inserts the required coin denominations and dials. The value of coins inserted will be shown on the credit display.



**STD/ISD Calls** — Sufficient coins must be inserted to establish the call. Further coins may need to be inserted when the call is in progress to prevent the call being cut off. As an alternative you may prefer the customer to pay you after the completion of the call. This is explained under the heading "Non-coin Operation" in section 2.2.

**Follow-On-Calls** — If sufficient credit remains after completion of a call the user can make a further call by simply pressing the “Follow-on” button without hanging up.

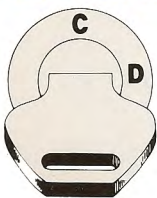
**Follow on**

**Emergency Calls** — Coins are not necessary for calls to the “000” emergency telephone number. If coins are inserted they will be refunded on hanging up.

Calls to other individual emergency services are chargeable.

## 2.2 Non-coin operation

As an alternative to using coins, callers may make calls and pay you after the call.

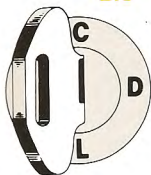


To provide this service you simply turn the Operator's Key to the “D” position, then remove and retain the key. The caller can then make calls without coins. If the caller wishes to make more than one call he should not hang up after each call but push the “follow-on” bar to re-establish dial tone.

The credit display will show the cost of the call in dollars and cents, or alternatively you may arrange at the time of installation for the number of meter pulses to be shown on the credit display. At the completion of calls you collect the money from the caller.

To cancel the cost shown on the display turn the operator key to the "C" position after the call. **Do not forget to remove and retain the key.**

### 2.3 Owners Use



For normal telephone access, turn the operator's key to either the "D" or "L" position. In "L" position the key cannot be removed, and you are able to make local, STD, ISD or manual trunk operator calls without coins. The cost of calls will not be shown on the credit display.

### 2.4 Coin Box Full

Turn the operator key to the "L" position. Lift the handset. A single "F" shown on the credit display indicates that the coin box is full. The telephone will not operate if the coin box is full. Remove and retain the key when this test is completed.

## 2.5 Removing the Coin Box

Insert the coin compartment key in the lock with the letters "UP" facing upward. Turn the key in an anti-clockwise direction, the compartment door can then be removed by sliding it downwards.

The telephone will not operate while the coin box is removed.

To replace the compartment door, hold it in position, and turn the key in a clockwise direction. Remove and retain the key.

**The coin box should be emptied regularly to prevent non-operation due to the coin box being full.**

## 2.6 Moving the Gold Phone

If the telephone plug has been removed from the socket the instrument will not operate for up to 60 seconds after reconnection.



# 3. MAINTENANCE OF YOUR GOLD PHONE

## 3.1 Cleaning

Apart from dusting, the Gold Phone should be wiped with a slightly damp cloth on a regular basis. Care should be taken to ensure that moisture does not enter the telephone.

## 3.2 Service

### TESTING-

The following procedure is recommended as a means of routinely testing for faults:

- Lift receiver — dial tone should be heard
- Dial 1194 (Time)
- You should be disconnected within 3 seconds\*
- Insert a ten cent coin
- Dial '1' — dial tone should stop
- Restore receiver — coin should be returned

\* Your service will not be charged for this call

### DIFFICULTIES:

**If the service does not work, check that the coin box is not full.** If the difficulties persist call Service Difficulties and Faults on 1100. (Free Call).

Please note that any coins inserted will fall through to the refund compartment if the Operator key is in the "L" position.

### MAINTENANCE:

Telecom Australia provides maintenance on all Gold Phones for details please read "Conditions of Use and Maintenance" (Gold Phone). Please contact your Telecom Business Office for further details.

## 4. GOLD PHONE DETAILS

To obtain maintenance service it is necessary that this booklet be shown to the technician for **all** maintenance calls.

**Date Installed:** \_\_\_\_\_

**Instrument Serial No:** \_\_\_\_\_

**Instrument Identification No:** \_\_\_\_\_

**Operator Key No:** \_\_\_\_\_

**Coin Compartment Key No:** \_\_\_\_\_

**Mechanism Key No:** \_\_\_\_\_

**Installation  
Technician's Signature:** \_\_\_\_\_

