Keep Your Guests Comfortable & Connected

The VTech Advantage

Founded in 1976, VTech is a $2.1 billion global company with more than 40 years of experience in telephony. In 2017, we shipped more than 30 million handsets to 79 countries. Our global R&D team, fully managed by VTech, is the backbone of our innovation when it comes to research, engineering and global design.

VTech delivers an innovative and diverse product portfolio in the hospitality market. Compatible with hosted and open-source platforms, our telecommunication products elevate the guest experience through state-of-the art technology and comprehensive support.

You rely on quality technology to fuel your business. That's why we design our products with durable materials that stand the test of time. We back them with best-in-class warranties complete with advanced parts replacement coverage.

Whether you're researching VTech solutions or installing our products, we have you covered. Receive end-to-end complimentary support from a team of U.S.-based sales and technical engineering experts.

All Your Hotel Needs

From the front of the house, to the back of the house, VTech has you covered. Choose from award-winning devices and experience the benefits of using a single company to easily and effectively manage every part of your property's communication and energy management needs.

The VTech Difference

Industry Leading Warranties

Best in class warranties ensure customer satisfaction. We provide five year warranties for analog guest room phones, three years for Snom business phones (administrative, mobility, and conference), two years for SIP guest room phones, and one year for our thermostat. If a replacement product is needed, we send new, not refurbished like many of our competitors, product as an advanced parts replacement (APR). This translates to less downtime and more satisfaction for your customers and partners.

North American-Based Support

Receive end-to-end complimentary support (pre-sales, post sales and field sales) from a team of North American-based sales people, engineers and marketing executives. Account managers throughout the U.S., Canada, and Central America/Latin America (CALA) region, uniquely position themselves to support your sales efforts. Our dedicated team of technical sales engineers provide an added level of specialized support.

Vertically-Integrated Infrastructure

Our global team of more than 1,500 R&D professionals continually innovate VTech products through state-of-the-art research, engineering, and global design influence. Because VTech manages all phases of R&D, production, manufacturing, sales and support, this results in affordable, high-quality products for our customers.

Contents

Guest Room Phones

VTech Hospitality offers a wide range of guest room phones - perfect for today's modern hotel rooms. When you choose VTech, you're also choosing world-class service and support, green standards and antibacterial phones backed by 40 years of telecom experience. Select from classic or contemporary analog and SIP models, the latest features and customizable face plates.

Styles complement a variety of interiors and properties—from the luxury resort to the short-stay motel

Smaller footprints mean more space on the nightstand

Our Hospitality phones are made from antibacterial plastic, protecting the devices against germs and microorganisms from degrading the plastic

Guests feel right at home with intuitive, modern features, including cordless handsets, speakerphones, and more

Analog Phones

VTech analog cordless room phones are Energy Star® certified, providing energy and cost savings

NG-A3412
1-Line Analog Cordless Phone
with Battery Backup

NG-A3212
1-Line Analog Corded Phone

NG-A3112
1-Line Analog Cordless Phone

NG-A3100
1-Line Analog Lobby Corded Phone

NG-A3411
1-Line Analog Cordless Phone
with Battery Backup

NG-A3311
1-Line Analog Corded Phone

NG-A3211
1-Line Analog Corded Phone

CTM-A2315
1-Line Analog Corded Phone

CTM-A2315-SPK
1-Line Analog Corded Phone

CTM-A2415
1-Line Analog Cordless Phone

A2211
Contemporary Analog Corded
Petite Phone

A2211-SPK
Contemporary Analog Corded
Petite Phone with Speakerphone

SIP Phones

VTech has the most sophisticated and secure SIP stack in the industry

NG-S3412
1-Line SIP Cordless Phone

NG-S3212
1-Line SIP Corded Phone

NG-S3112
1-Line SIP Cordless Phone

NG-S3111
1-Line SIP Cordless Phone

NG-S3100
1-Line SIP Lobby Corded Phone

NG-S3411 | NG-S3411W (with WiFi)
1-Line SIP Cordless Phone

NG-S3311
1-Line SIP Corded Phone

NG-S3211 | NG-S3211W (with WiFi)
1-Line SIP Corded Phone

CTM-S2116
1-Line SIP Hidden Base w/1 Cordless
Color Handset & Charger

NG-C3411HC
1-Line Cordless Accessory
Handset and Charger

CTM-S2415 | CTM-S2415W (with WiFi)
1-Line SIP Cordless Phone

CTM-S2315 | CTM-S2315W (with WiFi)
1-Line SIP Corded Phone

Visit vtechhotelphones.com to see our full product line

Guest Room Phone Features

	Corded	Corded Petite Phone	Cordless	Accessory Handset[3]	Accessory Petite Phone[3]	TrimStyle	Lobby
Guestroom Use	✓	✓	✓	✓	✓		
Public Area Use		✓				✓	✓
Base Speaker	✓		✓				
Handset Speaker			✓	✓			
Speed Dials	✓	✓	✓	✓	✓		
Dial Pad	✓	✓	✓	✓	✓	✓	
Message Waiting Indicator	✓	✓	✓	✓	✓	✓	
Small Footprint		✓		✓	✓	✓	
Mobility			✓	✓			
Battery Backup			✓[2]				
Reduce PBX Ports				✓	✓		
ENERGY STAR® Certified			✓	✓			
USB Charging Port	✓[1]	✓[1]	✓[1]	✓	✓		
Antibacterial Plastic	✓	✓	✓	✓	✓	✓	✓

1 Available on select Analog and SIP models: CTM-A241SDU, CTM-A242DU, CTM-A241P, CTM-A242P, CTM-A2510-USB, S2210-L, S2220-L, S2211-L, S2221-L, CTM-S2411, CTM-S2421, CTM-S241SDU, CTM-S242SDU, CTM-S241P, CTM-S242P, CTM-S2212, CTM-S2213, and CTM-S2412

2 Battery backup available on select Analog cordless models: CTM-A2411-BATT, CTM-A2421-BATT, CTM-A2415, CTM-A2425, NG-A3411, and NG-A3412

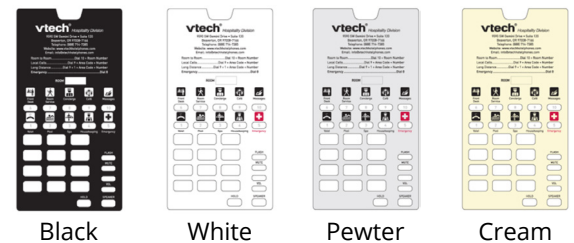3 Accessory products require registration to a cordless base

Guest Room Phone Color Options

All colors are not in available for all phone models

Matte Black	Silver/Black	Silver/Pearl	Ash

Gunmetal/Black	Pearl/Black

Guest Room Phone Faceplates

Additional colors available upon request

Black	White	Pewter	Cream

Guest Room Phone Certifications

Alcatel: Alcatel OmniPCX Enterprise

Avaya: Avaya Communication Manager & Session Manager, Avaya IP Office Avaya Communication Manager 1000

Broadsoft: R20.0_0

Cloud5: Cloud-Based IP PBX Offering

ComXchange

InnAcloud: iACT

Mitel: Mitel 3300, Mitel MiVoice Office 400 R6.X

NEC: NEC SV8500 & SSG

Netsapiens: Netsapiens: V40

PhoneSuite: Voiceware IP PBX Solution

Siemens: HiPath 4000

Xorcom

Yeastar

Thermostats

VTech wired and wireless thermostats offer cutting-edge temperature control solutions for hotels, MDU and healthcare markets, blending advanced technology with user-friendly interfaces. With sleek designs and intuitive controls, VTech Hospitality empower users to effortlessly manage their climate for optimal comfort and energy efficiency.

Improve PTAC / VTAC energy management and reduce maintenance cost with this easy to install wireless thermostat

Antibacterial coating tested to inhibit 99.9% of bacteria growth

Compatible with most PTAC, VTAC, Heat Pump, and Conventional HVAC systems

Environmentally friendly RoHS program reduces the use of hazardous substances, including lead, mercury, and cadmium

E-SMART W960 Thermostat

Thermostat Specifications

Dimensions	3.4" x 3.4" x 0.9" (8.6cm x 8.6cm x 2.3cm)
Mounting Type	Surface-mount
HVAC System	PTAC/VTAC/Heat Pump
Power Requirements	Alkaline Batteries (4x AAA) Or, USB-Type C (DC5V 1A)
Display	1.3" (128 x 64) OLED
Number of Keys	4 Touch Keys
LED Indicator	1, Red
Standard Deadband	2°F or 1°C between heating and cooling
Temperature Range	33°F-99°F (+/-1°F) 1°C-37°C (+/-0.5°C)
Occupancy Sensing	PIR FOV: 100° @ 23' (7 meters)
Diagnostic Connection	USB-Type C
RF Interface	Zigbee 3.0 Frequency Band: 2.4GHz
APP System	Android
Battery Life	24 Months
Approvals	EN 60730-1, EN60730-2-9, UL (IEC) UL60730-1, UL764C, UL60790-2-9 CSA (IEC) CAN/CSA 60730-2-9

Controller Specifications

Dimensions	3.9" x 2.4" x 1" (10cm x 6.0cm x 2.4cm)
Mounting Type	Double sided tape
HVAC System	PTAC/VTAC/Heat Pump
Power Requirements	Input 24V AC
Recommended Wire	18 Gauge
Number of Keys	1 Pair Button
LED Indicator	1, Dual Color
Outputs	6 on-board relays for Fan Hi/ Lo, Heat and Cool, etc.
RF Interface	Zigbee 3.0 Frequency Band: 2.4GHz
APP System	Android
Approvals	EN 60730-1, EN60730-2-9, UL (IEC) UL60730-1, UL764C, UL60790-2-9 CSA (IEC) CAN/CSA 60730-2-9

Included in the box

Thermostat
Controller
Wiring Harness
Deco Plate
4 AAA Batteries
Hardware to Install/Mount

Visit vtechhotelphones.com to see our full product line

T961 Universal Wired Thermostat

Thermostat Specifications

Product Dimensions	3.9" x 3.9" x 0.9" (9.9cm x 9.9cm x 2.3cm)
Mounting Type	Surface Mount, Junction Box*
HVAC System	PTAC/VTAC/Heat Pump/Conventional
Power Requirements	Input: 24VAC~ 50/60Hz with "C" common wire Output: 1.5A Max @ 24V AC
Display	2.8" TFT (240 x 320, RGB)
Display Back Light	Configurable - Dimming or Off
Display Brightness	3 Levels
Number of Buttons	4 Hard Buttons
HVAC System Modes	Auto, Cool, Heat, and Off
Fan Modes	Fan Modes in 1 Fan Speed Setting: Auto, On, and Off Fan Modes in 2 Fan Speed Setting: Auto, Low, High, and Off
Temperature Set Range	49°F-89°F / 9.5°C-31.5°C
Room Temperature Display Range	32°F-122°F / 0°C-50°C
Room Humidity Display Range	0-95% RH (If the real room humidity rises above 95%, the thermostat screen will still show 95%.)
Terminal Connections	R, C, Y1, W1/AUX, W2/O/B, Y2/Gh, G/Gl
Max Stages Supported	PTAC/VTAC: 2H1C 2-speed Fan Heat Pump: 3H2C 1-speed Fan Conventional: 2H1C 1-speed Fan
Recommended Wire	18~24 Gauge (Solid)
Fuel Types	Gas, Electric
Disconnection Type	1.B
Rated Impulse Voltage	800V
Pollution Degree	2
Automation Cycle	50,000

Included in the box

Thermostat
Wiring Harness
Deco Plate
Hardware to Install/Mount

* A universal deco plate kit is required for junction box mounting.

Visit vtechhotelphones.com to see our full product line

Administrative Solutions

The quality, advanced features, and modern appeal of the Snom D8 SIP series is unmatched. Only Snom and VTech can outfit your entire property's communication needs in the guest room, back-end operations, restaurant, and conference spaces. Snom phones are designed to suit different employee needs. From executive-level desk phones to entry-level basic models, Snom has affordable and scalable solutions.

The professional D8 Series telephones are both aesthetically appealing and highly practical, meeting business requirements when the telephone is a key tool in daily work

Providing the best in Wideband HD audio, ensuring crystal clear sound quality

These phones come with the very best in security options as well as a preinstalled certificate to enable secure provisioning of the phone without manual intervention

Industry-leading 3-year warranties and North American-based support

Desk Phones

Only Snom and VTech can outfit your entire property's communication needs in the guest room, back-end operations, restaurant, and conference spaces.

D815W Desk Phone
D815WB Desk Phone

D812 Desk Phone

D810 Desk Phone
D810WB Desk Phone

D785 Desk Phone

D735 Desk Phone

D717 Desk Phone

D713 Desk Phone

D120 Desk Phone

D8C Expansion Module

D7C Expansion Module

Features

	D785	D735	D717	D713	D120
SIP Lines/Accounts	12	12	6	6	2
Display	480x272 Color LCD	320x240 Color LCD	320x240 Color LCD	320x240 Color LCD	132x64 Mono LCD
Function Keys	6x4 (24), Multi-Color	8x4 (32) Multi-Color	3 Multi-Color	4 Multi-Color	2 Single-Color
Proximity Sensor	—	✓	—	—	—
Ethernet Switch	GigE	GigE	GigE	GigE	10/100
Speakerphone	✓	✓	✓	✓	✓
Electronic Hook Switch (EHS)	✓	✓	✓	✓	—
Expansion Module Support	✓	✓	✓	✓	—
USB	✓	✓	✓	—	—
Bluetooth®	✓	—	—	—	—
PoE Support	✓	✓	✓	✓	✓
Message Waiting Indicator	✓	✓	✓	✓	✓
XML Browser	✓	✓	✓	✓	✓
URL Dialing	✓	✓	✓	✓	✓
Multiple Language Support	✓	✓	✓	✓	✓
Warranty	3 Year	3 Year	3 Year	3 Year	3 Year

Features

	D815W	D815WB	D812	D810	D810WB
SIP Lines/Accounts	12	12	12	12	12
Display	480x272 Color LCD	480x272 Color LCD	480x272 Color LCD	320x240 Color LCD	320x240 Color LCD
Function Keys	10 Multi-Color	10 Multi-Color	8 Multi-Color	4 Multi-Color	4 Multi-Color
WiFI	✓	✓	—	—	✓
Bluetooth®	—	✓	—	—	✓
Speakerphone	✓	✓	✓	✓	✓
Electronic Hook Switch (EHS)	✓	✓	✓	✓	✓
Expansion Module Support	✓	✓	✓	✓	✓
USB	✓	✓	✓	✓	✓
Ethernet Switch	GigE	GigE	GigE	GigE	GigE
PoE Support	✓	✓	✓	✓	✓
Message Waiting Indicator	✓	✓	✓	✓	✓
XML Browser	✓	✓	✓	✓	✓
URL Dialing	✓	✓	✓	✓	✓
Multiple Language Support	✓	✓	✓	✓	✓
Warranty	3 Year	3 Year	3 Year	3 Year	3 Year

Mobile Staff Solutions

Minimalistic sleek design with reliable range and offering audio-enhancing technologies, the M500 Series is your one-stop shop. Experience true team transparency for easy call handling. Intuitive to use, the illuminated keys provide visibility for efficient call management and provisioning to expand to multiple base stations has never been easier. Snom handles your office needs so you can focus on what matters most.

Service provider takes care of easy set-up from A to Z for rapid installation, while system updates are completed over-the-air to save you time

The expanded DECT range allows for increased call capacity by pairing two base stations, with the capacity to register up to 16 phones in the same network

Intuitive to use, the accessory handsets and desksets provide large color displays and built-in Bluetooth® connectivity, with audio quality fine-tuned for maximum voice clarity and background noise reduction

Seamless handover between M500 base stations means no dropped calls as you roam

Multi-line DECT Solution

The cordless base station and handsets offer flexibility and mobility throughout the property

M500 DECT Base Station | M58 DECT Desk Phone | M56 DECT Rugged Handset | M55 DECT Handset

Features

Base Station	M500
Max. # of Base Stations	2
Max. # of Handsets/Desk Phones Single-cell	10
Max. # of Handsets/Desk Phones Multicell	16
SIP Accounts	Up to 48
Narrowband Calls	Up to 8
Wideband Calls	Up to 4

Handsets/Desk Phone	M55 Handset	M56 Rugged Handset	M58 Desk Phone
Display	2.4" Color	2.4" Color	5" Color
Key Line[1]	✓	✓	✓
Busy Line Monitoring[2]	✓	✓	✓
Programmable Keys	6	6	8
Standby / Talktime (Narrowband)	250h / 19h	250h / 19h	—
Bluetooth® Compatible	✓	✓	✓
Antibacterial	✓	✓	✓
Illuminated Key Pad	✓	✓	✓
Rating	—	IP67	—

1 Refers to programmable key type that allows calls to be visible and accessible on different phones via key press. This is comparable to old key system operation.

2 Refers to programmable key type that allows indication if a phone is busy in a call. This is comparable to SIP BLF operation.

Visit snom.com to learn more

Multi-cell Solution

Our powerful multi-cell DECT solutions offer range and flexibility that cover multiple floors and buildings

M900 DECT Multi-cell Base Station

M400 DECT Single-cell Base Station

M6 DECT Repeater

M90 Antibacterial DECT Handset

M80 Ruggedized DECT Handset

M70 Office DECT Handset

M30 Office DECT Handset

M85 Industrial Handset

Features

BASE STATION	M900	M400
Max. # of Base Stations	1,000	1
Max. # of Handsets	4,000	20
Concurrent Calls	10	10
Narrowband Calls	Up to 8	10
Wideband Calls	Up to 4	5
Common Phonebook	Up to 3,000 entries	Up to 3,000 entries

HANDSETS	M30	M70	M80	M85	M90
Display	1.4" Color	2" Color	2" Color	2" Color	2" Color
Softkeys	2	3	3	3	3
Standby / Talktime	75h / 7h	200h / 17h	200h / 17h	200 / 17h	200h / 17h
Bluetooth® Compatible	—	✓	✓	✓	✓
Ruggedized / IP65	—	✓	IP65	IP65	IP65
Antibacterial	—	—	—	—	✓
Alarm Button	—	✓	✓	✓	✓
Vibration Alert	—	✓	✓	✓	✓
Illuminated Key Pad	—	✓	✓	✓	✓
M300, M700 & M900 Base Support	✓	✓	✓	✓	✓

Conference Solutions

Make sure you're maximizing your space for increased revenue. Different public spaces may require different technology, so why not invest in tech that scales? Our family of conference phones meets your needs whether in your huddle room, conference room, board room or training room. And at half the price of the competition, our affordable and easy-to-install conference phones are sure to please management, IT and guests alike.

Wireless mics and expansion wireless speakerphones placed throughout a space deliver audio coverage in any size room, from personal offices to ballrooms

Dynamic noise reduction (DNR) and full-duplex technology automatically eliminate ambient noise and audio clipping for distraction-free conversations that flow naturally

SIP and analog versions are compatible with existing systems and enable hotels to easily adjust to service provider changes

Conference Phones

Our family of conference phones meets your needs whether in your huddle room, conference room, board room, or training room

C620 SIP Wireless Conference Phone

C52-SP DECT Expansion Speakerphone

VCS712 ErisStation Conference Phone w/2 Wireless Mics

VCS702 ErisStation Conference Phone w/2 Wireless Mics

Features

	C620 SIP Wireless Conference
Fully Wireless Solution	✓
DECT 6.0 Wireless Microphones	✓
Wireless Expansion	Up to 2 C52-SP
SIP Lines / Accounts	Up to 3
Screen	158px x 57px
Phonebook	Up to 200 entries
Bluetooth®	—
Ethernet Port	✓

Global Sales Support

United States / Central Region

Chad Collins
Vice President of Sales

Office: 503.596.1369
Cell: 217.202.1053

✉ ccollins@vtechphones.com

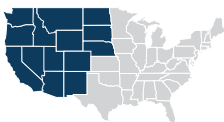## United States / Eastern Region

Dan Pesta
Senior Sales Manager
Eastern Region

Office: 503.596.1375
Cell: 440.231.4853

✉ dpesta@vtechphones.com

United States / Western Region

John Sauer
Sales Director
Western Region

Office: 503.596.1376
Cell: 360.281.5259

✉ jsauer@vtechphones.com

United States

Bryce Bowman
National Account Manager
Hospitality Division

Office: 503.596.1247
Cell: 719.233.9141

✉ bbowman@vtechphones.com

Asia Pacific

Andy Au
Sales Director, APAC Region

Office: 852.2727.6911
Cell: 852.9302.8474

✉ andy_au@vtechhotelphones.com

Caribbean / Latin America

✉ cala@vtechphones.com

Canada

John Sauer
Sales Director
Western Region

Office: 503.596.1376
Cell: 360.281.5259

✉ jsauer@vtechphones.com

Europe / Middle East / Africa / Russia
Indian Subcontinent

Charles Williams
Sales Director
EMEA, Russia & Indian Subcontinent

Office: +44 1746 769580
Cell: +44 796 1746155

✉ charles.williams@vtecheurope.com