CONTEMPORARY SIP SERIES

CTM-S2116

1-Line SIP Hidden Base with Cordless Colour Handset and Charger

CTM-S2110

1-Line SIP Hidden Base

NGC-C3416HC

Virtual bundle of NGC-C5106 and C5016

1-Line Cordless Colour Handse and Charger

NGC-C5106

1-Line Cordless Colour Handset

C5016

Charger

vtech®

User's Guide

IMPORTANT SAFETY INSTRUCTIONS

The applied nameplate is located at the bottom or rear of the product.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. This product should be installed by a qualified technician.

2. This product should only be connected to the host equipment and never directly to the network such as Public Switch zone Network (PSTN) or Plain Old Telephone Services (POTS).

3. Read and understand all instructions.

4. Follow all warnings and instructions marked on the product.

5. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

6. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.

7. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.

8. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.

9. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supplied at the premises, consult your dealer or local power company.

10. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.

11. Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.

12. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorised service facility. Opening or removing parts of the Telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.

13. Do not overload wall outlets and extension cords.

14. Unplug this product from the wall outlet and refer servicing to an authorised service facility under the following conditions:

• When the power supply cord or plug is damaged or frayed.

• If liquid has been spilled onto the product.

• If the product has been exposed to rain or water.

• If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorised technician to restore the product to normal operation.

• If the product has been dropped and the telephone base and/or handset has been damaged.

• If the product exhibits a distinct change in performance.

15. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.

16. Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; petrol vapours; etc.); a leak of natural gas; etc.

17. Only put the handset of your telephone next to your ear when it is in normal talk mode.

18. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

19. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

20. In wall mounting position, make sure to mount the telephone base on the wall by aligning the eyelets with the mounting studs of the wall plate. Then slide the telephone base down on both mounting studs until it locks into place. Refer to the full instructions in Installation in the user's manual.

21. This product should be mounted at a height of less than 2 meters.

22. Listed PoE (The product is considered not likely to require connection to an Ethernet network with outside plant routing).

⚠️ 📖 ⓘ ⚠️ CAUTIONS

- Keep small metallic objects such as pins and staples away from the handset receiver.
- Risk of explosion if battery is replaced by incorrect type;
- Dispose of used batteries according to the instructions;
- Disconnect the telephone line before replacing batteries;
- For pluggable equipment, the socket-outlet (power adaptor) shall be installed near the equipment and shall be easily accessible;
- The applied nameplate is located at the bottom of the product;
- The equipment is only use for mounting at heights <2m.
- Avoid using the battery in the following conditions:-
  - High or low extreme temperatures that a battery can be subjected to during use, storage or transportation;
  - Low air pressure at high altitude;
  - Replacement of a battery with an incorrect type that can defeat a safeguard;
  - Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery that can result in an explosion;
  - Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;
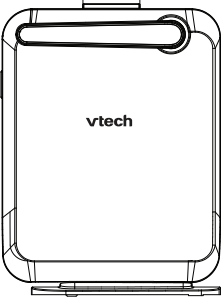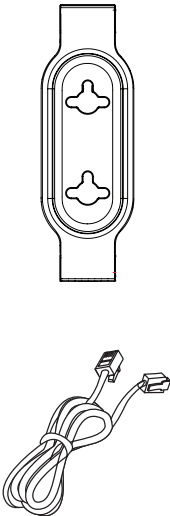 - Extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.
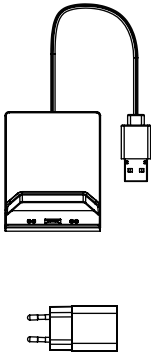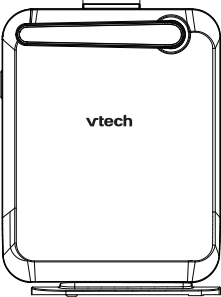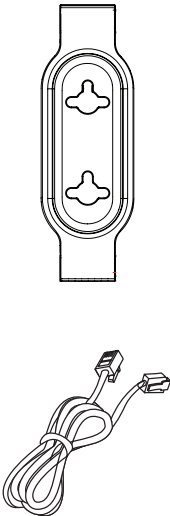
SAVE THESE INSTRUCTIONS
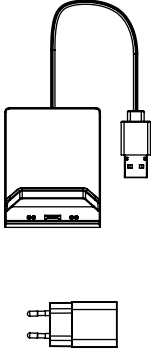
English

TABLE OF CONTENTS

Parts check list

Items contained in the respective **cordless telephone** package:

Model name	Model number	Parts included			
		Telephone base	Telephone base wall mounting plate | Network cable	Cordless handset and Handset battery (preinstalled in the handset)	Handset charger | Handset charger adapter
1-Line SIP Hidden Base with Cordless Colour Handset and Charge	CTM-S2116				
1-Line SIP Hidden Base	CTM-S2110				

Parts check list (Continued)

Model name	Model number	Parts included EN - 6			
		Telephone base | Telephone base Adapter	Telephone base wall mounting plate | Network cable	Cordless handset and Handset battery (preinstalled in the handset)	Handset charger | Handset charger adapter
1-Line Cordless Colour Handset and Charger	NGC-C3416 (Virtual bundle of NGC-C5106 and C5016)				

Telephone layout

**1-Line SIP Hidden Base with Cordless Colour Handset and Charger - CTM-S2116**

1-Line Cordless Colour Handset - NGC-C5106

Charger - C5016
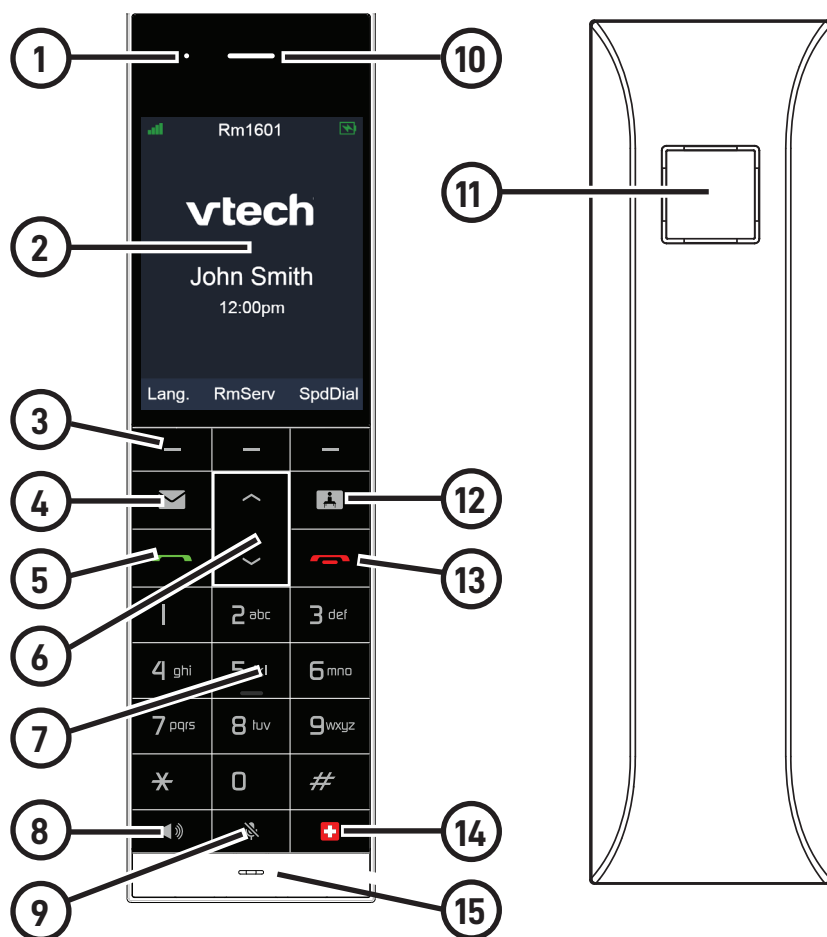
Handset

1	Battery charging light
2	Colour screen
3	Soft keys (3) Perform the action indicated by the on-screen labels.
4	✉ **MESSAGES** key
5	📞 **TALK** key
6	∧ ∨ **VOLUME** / navigation keys
7	Numeric dial keys
8	🔊 **SPEAKER** key
9	🔇 **MUTE** key
10	Handset earpiece
11	Speakerphone
12	👤 **FRONT DESK** key
13	📞 **OFF/Cancel** key
14	➕ **EMERGENCY** key
15	Microphone
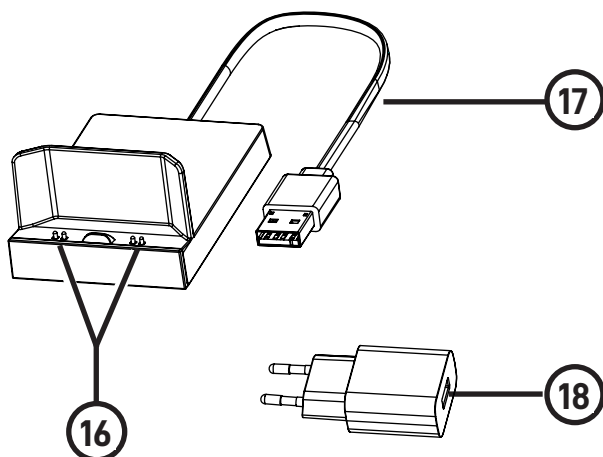
Handset Charger and Adapter

16	Charging poles
17	USB-A charging cable
18	USB-A port

Screen icons

```
┌─────────────────────────────┐
│ .ıll      Rm1601         ⚡  │
│                             │
│                             │
│          vtech              │
│                             │
│                             │
│        John Smith           │
│         12:00pm             │
│                             │
│                             │
│ Lang.    RmServ    SpdDial  │
└─────────────────────────────┘
```

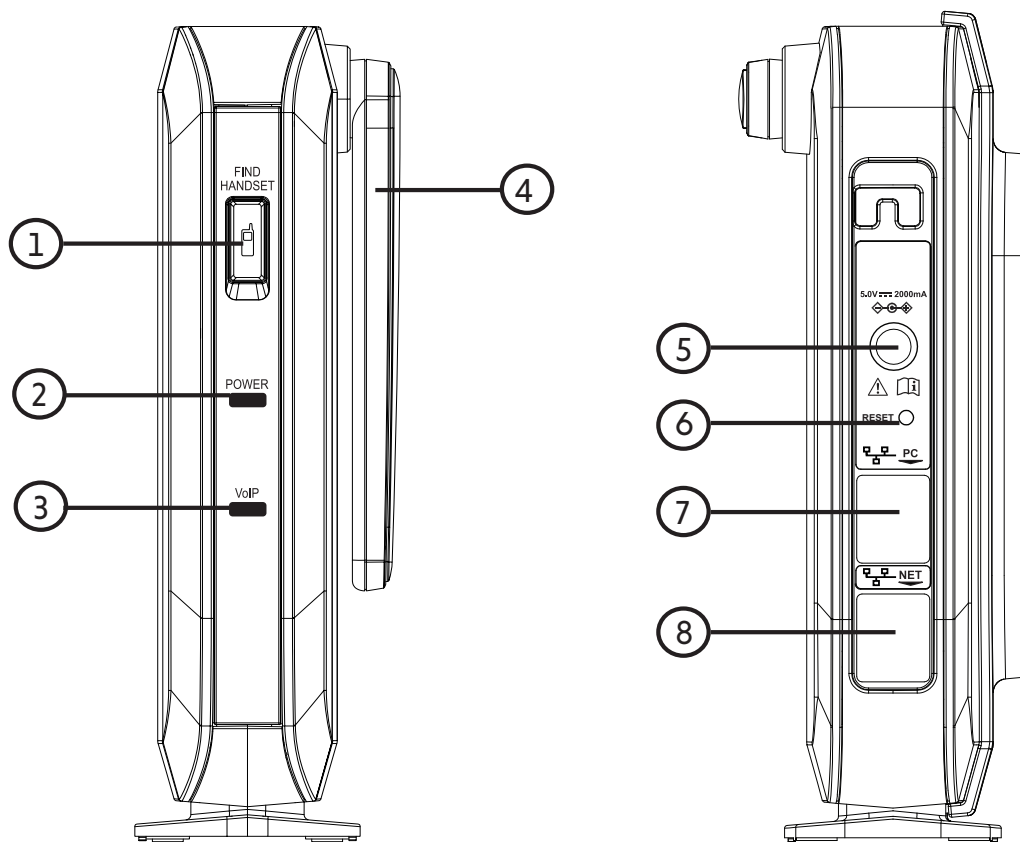| Signal strength indicator at top left	
.ıll	The signal strength is displayed
◿	The handset is out of range or the telephone base is turned off
no icon	The handset is not registered to a telephone base

Battery strength indicator at top right	
▬	Fully charged
▬	Normal
▭	Low battery
▭	Extremely low battery
⚡	Battery is charging

Ringer indicator next to battery strength indicator	
🔕	Ringer is silent

1-Line SIP Hidden Base with Cordless Colour Handset and Charger - CTM-S2116
1-Line SIP Hidden Base - CTM-S2110
Telephone base

1	**FIND HANDSET** button. • Short press to find the handset by making it ring. Short press again to stop handset ringing. • Short press ten times, then long press (between 5 and 10 seconds) to restore the phone's factory defaults.
2	**POWER** LED
3	**VoIP** LED
4	Antenna
5	AC adapter input
6	**RESET** button Short press for less than 2 seconds to reboot the phone. OR Long press for at least 10 seconds to restore the phone's factory defaults in Static IP mode and then reboot the phone.
7	PC port
8	Ethernet port

Installation

1-Line SIP Hidden Base with Cordless Colour Handset and Charger - CTM-S2116

1-Line SIP Hidden Base - CTM-S2110

Telephone base installation

This section assumes that your network infrastructure is established and that your IP PBX phone service has been ordered and configured for your location. For more information about IP PBX configuration, please refer to the SIP Phone Configuration Guide.

You can power the base station using a power adapter (model VT07EEU05200(EU), VT07EUK05200(UK)) or Power over Ethernet (PoE Class 2) from your network. If you are not using PoE, install the base station near a power outlet not controlled by a wall switch. The base station can be placed on a flat surface or mounted on a wall in a vertical or horizontal orientation

To install the Telephone base:

Plug one end of the Ethernet cable into the Ethernet port on the rear of the Telephone base (marked by ⊞ NET), and plug the other end of the cable into your network router or switch.

If the Telephone base is not using power from a PoE-capable network router or switch:

Connect the power adapter to the Telephone base power jack.

Plug the power adapter into an electrical outlet that is not controlled by a wall switch.
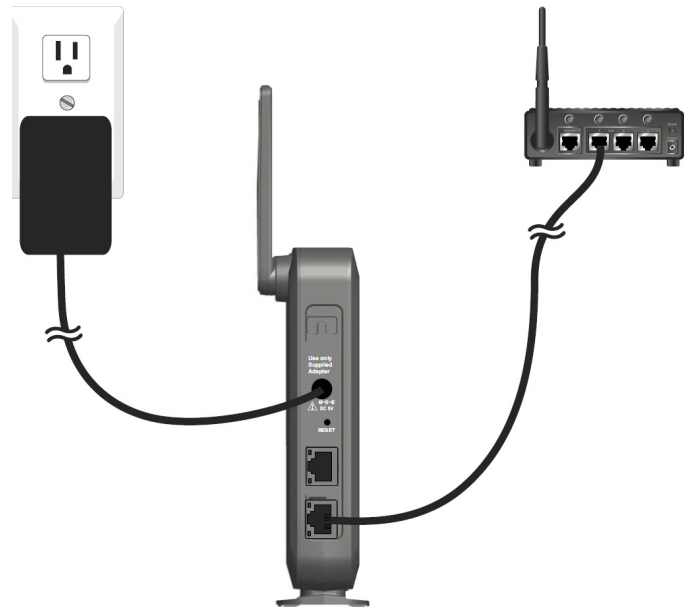
IMPORTANT INFORMATION

1. Use only the VTech power adapter (model VT07EEU05200(EU), VT07EUK05200(UK)). To order a power adapter, call +44 (0)1942 26 5195 or email vtech@corpteluk.com.

2. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

To mount the Telephone base on the wall

1. Install two mounting screws on the wall. Choose screws with heads larger than 5 mm (3/16 inch) in diameter (1 cm / 3/8 inch diameter maximum). The screw centers should be 5 cm (1 15/16 inches) apart vertically or horizontally.

1 15/16" (5 cm)

1/8" (3 mm)

1 15/16" (5 cm)
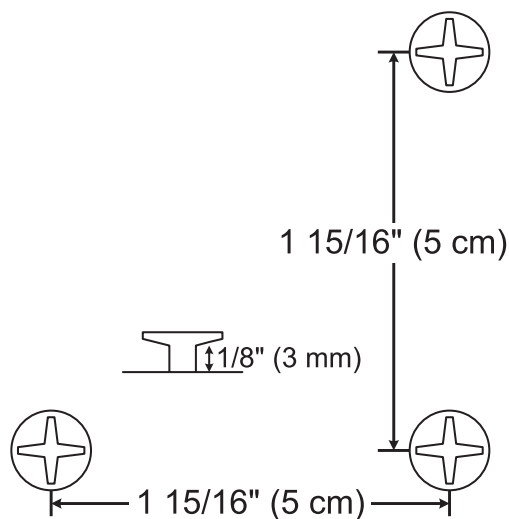
2. Tighten screws until only 3 mm (1/8 inch) of the screws are exposed.

3. Attach the mounting plate to the top of the Telephone base. Insert the tab into the slot and then push the plate in at the bottom of the Telephone base until the mounting plate clicks into place.

Insert tab into slot.

4. Check to make sure the plate is secure at top and bottom. It should be flush with the Telephone base body.

5. Place the Telephone base over the mounting screws.
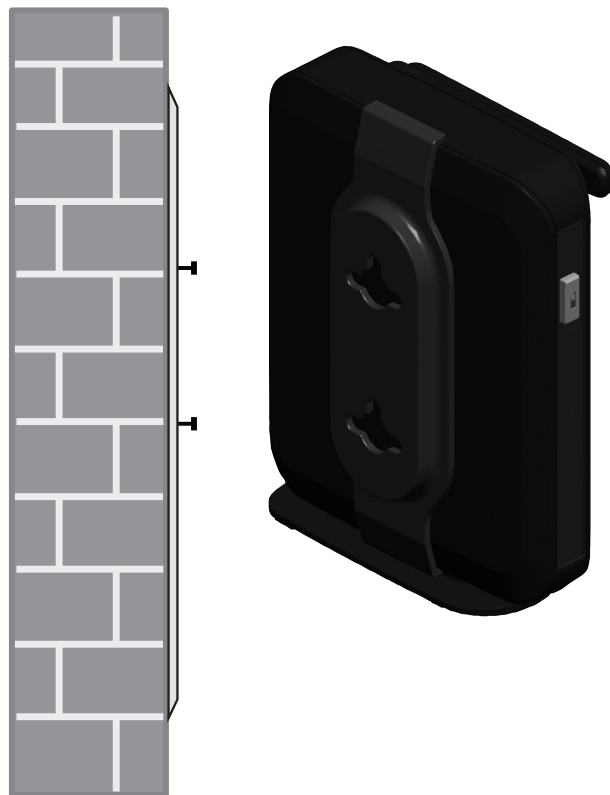
6. Connect the Ethernet cable and power as described on page 10.

1-Line SIP Hidden Base with Cordless Colour Handset and Charger - CTM-S2116

1-Line Cordless Colour Handset - NGC-C5106

Charger - C5016

Handset Charger Installation

● Install the handset charger as shown below.

  • Make sure the supplied power adapter is securely plugged into an outlet not controlled by a wall switch.
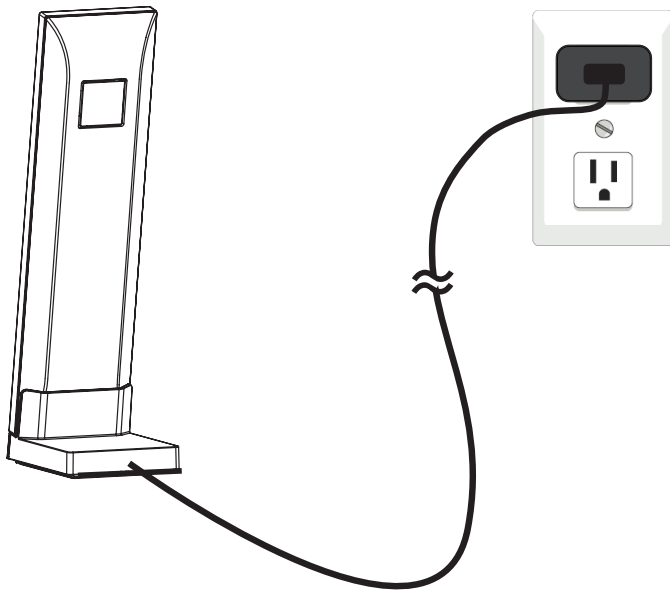
  • The battery is fully charged after 11 hours of continuous charging. For best performance, keep the handset in the handset charger when not in use.

⊙ CAUTIONS

Use only the supplied power adapter. The supplied power adapter is not designed for use in any other devices. Misuse of it on your other devices shall be prohibited. To order a replacement, call +44 (0)1942 26 5195 or email vtech@corpteluk.com.

Installation Notes

Avoid placing the Telephone base, handset, or handset charger too close to:

• Communication devices such as television sets, DVD players, or other cordless telephones

• Excessive heat sources

• Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting

• Excessive dust sources such as a workshop or garage

• Excessive moisture

• Extremely low temperature

• Mechanical vibration or shock such as on top of a washing machine or work bench

Handset Registration

Follow the steps below to register your cordless handset to the Telephone base.

You can register additional cordless handsets to the Telephone base. The Telephone base accommodates up to four NGC-C5106 or CTM-C4402 cordless handsets.

1. On the cordless handset, press the **Lang** soft key, and then the key sequence: ✳ **7 5 6 0 0 #**.

   The key sequence will not be displayed on the screen when entered.

2. With **Registration** selected, press **OK**.

3. With **Register Handset** selected, press **Select**.

   The handset displays the message "Long press the FIND HANDSET button on your base".

4. On the Telephone base, press and hold the ▯ / **FIND HANDSET** button for at least four seconds, then release the button. Both LEDs on the Telephone base begin to flash.

   The handset displays "Registering handset".

   The handset beeps and displays "Handset registered".

Handset Deregistration

1. When a registered cordless handset is idle, press the **Lang** soft key, and then the key sequence: ✳ **7 5 6 0 0 #**.

   The key sequence will not be displayed on the screen when entered.

2. With **Registration** selected, press **OK**.

3. Press ⌃ or ⌄ to select **Deregister**, and then press **Select**.

4. Press ⌃ or ⌄ to select the handset you want to deregister, and then press **Select**.

   NOTE: The handset you are currently using is indicated by **.

   The handset beeps and displays "HANDSET deregistered".

Handset battery charging

The battery must be fully charged before using the cordless handset for the first time. The battery charge light turns on when the cordless handset is charging on the handset charger. The battery is fully charged after 11 hours of continuous charging. For best performance, keep the cordless handset in the handset charger when not in use.

Replacing a Cordless Handset Battery

The cordless handset battery is preinstalled. To replace the cordless handset battery, follow the steps below.

1. Use a narrow object to pry open the handset cover, so that you unsnap the tabs at the locations indicated below.
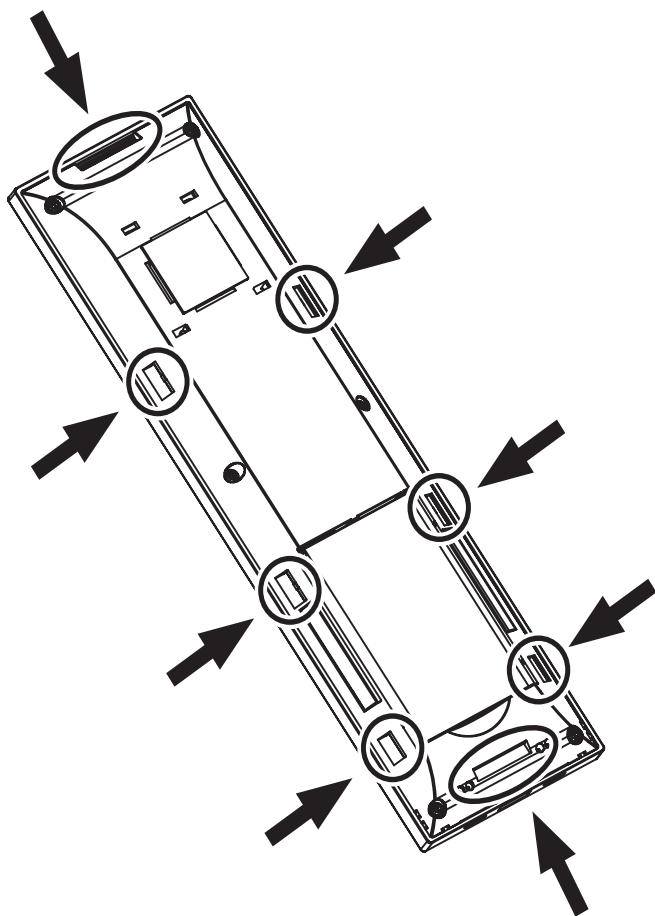
2. Place your thumb in the slot below the battery, and lift the battery out of the handset battery compartment.

3. Place the top of the battery in the handset battery compartment so that the battery connectors are aligned.

4. Push the bottom of the battery down into the battery compartment.

5. To replace the handset cover, align all the tabs on the handset cover against the corresponding grooves on the handset, then firmly push downward until all the tabs lock in the grooves.

⚠ CAUTIONS

There may be a risk of explosion if a wrong type of handset battery is used. Use only the supplied rechargeable battery or replacement battery. To order a replacement, call +44 (0)1942 26 5195 or email vtech@corpteluk.com.

Dispose of used batteries according to the instructions.

Set up

1-Line SIP Hidden Base with Cordless Colour Handset and Charger - CTM-S2116

Default settings are indicated by asterisks (*).

Setting	Options	Adjustable by
Listening volume- Handset	1, 2, 3, 4, 5, 6*, 7	User and administrator
Ringer tone	Tone 1*	Administrator only

All telephone settings are programmed through the administrative web portal.

Please refer to the SIP Phone Configuration Guide for details.

Operation

1-Line SIP Hidden Base with Cordless Colour Handset and Charger - CTM-S2116

1-Line Cordless Colour Handset - NGC-C5106

USING THE CORDLESS HANDSET

When you use the keypad of the cordless handset, the handset keys are backlit.

CHANGE HANDSET SCREEN LANGUAGE

To change the display language of your handset colour screen:

1. Press **Lang**.
2. Press ∧ or ∨ to select a language.
3. Press **OK**.

RECEIVE A CALL

When there is an incoming call, the handset rings.

ANSWER A CALL USING THE CORDLESS HANDSET WHILE IT IS NOT ON THE HANDSET CHARGER

On the cordless handset, press **Ans** or 📞 or 🔊 .

- The 🔊 icon appears in the middle of the screen when in speakerphone mode.

ANSWER A CALL USING THE CORDLESS HANDSET WHILE IT IS CRADLED ON THE HANDSET CHARGER

Lift the cordless handset from the handset charger.

REJECT A CALL

Press **Reject** or 📞 .

PLACE A CALL

1. On the cordless handset, use the keypad to enter the number.

   - Press **Delete** if you enter an incorrect digit.

2. Press **Dial** or 📞 or 🔊 .
3. To end the call, press **End** or 📞 or place the handset in the charger.

PLACE A CALL DURING AN ACTIVE CALL

1. During a call, press **New** on the cordless handset.

   The active call is placed on hold.

2. Use the keypad to enter the number. If you enter an incorrect digit, press **Delete**.
3. Press **Dial**.

END A CALL

Press 📞 on the cordless handset or place it in the handset charger. The call ends when all handsets hang up.

SWITCHING BETWEEN CALLS

If you have an active call and another call on hold, you can switch between the two calls.

1. Press **Switch** to put the active call on hold, and resume the held call.
2. To end the active call, press **End** or 📞 .

   The other call will remain on hold.

3. Press **Unhold** to take the call off hold.

SHARE A CALL

A maximum of two cordless handsets can be used at the same time on an external call.

JOIN A CALL

To join an active call that is taking place on another handset, press **Join**.

HOLD

TO PLACE A CALL ON HOLD:

During a call, press **Hold** on the cordless handset.

To take the call off hold, press **Unhold**.

SPEAKERPHONE

During a call, press 📢))) on the cordless handset to switch between speakerphone mode and handset earpiece mode.

- The 🔊 icon appears in the middle of the screen when in speakerphone mode.

VOLUME

ADJUST THE LISTENING VOLUME

1. During a call, press ⌃ or ⌄ to adjust the listening volume.
2. Press **OK**.

ADJUST THE RINGER VOLUME

1. When the cordless handset is idle, press ⌃ or ⌄ to adjust the ringer volume.
2. Press **OK**.

MUTE

MUTE THE MICROPHONE

1. During a call, press 🔇 on the cordless handset.
   - The handset displays "Call Muted" when the mute function is turned on. You can hear the party on the other end but they cannot hear you.
2. Press 🔇 again to resume the conversation.

CALL WAITING

If receive an incoming call during an active call, you willl hear a call waiting tone. The phone also displays "Incoming call".

TO ANSWER THE INCOMING CALL:

- Press **Ans** on the cordless handset. The active call is put on hold.

TO REJECT THE INCOMING CALL:

- Press **Reject** on the cordless handset.

SPEED DIAL

To dial a speed dial number:

1. Press **SpdDial**.
2. Press ⌃ or ⌄ to select a speed dial entry.
3. Press **OK**.

Alternatively, you can press a speed dial key (📇 or ✚), or press a speed dial soft key (for example, **RmServ**).

MESSAGE WAITING INDICATOR

When a new voice message is received, the handset displays "✉ New msg" on the screen.

PLAY MESSAGES

1. When the phone is idle, press ✉ .

   The handset dials the voicemail access number.
2. Follow the voice prompts to play your messages.

FIND HANDSET

Use this feature to find all registered cordless handsets.

TO START PAGING:

Press 📱/ **FIND HANDSET** on the Telephone base when the phone is not in use. All idle cordless handsets beep for 60 seconds.

TO END PAGING:

- Press 📱 / **FIND HANDSET** again on the Telephone base.

  -OR-
- Press ☎ on the cordless handset.

Appendix

Troubleshooting

If you have difficulty with the telephones, please try the suggestions below. For customer service, call +44 (0)1942 26 5195 or email vtech@corpteluk.com.

FOR CORDLESS TELEPHONE

QUESTION	SUGGESTIONS
1. The telephone does not work at all.	• Make sure the Cat-5 network cable is plugged into the ⊞ **NET** port of the Telephone base and the network wall jack with Power over Ethernet (PoE). • Make sure the battery is installed and charged correctly. For optimum daily performance, return the cordless handset to the handset charger after use. • Unplug the Cat-5 network cable from the network wall jack. Wait for approximately 15 seconds, then plug it back in. • Charge the battery in the cordless handset for up to 11 hours. • If the battery is completely depleted, charge the battery for at least 30 minutes before use. • Remove the battery and then install it again. If that still does not work, it may be necessary to purchase a new battery. • Disconnect the Telephone base from the network wall jack and connect a different working SIP telephone. If the other SIP telephone does not work, the problem is probably in the wiring or network server. Check your SIP server settings. Refer to the **SIP Phone Configuration Guide** for details.

Question	Suggestions
2. I cannot dial out.	• Try all the above suggestions. • A prefix may be required for dialling some internal or external calls. Refer to the **SIP Phone Configuration Guide** for details. • Check your SIP server settings. If other SIP telephones in your hotel are having the same problem, the problem is in the wiring or network server. Contact your telephone service provider (charges may apply).
3. The Speed Dial key does not work at all.	• The Speed Dial key may not be properly programmed. Refer to the **SIP Phone Configuration Guide** for details.
4. The telephone cannot register to the SIP network server.	• Make sure your network is providing Power over Ethernet (PoE). • Make sure the initialisation and system registration process completes. • Disconnect the Cat-5 network cable from the network wall jack and connect it back into the network wall jack with Power over Ethernet (PoE) to start the initialisation and system registration process again.
5. The **LOW BATTERY** icon or the **EXTREMELY LOW BATTERY** icon appears at the top of the cordless handset screen.	• Place the cordless handset in the handset charger for recharging. • Remove the battery and then install it again, and use it until fully depleted. Then charge the cordless handset in the handset charger for up to 11 hours. • If the above measures do not correct the problem, replace the battery.

Question	Suggestions
6. The battery does not charge in the cordless handset or the battery does not accept charge.	• Make sure the cordless handset is placed in the handset charger correctly. The battery charging light should be on. • Remove the battery and then install it again. Charge it for up to 11 hours. • If the cordless handset is in the handset charger but the battery charging light is not on, refer to **The battery charging light is off** below. • If the battery is completely depleted, charge the cordless handset for at least 30 minutes before use. • If the above measures do not correct the problem, replace the battery.
7. The battery charging light is off.	• Clean the charging contacts on the cordless handset and/or handset charger each month with a pencil eraser or a dry non-abrasive fabric. • Make sure the Cat-5 network cable is plugged in correctly and securely. • Unplug the Cat-5 network cable. Wait for 15 seconds before plugging it back in.

Question	Suggestions
8. The telephone does not ring when there is an incoming call.	• Make sure the ringer volume is turned up on the cordless handset. • Make sure the Cat-5 network cable is plugged into the ⊞ **NET** port of the Telephone base and the network wall jack with Power over Ethernet (PoE). • The cordless handset may be too far from the Telephone base. Move it closer to the Telephone base. • Check your SIP server or telephone administrative settings. Refer to the **SIP Phone Configuration Guide** for details. • If other SIP telephones in your hotel are having the same problem, the problem is in the wiring or network server. Contact your telephone service provider (charges may apply). • Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices. • The Cat-5 network cable may be defective. Install a new Cat-5 network cable. • Remove the battery and then install it again. Then place the cordless handset in the handset charger. Wait for the handset to synchronise with the Telephone base. Allow up to one minute for this to take place.

QUESTION	SUGGESTIONS
9. The cordless handset beeps and is not performing normally.	• Make sure the Cat-5 network cable is plugged into the ⊞ **NET** port of the Telephone base and the network wall jack with Power over Ethernet (PoE). • Check your SIP server or telephone administrative settings. Refer to the **SIP Phone Configuration Guide** for details. • Disconnect the Telephone base from the network wall jack and connect a different working SIP telephone. If the other SIP telephone has the same problem, the problem is in the wiring or network server. Contact your telephone service provider (charges may apply). • Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
10. There is interference during a telephone conversation, or the call fades in and out when I am using the cordless handset.	• The cordless handset may be out of range. Move the handset closer to the Telephone base or adjust the setting of RF transmission power. Refer **SIP Phone Configuration Guide** for details. • Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices. • If other SIP telephones in your hotel are having the same problem, the problem is in the wiring or network server. Contact your telephone service provider (charges may apply).

QUESTION	SUGGESTIONS
11. I hear other calls when using the telephone.	• Disconnect the Telephone base from the network wall jack and connect a different working SIP telephone. Check your SIP server settings. If calls are still not clear, the problem is probably in the wiring or network server. Contact your telephone service provider (charges may apply).
12. I hear noise on the cordless handset and the keys do not work.	• Make sure the Cat-5 network cable is plugged in correctly and securely. • Unplug the Cat-5 network cable. Wait for 15 seconds before plugging it back in.
13. Common cure for electronic equipment.	• If the telephone is not responding normally, put the cordless handset in the handset charger. If it does not fix the problem, try the following (in the order listed): A. Disconnect the power to the Telephone base. B. Disconnect the battery on the cordless handset. C. Wait a few minutes before connecting power to the Telephone base. D. Install the battery again and then place the cordless handset in the handset charger. E. Wait for the cordless handset to synchronise with the Telephone base. Allow up to one minute for this to take place.

VTech Hospitality Limited Warranty Program

VTech Telecommunications Limited, the manufacturer of VTech Hospitality Product ("Product"), warrants to the holder of a valid proof of purchase ("end user" or "you") that the Product and all accessories provided by VTech in the Product's package are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product's operating instructions. The limited warranty extends to the end user of this Product and applies only if such Product is purchased through a local distributor /dealer.

During the limited warranty period, VTech's authorised service representative will repair or replace, at VTech's option, without charge, a Product that is not free from defects in materials and workmanship. If VTech's authorised service representative repairs the Product, new or refurbished replacement parts may be used. If the Product is replaced, it may be replaced with a new or refurbished Product of the same or similar design. Repair or replacement of Product, at VTech's option, is the exclusive remedy.

The limited warranty period for the Product begins on the date that the end user takes possession of the Product. This limited warranty also applies to repaired or replacement Products for a period of either: (a) 90 days from the date the repaired or replacement Product is shipped to you; or (b) the time remaining on the original limited warranty as described above; whichever is longer.

This limited warranty does not cover:

1. Product or parts that have been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or

2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorised service representative of VTech; or

3. Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or

4. Product to the extent that the problem is caused by use with non-VTech accessories; or

5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or

6. Product purchased, used, serviced, or shipped for repair from outside the local dealer / distributor, or used for non-approved commercial or institutional purposes (including but not limited to Products used for rental purposes); or

7. Product returned without valid proof of purchase; or

8. Charges or costs incurred by the end user, and risk of loss or damage, in removing and shipping the Product, or for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

9. Line cords or coil cords, plastic overlays, connectors, power adapters and batteries, if the Product is returned without them. VTech will charge the end user at then-current prices for each of the missing items.

10. NiCd or NiMH handset batteries, or power adapters, which, under all circumstances, are covered by a one (1) year warranty only.

Except as provided by applicable law, you assume the risk of loss or damage during transit and

transportation and are responsible for delivery or handling charges incurred in the transport of Product(s) to the service location. VTech's authorised service representative will return repaired or replaced product under this limited warranty to you, transportation, delivery and handling charges prepaid. VTech assumes no risk for damage or loss of the Product in transit.

If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorise the cost of repair and return shipping costs for the repair of Products that not covered by this limited warranty. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

OTHER LIMITATIONS

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product, whether express or implied, oral or written, or statutory. The warranty exclusively describes all of VTech's responsibilities regarding the Product. No one is authorised to make modifications to this warranty and you should not rely on any such modification.

VTech's liability to end user hereunder shall not exceed the purchase price of the Product. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the product, or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some local dealers / distributors do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you also have other rights which vary from local dealer / distributor to local dealer / distributor.

Maintenance

TAKING CARE OF YOUR TELEPHONE

Your telephone contains sophisticated electronic parts, so it must be treated with care.

AVOID ROUGH TREATMENT

Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

AVOID WATER

Your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

ELECTRICAL STORMS

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

CLEANING YOUR TELEPHONE

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or mild soap. Do not use excess water or cleaning solvents of any kind.

Disclaimer and Limitation of Liability

VTech Telecommunications Limited and its suppliers assume no responsibility for any damage or loss resulting from the use of this user's manual. VTech Telecommunications Limited and its suppliers assume no responsibility for any loss or claims by third parties that may arise through the use of this product. VTech Telecommunications Limited and its suppliers assume no responsibility for any damage or loss caused by deletion of data as a result of malfunction, dead battery, or repairs. Be sure to make backup copies of important data on other media to protect against data loss.

REMEMBER THAT ELECTRICAL APPLIANCES CAN CAUSE SERIOUS INJURY IF USED WHEN YOU ARE WET OR STANDING IN WATER. IF THE TELEPHONE BASE SHOULD FALL INTO WATER, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND/OR TELEPHONE LINE CORD FROM THE WALL. THEN REMOVE THE TELEPHONE BY THE UNPLUGGED CORDS.

European Directives

This equipment is compliant with 2011/65/EU (ROHS).

Declaration of Conformity

The Declaration of Conformity may be obtained from: www.vtechhotelphones.com.

Disposal of batteries and product

These symbols (①, ②) on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries must not be mixed with general household waste.
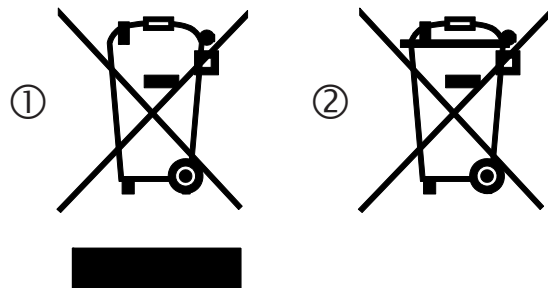
For proper treatment, recovery and recycling of old products and batteries, please take them to applicable collection points in accordance with your national legislation.

By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment.

For more information about collection and recycling, please contact your local municipality. Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

PRODUCT DISPOSAL INSTRUCTIONS FOR BUSINESS USERS

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

INFORMATION ON DISPOSAL IN OTHER COUNTRIES OUTSIDE THE EUROPEAN UNION

These symbols (①, ②) are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

NOTE FOR THE BATTERY SYMBOL

This symbol (②) might be used in combination with a chemical symbol. In this case it complies with the requirement set by the Directive for the chemical involved.

Technical specifications

1-Line SIP Hidden Base with Cordless Colour Handset and Charger - CTM-S2116

1-Line SIP Hidden Base - CTM-S2110

1-Line Cordless Colour Handset - NGC-C5106

Charger - C5016

Frequency control	Crystal controlled PLL synthesiser
Transmit frequency	Handset: 1881.792-1897.344 MHz Telephone base: 1881.792-1897.344 MHz
Channels	10
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Operating temperature	32–104°F (0–40°C)
Power requirement	Telephone base: Power over Ethernet (PoE): IEEE 802.3at supported, class 2 • Ethernet: 1 Gigabit Ethernet switch If PoE not available, power adapter (sold separately): • Input: 100-240V˜ 50/60Hz 0.5A Output: 5.0V 2.0A 10.0W • Model number: VT07EEU05200(EU), VT07EUK05200(UK) • Manufacturer: VT-PLII • Use only the power adapter indicated above for the telephone base Handset battery • 3.7V 1000mAH, Li-ion • Model number: A051 • Use only the supplied battery or the battery indicated above Handset charger: supplied power adapter • Input: 100-240V˜AC 50/60 Hz 0.3A Output: 5V 2A 10.0W • Model number: NBS10B0502VEU • Manufacturer: Mass Power • Use only the power adapter indicated above for the handset charger
Message waiting signal	SIP messaging RFC 3261
Speed Dial memory	Handset: 3 dedicated speed dial hard keys: ✉ MESSAGES / 🛎 FRONT DESK / ✚ EMERGENCY 10 speed dial keys - scroll list through **SpdDial** soft key menu 3 soft keys (default: **Lang.** / **RmServ** / **SpdDial**) that can be programmed as speed dial keys
Ethernet network port	Two 10/100 Mbps RJ-45 ports