SIP Contemporary Series

CTM-S3213-D
SIP Corded Phone

vtech®

User's Guide

Important Safety Instructions

The product's nameplate is located at the bottom or rear. To reduce risks of fire, electric shock, and injury, always follow these precautions:

1. Installation must be performed by a qualified technician.
2. This product should only be connected to host equipment—never directly to public networks such as the Public Switch Telephone Network (PSTN) or Plain Old Telephone Services (POTS).
3. Read and fully understand all instructions before use.
4. Adhere to all warnings and labels on the product.
5. Unplug the product before cleaning. Use a damp cloth—never liquid or aerosol cleaners.
6. Avoid using near water (bathtubs, sinks, pools, wet basements, showers) or in damp environments.
7. Place on stable surfaces only (avoid unstable tables, shelves, or stands).
8. Maintain ventilation: Do not block slots/openings on the base/handset with soft surfaces (beds, sofas, rugs). Keep away from radiators/heat registers and ensure proper airflow.
9. Operate only with the power source specified on the label. Consult a dealer or power company if unsure of the power supply type.
10. Prevent damage to the power cord: Do not place objects on it or install where it may be stepped on.
11. Do not insert objects into slots/openings or spill liquids on the product (risk of short circuits or electric shock).
12. Do not disassemble. For repairs, contact an authorized service facility. Unauthorized opening/modification may expose you to dangerous voltages.
13. Do not overload wall outlets or extension cords.
14. Unplug and contact authorized service if:
    - Power cord/plug is damaged/frayed.
    - Liquid has spilled on the product.
    - Product has been exposed to rain/water.
    - Product malfunctions (follow operating instructions first; do not adjust unapproved controls).
    - Product is dropped or damaged.
    - Performance changes significantly.
15. Avoid corded telephones during electrical storms (remote risk of lightning-induced shock).
16. Do not use to report gas leaks near the leak source. Sparks from plugging in the adapter or placing the handset in the cradle may ignite flammable gases. Avoid use in poorly ventilated areas with flammable gases (e.g., oxygen-rich medical environments, industrial solvents, natural gas leaks).
17. Only hold the handset to your ear in normal talk mode.
18. Power adapters must be vertically or floor-mounted. Prongs will not secure the plug in ceiling, under-table, or cabinet outlets.
19. Use only the power cord and batteries specified in this manual. Do not incinerate batteries (risk of explosion). Follow local disposal regulations.
20. For wall mounting: Align the base's eyelets with wall plate studs, then slide down to lock. Refer to full installation instructions.
21. Mount the product at a height below 2 meters.

22. Listed PoE (This product is not intended for connection to Ethernet networks with outside plant routing).

⚠ 📖 ⓘ CAUTIONS

- Keep small metallic objects (pins, staples) away from the handset receiver.
- Ensure the power adapter socket is near the equipment and easily accessible.

SAVE THESE INSTRUCTIONS

Consignes de sécurité importantes

La plaque signalétique du produit est située en dessous ou à l'arrière. Afin de réduire les risques d'incendie, de choc électrique et de blessure, respectez toujours les précautions suivantes :

1. L'installation doit être effectuée par un technicien qualifié.
2. Ce produit doit uniquement être connecté à un équipement hôte — ne le connectez jamais directement à des réseaux publics tels que le réseau téléphonique public commuté (RTPC) ou les services téléphoniques traditionnels (POTS).
3. Lisez et comprenez parfaitement toutes les instructions avant utilisation.
4. Respectez tous les avertissements et étiquettes apposés sur le produit.
5. Débranchez le produit avant de le nettoyer. Utilisez un chiffon humide — n'utilisez jamais de nettoyants liquides ou en aérosol.
6. Évitez d'utiliser l'appareil à proximité de l'eau (baignoires, éviers, piscines, sous-sols humides, douches) ou dans des environnements humides.
7. Placez l'appareil uniquement sur des surfaces stables (évitez les tables, étagères ou supports instables).
8. Maintenez la ventilation : Ne bloquez pas les fentes/ouvertures de la base ou du combiné avec des surfaces souples (lits, canapés, tapis). Éloignez l'appareil des radiateurs/bouches de chaleur et assurez un flux d'air adéquat.
9. Faites fonctionner l'appareil uniquement avec la source d'alimentation spécifiée sur l'étiquette. Consultez un revendeur ou votre compagnie d'électricité si vous n'êtes pas sûr du type d'alimentation électrique.
10. Évitez d'endommager le cordon d'alimentation : Ne placez pas d'objets dessus et ne l'installez pas là où l'on pourrait marcher dessus.
11. N'insérez pas d'objets dans les fentes/ouvertures et ne renversez pas de liquides sur le produit (risque de court-circuit ou de choc électrique).
12. Ne démontez pas l'appareil. Pour les réparations, contactez un centre de service agréé. Une ouverture ou une modification non autorisée peut vous exposer à des tensions dangereuses.
13. Ne surchargez pas les prises murales ou les rallonges électriques.
14. Débranchez l'appareil et contactez un centre de service agréé si :
    - Le cordon d'alimentation ou la fiche est endommagé(e) ou effiloché(e).
    - Du liquide a été renversé sur le produit.
    - Le produit a été exposé à la pluie ou à l'eau.
    - Le produit ne fonctionne pas correctement (suivez d'abord les instructions d'utilisation ; n'ajustez pas de commandes non approuvées).
    - Le produit est tombé ou a été endommagé.
    - Les performances changent de manière significative.
15. Évitez d'utiliser des téléphones filaires pendant les orages électriques (risque limité de choc électrique induit par la foudre).
16. N'utilisez pas l'appareil pour signaler une fuite de gaz à proximité de la fuite. Les étincelles provoquées par le branchement de l'adaptateur ou le placement du combiné sur son socle peuvent enflammer les gaz inflammables. Évitez toute utilisation dans des zones mal ventilées contenant des gaz inflammables (par ex., les environnements médicaux riches en oxygène, les solvants industriels, les fuites de gaz naturel).
17. Tenez le combiné contre votre oreille uniquement en mode de conversation normal.Les adaptateurs

d'alimentation doivent être montés verticalement ou au sol.

18. Les broches ne retiendront pas la fiche dans les prises situées au plafond, sous une table ou dans un meuble.
19. Utilisez uniquement le cordon d'alimentation et les batteries spécifiés dans ce manuel. Ne jetez pas les batteries au feu (risque d'explosion). Respectez les réglementations locales en matière d'élimination des déchets.
20. Pour un montage mural : Alignez les œillets de la base avec les ergots de la plaque murale, puis glissez vers le bas pour verrouiller. Reportez-vous aux instructions d'installation complètes.
21. Montez le produit à une hauteur inférieure à 2 mètres.
22. Répertorié PoE (Ce produit n'est pas destiné à être connecté à des réseaux Ethernet avec un routage extérieur).

ATTENTION

- Maintenez les petits objets métalliques (épingles, agrafes) à l'écart du récepteur du combiné.
- Assurez-vous que la prise de l'adaptateur d'alimentation se trouve à proximité de l'équipement et qu'elle soit facilement accessible.

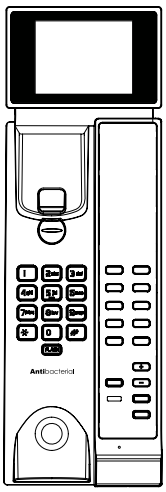
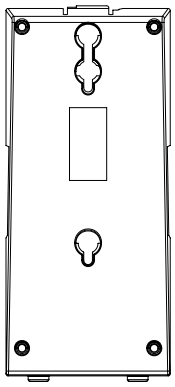
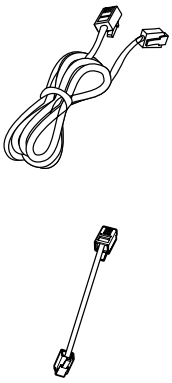
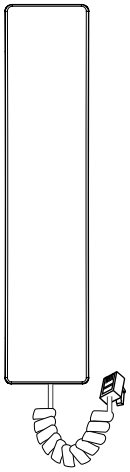
CONSERVEZ CES INSTRUCTIONS

Table of contents

Important Safety Instructions **2**
Consignes de sécurité importantes **4**
Telephone Layout **8**
Installation **11**
Configuration **15**
Operation **16**
Troubleshooting: SIP Corded Phone **18**
Appendix **22**
Warranty Program 22
FCC, ACTA and IC regulations 24
Maintenance 27
Disclaimer and Limitation of Liability 27
Technical Specifications **28**

Parts Checklist

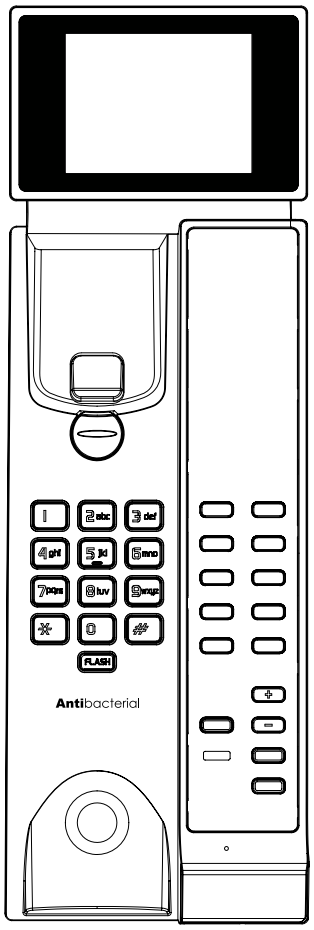
The telephone package includes the following items:

Product Name	Model	Parts included			
		Telephone Base (with Overlay)	Base Stand / Wall Mount (2-In-1)	Ethernet Cables (Standard & Short)	Corded Handset & Coiled Handset Cord
SIP Corded Phone	CTM-S3213-D				

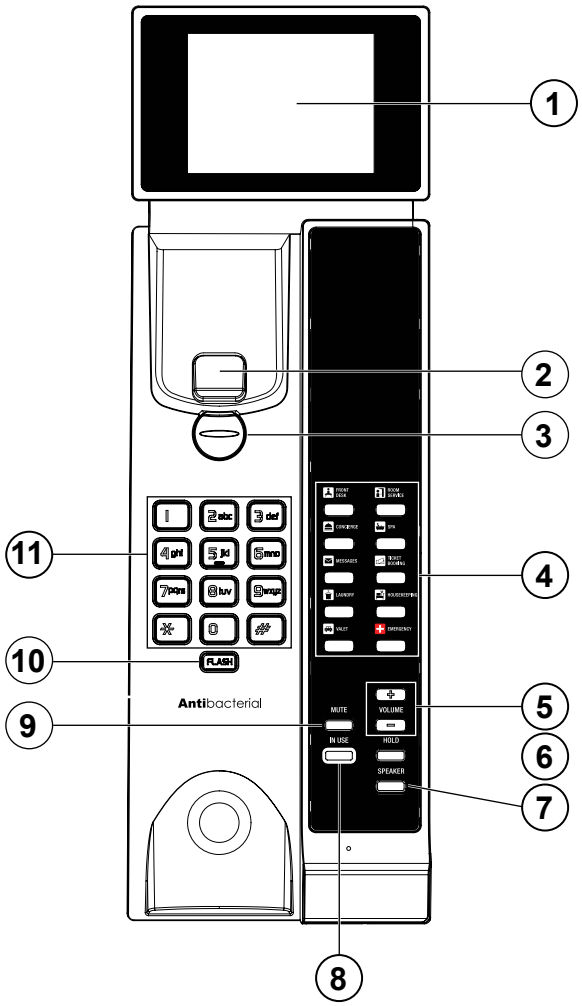
Telephone Layout

Telephone Base Top View

Without Faceplate



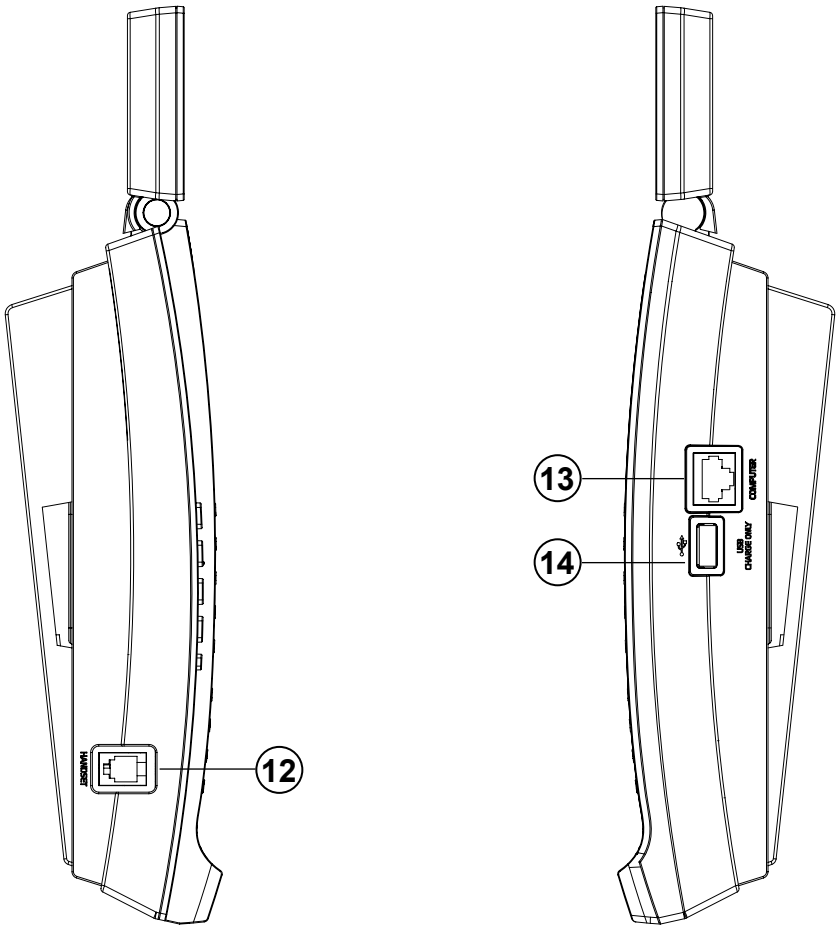
With Faceplate



ID	Component	Function
1	LCD	Displays caller ID, date, time, and unread message notifications.
2	Hang-Up Switch	Ends call on handset return
3	Wall Mount Clip	Secures handset when phone is wall-mounted
4	Programmable Keys	Provides 10 one-touch keys for shortcuts (e.g. message access) or speed dials.
5	VOLUME +	Increases listening or ringer volume
	VOLUME –	Decreases listening or ringer volume
6	HOLD key	Places a call on hold; key illuminates and IN USE LED flashes when active.
7	SPEAKER key	Activates/deactivates speakerphone (illuminates when active)
8	IN USE LED	Indicates line status: illuminates when in use and flashes for incoming or on-hold calls.
9	MUTE key	Mutes/unmutes the microphone during calls (illuminates when active)
10	FLASH key	Manages call waiting and call transfer
11	Dial Keys (0-9, *, #)	Dials numbers, enters text

Telephone Layout

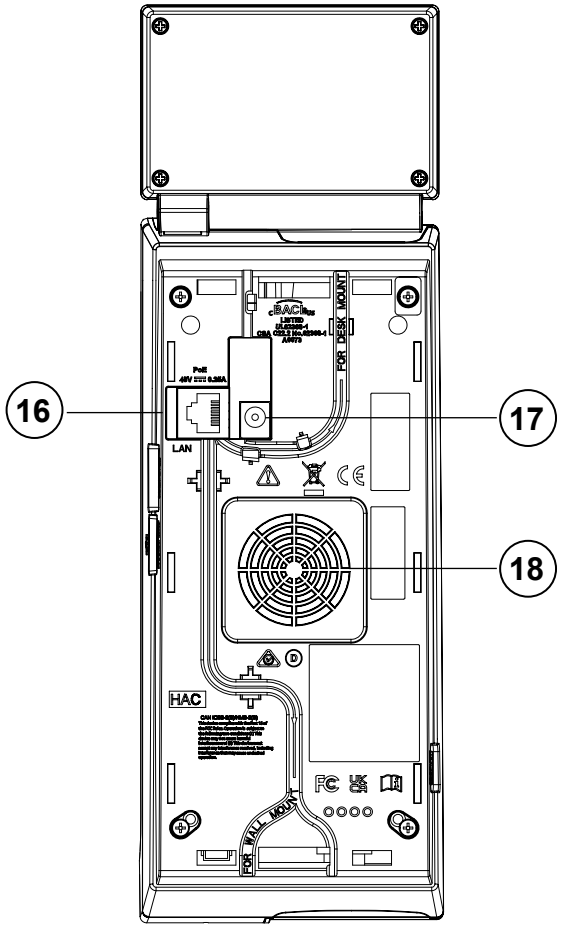
Telephone Base Side View



ID	Component	Function
12	Handset Jack	Connect coiled handset cord
13	RJ-45 COMPUTER Port	Route computer for Internet access (10/100/1000 Mbps)
14	USB Port (CHARGE ONLY)	Charge external devices (up to 1A @ 5V)

Telephone Layout

Telephone Bottom View



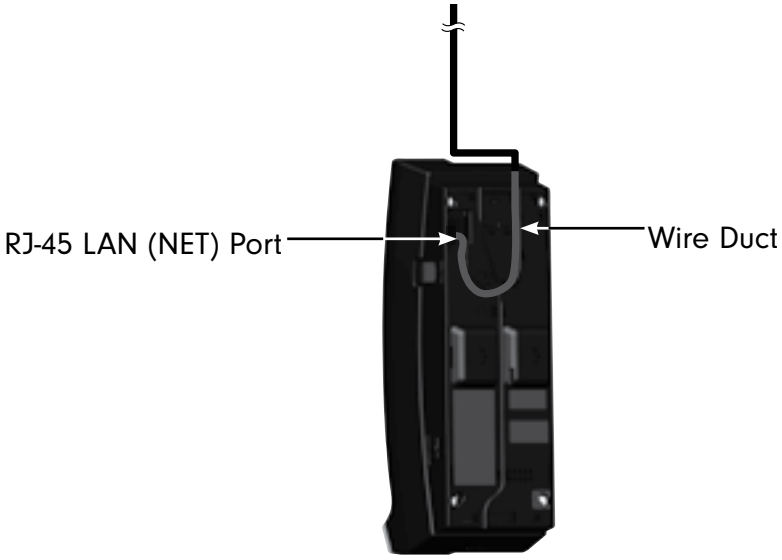
ID	Component	Function
16	RJ-45 LAN (NET) Port	Connects to a PoE-enabled network wall jack via Ethernet cable
17	DC Power Port	Connects the external dedicated DC power adapter
18	Speakerphone Speaker	Provides audio output for hands-free, speakerphone and group conference calls

Installation

Choose either desktop or wall mount installation. Ensure the network infrastructure is established and IP PBX service is configured before setup.

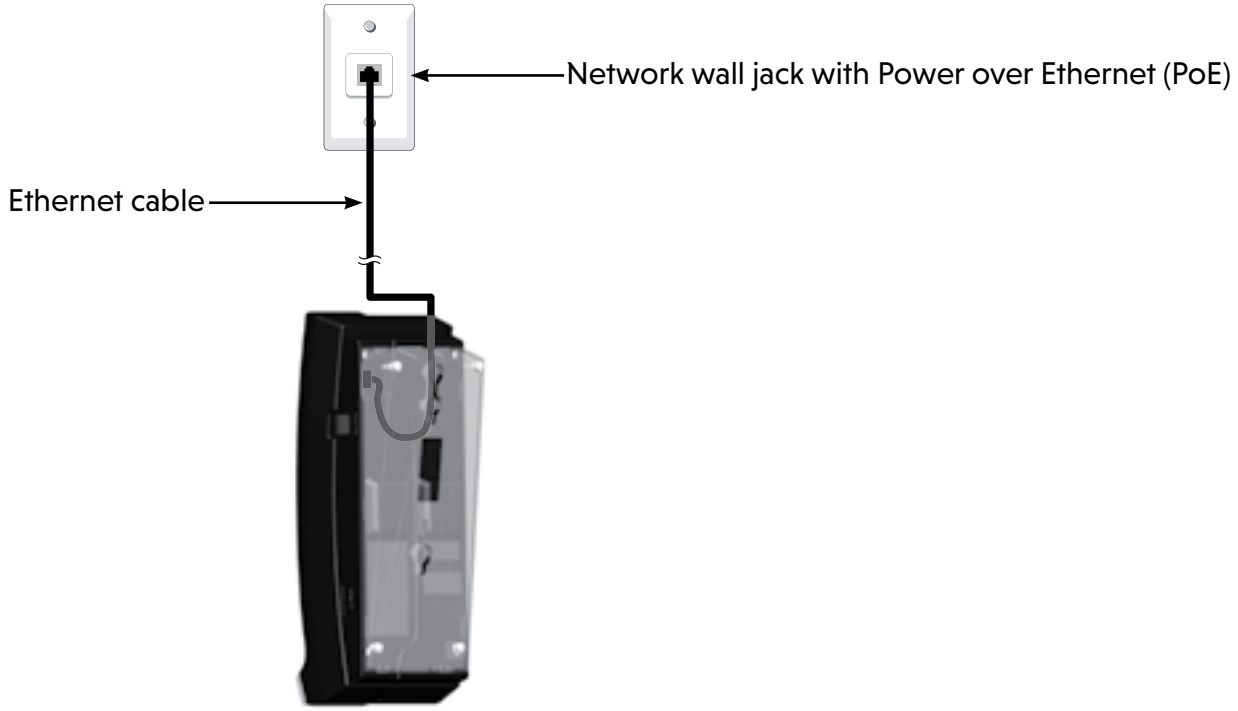
Option 1: Desktop Installation

1. Plug one end of the Ethernet cable into the base's RJ-45 LAN port, and route along the wire duct.



2. Insert the lower tabs into the slots and grooves; then, press the middle horizontal tab and upper tabs firmly into the upper groove and slots.

3. Plug the other end into a PoE-enabled network wall jack. Then plug the coiled cord into the Handset Port until it clicks.



Initialization & Registration

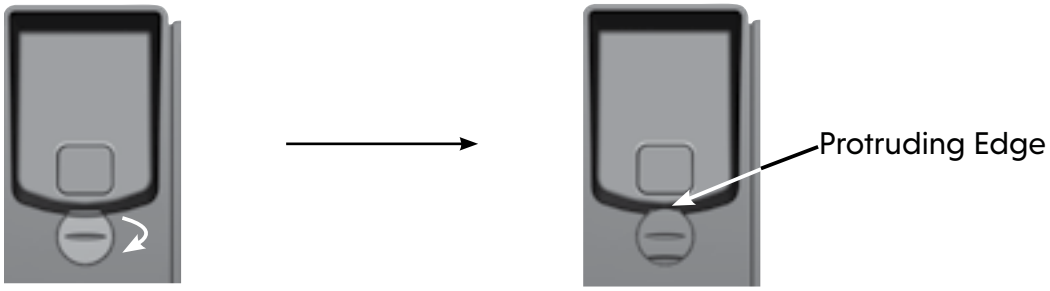
After installation, the phone undergoes a 4-step initialization process:

1) **MUTE** and **SPEAKER** keys turn on, then off.
2) **MUTE** key flashes.
3) **MUTE** key stops flashing.
4) **MUTE**, and **SPEAKER** keys illuminate for 500ms (registration successful).

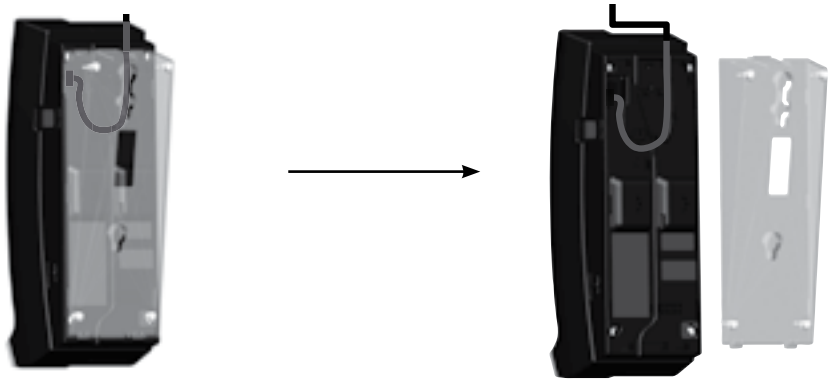
If registration fails: **SPEAKER** key blinks twice per second. Unplug the Ethernet cable, wait 15 seconds, then reconnect.

Option 2: Wall Mount Installation

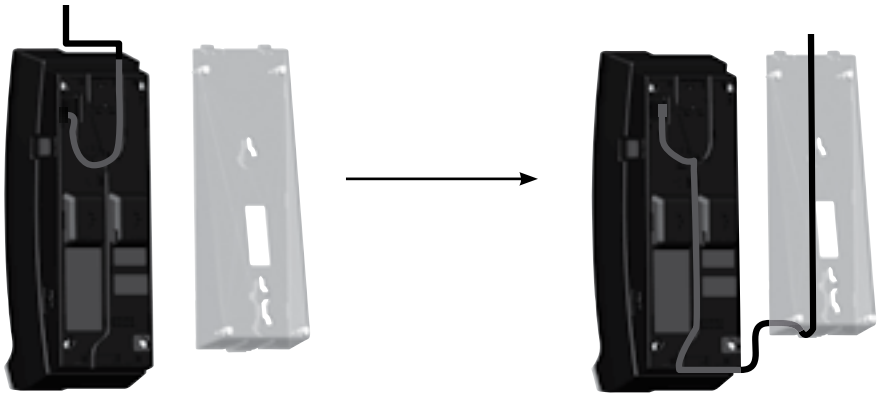
1. Remove the handset from the base. Place a coin in the wall mount clip's slit and rotate 180 degrees (protruding edge faces the base's upper edge to hold the handset).



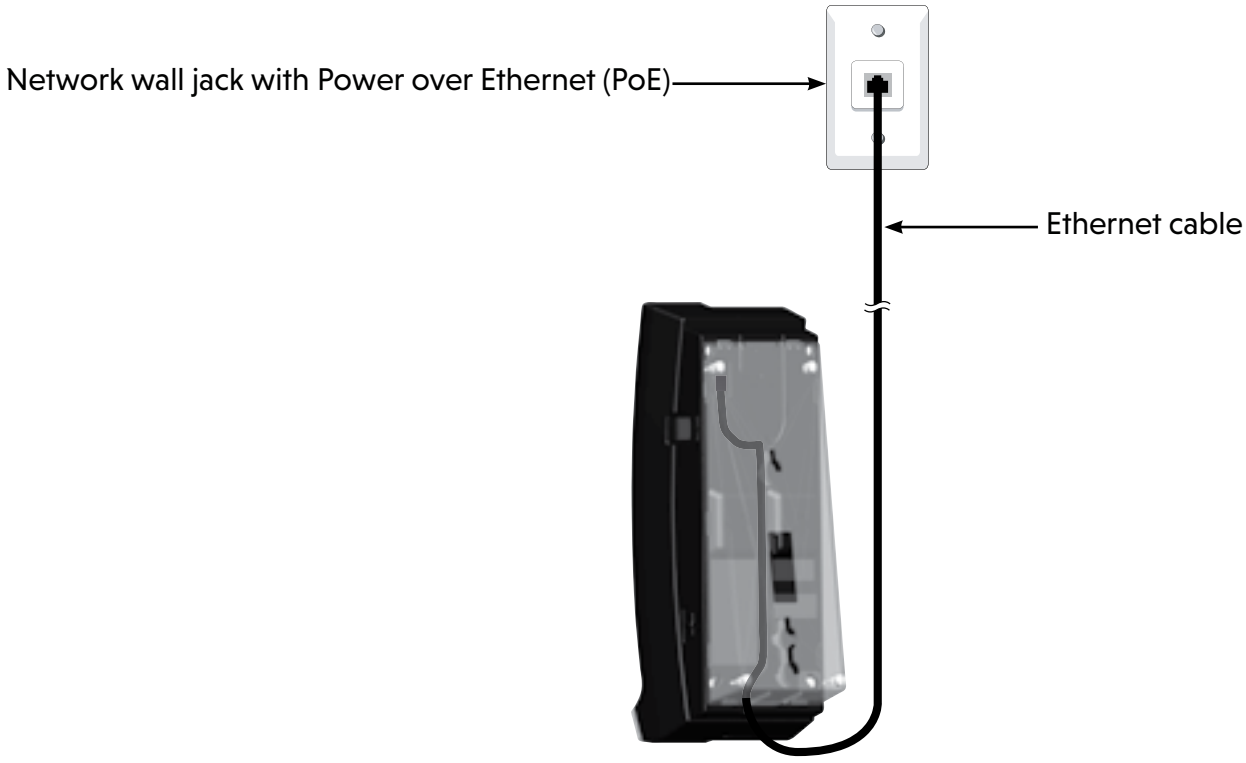
2. Turn the base upside down. Unplug the Ethernet cable from the network wall jack. Then press the the middle horizontal tab on the mounting bracket to remove it from the upper groove on the telephone base.



3. Remove the Ethernet cable from the wire duct and then route it through the groove on the bottom part of the mounting bracket. Then turn the mounting bracket upside down. Insert the small tabs on the mounting bracket into the upper slots on the telephone base. Then press the middle horizontal tab on the mounting bracket and firmly push it into the lower groove on the telephone base.



4. Reconnect the Ethernet cable to the PoE-enabled wall jack. Align the base's eyelets with wall studs and slide down to lock.



5. Place the handset back on the base cradle.

CAUTION:

- Use only the supplied Ethernet cable. Do not use this cable with other devices.
- To order a replacement, visit our website at www.vtechhotelphones.com or call 1-888-907-2007.

Configuration

Admin Portal

All telephone settings are managed through the administrative web portal. For detailed instructions, please refer to the *SIP Phone Configuration Guide*.

Star Codes

Star codes allow you to query information and modify settings directly from the telephone base.

- **Factory Reset**

  While the phone is on-hook, dial *__990000#__. A confirmation tone will sound and the **SPEAKER** key will flash. After 20 seconds, the **SPEAKER**, **HOLD**, and **MUTE** keys, the **IN USE LED**, and the **LCD** will all illuminate. The **LCD** turns off after 20 seconds, while the keys and **LED** remain lit for an additional 35 seconds. Once these indicators turn off, the **MUTE** key flashes once and the **SPEAKER** key flashes to confirm the reset is complete.

- **Check IP Address**

  While the phone is on-hook, dial *__471233#__. The telephone speaker will read the current IP address aloud.

- **Provisioning (.cfg files)**

  To provision a specific extension configuration file (e.g., <extension>.cfg):

  - Hold the hook switch down with one hand to keep the phone "on-hook."
  - With your other hand, dial: *__234 [Mute] #__.
  - The device will reboot and apply the new configuration.

  *Example: To provision **1617.cfg**, dial *__234 [Mute] 1617 #__.*

Operation

Key Notes

- The corded handset and speakerphone cannot be used simultaneously, but calls can be switched between them.
- All volume adjustments (listening/ringer) are controlled via the base's **VOLUME +/-**.

Receive a Call

- Incoming calls trigger ringing and a flashing IN USE LED. The caller ID is shown on the LCD display.
  - Answer with handset: Lift the handset from the base (**IN USE** LED illuminates).
  - Answer with speakerphone: Press **SPEAKER** key (both the **SPEAKER** key and **IN USE LED** illuminate).

Place a Call

1. Lift the handset, or press **SPEAKER** key.
2. Listen for a dial tone, then:
   - Dial the number directly, or
   - Press a Speed Dial key for preprogrammed numbers.
3. The **IN USE** LED illuminates (**SPEAKER** key also illuminates if using speakerphone).

End a Call

- With handset: Place it back on the base.
- With speakerphone: Press **SPEAKER** key.

Switch Between Handset & Speakerphone

- Handset to speakerphone: Press **SPEAKER** key, then place the handset on the base.
- Speakerphone to handset (on base): Lift the handset.
- Speakerphone to handset (off base): Press **SPEAKER** key.

Volume Adjustment

- Listening volume (during calls): Press **VOLUME +/-**. Resets to default for the next call.
- Ringer volume (idle mode): Press **VOLUME +/-**.

Message Waiting & Playback (Programmable)

1. New voice messages: **MESSAGES** icon shown on the LCD.
2. Play messages: Press the pre-programmed **MESSAGES** function key (idle mode) to access voicemail.

Call Waiting

1. When a call waiting tone is heard, press **FLASH** to put the active call on hold and answer the new call.
2. Press **FLASH** again to switch between calls.

Mute

1. During a call, press **MUTE** (key illuminates—you can hear the other party, but they cannot hear you).
2. Press **MUTE** again to resume (key light turns off).

Hold

1. During a call, press **HOLD** (The key illuminates and **IN USE LED** flashes).
2. To release hold: Press **HOLD** key.

Call Transfer

1. During a call, press **FLASH** to put the call on hold.
2. Listen for a dial tone, then dial the transfer number.
3. When the call rings or is answered, place the handset on the base to complete the transfer.

Additional Ports

- **COMPUTER Port:** Connect a computer to the RJ-45 port for Internet access (routes through the phone's network connection).
- **USB Port:** Charges external devices (e.g., phones). Charging pauses during incoming calls or when the phone is in use.

Troubleshooting: SIP Corded Phone

If you encounter any issues with your SIP corded telephone, please refer to the suggestions below. For further assistance, contact our customer service team at 1-888-907-2007 or visit our website at www.vtechhotelphones.com.

Power and Connectivity

1. **Telephone is Unresponsive**

   Symptom: The device does not power on or function.

   - Follow the **Initial Setup & Reset steps** below to ensure the hardware is receiving power and the network connection is active.

   Initial Setup & Reset

   - **Check Power Connection:** Ensure the Ethernet cable is securely plugged into both the phone's LAN port and a PoE-enabled wall jack.
   - **Verify PoE Output:** Confirm the PoE power supply is active (48V). Insufficient power will prevent the device from booting.
   - **Reset the Device:** Unplug the Ethernet cable, wait 15 seconds, and reconnect it firmly to clear temporary glitches.

   Verification & Initialization

   - **Allow Time for Initialisation:** SIP phones can take up to 2 minutes to acquire an IP address, authenticate, and connect to the server.
   - **Monitor Indicator Lights:**
     - **Power LED:** Solid or blinking indicates PoE power is active.
     - **Link LED:** A blinking light confirms that a network connection is established
   - **Isolate the Issue:**
     - Test with a known-good Ethernet cable to rule out intermittent power drops.
     - Test the phone at a different PoE-enabled wall jack to ensure the original port isn't disabled or faulty.
   - **Review Server Settings:** If registration fails (e.g., Speakerphone key blinks), verify that the phone's IP address and SIP server settings match your provider's requirements.

2. **No Dial Tone**

   Symptom: No audio signal when the handset is lifted or the speaker is activated.

   - **Inspect Physical Connections:** Verify that the Ethernet cable is securely seated in both the phone's LAN port and the wall jack. Replace any frayed or damaged cables.
   - **Check Hardware Status:** Ensure the phone's Power LED is lit. Check your network switch or router for a blinking Link LED on the corresponding port to confirm a live connection.
   - **Verify Registration:** Confirm the phone display shows a 'Registered' status. If error codes such as 'Registration Failed' or 'Server Unreachable' appear, contact your IT department to verify SIP server operation.
   - **Verify Registration:** Confirm the phone display shows a "Registered" status. If you see error codes like "Registration Failed" or "Server Unreachable," contact your IT department to verify SIP server operation.
   - **Isolate the Issue:** Test a different working SIP phone at the same wall jack:

- If the second phone works, the original phone likely has a hardware or configuration fault.
- If the second phone also fails, the issue lies with the local network, wiring, or the SIP server itself.

3. Network Registration Failure

Symptom: The telephone cannot connect or register with the SIP network server.

Step 1: Physical & Power Check

- **Verify Power & Connection:** Ensure the network provides active 48V PoE. Reconnect both ends of the Ethernet cable firmly to restart the initialisation process and clear transient glitches.
- **Check Status LEDs:** Confirm the Power LED is on. If it isn't, the phone cannot boot or initiate registration.

Step 2: Configuration & Credentials

- **Validate Authentication:** Ensure the username and password in the phone's SIP settings are correct. Contact your IT department to verify your credentials.
- **Verify SIP Server Settings:** Ensure the SIP server address and port (e.g., Port 5060) are correct. Refer to your *SIP Phone Configuration Guide* for exact values.

Step 3: Network & Security

- **Check Network Connectivity:** Test if the SIP server is reachable from the phone's network segment (e.g., via a ping test). Contact IT for route troubleshooting if the server is unreachable.
- **Review Firewall & Router Settings:** Ensure the firewall is not blocking SIP (5060/5061) or RTP (media) traffic. Disable SIP ALG on your router, as it can corrupt authentication headers.
- **Update Firmware:** Ensure the phone is running the latest firmware version to prevent known registration issues. Contact IT to obtain the necessary installation files.

Calling and Audio Quality

4. Unable to dial out

Symptom: Calls cannot be placed even when a dial tone is present.

- **Initial Status Check:** Follow all troubleshooting steps for Issue #1 (Telephone is Unresponsive) to ensure the device is fully powered.
- **Verify Dial Tone & Registration:** Confirm a dial tone is present. Check the display for a "Registered" status; if not registered, refer to the "Network Registration Failure" section.
- **Confirm Dialling Rules:** Check whether a prefix (e.g., Dial '9' for an outside line) is required for internal or external calls. Refer to the *SIP Phone Configuration Guide* for site-specific rules.
- **Assess SIP Server Connectivity:** If calls still fail, contact your IT department to verify SIP server settings and connectivity.
- **Identify Scope of Issue:** Determine if other hotel SIP telephones are experiencing the same issue. If the problem is widespread, contact your service provider to check for server-side outages (service charges may apply).

5. No incoming call alert

Symptom: The telephone does not ring or provide a visual alert for incoming calls.

- **Check Physical Connections:** Ensure the Ethernet cable is securely connected to the LAN port and PoE jack. Replace the cable if it appears damaged.
- **Adjust Volume Settings:** Verify that the ringer volume is not muted or set to the lowest level.

- **Verify Registration & Routing:** Confirm the phone is registered. If registered but still not ringing, contact IT to verify server call routing and ensure the extension is not set to "Do Not Disturb" (DND).
- **Reduce Interference:** Keep the base away from other electronic devices (HAM radios, DECT phones, or high-power network equipment) that may disrupt the signal.
- **Assess Scope of Issue:** If other hotel SIP telephones are experiencing the same issue, contact your service provider to check for server-side outages (service charges may apply).

6. **Audio interference**

   Symptom: You experience static, buzzing, or other distorted sounds during conversations.

   - **Isolate Power & Cables:** Check the Ethernet cable for physical damage or nearby electronic interference. If using a surge protector, relocate the phone or try a different protector. Avoid routing Ethernet cables near high-voltage power lines.
   - **Test & Swap Hardware:** Swap the Ethernet cable with a known-good one. If noise persists, disconnect the phone from the network wall jack and test the jack with a different working SIP telephone to rule out a hardware defect in the original unit.
   - **Optimize Network Performance:** Contact IT to verify that the network switch or router is functioning properly. Ask them to check Codec settings (e.g., G.711) and monitor the network for latency, jitter, or packet loss.
   - **Assess Scope & Escalate:** If the audio remains unclear or if other hotel SIP telephones are experiencing the same issue, contact your service provider for further investigation (service charges may apply).

7. **Crosstalk**

   Symptom: You can hear other active conversations while using the telephone.

   - **Hardware Isolation:** Disconnect the phone and test the wall jack with a different working SIP device. If the issue disappears, the original phone may have a hardware defect.
   - **Network & Server Review:** Contact your IT department to verify the following:
     - **Server Configuration:** Check extension isolation and call routing rules in the SIP server settings.
     - **Network Segmentation:** Ensure the network uses dedicated VLANs for VoIP traffic to prevent data packets from bleeding into audio streams.
     - **Infrastructure Check:** Verify that the network wiring and switches are functioning correctly and are properly shielded.
   - **Final Escalation:** If calls remain unclear after internal checks, contact your service provider for further investigation (service charges may apply).

Hardware and Features

8. **Speed Dial failure**

   Symptom: The designated Speed Dial keys do not initiate calls.

   - **Verify Key Programming:** Ensure Speed Dial keys are correctly configured. Refer to the *SIP Phone Configuration Guide* for step-by-step instructions on local setup.
   - **Check Server-Side Configuration:** Some systems manage Speed Dial centrally. Contact the IT department to verify the speed dial rules on the SIP server.
   - **Validate Number Format:** Ensure the programmed numbers are compatible with your system (e.g., 3-digit extensions for internal calls or E.164 format for external calls).
   - **Reprogram & Refresh:** Delete and reprogram the Speed Dial key to clear any local configuration

glitches.

- **Update Firmware:** Outdated firmware can cause key functionality to fail. Contact IT to check for and install the latest firmware updates.

9. **Handset or keypad issues**

   Symptom: You experience excessive noise through the handset or find that specific keys are non-functional.

   - **Secure All Connections:** Ensure the Ethernet cable is firmly plugged into the phone's LAN port and the PoE wall jack. Loose connections often cause audio noise and intermittent input lag.
   - **Power Cycle the Device:** Unplug the Ethernet cable, wait 15 seconds, and reconnect it to reset the hardware and clear transient glitches.
   - **Maintenance & Cleaning:** Clean the keypad with a soft, dry cloth to ensure no dust or debris is obstructing the keys. Test each key individually to identify if the issue is universal or limited to specific buttons.
   - **Monitor Network Stability:** Contact the IT department to check for packet loss or port errors on the network switch. They can verify the switch port link LED and perform network performance checks to ensure audio clarity.
   - **Update Firmware:** Ensure the phone is running the latest firmware version to prevent known registration issues. Contact IT to obtain the necessary installation files.
   - **Escalate for Repair:** If keys remain non-functional or audio noise persists after these steps, contact customer support for hardware repair or replacement.

10. **MWI failure**

    Symptom: The Message Waiting Indicator (MWI) does not light up or flash when a new voicemail is received.

    - **Review Local Settings:** Check the phone's configuration for MWI preferences (e.g., MWI toggle, indicator tone, or light intensity). Refer to the *SIP Phone Configuration Guide* for detailed instructions.
    - **Test Indicator Functionality:** Leave a test voicemail to see if the LED turns on, then delete it to confirm the light turns off. This helps determine if the issue is with the light itself or the signal.
    - **Verify SIP Compliance & Integration:** MWI relies on RFC 3261 compliance and proper voicemail integration with the SIP server. Contact your IT department to ensure these messaging standards are correctly configured.
    - **Check for Firmware Updates:** Outdated firmware can cause MWI notification or display bugs. Contact IT to check for available updates and installation instructions.
    - **Escalate Routing Issues:** If the hardware is functional but the light still does not trigger after the steps above. Contact IT to troubleshoot server-side notification routing.

Appendix

VTech Hospitality Limited Warranty Program

VTech Communications, Inc., 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 United States of America and/or Canadian distributor. The limited warranty period for this Product is determined based on the following:

5 Years – Analog Models

- All Classic Models – corded and cordless
- All Contemporary Models – corded and cordless
- All TrimStyle Models

2 Years – SIP Non-Display Models

- All Classic Models – corded and cordless
- All Contemporary Models – corded and cordless
- All TrimStyle Models

During the limited warranty period, VTech's authorized 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 authorized 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 authorized 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 United States or Canada, 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 authorized 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 authorize 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 authorized 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 states/provinces 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 state to state or province to province.

FCC, ACTA and IC regulations

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003. CAN ICES-3 (B)/NMB-3(B).

FCC Part 68 and ACTA

Consumer Information

A. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

B. An applicable certification jacks Universal Service Order Codes (USOC) for the equipment is provided (i.e., RJ45C) in the packaging with each piece of approved terminal equipment.

C. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant LAN cable (RJ45) and modular plug is provided with this product. An RJ45 jack should normally be used for connecting to the SIP equipment through the LAN cable. See installation instructions for details.

D. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

E. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

F. Should you experience trouble with this equipment, please contact

VTech Communications, Inc.

1-888-907-2007

for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

G. Please follow instructions for repairing if any (e.g. battery replacement section); otherwise do not alternate or repair any parts of device except specified.

H. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

I. NOTICE: If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this SIP telephone does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

J. This equipment is hearing aid compatible.

NOTICE: According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrestor is recommended.

INDUSTRY CANADA / ISED COMPLIANCE

Industry Canada CS-03

This unit satisfies Industry Canada CS-03 telecom specifications marked by its IC registration number. Only authorized service technicians may perform repairs. Improper wiring or user modifications may force service disconnection by your local telephone carrier. This Class B digital device meets ICES-003 interference standards.

Industrie Canada CS-03

Cet appareil est conforme aux spécifications d'Industrie Canada CS-03 relatives aux télécommunications indiquées par son numéro d'enregistrement IC. Seuls les techniciens de service autorisés peuvent effectuer des réparations. Un câblage incorrect ou des modifications par l'utilisateur peuvent entraîner la déconnexion du service par votre fournisseur de services téléphoniques local. Cet appareil numérique de classe B est conforme à la norme d'interférence ICES-003 du Canada.

Innovation, Science and Economic Development Canada Technical Specifications

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications. The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

Spécifications techniques d'Innovation, Sciences et Développement économique Canada

Le présent matériel est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada. L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas cinq.

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

Company: VTech Communications, Inc.

Address: 9020 SW Washington Square Road., Suite 555, Tigard, OR 97223, United States

Phone: 1 (888) 907-2007

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 ETHERNET CABLE FROM THE WALL. Then remove the telephone by the unplugged cords.

Technical Specifications

Category	Details
Product Model	SIP Corded Phone - CTM-S3213-D
Frequency Control	Crystal controlled PLL synthesizer
Nominal Effective Range	Varies by environmental conditions
⚠📖 Power requirement	PoE IEEE 802.3af Class 3 (48V)
Network Interfaces	- LAN: 1 x 10/100/1000 Mbps RJ-45 Port (PoE-enabled) - COMPUTER: 1 x 10/100/1000 Mbps RJ-45 Port
Ethernet Cables	2 Cat5e Ethernet Cables (supplied: 1 standard length, 1 short length)
Message Waiting Signal	Compliant with SIP messaging RFC 3261
Programmable Keys	10 dedicated programmable hard keys; maximum 32 digits per entry
LCD Dimensions	2.8-inch, 320x240 pixels
Telephone Dimensions	- Telephone Base: 93.6 x 217 x 55.3 mm - Corded Handset: 47 x 209.6 x 38.2 mm
Operating Conditions	Temperature: 5°C – 45°C, Humidity: 45% – 85% (non-condensing)

Specifications are subject to change without notice.
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