

# NEXT GEN ANALOGUE SERIES

NG-A3412

1-Line Analogue Cordless Next Gen Hotel Telephone

NG-C3411HC

Virtual Bundle of NG-C5101 and C5012

1-Line Accessory Cordless Next Gen Handset and Charging Base

NG-C5101

1-Line Accessory Cordless Next Gen Handset

C5012

Charging Base

**vtech**<sup>®</sup>

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. Read and understand all instructions.
3. Follow all warnings and instructions marked on the product.
4. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
5. 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.
6. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
7. 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.
8. 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.
9. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
10. 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.
11. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the base station 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.
12. Do not overload wall outlets and extension cords.
13. Unplug this product from the wall outlet and refer servicing to an authorized 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 authorized 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.
14. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
15. 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; gasoline vapors; etc.); a leak of natural gas; etc.

16. Only put the handset of your telephone next to your ear when it is in normal talk mode.
17. 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.
18. 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.
19. 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.
20. This product should be mounted at a height of less than 2 meters.
21. The products require connection to the local telephone exchange system within the same building.

## CAUTIONS

- Keep small metallic objects such as pins and staples away from the handset receiver.
- 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 (Model No. 523450AR1000 for NG-A3412's cordless handset and Model No. Ni-MH AAA550mAh 2.4V for NG-A3412's telephone base). Dispose of used batteries according to the instructions.
- Replacement of a BATTERY with an incorrect type that can defeat a SAFEGUARD (for example, in the case of some lithium BATTERY types).
- 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.
- A BATTERY subjected to extremely low air pressure that may result in an EXPLOSION or the leakage of flammable liquid or gas.

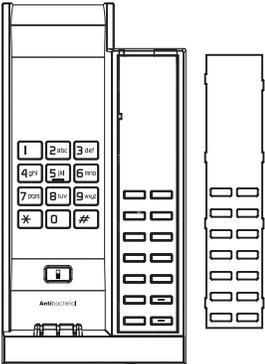
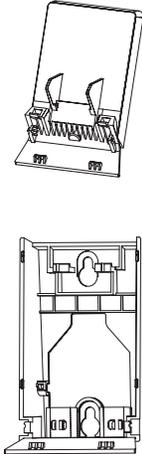
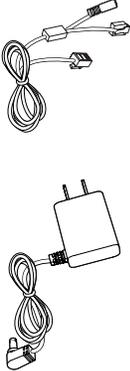
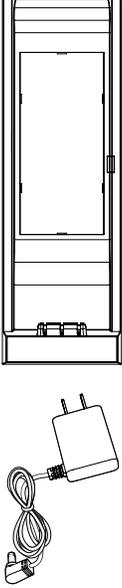
## **SAVE THESE INSTRUCTIONS**

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# Parts checklist

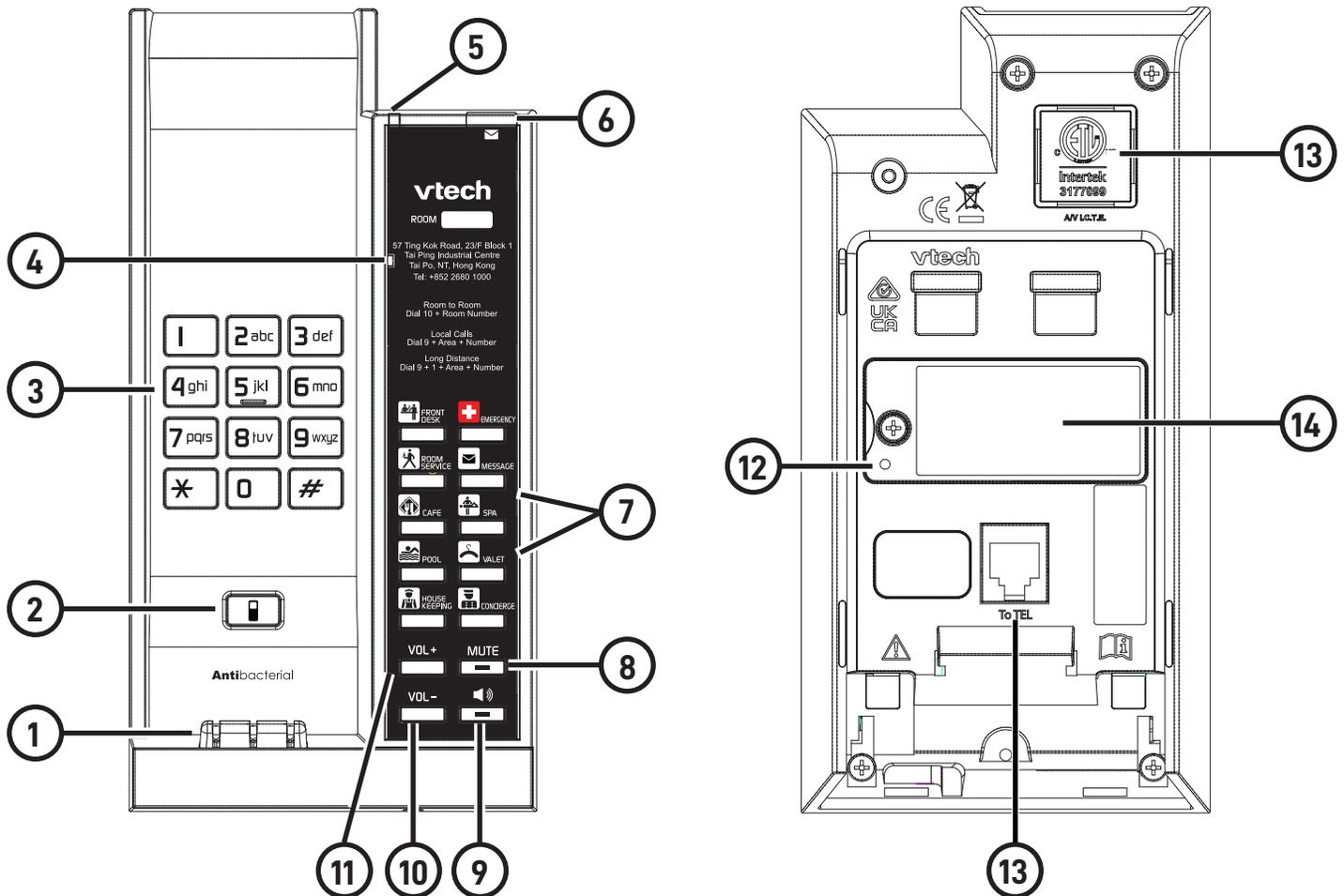
Items contained in the respective **cordless telephone** package:

MODEL NAME	MODEL NUMBER	PARTS INCLUDED				
		TELEPHONE BASE WITH OVERLAY AND PRE-INSTALLED BACKUP BATTERY	BASE STAND   WALL MOUNT BRACKET	TELEPHONE LINE CORD WITH POWER CONNECTOR   TELEPHONE BASE POWER ADAPTER	CORDLESS HANDSET   HANDSET BATTERY	HANDSET CHARGER   POWER ADAPTER
1-Line Analogue Cordless Next Gen Hotel Telephone	NG-A3412					
1-Line Accessory Cordless Next Gen Handset and Charging Base	NG-C3411HC (virtual bundle of NG-C5101 and C5012)					

# Telephone layout

## 1-Line Analogue Cordless Next Gen Hotel Telephone - NG-A3412

### TELEPHONE BASE



1	Charging poles
2	Find Handset button
3	Dial keys
4	Replace Battery LED
5	Charge LED
6	Message waiting LED
7	Speed dial keys
8	<b>MUTE</b> key
9	<b>SPEAKER</b> key
10	<b>VOLUME -</b> key
11	<b>VOLUME +</b> key

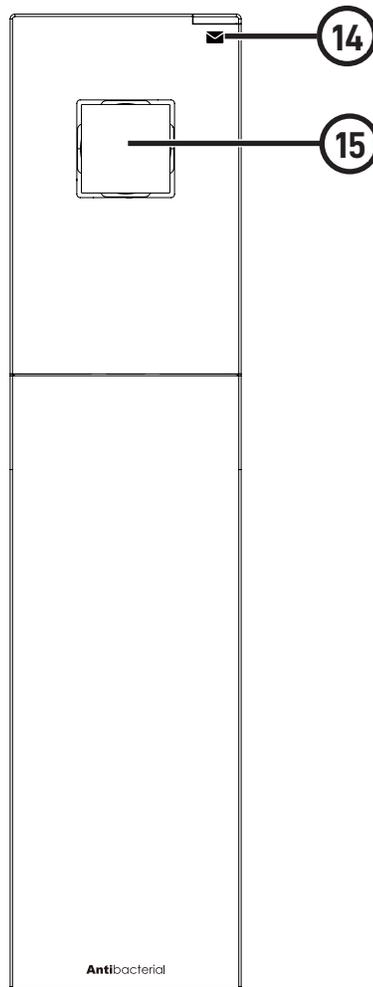
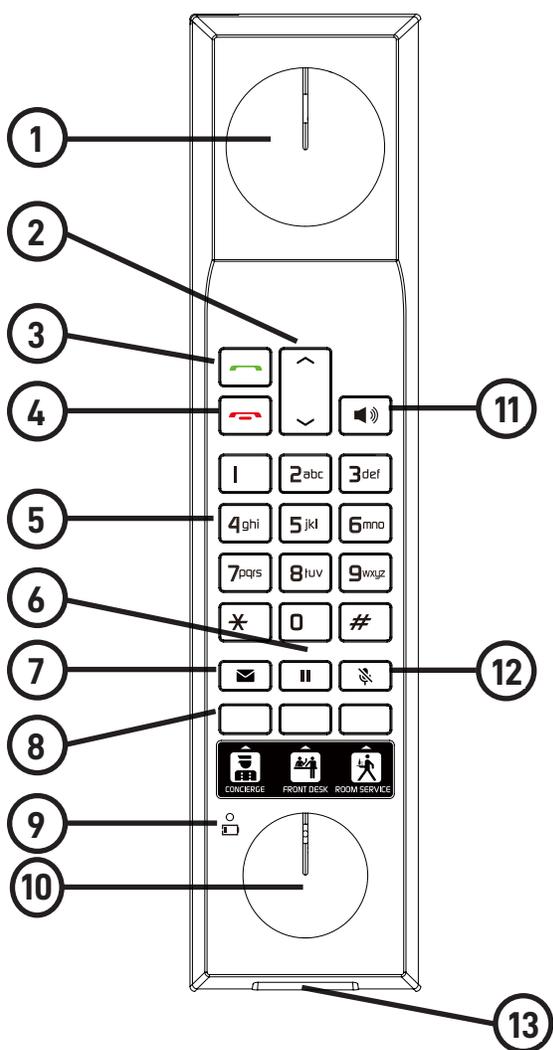
12	Backup battery switch
13	Speakerphone
14	Battery cover
15	Telephone line and power jack

# 1-Line Analogue Cordless Next Gen Hotel Telephone - NG-A3412

## 1-Line Accessory Cordless Next Gen Handset and Charging Base - NG-C3411HC

## 1-Line Accessory Cordless Next Gen Handset - NG-C5101

### CORDLESS HANDSET



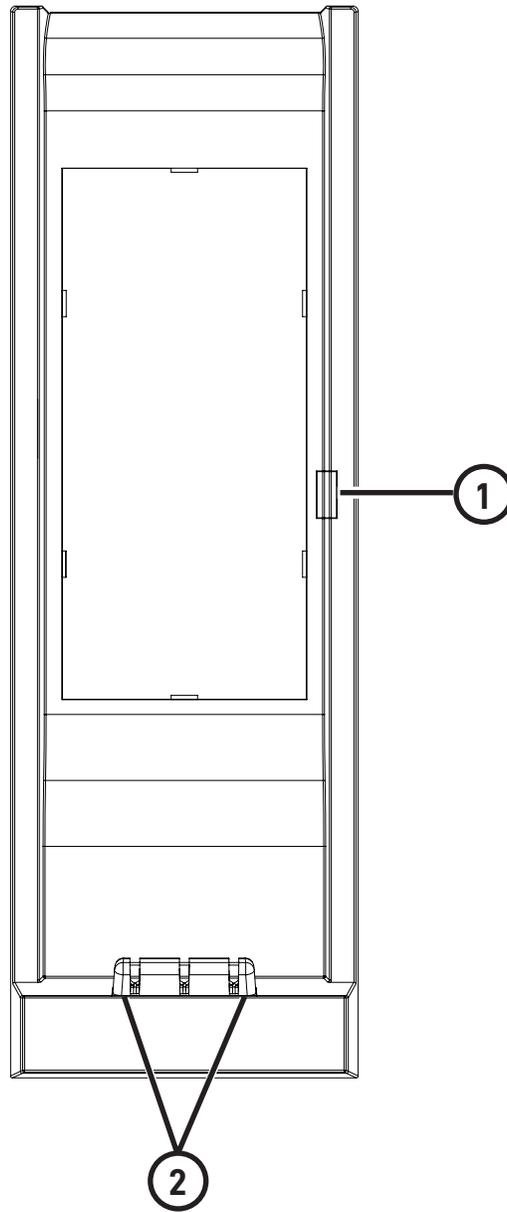
1	Handset earpiece
2	^ v <b>VOLUME</b> keys
3	📞 <b>TALK/FLASH</b> key
4	📞 <b>OFF/CANCEL</b> key
5	Numeric dial keys
6	<b>HOLD</b> key
7	✉ <b>MESSAGES</b> key
8	Speed dial keys
9	Low battery LED
10	Microphone

11	🔊 <b>SPEAKER</b> key
12	🔇 <b>MUTE</b> key
13	Charging contacts
14	Message waiting LED
15	Speakerphone

# 1-Line Accessory Cordless Next Gen Handset and Charging Base - NG-C3411HC

## Charging Base - C5012

CHARGER



1	Charge LED
2	Charging poles

## Installation

**1-Line Analogue Cordless Next Gen Hotel Telephone - NG-A3412**

**1-Line Accessory Cordless Next Gen Handset and Charging Base - NG-C3411HC**

**1-Line Accessory Cordless Next Gen Handset - NG-C5101**

**Charging Base - C5012**

### TELEPHONE BASE BACKUP BATTERY REPLACEMENT

A backup battery in the telephone base guarantees continuous operation during a power outage. The telephone base backup battery supports complete operation for the telephone base and handset during a power outage.

The backup battery (Model No. Ni-MH AAA550mAh 2.4V) has been installed in the telephone base's battery compartment and turned off before product delivery. Only when the backup battery is turned on, can it be recharged and work. To turn on the backup battery, press its power button on the bottom side of the telephone base down. Press again to turn it off. The backup battery's service life is about two years.

#### Telephone base backup battery replacement

When the battery of the backup battery on the telephone base is low, the Replace Battery LED on the front side of the telephone base will flash. You should replace the installed battery when the Replace Battery LED flashes.

1. Insert a 5 mm standard screwdriver in the provided slot and then twist and lift to remove the battery compartment cover.
2. Unplug the battery connector from the socket and then remove the battery from the battery compartment.
3. Plug the battery connector securely into the socket inside the battery compartment.
4. Place the battery with the label **THIS SIDE DOWN** facing down and the wires inside the battery compartment.
5. To replace the cover, align all the tabs on the telephone base battery cover against the corresponding grooves on the telephone base, then firmly push downward until all the tabs lock in the grooves. Install the screw at the bottom of the handset.
  - When the backup battery is turned on and AC power is connected, the battery will be recharged. The battery is fully charged after 10 hours of continuous charging.
  - To guarantee continuous operation during a power outage that may happen at any time, keep the backup battery in the battery compartment and turn it on.

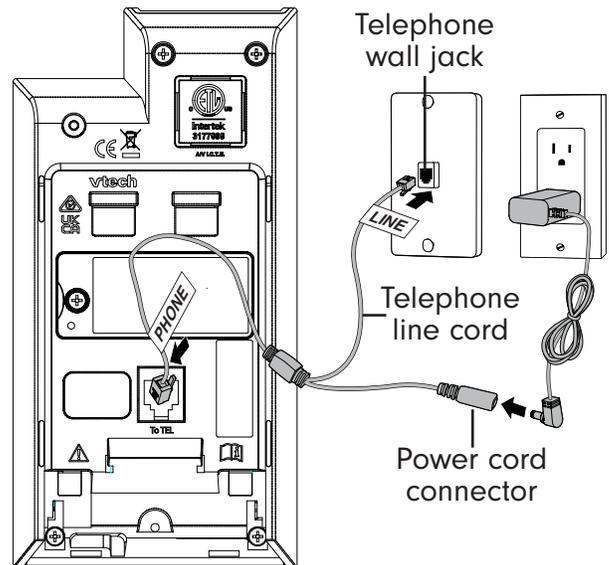
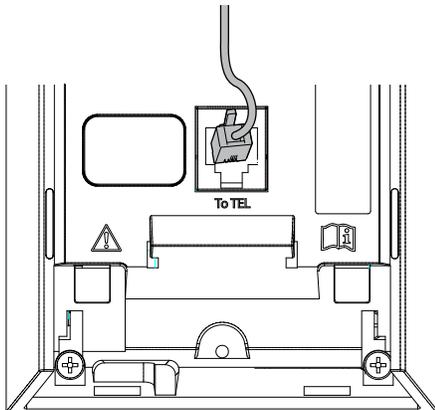
#### ⓘ CAUTIONS

- There may be a risk of explosion if a wrong type of telephone base backup battery is used. Use only the supplied rechargeable battery (Model No. Ni-MH AAA550mAh 2.4V). To order a replacement, call +44 (0)1706 694 070 or email [ukca@trustdistribution.com](mailto:ukca@trustdistribution.com).
- Dispose of used batteries according to the information in Product disposal instructions on page 31.

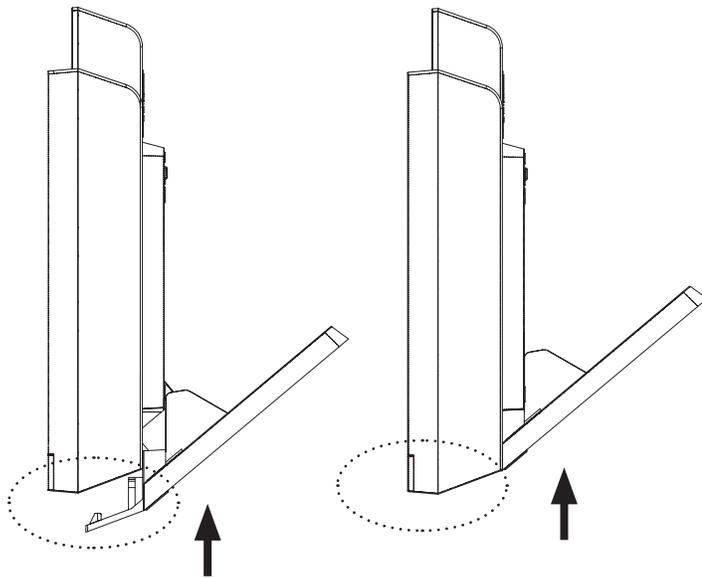
## INSTALLATION OPTION - DESKTOP POSITION

The telephone comes ready for desktop use.

1. Turn the telephone base over with the bottom side facing up. Connect the telephone line cord as shown below.



2. Align the grooves of the base stand with the telephone base. Slide the base stand up to secure it.



3. Plug the other end of the telephone line cord to the telephone wall jack and the power cord connector to the power adapter. Plug the power adapter to a wall power outlet.

### Note:

When the telephone base has been initially installed, make sure the telephone line cord is plugged firmly into the telephone wall jack and the power adapter, and the power adapter is securely plugged into an outlet not controlled by a wall switch.

4. Bend a small paperclip and gently insert it to the Base battery ON pinhole to turn on the telephone base.
  - Without turning on the battery, the telephone base cannot be charged.
  - Charge the telephone base to enable battery backup feature.
  - The battery is fully charged after 12 hours of continuous charging.
5. Install the handset battery as described in "Installing or replacing a cordless handset battery" on page 13.
6. Place the cordless handset on the telephone base cradle.

### ⚠ CAUTIONS

Use only the supplied cable and power adapter. The supplied cable is not designed for use in any other IT devices. Misuse it on your other IT devices shall be prohibited. To order a replacement, call +44 (0)1706 694 070 or email [ukca@trustdistribution.com](mailto:ukca@trustdistribution.com).

### TO TEST YOUR INSTALLATION

Press **⏻** on the telephone base. Listen for a dial tone, and then press **⏻** again to hang up.

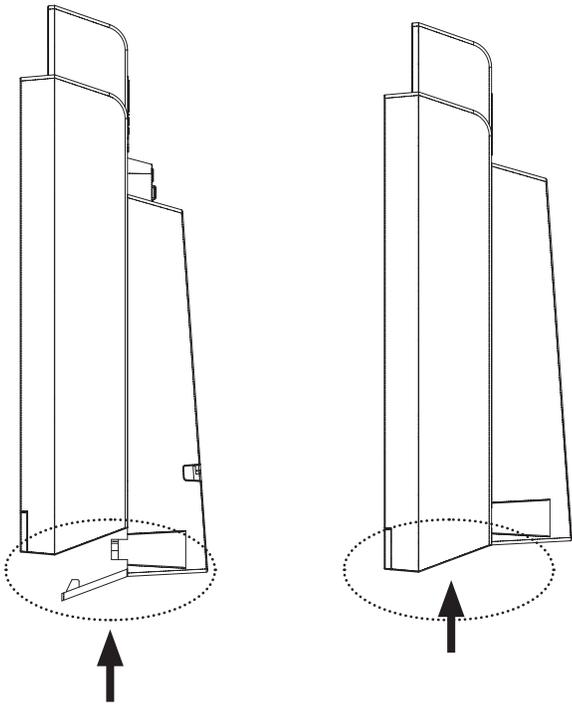
### TO UNMOUNT THE BASE STAND

Simply slide the base stand down, and lift it from the telephone base.

### INSTALLATION OPTION - CONVERTING FROM DESKTOP TO WALL MOUNT POSITION

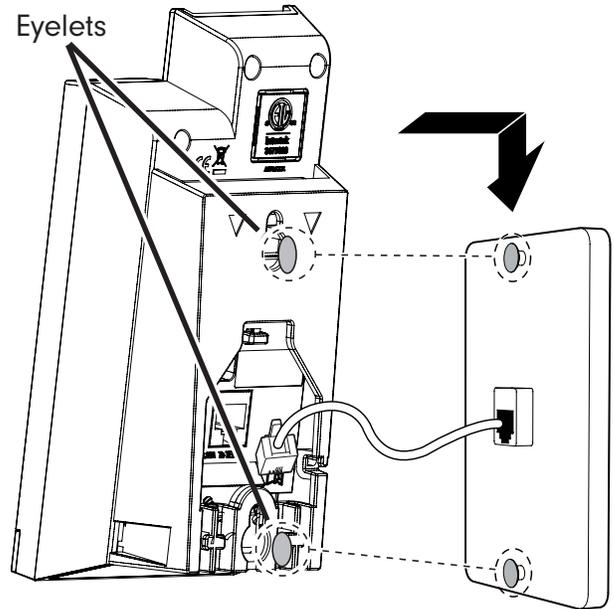
#### TO MOUNT THE TELEPHONE BASE ON THE WALL

1. Unmount the base stand from the telephone base. Disconnect all cords and cables from the telephone base. Put the cordless handset aside.
2. Turn the telephone base over with the bottom side facing up. Align the grooves with the wall mount bracket. Slide the wall mount bracket up.



3. Connect the telephone as described in "Telephone base installation" on page 10.

4. Mount the telephone base on the wall by positioning the eyelets on the telephone base and the mounting bracket against the mounting studs. Then slide the telephone base down on both mounting studs until it locks into place.

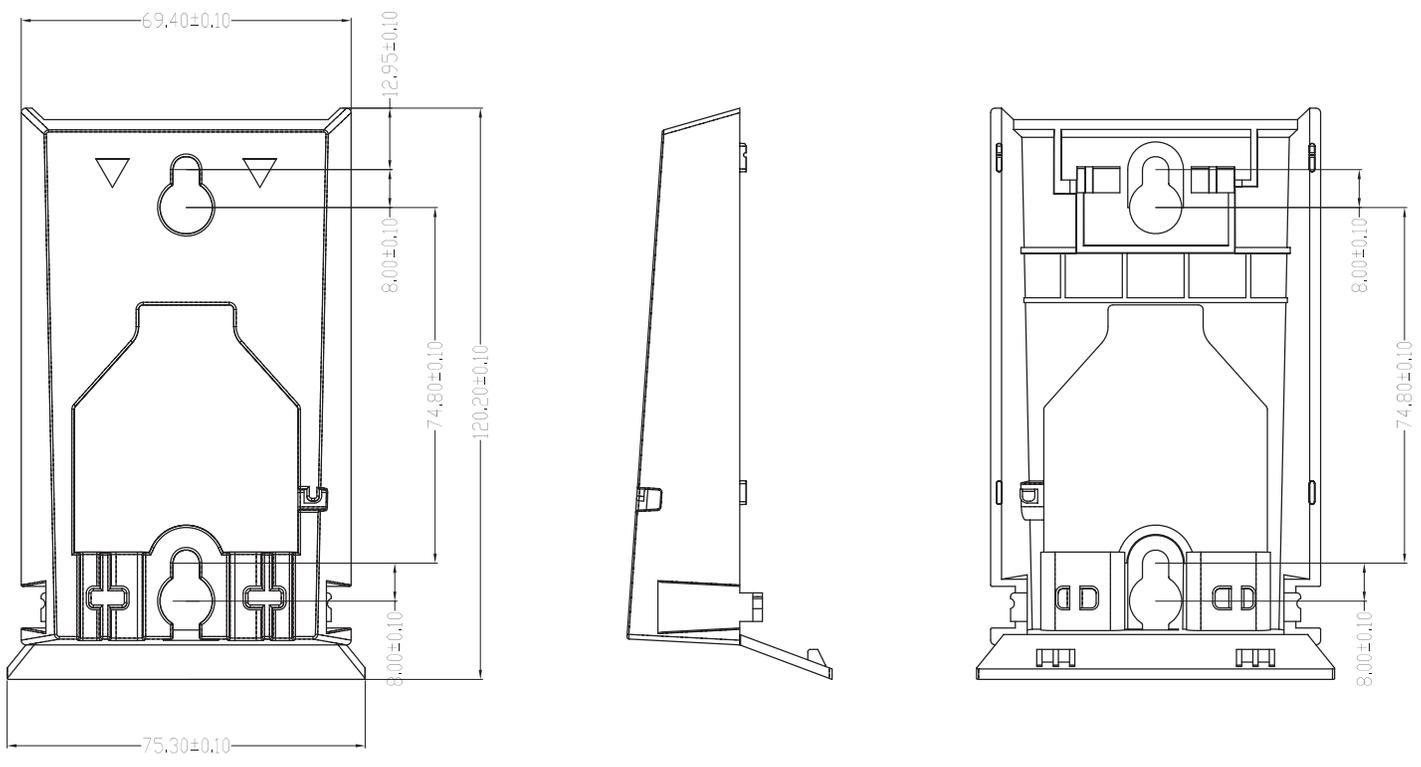


5. Replace the cordless handset on the telephone base cradle.

#### TO REMOVE THE WALL MOUNT BRACKET FROM THE TELEPHONE BASE

1. Slide the telephone base up to remove it from the mounting studs on the wall.
2. Disconnect all cords and cables from the telephone base.
3. Slide the wall mount bracket down and lift it from the telephone base.

# WALL MOUNT BRACKET DIMENSIONS

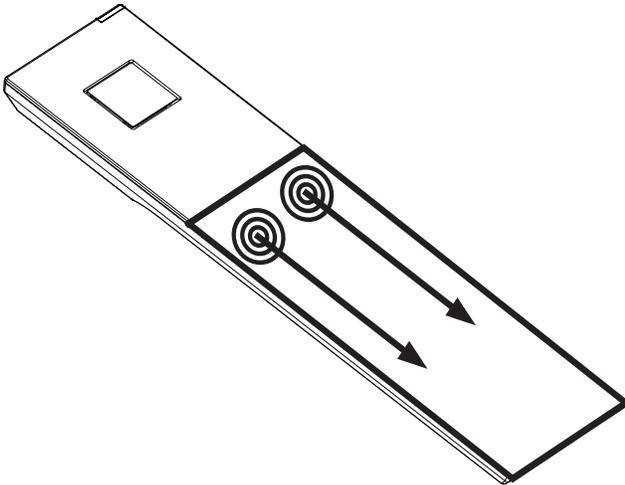


Unit: mm

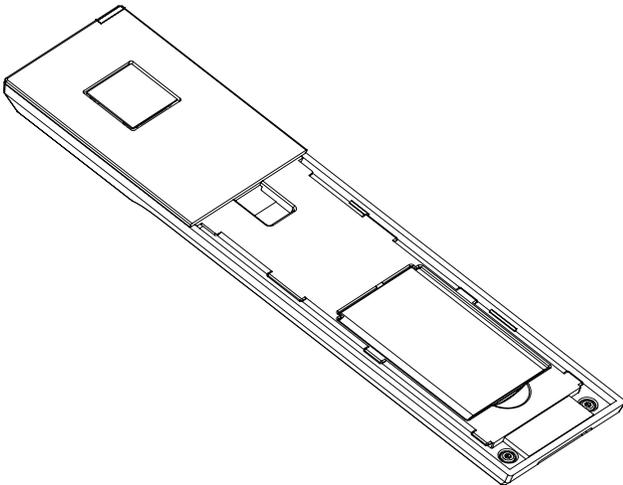
## INSTALLING OR REPLACING A CORDLESS HANDSET BATTERY

To install or replace the handset battery, follow the steps below.

1. Hold the handset.
2. Press both thumbs down on the edge of the battery cover near the speaker, and slide the battery cover downwards.

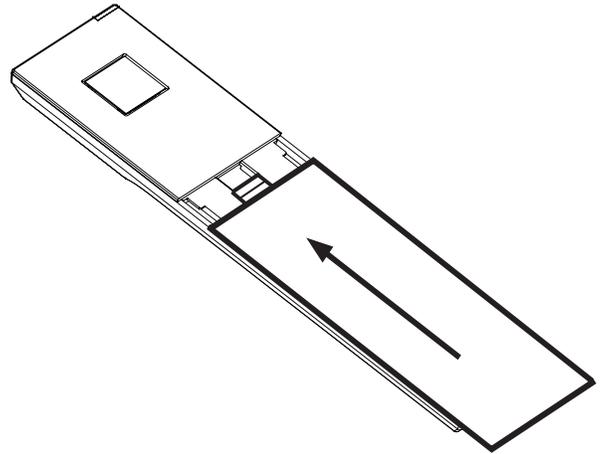


3. Lift the battery cover off the handset.



4. If you are replacing the battery: Place your thumb in the slot below the battery, and lift the battery out of the handset battery compartment.
5. Place the top of the battery in the handset battery compartment so that the battery connectors are aligned.
6. Push the bottom of the battery down into the battery compartment.

7. Align all the tabs on the handset cover against the corresponding grooves on the handset, then slide the handset cover closed.



### ⚠ 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 (Model No. 523450AR1000). To order a replacement, call +44 (0)1706 694 070 or email [ukca@trustdistribution.com](mailto:ukca@trustdistribution.com).
- Dispose of used batteries according to the information in The RBRC® seal.

### INSTALLATION NOTES

**⚠ CAUTION!** Please be careful of sharp edges of base stand that can cause harm during the installation process.

Avoid placing the phone 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

Place the cordless handset on the telephone base cradle. Handset registration happens automatically the first time a cordless handset is placed on the telephone base.

When the registration process completes, you hear 3 beeps as confirmation.

Each telephone base accommodates up to four cordless handsets. When you already have four registered handsets, you can replace one of them by a new handset if any one of the four registered handsets is disconnected from the base. For example, it is out of range, or its battery is removed or depleted. The previous registered handset is then deregistered from the telephone base.

## HANDSET DEREGISTRATION

When a registered cordless handset is idle, press **\*331734#**, then press **HOLD**. You will hear a confirmation tone when the deregistration process completes.

## REGISTER A HANDSET TO ANOTHER TELEPHONE BASE

Any Next Gen cordless 1-line handset can register to any Next Gen cordless 1-line telephone base.

When a registered cordless handset is idle, place it on another telephone base. This cordless handset automatically registers to the new telephone base.

## HANDSET BATTERY CHARGING

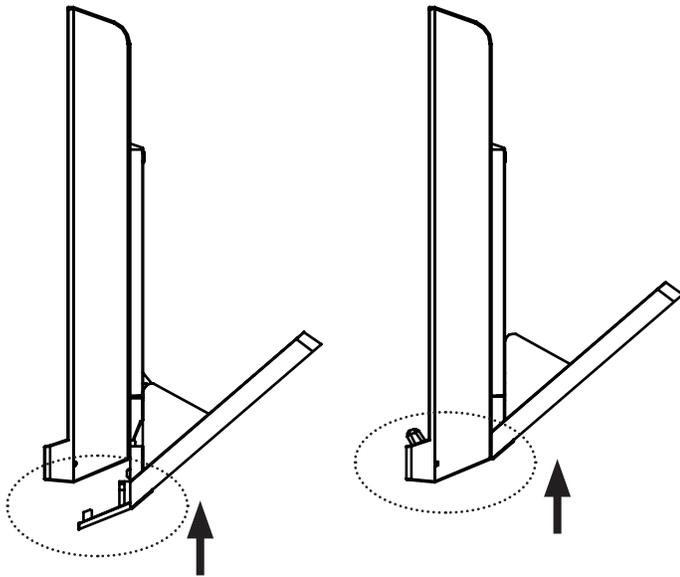
The battery must be fully charged before using the cordless handset for the first time. The **CHARGE** LED turns on when the cordless handset is charging on the telephone base. The battery is fully charged after 11 hours of continuous charging. For best performance, keep the cordless handset in the telephone base or charging base when not in use.

## Charging Base - C5012

### INSTALL CHARGING BASE FOR DESKTOP

#### TO MOUNT THE BASE STAND ON THE CHARGING BASE

1. Align the grooves of the base stand with the charging base.
2. Slide the base stand up to secure it.

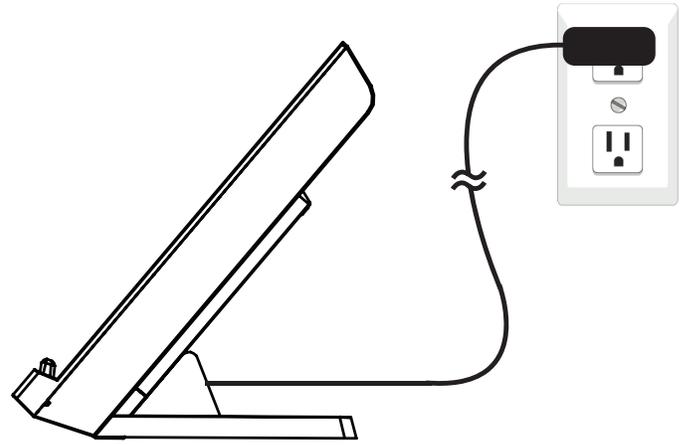


#### TO UNMOUNT THE BASE STAND

Simply slide the base stand down and lift it from the charging base.

### CHARGING BASE INSTALLATION

1. Install the charging base as shown below.
  - Make sure the 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 cordless handset in the charging base when not in use.
2. Press  on the handset. Listen for a dial tone, and then press  again to hang up.

#### ⚠ CAUTIONS

Use only the supplied power adapter. The supplied power adapter is not designed for use in any other IT devices. Misusing it on your other IT devices shall be prohibited. To order a replacement, call +44 (0)1706 694 070 or email [ukca@trustdistribution.com](mailto:ukca@trustdistribution.com).

## Set up

### 1-Line Analogue Cordless Next Gen Hotel Telephone - NG-A3412

### 1-Line Accessory Cordless Next Gen Handset and Charging Base - NG-C3411HC

### 1-Line Accessory Cordless Next Gen Handset - NG-C5101

Default settings are indicated by asterisks (\*).

SETTING	OPTIONS	ADJUSTABLE BY
Listening volume- handset	1, 2, 3, 4*, 5, 6	User and Administrator
Speakerphone volume - handset	1, 2, 3, 4*, 5, 6	
Speakerphone volume - telephone base	1, 2, 3, 4*, 5, 6	
Ringer volume - telephone base	1, 2*, 3	
Ringer volume - handset	1, 2*	
Ringer tone - handset	Tone 1*, Tone 2, Tone 3	Administrator on the telephone base only
Flash	1 (100ms), 2 (300ms), 3* (600ms)	
RF transmission power - telephone base	1 (low), 2* (middle), 3 (high)	

## RINGER TONE

There are 3 ringer tones options that can be assigned to the telephone base.

To change the ringer tone:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press 00 and then press a dialing key, 1, 2 or 3, to play the desired ringer tone. Press the recessed **PROGRAM** key. You hear 3 beeps as confirmation.

## FLASH

There are 3 flash duration options that can be programmed.

To change the flash duration:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press 05 and then press a dialing key, 1 (100ms), 2 (300ms) or 3 (600ms), to select the desired flash duration. You hear 3 beeps as confirmation.

## RF TRANSMISSION POWER

There are 3 RF transmission power options on the telephone base that can be programmed.

To change the RF transmission power control level:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press 01 and then press a dialing key, 1 (low - coverage of 25% of maximum working distance), 2 (middle - coverage of 50% maximum working distance) or 3 (high - coverage of 100% of maximum working distance), to select the desired RF transmission power control level. You hear 3 beeps as confirmation.

## SPEED DIAL KEYS

For the telephone base, there are up to 10 programmable guest-service (Speed Dial) keys. Program these keys to automatically dial telephone numbers or to activate telephone system features.

To program a Speed Dial key on the telephone base:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press the desired Speed Dial key where the telephone number is to be stored.
3. Enter the telephone number (up to 30 digits).
  - To insert a pause in the stored number, press the recessed **PAUSE** key.
4. The telephone stores the number automatically when 30 digits are entered. When the number has less than 30 digits, press the recessed **PROGRAM** key again. You hear 3 beeps as confirmation.

To clear the programmed Speed Dial key on the telephone base:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press the Speed Dial key where the telephone number is to be deleted. Press the recessed **PROGRAM** key again. You hear 3 beeps as confirmation.

For the cordless handset, there are 3 programmable keys. Program these keys to automatically dial telephone numbers or to activate telephone system features.

To program the **MESSAGES** key on the cordless handset:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press 61.
3. Enter the telephone number (up to 30 digits).
  - To insert a pause in the stored number, press the recessed **PAUSE** key.
4. The telephone stores the number automatically when 30 digits are entered. When the number has less than 30 digits, press the recessed **PROGRAM** key again. You hear 3 beeps as confirmation.

To clear the programmed **MESSAGES** key on the cordless handset:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed

**PROGRAM** key.

2. Press 61 and then press the recessed **PROGRAM** key again. You hear 3 beeps as confirmation.

To program a Speed Dial key on the cordless handset:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press 62, 63 or 64 for the desired Speed Dial key where the telephone number is to be stored (62 indicates the Speed Dial key below **MESSAGE** key, 63 indicates the Speed Dial key below **HOLD** key and 64 indicates the Speed Dial key below **MUTE** key).
3. Enter the telephone number (up to 30 digits).
  - To insert a pause in the stored number, press the recessed **PAUSE** key.
4. The telephone stores the number automatically when 30 digits are entered. When the number has less than 30 digits, press the recessed **PROGRAM** key again. You hear 3 beeps as confirmation.

To clear the programmed Speed Dial key:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press 62, 63 or 64 for the desired Speed Dial key where the telephone number is to be deleted (62 indicates the Speed Dial key below **MESSAGE** key, 63 indicates the Speed Dial key below **HOLD** key and 64 indicates the Speed Dial key below **MUTE** key).
3. Press the recessed **PROGRAM** key again. You hear 3 beeps as confirmation.

## Operation

### 1-Line Analogue Cordless Next Gen Hotel Telephone - NG-A3412

### 1-Line Accessory Cordless Next Gen Handset and Charging Base - NG-C3411HC

### 1-Line Accessory Cordless Next Gen Handset - NG-C5101

#### USING THE CORDLESS HANDSET AND THE TELEPHONE BASE

The cordless handset and the telephone base speakerphone cannot be used at the same time on a call. However, calls can be switched between the cordless handset and the telephone base speakerphone.

#### RECEIVE A CALL

When there is an incoming call, the telephone and the cordless handset ring, and the message waiting LED flashes on the telephone base.

#### ANSWER A CALL USING THE CORDLESS HANDSET WHILE IT IS NOT ON THE TELEPHONE BASE OR CHARGING BASE

On the cordless handset, press  or .

- The  key illuminates when in use. The  key illuminates when in speakerphone mode.

#### ANSWER A CALL USING THE CORDLESS HANDSET WHILE IT IS CRADLED ON THE TELEPHONE BASE OR CHARGING BASE

Lift the cordless handset from the telephone base or charging base.

- The  key illuminates when in use. The  key illuminates when in speakerphone mode.

#### ANSWER A CALL USING THE TELEPHONE BASE

On the telephone base, press .

- The  key illuminates when in use.

#### PLACE A CALL

##### PLACE A CALL USING THE CORDLESS HANDSET

On the cordless handset, press  or . Listen for a dial tone and then dial the desired number, or press a Speed Dial key on the cordless handset to dial a programmed number.

- The  key illuminates when in use. The  key illuminates when in speakerphone mode.

##### PLACE A CALL USING THE TELEPHONE BASE

On the telephone base, press . Listen for a dial tone and then dial the desired number, or press a Speed Dial key on the telephone base to dial a programmed number.

- The  key illuminates when in use.

#### END A CALL

##### END A CALL WHEN USING THE CORDLESS HANDSET

Press  on the cordless handset or place it in the telephone base or charging base. The call ends when all handsets hang up.

##### END A CALL WHEN USING THE TELEPHONE BASE

Press .

#### HANDSET SPEAKERPHONE

During a call, press  on the cordless handset to switch between speakerphone mode and handset earpiece mode. The  key illuminates when in speakerphone mode.

#### CALL WAITING

1. When you hear a call waiting tone during a call, press  on the cordless handset to put the current call on hold and take the new incoming call.
2. Press  at any time to switch back and forth between calls.

## VOLUME

### ADJUST THE RINGER VOLUME OF THE CORDLESS HANDSET AND THE TELEPHONE BASE

- When the cordless handset is idle, press  and  to adjust the ringer volume.
- When the telephone base is idle, press **VOL+** and **VOL-** to adjust the ringer volume.

### ADJUST THE LISTENING VOLUME OF THE CORDLESS HANDSET AND THE TELEPHONE BASE

- During a call on the cordless handset, press  and  to adjust the listening volume. The next call returns to the default listening volume.
- During a call on the telephone base, press **VOL+** and **VOL-** to adjust the listening volume. The next call returns to the default listening volume.

## MUTE

### MUTE THE MICROPHONE

1. During a call, press **MUTE** /  .
  - The **MUTE** /  key on the handset / telephone base illuminates when the mute function is turned on. You can hear the party on the other end, but they cannot hear you.
2. Press **MUTE** /  again to resume the conversation.
  - The light on the **MUTE** /  key turns off.

## SPEED DIAL

On the cordless handset, press  or . Listen for a dial tone and then press a Speed Dial key (for example, **CONCIERGE** or **FRONT DESK**) to dial a programmed number.

On the telephone base, press . Listen for a dial tone and then press a Speed Dial key on the telephone base to dial a programmed number.

- The  key illuminates when in use.

The speed dial keys on the telephone base are more than the speed dial keys on the cordless handset.

Telephone base: 10 dedicated speed dial hard keys, MESSAGE, EMERGENCY can be programmed as speed dial keys.

Handset: 3 dedicated speed dial hard keys, with one additional hard key () that can be programmed as speed dial keys

## MESSAGE WAITING INDICATOR

When a voice message is received, the message waiting LED on the telephone base flashes.

## PLAY MESSAGES

Press **MESSAGE** /  in idle mode to play messages.

## HOLD

### TO PLACE A CALL ON HOLD:

During a call, press the **HOLD** /  key on the handset.

### TO TAKE THE CALL OFF HOLD:

Press **HOLD** / ,  or  on the handset or press  on the telephone base.

# Appendix

## Troubleshooting

If you have difficulty with the telephones, please try the suggestions below. For customer service, call +44 (0)1706 694 070 or email [ukca@trustdistribution.com](mailto:ukca@trustdistribution.com).

### FOR CORDLESS TELEPHONE

QUESTION	SUGGESTIONS
1. The telephone does not work at all.	<ul style="list-style-type: none"><li>• Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.</li><li>• Make sure the telephone line cord is plugged firmly into the power adapter and the telephone wall jack.</li><li>• Make sure the battery is installed and charged correctly. For optimum daily performance, return the cordless handset to the telephone base or charging base after use.</li><li>• Unplug the electrical power to the telephone base. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and the telephone base to synchronize.</li><li>• Charge the battery in the cordless handset for up to 11 hours.</li><li>• If the battery is completely depleted, charge the cordless handset for at least 30 minutes before use.</li><li>• Remove the battery and then install it again. If that still does not work, it may be necessary to purchase a new battery.</li><li>• Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).</li></ul>

2. There is no dial tone.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing. It is normal if the cordless handset takes a second or two to synchronize with the telephone base before producing a dial tone. Wait an extra second before dialing.
- Eliminate any background noise. Mute the telephone before dialing, if applicable, or dial from another room in your unit with less background noise.
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

3. I cannot dial out.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing.
- Eliminate any background noise. Mute the telephone before dialing, if applicable, or dial from another room in your unit with less background noise.
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

4. The **LOW BATTERY** LED illuminates on the cordless handset.

- Place the cordless handset in the telephone base or charging base for recharging.
- Remove the battery and then install it again, and use it until fully depleted. Then charge the cordless handset in the telephone base or charging base for up to 11 hours.
- If the above measures do not correct the problem, replace the battery.

## QUESTION

## SUGGESTIONS

5. 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 telephone base or charging base correctly. The **CHARGE** LED should be on.
- Remove the battery and then install it again. Charge it for up to 11 hours.
- If the cordless handset is placed in the telephone base or charging base but the **CHARGE** LED is not on, refer to **The CHARGE LED 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.

6. The **CHARGE** LED is off.

- Clean the charging contacts on the cordless handset, telephone base and charger each month with a pencil eraser or a dry non-abrasive fabric.
- Make sure the power adapter and telephone line cord are plugged in correctly and securely.
- Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the cordless handset and the telephone base to reset.

7. The telephone does not ring when there is an incoming call.

- Make sure the telephone line cord and the power adapter are plugged in properly.
  - The cordless handset may be too far from the telephone base. Move it closer to the telephone base.
  - Adjust the setting of RF transmission power. It may be out of range.
  - If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
  - Other electronic products such as HAM radios and other DECT phones can cause interference with the cordless phone. Try installing the phone as far away as possible from these types of electronic devices.
  - Test a working telephone at the telephone wall jack. If the other telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
  - The telephone line cord may be defective. Install a new telephone line cord.
  - Remove the battery and then install it again. Then place the cordless handset in the telephone base. Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.
-

## QUESTION

## SUGGESTIONS

8. The cordless handset beeps and is not performing normally.

- Make sure the power cord is securely plugged into the telephone base. Plug the telephone base into a different working electrical outlet not controlled by a wall switch.
- Move the cordless handset closer to the telephone base or adjust the setting of RF transmission power. It may be out of range.
- Reset the telephone base by unplugging the electrical power to the base. Wait for 15 seconds and plug it back in again. Allow up to one minute for the cordless handset and the telephone base to synchronize.
- Other electronic products such as HAM radios and other DECT phones can cause interference with the cordless phone. Try installing the phone as far away as possible from these types of electronic devices.

9. There is interference during a telephone conversation, or the call fades in and out when I am using the cordless handset.

- Move the handset closer to the telephone base or adjust the setting of RF transmission power. It may be out of range.
- If there is High Speed Internet Access (HSIA) available at the premises through a telephone line, you may need to install a DSL filter (DSL - digital subscriber line) between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
- Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or the telephone base to another outlet.
- Other electronic products such as HAM radios and other DECT phones can cause interference with the cordless phone. Try installing the phone as far away as possible from these types of electronic devices.

QUESTION	SUGGESTIONS
<p>9. There is interference during a telephone conversation, or the call fades in and out when I am using the cordless handset. (Continued)</p>	<ul style="list-style-type: none"> <li>• If the telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate the telephone or modem farther apart from each other, or use a different surge protector.</li> <li>• The location of the telephone base can impact the performance of the cordless phone. For better reception, install the telephone base in a centralized location within the room, away from walls or other obstructions.</li> <li>• End the call and dial again, or disconnect the telephone base from the telephone wall jack and plug it in again. If calls are still not clear, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).</li> <li>• If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).</li> </ul>
<p>10. I hear other calls when using the telephone.</p>	<ul style="list-style-type: none"> <li>• Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).</li> </ul>
<p>11. I hear noise on the cordless handset and the keys do not work.</p>	<ul style="list-style-type: none"> <li>• Make sure the telephone line cord is plugged in securely.</li> </ul>

12. Reset instructions for common issues.

- If the telephone is not responding normally, put the cordless handset in the telephone base. 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 telephone base.
    - e. Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.
-

# Appendix

## 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).

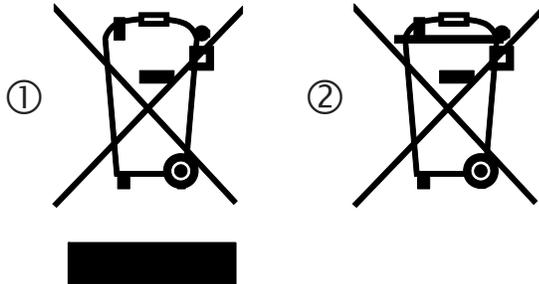
## Declaration of Conformity

The Declaration of Conformity may be obtained from: [www.vtechhotelphones.com](http://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 Analogue Cordless Next Gen Hotel Telephone - NG-A3412

## 1-Line Accessory Cordless Next Gen Handset and Charging Base - NG-C3411HC

## 1-Line Accessory Cordless Next Gen Handset - NG-C5101

## Charging Base - C5012

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency (United Kingdom & European Union)	Handset: 1881.792-1897.344 MHz Telephone base: 1881.792-1897.344 MHz
Maximum EIRP	Handset: 17.8dBm Telephone base: 20.3dBm
Channels	10
Nominal effective range	Actual operating range may vary according to environmental conditions at the time of use.
  Power requirement	<p>Telephone base</p> <ul style="list-style-type: none"><li>• Power adapter<ul style="list-style-type: none"><li>- Input: 100-240V Output: 5.0V DC @ 1000mA</li><li>- Manufacturer: VTech Telecommunications Limited</li><li>- Model identifier: VT05EEU05100(EU), VT05EUK05100(UK)</li><li>- Use only the power adapter indicated above for the telephone base</li></ul></li><li>• Backup battery:<ul style="list-style-type: none"><li>- Input: 2.4V/550mA Ni-MH battery (Model No. Ni-MH AAA550mAh 2.4V)</li><li>- Manufacturer: Yiyang Corun Battery Co., Ltd</li><li>- Use only the supplied battery or the battery indicated above</li></ul></li></ul> <p>Handset</p> <ul style="list-style-type: none"><li>• Handset battery:<ul style="list-style-type: none"><li>- Input: 3.7V 1000mAH, Li-ion (Model No. 523450AR1000)</li><li>- Manufacturer: Yiyang Corun Battery Co., Ltd</li><li>- Use only the supplied battery or the battery indicated above</li></ul></li></ul> <p>Charger</p> <ul style="list-style-type: none"><li>• Charger power adapter:<ul style="list-style-type: none"><li>- Input: 100-240V AC 60 Hz Output: 6V DC @ 450 mA</li><li>- Manufacturer: VTech Telecommunications Limited</li><li>- Model identifier: VT05EEU06045(EU), VT05EUK06045(UK)</li><li>- Use only the power adapter indicated above for the charger</li></ul></li></ul>
Message waiting signal	Steady/periodic high voltage pulse, periodic low voltage pulse, reverse polarity, FSK, Siemens and/or Panasonic
Speed Dial memory	Telephone base: 10 dedicated speed dial hard keys (MESSAGE, EMERGENCY) that can be programmed as speed dial keys Handset: 3 dedicated speed dial hard keys, with one additional hard key (✉) that can be programmed as speed dial keys
Operating Humidity	45% - 85%
Operating Temperature:	5°C - 45°C
Size	Telephone base: 162.5 x 82.4 x 43.7 mm Handset: 203 x 48 x 20.5 mm

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Manufacturer	VTech Telecommunications Limited Address: 23/F Tai Ping Industrial Centre, Block 1, 57 Ting Kok Road, Tai Po, Hong Kong
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Specifications are subject to change without notice.

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