

# ANALOGUE CONTEMPORARY SERIES

CTM-A2116

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

NGC-C3416HC

Virtual bundle of NGC-C5106 and C5016

1-Line Cordless Colour Handse and Charger

NGC-C5106

1-Line Cordless Colour Handset

C5016

Charger

**vtech<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 supply on 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 telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
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.

### 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).
- Dispose of used batteries according to the instructions.
- Disconnect the telephone line before replacing batteries.
- For pluggable equipment, the socket-outlet (power adaptor) shall be installed near the equipment and shall be easily accessible.
- Avoid using the battery in the following conditions:-
  - High or low extreme temperatures that a battery can be subjected to during use, storage or transportation;
  - Low air pressure at high altitude;
  - Replacement of a battery with an incorrect type that can defeat a safeguard;
  - Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery that can result in an explosion;
  - Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;
  - Extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.

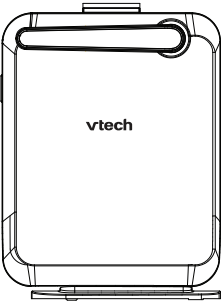
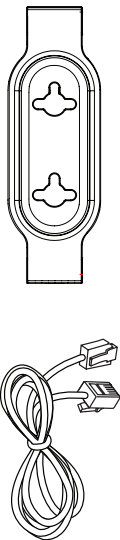
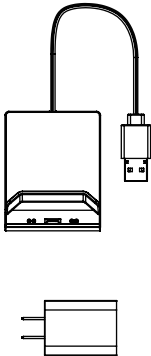
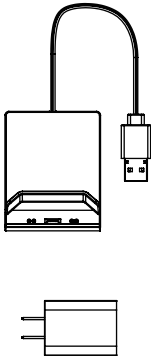
## SAVE THESE INSTRUCTIONS

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# Parts check list

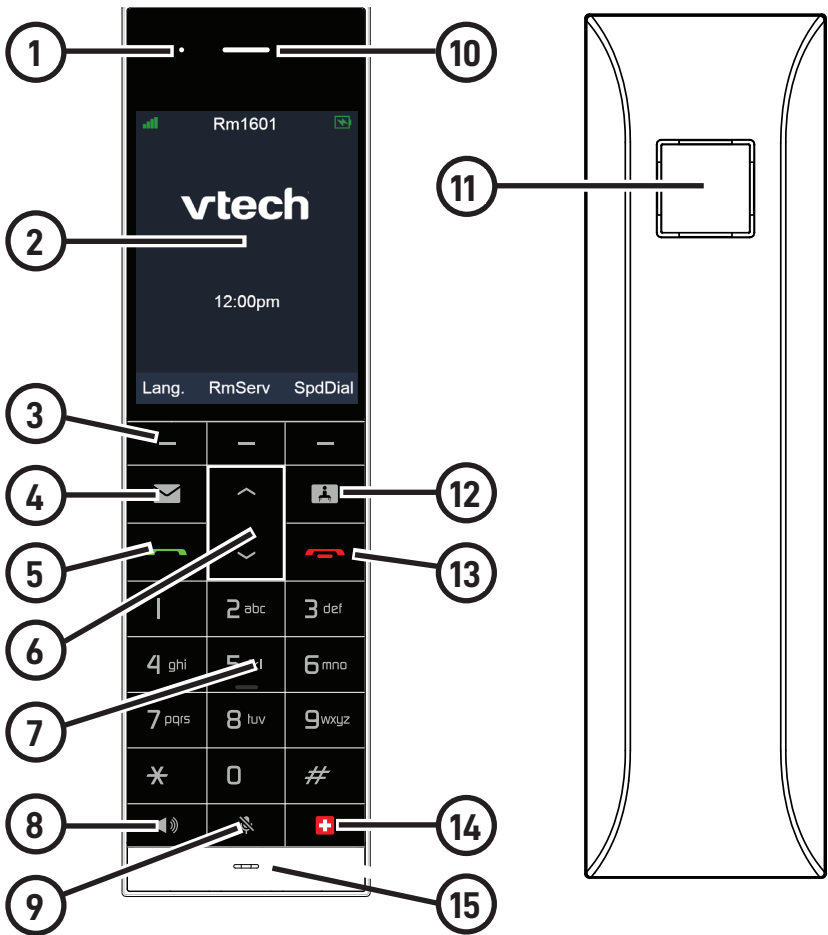
Items contained in the respective **cordless telephone** package:

| MODEL NAME                                                                       | MODEL NUMBER                                                  | PARTS INCLUDED                                                                     |                                                                                    |                                                                                       |                                                                                       |
|----------------------------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|                                                                                  |                                                               | HIDDEN BASE                                                                        | HIDDEN BASE<br>WALL MOUNTING<br>PLATE  <br>TELEPHONE LINE<br>CORD                  | CORDLESS<br>HANDSET AND<br>HANDSET<br>BATTERY<br>(PREINSTALLED<br>IN THE<br>HANDSET)  | HANDSET CHARGER<br>  HANDSET<br>CHARGER ADAPTER                                       |
| 1-Line Analogue<br>Hidden Base<br>with Cordless<br>Colour Handset<br>and Charger | CTM-A2116                                                     |  |  |   |   |
| 1-Line Cordless<br>Colour Handset<br>and Charger                                 | NGC-C3416<br>(Virtual<br>bundle of<br>NGC-C5106<br>and C5016) |                                                                                    |                                                                                    |  |  |

# Telephone layout

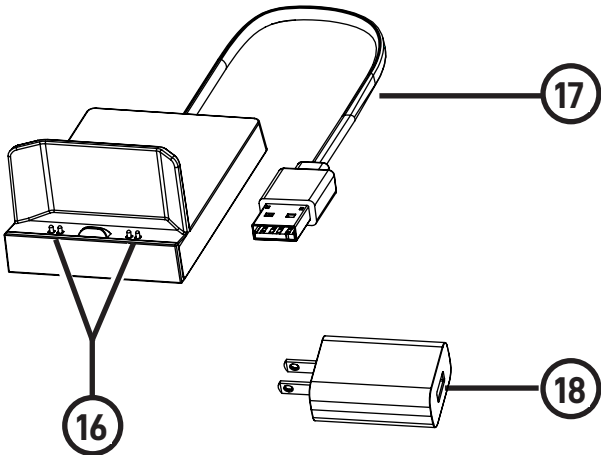
1-Line Analogue Hidden Base with Cordless Colour Handset and Charger - CTM-A2116

1-Line Cordless Colour Handset - NGC-C5106



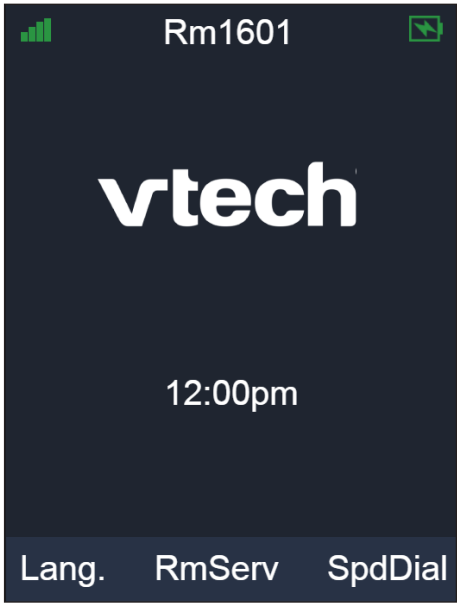
## Handset

|    |                                                                        |
|----|------------------------------------------------------------------------|
| 1  | Battery charging light                                                 |
| 2  | Colour screen                                                          |
| 3  | Soft keys (3)<br>Perform the action indicated by the on-screen labels. |
| 4  | <b>MESSAGES</b> key                                                    |
| 5  | <b>TALK</b> key                                                        |
| 6  | <b>VOLUME</b> / navigation keys                                        |
| 7  | Numeric dial keys                                                      |
| 8  | <b>SPEAKER</b> key                                                     |
| 9  | <b>MUTE</b> key                                                        |
| 10 | Handset earpiece                                                       |
| 11 | Speakerphone                                                           |
| 12 | <b>FRONT DESK</b> key                                                  |
| 13 | <b>OFF/Cancel</b> key                                                  |
| 14 | <b>EMERGENCY</b> key                                                   |
| 15 | Microphone                                                             |



## Handset Charger and Adapter

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



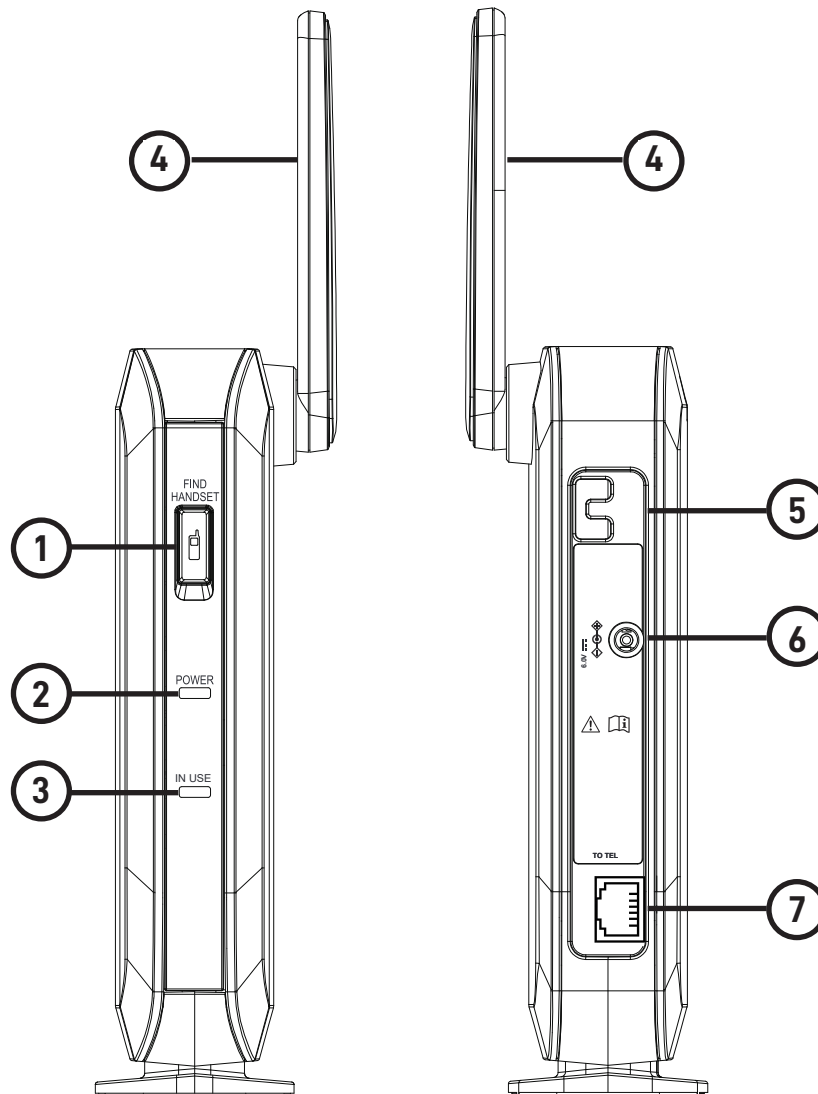
| Signal strength indicator at top left                                             |                                                              |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------|
| 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

| Battery strength indicator at top right                                           |                       |
|-----------------------------------------------------------------------------------|-----------------------|
|  | Fully charged         |
|  | Normal                |
|  | Low battery           |
|  | Extremely low battery |
|  | Battery is charging   |

| Ringer indicator next to battery strength indicator                                |                  |
|------------------------------------------------------------------------------------|------------------|
|  | Ringer is silent |

# 1-Line Analogue Hidden Base with Cordless Colour Handset and Charger - CTM-A2116

Hidden base



|   |                                                                                                                                                           |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <b>FIND HANDSET</b> button.<br>Short press (for less than 2 seconds) to find the handset by making it ring.<br>Short press again to stop handset ringing. |
| 2 | <b>POWER</b> LED                                                                                                                                          |
| 3 | <b>IN USE</b> LED                                                                                                                                         |
| 4 | Antenna                                                                                                                                                   |
| 5 | Cable tie mount                                                                                                                                           |
| 6 | AC adapter input                                                                                                                                          |
| 7 | RJ11 telephone jack                                                                                                                                       |

## Installation

### 1-Line Analogue Hidden Base with Cordless Colour Handset and Charger - CTM-A2116

#### HIDDEN BASE INSTALLATION

This section assumes that your network infrastructure is established.

You can power the hidden base using the supplied power adapter. Install the hidden base near a power outlet not controlled by a wall switch. The hidden base can be placed on a flat surface or mounted on a wall in a vertical or horizontal orientation.

#### TO INSTALL THE HIDDEN BASE

Plug one end of the telephone line cord into the RJ11 jack on the rear of the hidden base (marked by TO TEL), and plug the other end of the cord into your telephone wall jack.

Connect the supplied power adapter to the hidden base power jack.

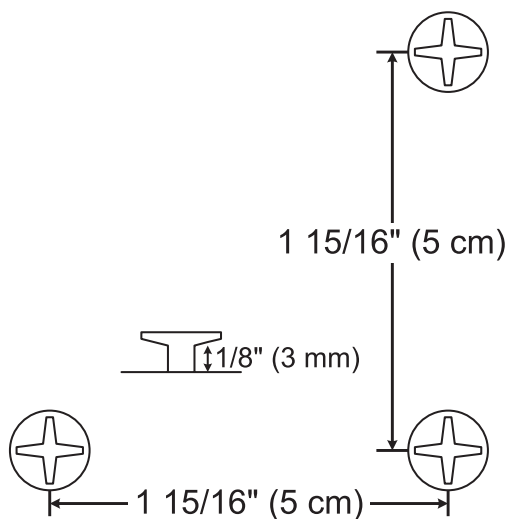
Plug the power adapter into an electrical outlet that is not controlled by a wall switch.

## IMPORTANT INFORMATION

1. Use only the supplied power adapter (model VT05EUK06045 (UK), VT05EEU0645 (EU)). To order a replacement power adapter, call +44 (0)1942 26 5195 or email [vtech@corpteluk.com](mailto:vtech@corpteluk.com).
2. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

## TO MOUNT THE HIDDEN BASE ON THE WALL

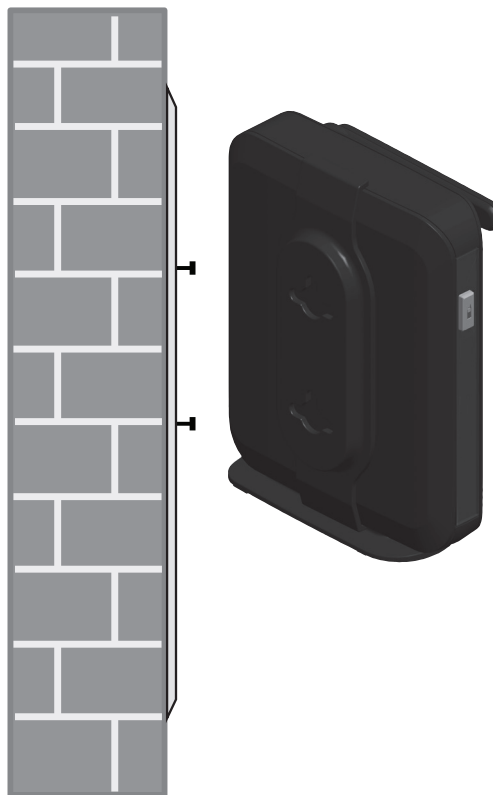
1. Install two mounting screws on the wall. Choose screws with heads larger than 5 mm (3/16 inch) in diameter (1 cm / 3/8 inch diameter maximum). The screw centers should be 5 cm (1 15/16 inches) apart vertically or horizontally.



2. Tighten screws until only 3 mm (1/8 inch) of the screws are exposed.
3. Attach the mounting plate to the top of the hidden base. Insert the tab into the slot and then push the plate in at the bottom of the hidden base until the mounting plate clicks into place.



4. Check to make sure the plate is secure at top and bottom. It should be flush with the hidden base body.
5. Place the hidden base over the mounting screws.



6. Connect the telephone line cord and power as described on page 9.

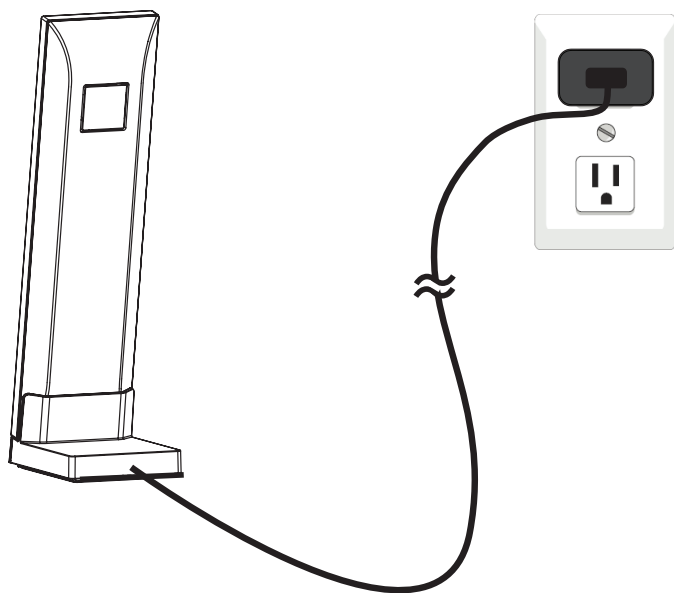
## 1-Line Analogue Hidden Base with Cordless Colour Handset and Charger - CTM-A2116

### 1-Line Cordless Colour Handset - NGC-C5106

### Charger - C5016

#### HANDSET CHARGER INSTALLATION

- Install the handset charger as shown below.
  - Make sure the supplied power adapter is securely plugged into an outlet not controlled by a wall switch.



- The battery is fully charged after 11 hours of continuous charging. For best performance, keep the handset in the handset charger when not in use.

#### ⚠ CAUTIONS

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

#### INSTALLATION NOTES

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

- Communication devices such as television sets, DVD players, or other cordless telephones
- Excessive heat sources
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting
- Excessive dust sources such as a workshop or garage
- Excessive moisture
- Extremely low temperature
- Mechanical vibration or shock such as on top of a washing machine or work bench

## 1-Line Cordless Colour Handset - NGC-C5106

### HANDSET REGISTRATION

Your cordless handset is preregistered to the hidden base. You do not need to register your cordless handset.

You can register additional cordless handsets to the hidden base. The hidden base accommodates up to five CTM-A2116 cordless handsets.

1. On the cordless handset, press the **Lang** soft key, and then the key sequence: **\*75600#**. The key sequence will not be displayed on the screen when entered.
2. With **Registration** selected, press **OK**.
3. With **Register Handset** selected, press **Select**. The handset displays the message "Long press the FIND HANDSET button on your base".
4. On the hidden base, press and hold the  / **FIND HANDSET** button until the **IN USE** LED indicator is on, then release the button. The handset displays "Registering handset". The handset beeps and displays "Handset registered".

### HANDSET DEREGISTRATION

1. When all registered cordless handsets are idle, press and hold the  / **FIND HANDSET** button on the hidden base until the **IN USE** LED indicator flashes, then release the button.
2. Press the  / **FIND HANDSET** button again. All the registered handsets are deregistered.

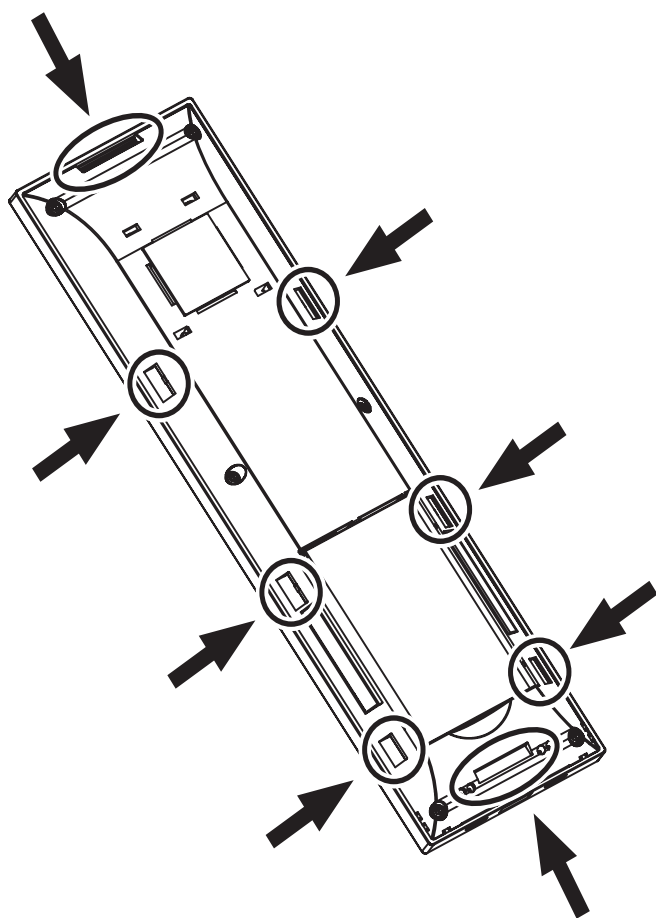
## HANDSET BATTERY CHARGING

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

## REPLACING A CORDLESS HANDSET BATTERY

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

1. Use a narrow object to pry open the handset cover, so that you unsnap the tabs at the locations indicated below.



2. Place your thumb in the slot below the battery, and lift the battery out of the handset battery compartment.
3. Place the top of the battery in the handset

battery compartment so that the battery connectors are aligned.

4. Push the bottom of the battery down into the battery compartment.
5. To replace the handset cover, align all the tabs on the handset cover against the corresponding grooves on the handset, then firmly push downward until all the tabs lock in the grooves.

## ⚠ CAUTIONS

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

Dispose of used batteries according to the instructions.

## Set up

### 1-Line Analogue Hidden Base with Cordless Colour Handset and Charger - CTM-A2116

Default settings are indicated by asterisks (\*).

| SETTING                   | OPTIONS              | ADJUSTABLE BY          |
|---------------------------|----------------------|------------------------|
| Listening volume- Handset | 1, 2, 3, 4, 5, 6*, 7 | User and administrator |
| Ringer tone               | Tone 1*              | Administrator only     |

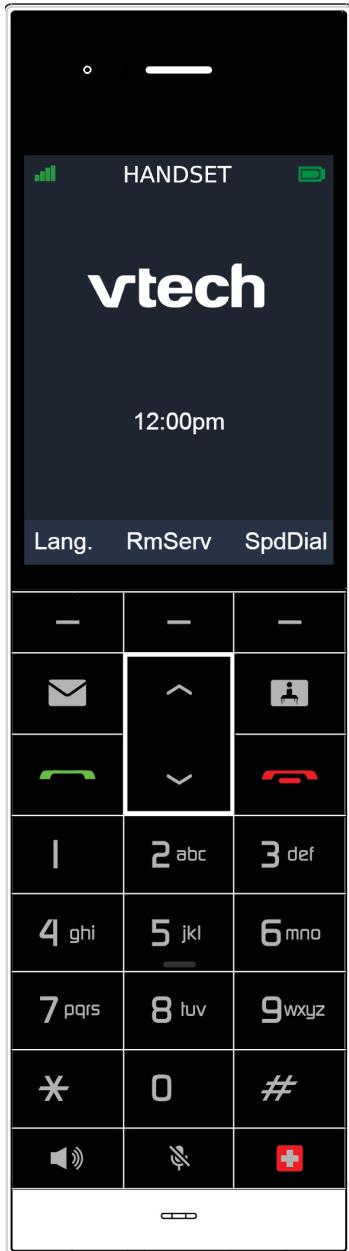
### Speed Dials Preset

Customers are required to fill in the VTech Telephone Compatibility Form (TC Form) to choose up to 10 speed dials to be preset on the telephone.

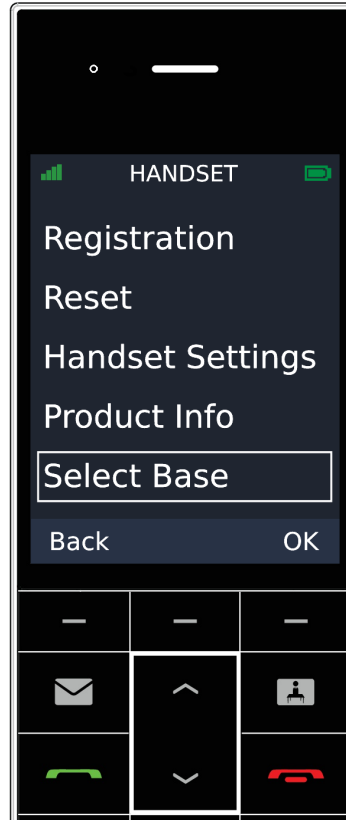
Customers can either choose the speed dial icons listed in the table below, or provide speed dial names (up to 16 characters), icon indexes on the TC form. VTech will then preset these speed dials on the telephone before the products are delivered to customers.

| Icon                                                                                | Description    | Icon Index | Icon                                                                                | Description   | Icon Index |
|-------------------------------------------------------------------------------------|----------------|------------|-------------------------------------------------------------------------------------|---------------|------------|
|    | Front Desk     | 1          |    | Emergency     | 8          |
|  | Guest Service  | 2          |  | Wake Up       | 9          |
|  | Room Service   | 3          |  | House Keeping | 10         |
|  | Restaurant     | 4          |  | Laundry       | 11         |
|  | Concierge      | 5          |  | Valet         | 12         |
|  | Message        | 6          |  | SPA           | 13         |
|  | Ticket Booking | 7          |                                                                                     |               |            |

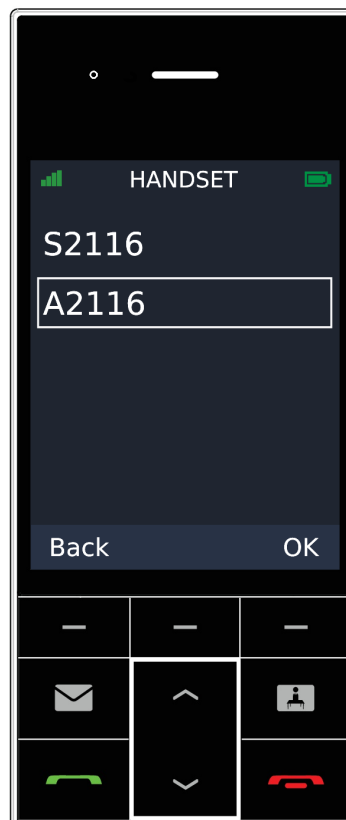
1. On the cordless handset, press the Lang soft key, and then the key sequence: **\* 7 5 6 0 0 #**. The key sequence will not be displayed on the screen when entered.



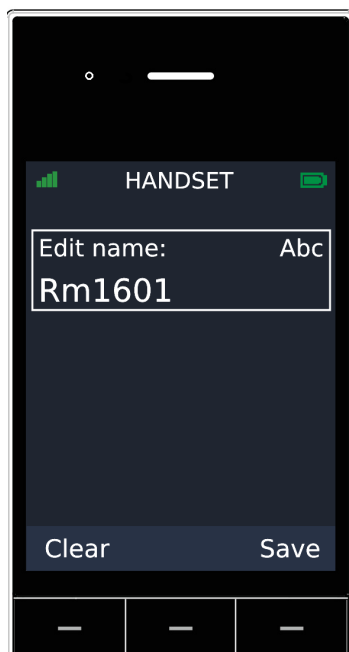
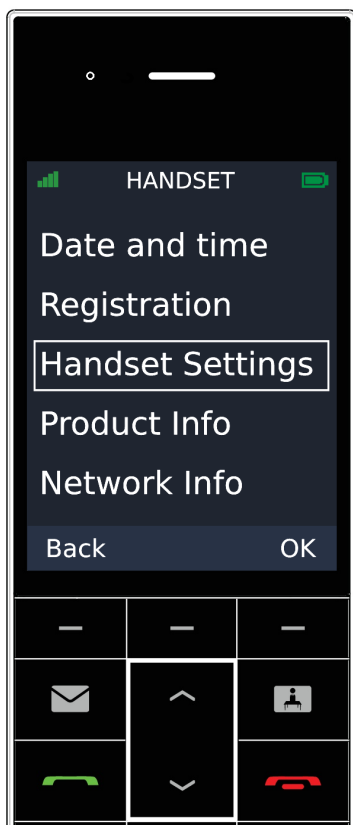
2. Press  $\wedge$  or  $\vee$  to select **Select Base**, and then press **OK**.



3. Press  $\wedge$  or  $\vee$  to select **A2116**, and then press **OK**.

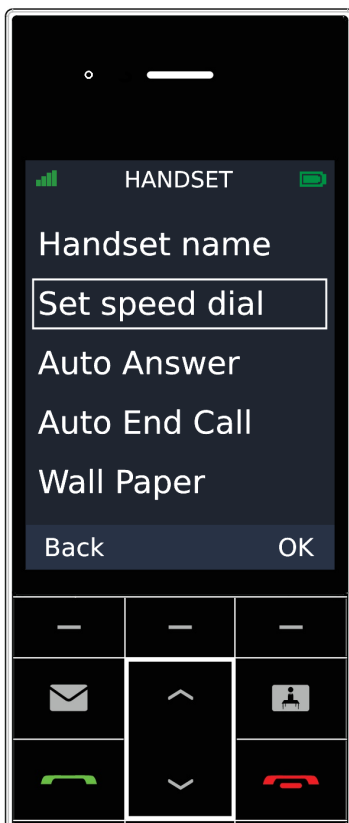


4. Press  $\wedge$  or  $\vee$  to select **Handset Settings**, and then press **OK**.
6. Edit Handset name and then tap **Save**.



#### To set Speed dials

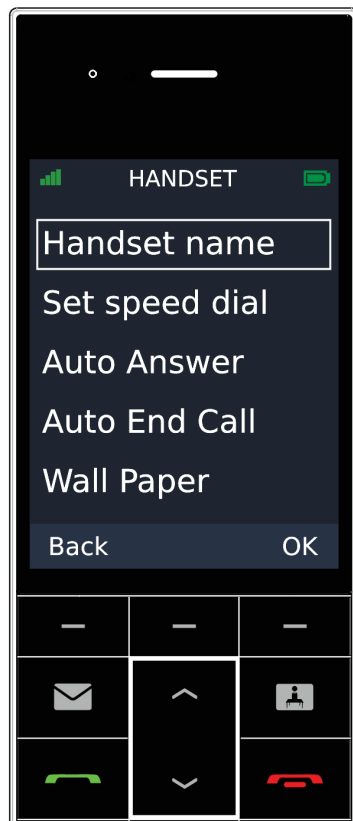
5. Press  $\wedge$  or  $\vee$  to select **Set Speed dial**, and then press **OK**.



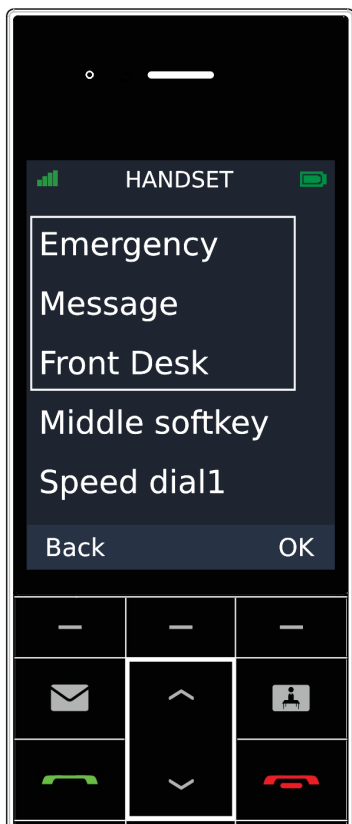
Note: By entering this page, you can set 3 hard keys (Message, Front Desk, and Emergency), middle Soft key and maximum 10 speed dials on screen.

#### To set handset name

5. Press  $\wedge$  or  $\vee$  to select **Handset name**, and then press **OK**.



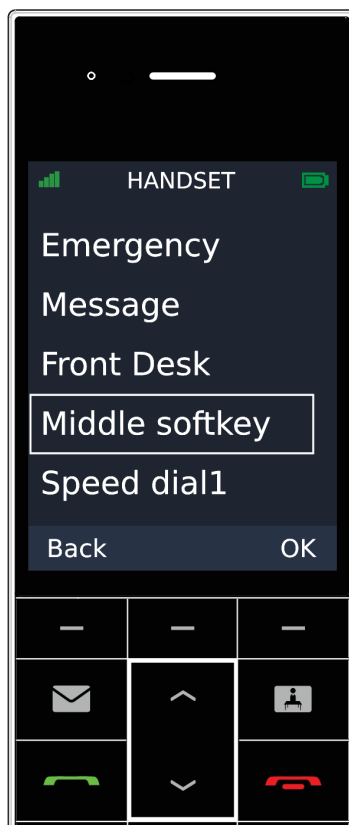
6. Press  $\wedge$  or  $\vee$  to select a HardKey (**Emergency**, **Message** or **Front Desk**) and then press **OK**.



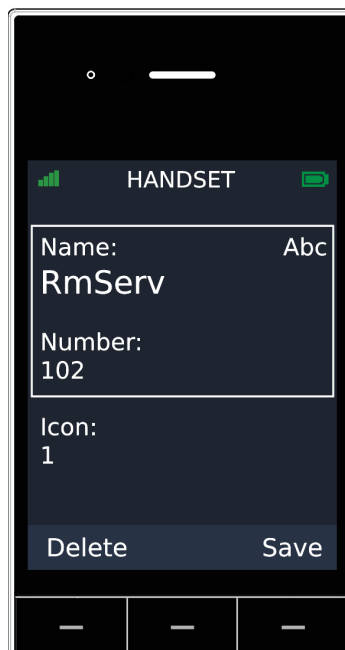
7. Set its telephone number, and then press **Save**. (HardKeys' names and icons are not editable.)



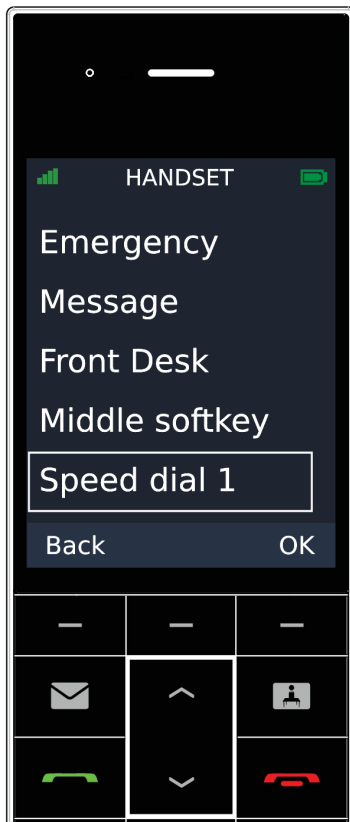
8. Press  $\wedge$  or  $\vee$  to select Middle Softkey and then press **OK**.



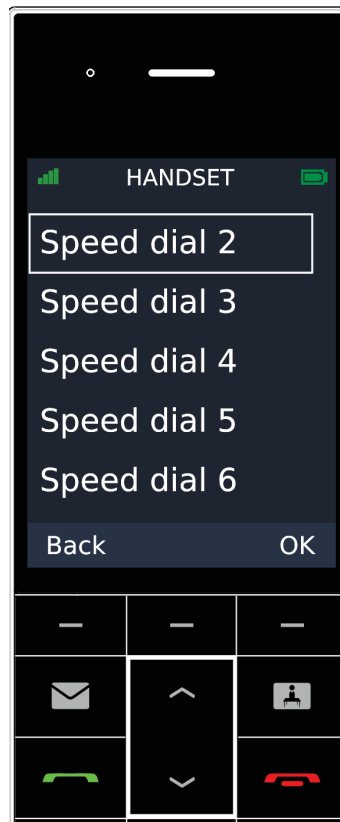
9. Set middle SoftKeys' name and telephone number, and then press **Save**. (Icon doesn't apply to middle SoftKey.)



10. Press  $\wedge$  or  $\vee$  to select a Speed dial key on screen, and then press **OK**.



12. Set all the other nine speed dials on screen by following Step 10 and 11 above.



11. Set the speed dial's name, telephone number and icon, and then press **Save**.



Note: Please refer to the table on page 16 for icon index.

## Operation

1-Line Analogue Hidden Base with  
Cordless Colour Handset and Charger -  
CTM-A2116

1-Line Cordless Colour Handset -  
NGC-C5106

### USING THE CORDLESS HANDSET

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

### CHANGE HANDSET SCREEN LANGUAGE

To change the display language of your handset Colour screen:

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

### RECEIVE A CALL

When there is an incoming call, the handset rings.

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

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

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

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

Lift the cordless handset from the handset charger.

### PLACE A CALL

1. On the cordless handset, use the keypad to enter the number.
  - Press **Delete** if you enter an incorrect digit.
2. Press **Dial**,  or .
3. To end the call, press **End**, , or place the handset in the charger.

### END A CALL

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

### SPEAKERPHONE

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

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

### VOLUME

#### ADJUST THE LISTENING VOLUME

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

#### ADJUST THE RINGER VOLUME

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

### MUTE

#### MUTE THE MICROPHONE

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

### CALL WAITING

If receive an incoming call during an active call, you will hear a call waiting tone.

The phone may show "Call waiting" but it depends on telephone system.

#### TO ANSWER THE INCOMING CALL:

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

## MAKE A SECOND CALL

If you have an active call and intend to make a new call.

Press **Flash** to put the active call on hold, and use the keypad to enter the number. Press **Call** soft key to place a call.

## SWITCH BETWEEN CALLS

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

1. Press **Flash** to put the active call on hold, and resume the held call.
2. To end both calls, press **End**,  on the cordless handset, or place it in the handset charger.

## SPEED DIAL

To dial a speed dial number:

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

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

## MESSAGE WAITING INDICATOR

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

## PLAY MESSAGES

1. When the phone is idle, press . The handset dials the voicemail access number.
2. Follow the voice prompts to play your messages.

## FIND HANDSET

Use this feature to find all registered cordless handsets.

### TO START PAGING:

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

### TO END PAGING:

- Press  / **FIND HANDSET** again on the hidden base.
- OR-
- Press  on the cordless handset.

# Appendix

## Troubleshooting

If you have difficulty with the telephones, please try the suggestions below. For customer service, call +44 (0)1942 26 5195 or email [vtech@corpteluk.com](mailto:vtech@corpteluk.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 connected to the telephone base power jack, and plugged into an electrical outlet that is not controlled by a wall switch.</li><li>• Make sure the telephone line cord is plugged into the telephone line jack of the telephone base and the telephone wall jack.</li><li>• Make sure the handset battery is installed and charged correctly. For optimum daily performance, return the cordless handset to the handset charger after use.</li><li>• Unplug the telephone line cord from the telephone wall jack. Wait for approximately 15 seconds, then plug it back in.</li><li>• Charge the battery in the cordless handset for up to 11 hours.</li><li>• If the battery is completely depleted, charge the battery 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 connect 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> |

| QUESTION                                                                                                                                                                                                                                                                                   | SUGGESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>2. There is no dial tone.</p>                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• 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 synchronise with the telephone base before producing a dial tone. Wait an extra second before dialing.</li> <li>• Eliminate any background noise. Mute the telephone before dialing, if applicable, or dial from another room in your unit with less background noise.</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>3. I cannot dial out.</p>                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>• Try all the above suggestions.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>4. The LOW BATTERY icon  or the EXTREMELY LOW BATTERY icon  appears at the top of the cordless handset screen.</p> | <ul style="list-style-type: none"> <li>• Place the cordless handset in the handset charger for recharging.</li> <li>• Remove the battery and then install it again, and use it until fully depleted. Then charge the cordless handset in the handset charger for up to 11 hours.</li> <li>• If the above measures do not correct the problem, replace the battery.</li> </ul>                                                                                                                                                                                                                                                                                    |

| QUESTION                                                                                             | SUGGESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>5. The battery does not charge in the cordless handset or the battery does not accept charge.</p> | <ul style="list-style-type: none"> <li>• Make sure the cordless handset is placed in the handset charger correctly. The red LED beside the screen on handset should turn on and the battery icon at the top right of the screen should display a charging flash icon .</li> <li>• Remove the battery and then install it again. Charge it for up to 11 hours.</li> <li>• If the cordless handset is in the handset charger but the battery charging light is not on, refer to <b>The battery charging light is off</b> below. <ul style="list-style-type: none"> <li>a.If the battery is completely depleted, charge the cordless handset for at least 30 minutes before use.</li> <li>b.If the above measures do not correct the problem, replace the battery.</li> </ul> </li> </ul> |
| <p>6. The battery charging light is off.</p>                                                         | <ul style="list-style-type: none"> <li>• Clean the charging contacts on the cordless handset and/or handset charger each month with a pencil eraser or a dry non-abrasive fabric.</li> <li>• Make sure the power adapter and telephone line cord are plugged in correctly and securely.</li> <li>• 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.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                  |

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

- Make sure the ringer volume is turned up on the cordless handset.
  - Make sure the power adapter is connected to the telephone base power jack, and plugged into an electrical outlet that is not controlled by a wall switch.
  - Make sure the telephone line cord is plugged into the telephone line jack of the telephone base and the telephone wall jack.
  - The cordless handset may be too far from the telephone base. Move it closer to the telephone base.
  - 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 your cordless phone. Try installing your 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 handset battery and then install it again. Then place the cordless handset in the handset charger. Wait for the handset to synchronise with the telephone base. Allow up to one minute for this to take place.
-

| QUESTION                                                                                                                            | SUGGESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>8. The cordless handset beeps and is not performing normally.</p>                                                                | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                      |
| <p>9. There is interference during a telephone conversation, or the call fades in and out when I am using the cordless handset.</p> | <ul style="list-style-type: none"> <li>• The cordless handset may be out of range. Move the handset closer to the base station.</li> <li>• 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.</li> <li>• Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.</li> <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> </ul> |

| 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.<br/>(Continued)</p> | <ul style="list-style-type: none"> <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>• Disconnect the telephone base from the telephone wall jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or telephone service. Contact your telephone service provider</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 network wall jack and connect a different working telephone. 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> </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 correctly and securely.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| QUESTION                                  | SUGGESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12. Common cure for electronic equipment. | <ul style="list-style-type: none"><li>• If the telephone is not responding normally, put the cordless handset in the handset charger. If it does not fix the problem, try the following (in the order listed):<ul style="list-style-type: none"><li>a. Disconnect the power to the telephone base.</li><li>b. Disconnect the battery on the cordless handset.</li><li>c. Wait a few minutes before connecting power to the telephone base.</li><li>d. Install the battery again and then place the cordless handset in the handset charger.</li><li>e. Wait for the cordless handset to synchronise with the telephone base. Allow up to one minute for this to take place.</li></ul></li></ul> |

## **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, NiMH or Li-ion 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 2014/53/EU (RED) and 2011/65/EU (ROHS).

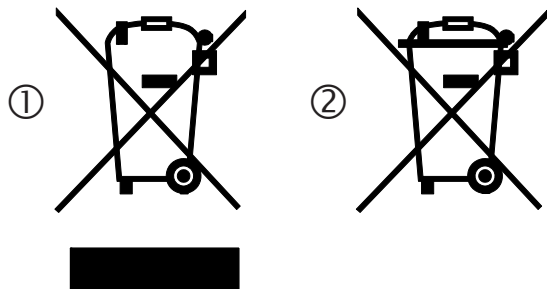
## Declaration of Conformity

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 Hidden Base with Cordless Colour Handset and Charger - CTM-A2116

1-Line Cordless Colour Handset - NGC-C5106

Charger - C5016

|                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Frequency control                                                                                                                                                                        | Crystal controlled PLL synthesizer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Transmit frequency                                                                                                                                                                       | Handset: 1881.792-1897.344 MHz<br>Telephone base: 1881.792-1897.344 MHz                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Channels                                                                                                                                                                                 | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Maximum EIRP                                                                                                                                                                             | Handset: 17.8dBm<br>Telephone base: 19.7dBm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Nominal effective range                                                                                                                                                                  | Actual operating range may vary according to environmental conditions at the time of use.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Operating temperature                                                                                                                                                                    | 5°C–45°C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  <br>Power requirement | <p>Hidden base power adapter</p> <ul style="list-style-type: none"><li>• Input: 100–240 V AC, 50/60 Hz</li><li>• Output: 6 V DC, 450 mA</li><li>• Model/region:<ul style="list-style-type: none"><li>– EU: VT05EEU06045</li><li>– UK: VT05EUK06045</li></ul></li><li>• Manufacturer: VTech Telecommunications Limited</li></ul> <p>Use only the supplied power adapter specified above for the telephone base.</p> <p>Handset battery</p> <ul style="list-style-type: none"><li>• 3.7 V 1000 mAh Li-ion Battery</li><li>• Model Number: 523450AR1000</li><li>• Manufacturer: Yiyang Corun Battery Co., Ltd.</li></ul> <p>Use only the supplied battery specified above for the handset.</p> <p>Charger power adapter</p> <ul style="list-style-type: none"><li>• Input: 100–240 V AC, 50/60 Hz</li><li>• Output: 5 V DC, 2 A</li><li>• Model/region:<ul style="list-style-type: none"><li>– EU: NBS10B050200VEU</li><li>– UK: NBS10B050200VKU</li><li>– AU: NBS10B050200VAU</li></ul></li><li>• Manufacturer: Mass Power</li></ul> <p>Use only the supplied power adapter specified above for the charger.</p> |
| Speed Dial memory                                                                                                                                                                        | <p>Handset:</p> <p>3 dedicated speed dial hard keys:<br/> MESSAGES /  FRONT DESK /  EMERGENCY</p> <p>10 speed dial keys - scroll list through SpdDial soft key menu</p> <p>3 soft keys (default: Lang. / RmServ / SpdDial)</p> <p>Only the middle soft key (RmServ) can be programmed as a speed dial key. The other two soft keys (Lang. and SpdDial) are fixed keys.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |



Specifications are subject to change without notice.

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CTM-A2116\_NGC-C3416HC\_NGC-C5106\_C5016\_UG\_EU-UK\_5OCT2025