

PMX-S54x0

PMX-S5410

Cordless 1-Line Hotel Phone

PMX-S5420

Cordless 2-Line Hotel Phone

PMX-S5410 HC

Cordless 1-Line Handset and Charger

PMX-S5420 HC

Cordless 2-Line Handset and Charger

PMX-S5410 HC-S

Cordless 1-Line Handset and Slim Charger

PMX-S5420 HC-S

Cordless 2-Line Handset and Slim Charger

PMX-S5410-HID

Cordless 1-Line Hidden Base

PMX-S5420-HID

Cordless 2-Line Hidden Base

PMY-S44x0

PMY-S4410

Cordless 1-Line Handset

PMY-S4420

Cordless 2-Line Handset

PMY-C6011

Handset Charger

PMY-S4410 HC-S

Cordless 1-Line Handset and Slim Charger

PMY-S4420 HC-S

Cordless 2-Line Handset and Slim Charger

vtech®

User 's Guide

IMPORTANT SAFETY INSTRUCTIONS

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

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

1. This product should be installed by a qualified technician.
2. This product should only be connected to the host equipment and never directly to the network such as Public Switch zone Network (PSTN) or Plain Old Telephone Services (POTS).
3. Read and understand all instructions.
4. Follow all warnings and instructions marked on the product.
5. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
6. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
7. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
8. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
9. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supplied at the premises, consult your dealer or local power company.
10. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
11. Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
12. To reduce the risk of electric shock, do not disassemble this product, but take it to an 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.
13. Do not overload wall outlets and extension cords.
14. 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.

15. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
16. Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
17. Only put the handset of your telephone next to your ear when it is in normal talk mode.
18. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
19. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
20. In wall mounting position, make sure to mount the telephone base on the wall by aligning the eyelets with the mounting studs of the wall plate. Then slide the telephone base down on both mounting studs until it locks into place. Refer to the full instructions in Installation in the user's manual.
21. This product should be mounted at a height of less than 2 meters.
22. Listed PoE (The product is considered not likely to require connection to an Ethernet network with outside plant routing).

CAUTIONS

- Keep small metallic objects such as pins and staples away from the handset receiver.
- There may be a risk of explosion if a wrong type of handset battery is used (PMX-S5410, PMX-S5420, PMX-S5410 HC, PMX-S5420 HC, PMX-S5410 HC-S, PMX-S5420 HC-S). Use only the supplied rechargeable battery or replacement battery. Dispose of used batteries according to the information in The RBRC® seal in this user guide.
- 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

INSTRUCTIONS DE SÉCURITÉ IMPORTANTES

La plaque signalétique appliquée est située au bas et à l'arrière de la base du produit. Lorsque vous utilisez votre équipement téléphonique, des précautions de base doivent toujours être prises pour réduire les risques d'incendie, d'électrocution et de blessure, notamment les suivantes ::

1. Ce produit doit être installé par un technicien qualifié.
2. Ce produit ne doit être connecté qu'à l'équipement hôte et jamais directement au réseau tel que le réseau téléphonique public commuté (RTPC) ou les services téléphoniques classiques (POTS).
3. Lire et comprendre toutes les instructions.
4. Respecter tous les avertissements et instructions figurant sur le produit.
5. Débranchez ce produit de la prise murale avant de le nettoyer. N'utilisez pas de nettoyeurs liquides ou en aérosol. Utilisez un chiffon humide pour le nettoyage.
6. N'utilisez pas ce produit près de l'eau, par exemple près d'une baignoire, d'une cuvette de lavage, d'un évier de cuisine, d'une cuve de lavage ou d'une piscine, ou dans un sous-sol ou une douche humide.
7. Ne pas placer ce produit sur une table, une étagère, un support ou toute autre surface instable.
8. Des fentes et des ouvertures à l'arrière ou en-dessous du socle du téléphone et du combiné sont prévues pour la ventilation. Afin de les protéger contre la surchauffe, ces ouvertures ne doivent pas être obstruées en plaçant le produit sur une surface souple comme un lit, un divan ou un tapis. Ce produit ne doit jamais être placé à proximité ou au-dessus d'un radiateur ou d'un registre de chaleur. Ce produit ne doit pas être placé dans un endroit où une ventilation adéquate n'est pas assurée.
9. Ce produit ne doit être utilisé qu'avec le type de source d'énergie indiqué sur l'étiquette de marquage. Si vous n'êtes pas sûr du type d'alimentation électrique sur place, consultez votre revendeur ou votre compagnie d'électricité locale.
10. Ne laissez rien reposer sur le cordon d'alimentation. N'installez pas ce produit à un endroit où l'on pourrait marcher sur le cordon.
11. N'introduisez jamais d'objets de quelque nature que ce soit dans ce produit par les fentes du socle du téléphone ou du combiné, car ils pourraient toucher des points de tension dangereux ou créer un court-circuit. Ne jamais renverser de liquide de quelque nature que ce soit sur le produit.
12. Pour réduire le risque d'électrocution, ne démontez pas ce produit, mais confiez-le à un service après-vente agréé. Ouvrir ou retirer des parties du socle du téléphone ou du combiné autres que les portes d'accès spécifiées peut vous exposer à des tensions dangereuses ou à d'autres risques. Un remontage incorrect peut provoquer une électrocution lors de l'utilisation ultérieure du produit.
13. Ne surchargez pas les prises murales et les rallonges électriques.
14. Débranchez ce produit de la prise murale et confiez l'entretien à un centre de service agréé dans les conditions suivantes :
 - Lorsque le cordon d'alimentation ou la fiche est endommagé ou effiloché.
 - Si du liquide a été renversé sur le produit.
 - Si le produit a été exposé à la pluie ou à l'eau.
 - Si le produit ne fonctionne pas normalement en suivant les instructions d'utilisation. Ne réglez que les commandes qui sont couvertes par le mode d'emploi. Un mauvais réglage des autres commandes peut entraîner des dommages et nécessite souvent un travail important de la part d'un technicien autorisé pour remettre le produit en état de fonctionnement.

- Si le produit est tombé et que le socle du téléphone et/ou le combiné ont été endommagés.
 - Si le produit présente un changement distinct de performance.
15. Évitez d'utiliser un téléphone (autre que sans fil) pendant un orage électrique. Il existe un risque d'électrocution dû à la foudre.
 16. N'utilisez pas le téléphone pour signaler une fuite de gaz à proximité de la fuite. Dans certaines circonstances, une étincelle peut se produire lorsque l'adaptateur est branché dans la prise de courant, ou lorsque le combiné est replacé dans son berceau. Il s'agit d'un événement courant associé à la fermeture de tout circuit électrique. L'utilisateur ne doit pas brancher le téléphone dans une prise de courant, ni placer un combiné chargé dans son socle, si le téléphone est situé dans un environnement contenant des concentrations de gaz inflammables ou propices aux flammes, à moins qu'il n'y ait une ventilation adéquate. Une étincelle dans un tel environnement pourrait créer un incendie ou une explosion. Ces environnements peuvent comprendre : l'utilisation médicale de l'oxygène sans ventilation adéquate; les gaz industriels (solvants de nettoyage; vapeurs d'essence; etc.); une fuite de gaz naturel; etc.
 17. Ne placez le combiné de votre téléphone près de votre oreille que lorsqu'il est en mode de conversation normal.
 18. Les adaptateurs d'alimentation sont destinés à être correctement orientés en position verticale ou au sol. Les broches ne sont pas conçues pour maintenir la fiche en place si elle est branchée au plafond, sous la table ou dans une prise de courant d'armoire.
 19. Utilisez uniquement le cordon d'alimentation et les piles indiqués dans ce manuel. Ne jetez pas les piles au feu. Elles risquent d'exploser. Vérifiez auprès des autorités locales les éventuelles instructions spéciales d'élimination.
 20. En position de montage mural, veillez à monter le socle du téléphone sur le mur en alignant les oeillets avec les montants de fixation de la plaque murale. Ensuite, faites glisser le socle téléphonique vers le bas sur les deux montants de montage jusqu'à ce qu'il se verrouille en place. Reportez-vous aux instructions complètes dans la section Installation du guide d'utilisation.
 21. Ce produit doit être installé à une hauteur inférieure à 2 mètres.
 22. Listé POE (Le produit est considéré comme peu susceptible de nécessiter une connexion à un réseau Ethernet avec un routage extérieur à l'installation).

MISE EN GARDE

- Gardez les petits objets métalliques tels que les épingles et les agrafes loin du combiné.
- Il peut y avoir un risque d'explosion si un mauvais type de pile de combiné est utilisé (PMX-S5410, PMX-S5420, PMX-S5410 HC, PMX-S5420 HC, PMX-S5410 HC-S, PMX-S5420 HC-S). Utilisez uniquement la pile rechargeable fournie ou une pile de remplacement. Éliminez les piles usagées conformément aux informations figurant dans le sceau RBRCMD de ce guide d'utilisation.
- Remplacement d'une BATTERIE par un type incorrect qui peut vaincre un SAFEGUARD (par ex.ample, dans le cas de certains types de BATTERIE au lithium);
- L'élimination d'une BATTERIE dans le feu ou dans un four chaud, ou l'écrasement ou le découpage mécanique d'une BATTERIE, pouvant entraîner une EXPLOSION;
- Laisser une BATTERIE dans un environnement à température extrêmement élevée pouvant entraîner une EXPLOSION ou une fuite de liquide ou de gaz inflammable;
- Une BATTERIE soumise à une pression d'air extrêmement basse peut entraîner une EXPLOSION ou une fuite de liquide ou de gaz inflammable.

CONSERVEZ CES INSTRUCTIONS

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Parts checklist

Items contained in the telephone package:

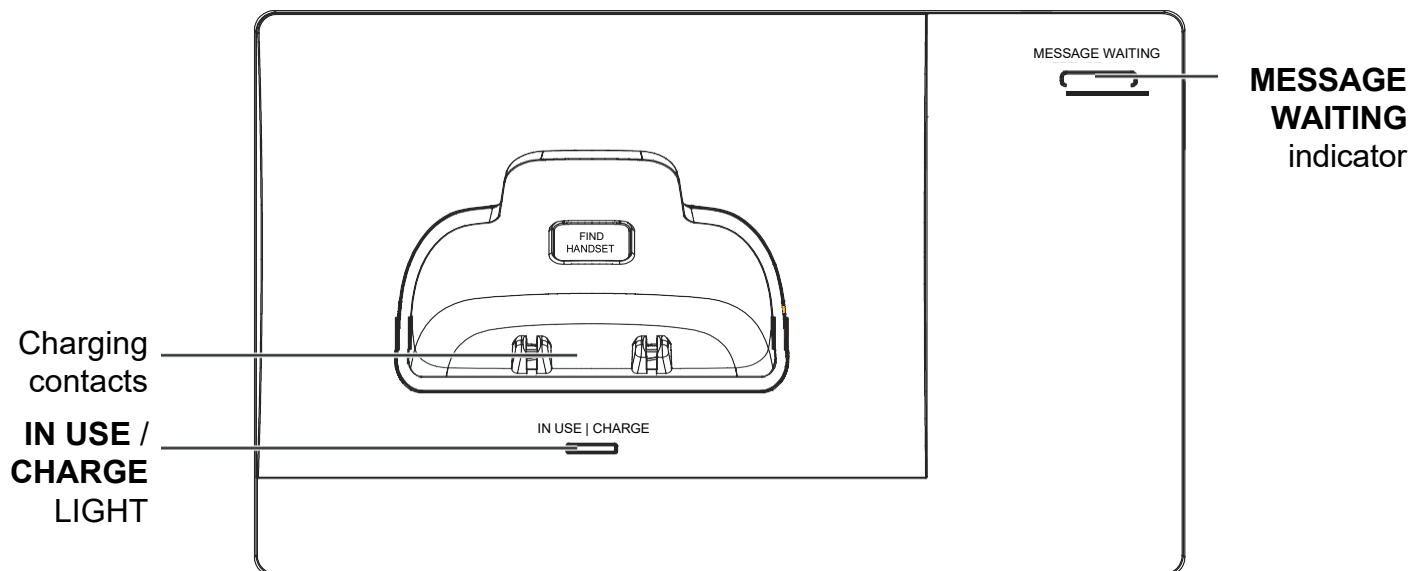
Model number	Parts included
PMX-S5410	Cordless Handset, Battery, Telephone Base, LAN Cable
PMX-S5420	Cordless Handset, Battery, Telephone Base, LAN Cable
PMX-S5410 HC	Cordless Handset, Battery, Charger, LAN Cable
PMX-S5420 HC	Cordless Handset, Battery, Charger, LAN Cable
PMX-S5410 HC-S	Cordless Handset, Battery, Slim Charger, LAN Cable
PMX-S5420 HC-S	Cordless Handset, Battery, Slim Charger, LAN Cable
PMX-S5410-HID	Hidden Base, LAN Cable
PMX-S5420-HID	Hidden Base, LAN Cable
PMY-S4410	Cordless Handset, Battery
PMY-S4420	Cordless Handset, Battery
PMY-C6011	Charger, LAN Cable
PMY-S4410 HC-S	Cordless Handset, Battery, Slim Charger, LAN Cable
PMY-S4420 HC-S	Cordless Handset, Battery, Slim Charger, LAN Cable

Telephone layout, Installation and Set up

Handset and telephone base



PMX-S5410
PMX-S5420

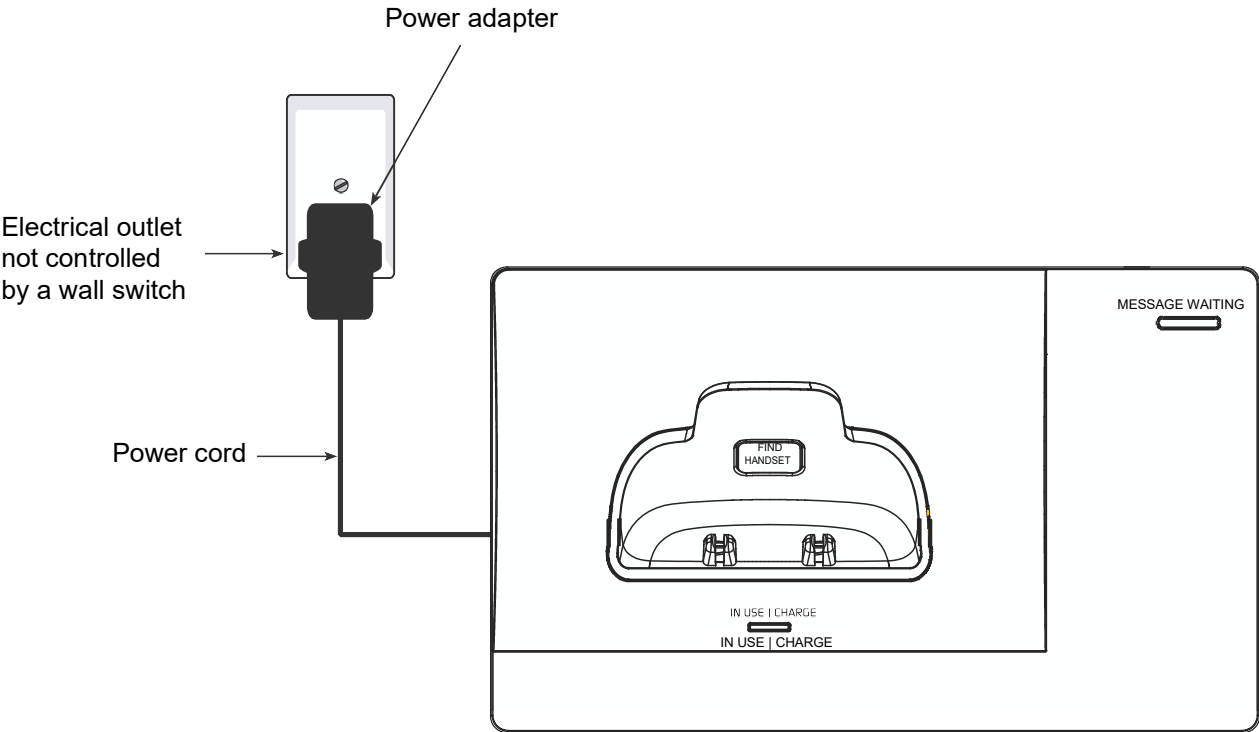


PMX-S5410 Telephone base
PMX-S5420 Telephone base

FIND HANDSET button:

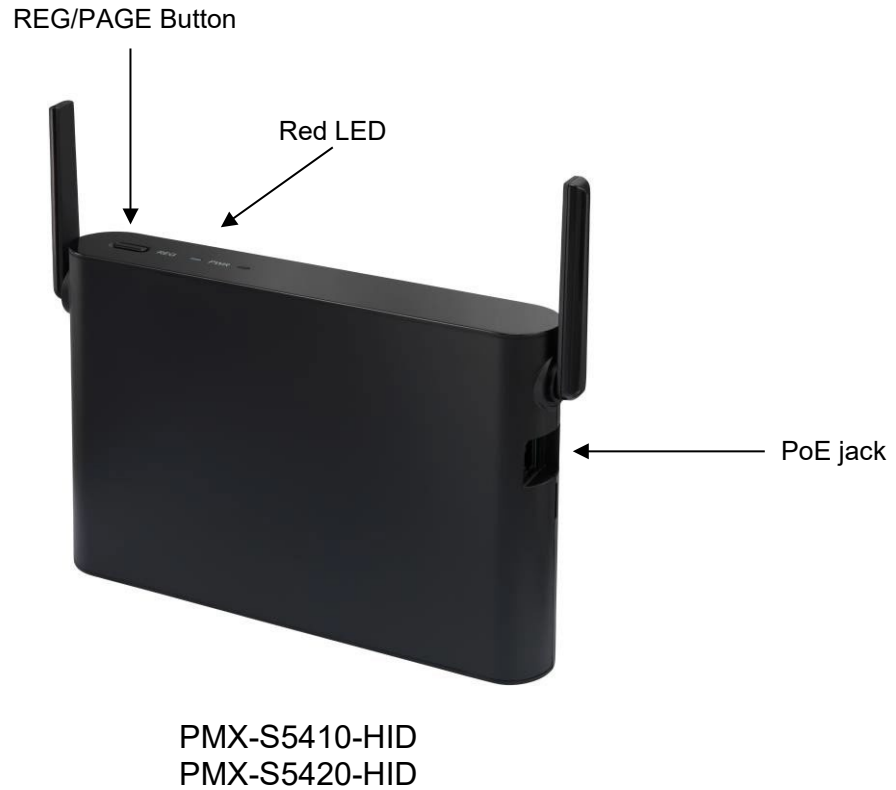
Press **FIND HANDSET** button in normal mode, all its registered handsets will ring.

Connect the telephone base



PMX-S5410 Telephone Base
PMX-S5420 Telephone Base

Hidden base



Power source:

PoE power supply or DC power adapter. The DC power jack is at the back of the hidden base.

REG/Page button:

Find all handsets:

Press REG/Page button in normal mode, all its registered handsets will ring.

Register a handset:

Press REG/Page button for more than five seconds to put the hidden base into registration mode.

Light:

If a hidden base is connected and registered, the red LED will be off.

If a hidden base is disconnected or unregistered, the red LED will flash every second.

If a hidden base is in registration mode, the red LED will flash every two seconds.

Handset and charger



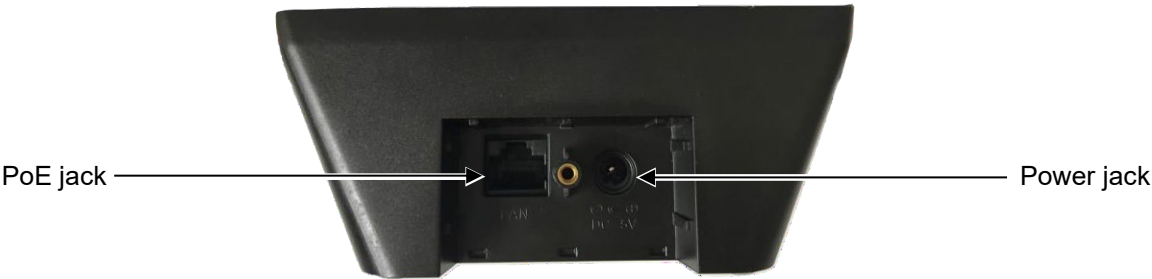
PMX-S5410 HC
PMX-S5420 HC



PMX-S5410 HC-S
PMX-S5420 HC-S

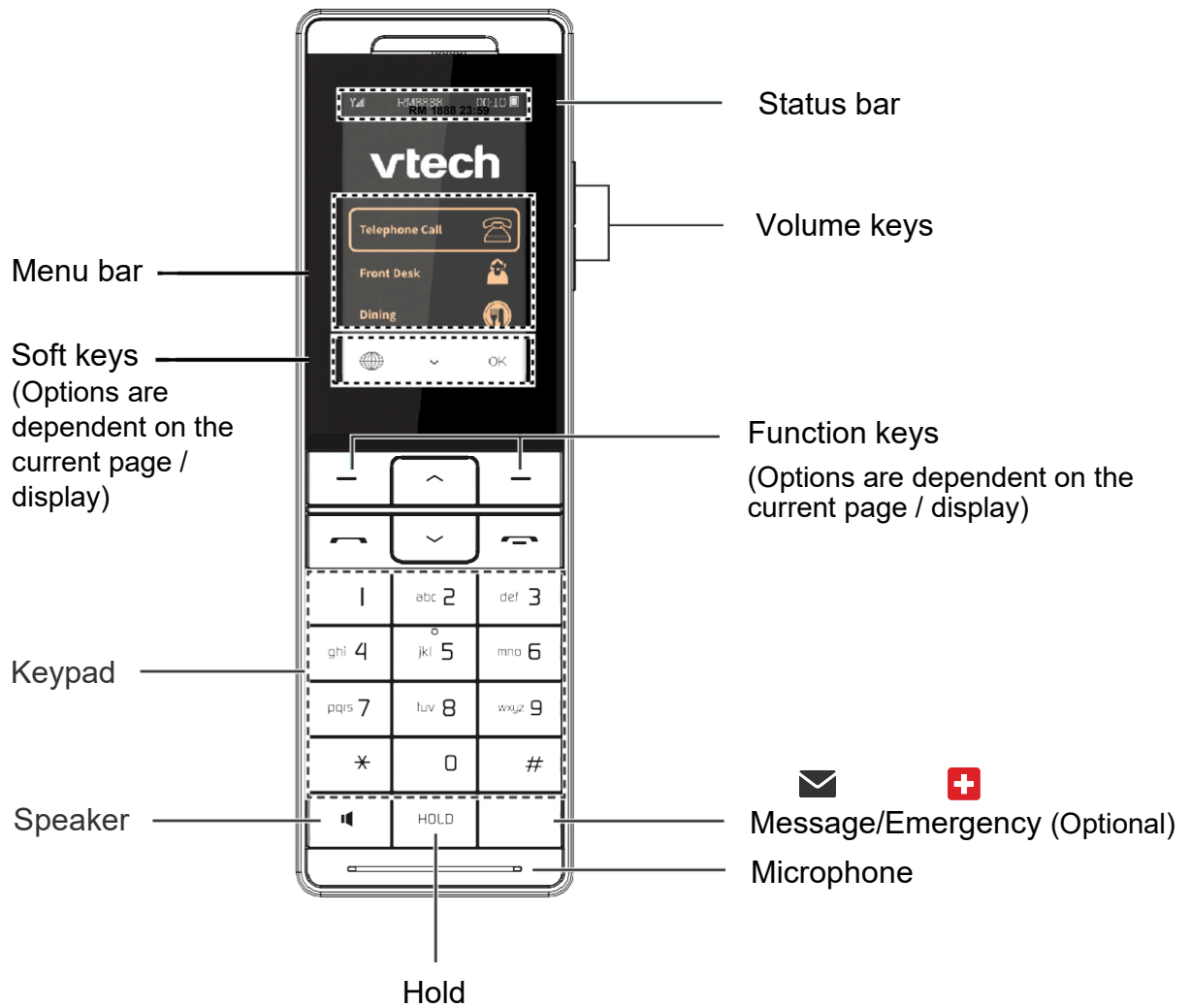


PMY-S4410 HC-S
PMY-S4420 HC-S



To charge a handset, plug your handset to your charger. When a handset is being charged, the red LED on the charger will turn on.

Cordless handset



Install handset battery

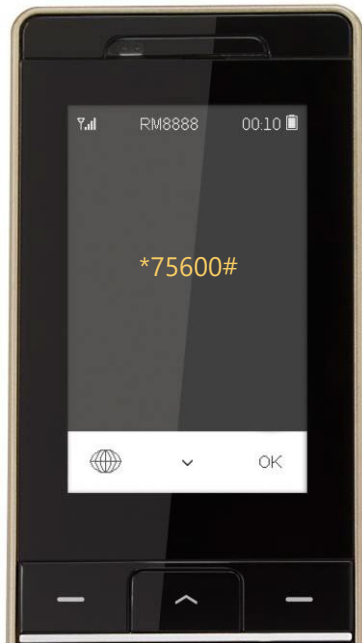
1. Insert the tip of a pen into the hole on the battery compartment cover, then slide open the battery compartment cover.
2. Insert the 3.7V, 950mAH Li-ion battery into the battery compartment.
3. Slide the battery compartment cover back until it securely clicks into place.

Caution

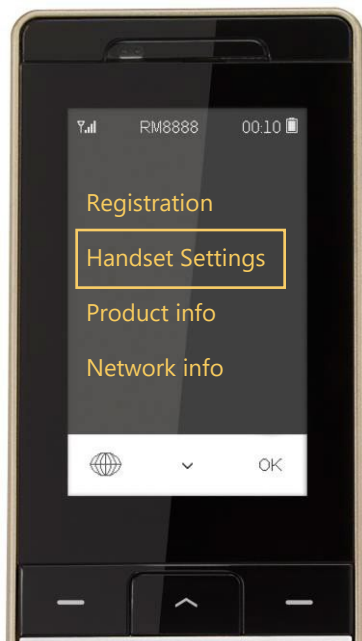
- Risk of explosion if a battery is an incorrect type.
- Disposal of used batteries according to the instructions.

Register handsets

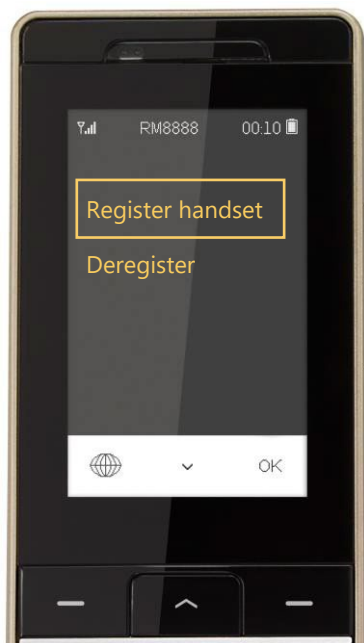
1. Register a handset on its base station:
Long press **FIND HANDSET** key for 5-6 seconds and then release to put base station into registration mode, **IN USE I CHARGE** LED on the base station will flash slowly for 3 minutes at the same time.
-OR-
Register a handset on its hidden base:
Press **REG/Page** button for more than five seconds to put the hidden base into registration mode.
2. Follow the following steps to register a handset to its base station on handset screen:
 - 1) Option 1: Press **Language** and input ***75600#** in idle mode to enter Administration Mode.
 - 2) Option 2: Input ***75600#** in idle mode, then long press **HOLD** key to enter Administration Mode.



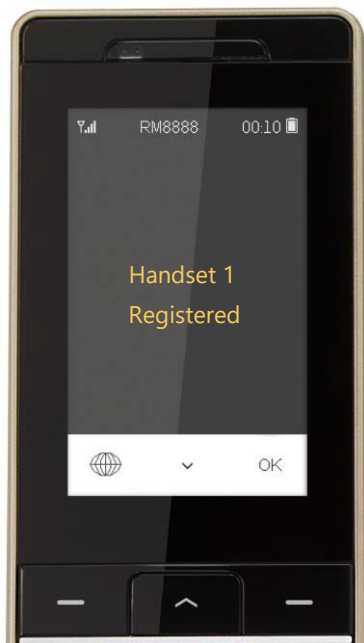
- 3) Select Registration from the menu.



4) Select Register handset to begin pairing the handset with its base station in Registration Mode.



5) If registration is successful, an acknowledgement message will be shown.
If registration is not successful due to any interference (i.e. electromagnetic interference), eliminate the interference first and then repeat the steps above again until registration is successful.

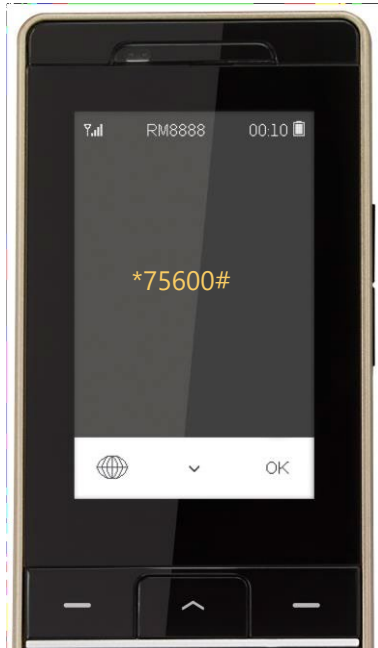


Note:

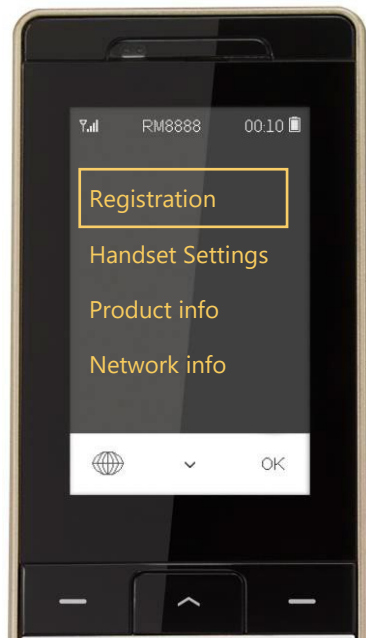
Please do not register two handsets simultaneously in the same area. Otherwise, either handset or both will be registered to a wrong base station, or their registration will fail due to mutual interference.

Deregister Handsets

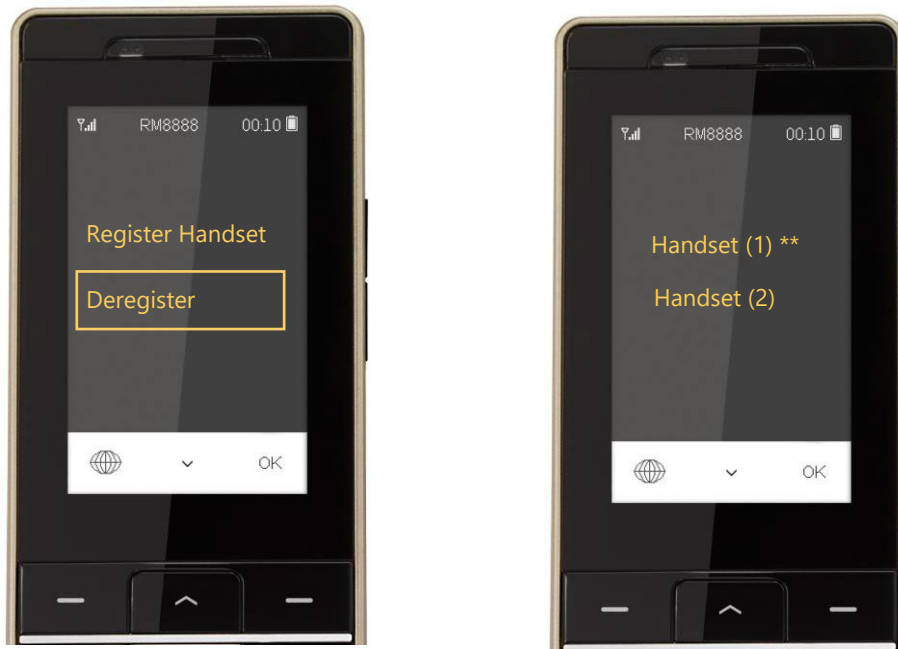
1. Deregister all the handsets on their base station.
 - 1) Long press **FIND HANDSET** key for >12 seconds and then release to put base station into Deregistration Mode. **IN USE I CHARGE** LED on the base station will flash quickly for 5 seconds at the same time.
 - 2) Press **FIND HANDSET** again within 5 seconds, **IN USE I CHARGE** LED on the base station will turn off and all the registered handsets to the base station will be deregistered.
2. Deregister a handset on handset screen.
 - 1) Input ***75600#** in idle mode, then long press **HOLD** key to enter Administration Mode.



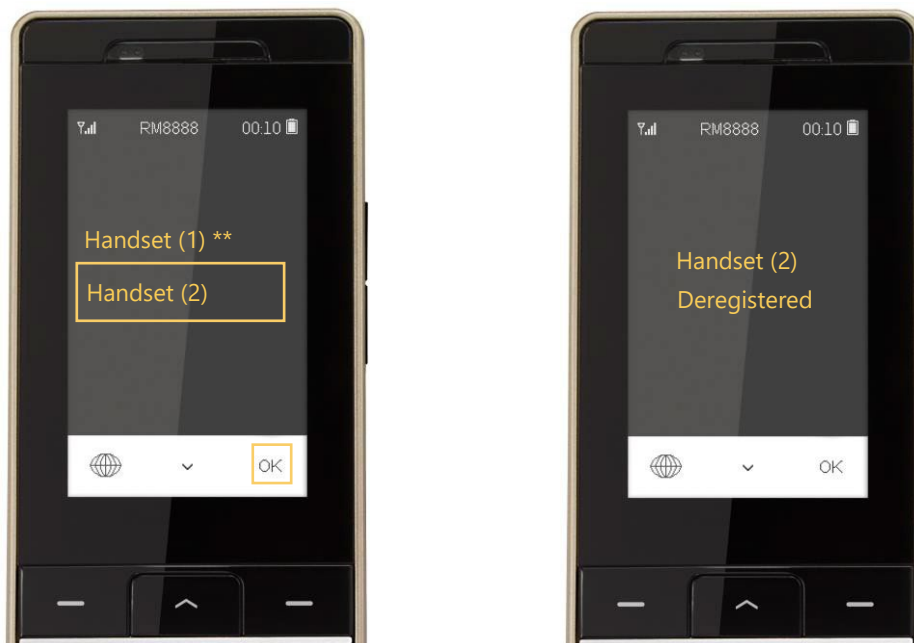
- 2) Select **Registration** from the menu.



- 2) Select **Deregister handset**, all the registered handsets to the base station will be listed on the handset screen, with itself marked with ******.



- 3) Select one and press **OK**. If deregistration is successful, an acknowledgement message will be shown on the screen.



Cordless handset operation

Set LCD language



1. When the phone is connected and powered on for the first time, you will see the welcome screen. Tap **Language** on the screen.
2. Tap to choose your desired LCD language. It will then open the main menu in the chosen language.

-OR-

Press  or  to choose your desired LCD language, and then tap **OK** to open the main menu in the chosen language.

Screen auto on/off (Screen saving mode)

Screen auto off:

- Screen brightness will dim automatically from 100% to 0% when the phone is idle.

Screen auto on:

- Screen brightness is resumed to 100% under the following conditions:
 - a. Handset is lifted from the charging cradle;
 - b. There is an in-coming call;
 - c. Any key on the handset is pressed;
 - d. Touch screen is tapped.

Answer a call

- When there is an incoming call, press  to answer the call.

Hold a call

- During a call, press the right soft key  or tap to choose **HOLD** to put the current call on hold.
- During a call, press the right soft key  or tap to choose to resume the call.

End a call

- When there is an incoming call, press  to end the call.

Adjust ring and speaker volume

- When ringing or during a call, press  or  on the handset to adjust the speaker volume.
-OR-
- When ringing or during a call, press **+** or **-** on the side of the handset to adjust the speaker volume.

Mute a call

To mute a call:

- During a call, press the left soft key  to choose **MUTE** to mute the handset microphone.

To end mute a call:

- During a call, press the left soft key  again to choose **MUTE** to resume the conversation.

Redial last number

- While in the home page, tap to choose **REDIAL** to directly redial the previously dial number.

Access voice message

When there is a new voice message, the  key flashes red, the red **MESSAGE WAITING** light on the telephone base also flashes.

- When  on the handset flashes red, press  to access voice messages.
-OR-
- Press  or  to choose **Voice Message**, then press **OK** to access the voice message page.

Make an emergency call

- Press  to dial the emergency telephone number.
Note: One emergency telephone number (e.g., police, fire, medical or your hotel's telephone number) is stored in the phone.

Speakerphone

To switch to the speakerphone mode during a call:

- Press  to switch from the earpiece mode to speakerphone mode.

To switch to the earpiece mode during a call:

- Press  to switch from the speakerphone mode to earpiece mode.

Switch between menu pages

1. While in the home page, tap  **Telephone call** on the screen.
2. Tap **OK** to confirm.

Telephone calls / Room-to-Room Call

1. While in the home page, tap **Telephone call** on the screen.
2. Tap to choose **Room to Room**.
3. Using the dialing keys to enter the room number.
4. Press  to dial the room number.

Telephone calls / Local Call

1. While in the home page, tap **Telephone call** on the screen.
2. Tap to choose **Local Call**.
3. Using the dialing keys to enter the local call number.
4. Press  to dial the local call number.

Telephone calls / IDD Call

1. While in the home page, tap **Telephone call** on the screen.
2. Tap to choose **International**.
3. Using the dialing keys to enter the IDD call number.
4. Press  to dial the IDD call number.

Hotel service / Concierge

1. While in the home page, tap **Hotel service** on the screen.
2. Tap **Concierge** to dial the Concierge number.

Hotel service / Message

1. While in the home page, tap **Hotel service** on the screen.
2. Tap **Message** to retrieve messages.

Hotel service / In-room dining

1. While in the home page, tap **Hotel service** on the screen.
2. Tap **In-RM Dining** to dial the in-room dining number.

Dining / Restaurant

1. While in the home page, tap **Dining** on the screen.
2. Tap to choose your desired restaurant from the list.
3. Tap **OK** to review the details of the chosen restaurant.
4. Tap **Call** to directly dial the number of the chosen restaurant.

Appendix

Troubleshooting

If you have difficulty with the telephones, please try the suggestions below. For customer service, visit our website at www.vtechhotelphones.com or call 1-888-907-2007.

FOR CORDLESS TELEPHONE

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

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

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

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

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

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

VTech Hospitality Limited Warranty Program

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

5 YEARS – ANALOG MODELS

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

2 YEARS – SIP NON-DISPLAY MODELS

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

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

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

This limited warranty does not cover:

1. Product or parts that have been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or

5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States or Canada, or used for non-approved commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without valid proof of purchase; or
8. Charges or costs incurred by the end user, and risk of loss or damage, in removing and shipping the Product, or for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.
9. Line cords or coil cords, plastic overlays, connectors, power adapters and batteries, if the Product is returned without them. VTech will charge the end user at then-current prices for each of the missing items.
10. NiCd, 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 authorized service representative will return repaired or replaced product under this limited warranty to you, transportation, delivery and handling charges prepaid. VTech assumes no risk for damage or loss of the Product in transit.

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

OTHER LIMITATIONS

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

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

This warranty gives you specific legal rights, and you also have other rights which vary from state to state or province to province.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients

- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

Operating range

The cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, the cordless handset and base station can communicate over only a certain distance - which can vary with the locations of the base station, cordless handset, the weather, and the layout of the hotel.

When the cordless handset is out of range while on a call, the cordless handset rapidly beeps three times.

If there is a call while the handset is out of range, it may not ring, or if it does ring, the call may not connect well when you answer the call. Move closer to the base station to answer the call.

If the handset moves out of range during

a telephone conversation, there may be interference.

To improve reception, move closer to the base station.

About cordless telephones

Privacy: The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the base station and the cordless handset by radio waves, so there is a possibility that the cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.

Electrical power: The base station of the cordless telephone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the cordless handset if the base station is unplugged, switched off or if the electrical power is interrupted.

Potential TV interference: Some cordless telephones operate at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the base station of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR often reduces or eliminates the interference.

Rechargeable batteries: Exercise care in handling batteries in order not to create a short circuit with conducting material such as rings, bracelets and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.

FCC, ACTA and IC regulations

FCC PART 15

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

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

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

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

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

FCC PART 68 AND ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAKXNANXXXX. This identifier must be provided to your telephone service provider upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ45 jack should normally be used for connecting to a single line. See the installation instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your telephone service provider.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone service provider or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under

VTech Hospitality limited warranty program in the user's manual.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

If this equipment is causing harm to the telephone network, your telephone service provider may temporarily discontinue your telephone service. Your telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and your telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. Your telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

Remain on the line and briefly explain the reason for the call before hanging up.

Perform such activities in off-peak hours, such as early morning or late evening.

When the adjunct is used with a leased system, permission of the owner of the equipment must be obtained for connection of the adjunct because modification of the host system is often required.

This product can only be connected to the host

equipment and never directly to the network.

INDUSTRY CANADA

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

Le présent matériel est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas cinq.

ISED WARNING

This device complies with Innovation, Science, and Economic Development Canada licence exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Privacy of communications may not be ensured when using this telephone.

The device of base unit is in compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm.

The device of handset unit has been tested and complies with ISED SAR limits.

AVERTISSEMENT ISEDC

Cet appareil est compatible avec la licence de l'Innovation, la Science et le développement économique du Canada à l'exemption des normes RSS. Le fonctionnement est sujet aux deux (2) conditions suivantes :

(1) Cet appareil peut ne pas causer de l'interférence, et

(2) Cet appareil doit accepter l'interférence, incluant de l'interférence qui peut causer un mauvais fonctionnement de cet appareil.

La confidentialité des communications peut ne pas être garantie lors de l'utilisation de ce téléphone.

L'appareil de l'unité de base est conforme aux directives d'exposition aux RF. Après examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité d'acquérir les informations correspondantes. La distance minimale du corps à utiliser le dispositif est de 20cm.

L'appareil du combiné a été testé et est conforme aux restrictions ISEDC SAR.

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 base station near a sink, bathtub or shower.

ELECTRICAL STORMS

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

CLEANING YOUR TELEPHONE

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

Disclaimer and Limitation of Liability

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

Company: VTech Communications, Inc.

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

Phone: 1 (888) 907-2007

REMEMBER THAT ELECTRICAL APPLIANCES CAN CAUSE SERIOUS INJURY IF USED WHEN YOU ARE WET OR STANDING IN WATER. IF THE BASE STATION 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.

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency (USA)	Handset: 1921.536-1928.448 MHz Telephone base: 1921.536-1928.448 MHz For Wi-Fi enabled model (NG-S3411W): 2.4 GHz WiFi: 2412-2462 MHz 5 GHz WiFi: 5180-5240 MHz, 5260-5320 MHz, 5500-5700 MHz, 5745-5825 MHz
Transmit frequency (Canada)	Handset: 1921.536-1928.448 MHz Telephone base: 1921.536-1928.448 MHz For Wi-Fi enabled model (NG-S3411W): 2.4 GHz WiFi: 2412-2462 MHz 5 GHz WiFi: 5180-5240 MHz, 5260-5320 MHz, 5500-5580 MHz, 5660-5700 MHz, 5745-5825 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.



Power requirement

Telephone base

- PoE IEEE 802.3af Class 2 (48V)
- Ethernet: 1 Gigabit Ethernet Switch
- If PoE is unavailable, use only the power adapter specified below (sold separately).
 - Input: 100–240 V AC, 50/60 Hz
 - Output: 5 V DC, 2 A
 - Model/region:
 - US: VT07EUS05200
- Manufacturer: VTech Telecommunications Limited

Use only the supplied network cable or power adapter specified above for the telephone base.

Handset battery

- 3.7 V 1000 mAh Li-ion Battery
- Model Number: 523450AR1000
- Manufacturer: Yiyang Corun Battery Co., Ltd.

- 3.7V 950mAh Li-ion Battery
- Model Number: SCD530-1
- Manufacturer: Shenzhen BYD Lithium Battery Company Ltd.

Use only the supplied battery specified above for the handset.

Charger power adapter

- PoE IEEE 802.3af Class 2 (48V)
- Ethernet: 1 Gigabit Ethernet Switch
 - If PoE is unavailable, use only the power adapter specified below (sold separately).
 - Input: 100–240 V AC, 50/60 Hz
 - Output: 5 V DC, 2 A
 - Model/region:
 - US: VT07EUS05200
- Manufacturer: VTech Telecommunications Limited

Use only the supplied power adapter specified above for the charger.

Message waiting signal

SIP messaging RFC 3261



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