



# **SIP Contemporary Trimstyle Hotel Telephone User Guide (EU version)**

Models:

SIP contemporary trimstyle 1-line hotel telephone - CTM-S2312

SIP contemporary trimstyle 2-line hotel telephone - CTM-S2322

## Important safety instructions

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 Telephone 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 supply on 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 telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
13. Do not overload wall outlets and extension cords.
14. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
  - A. When the power supply cord or plug is damaged or frayed.
  - B. If liquid has been spilled onto the product.
  - C. If the product has been exposed to rain or water.
  - D. 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.
  - E. If the product has been dropped and the telephone base and/or handset has been damaged.
  - F. 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. Only put the handset of your telephone next to your ear when it is in normal talk mode.
17. 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 this user guide.
18. CAUTION: Keep small metallic objects such as pins and staples away from the handset receiver.
19. The equipment is to be supplied from an identified USB port complying with the requirements of Limited Power Source.









**SAVE THESE INSTRUCTIONS**

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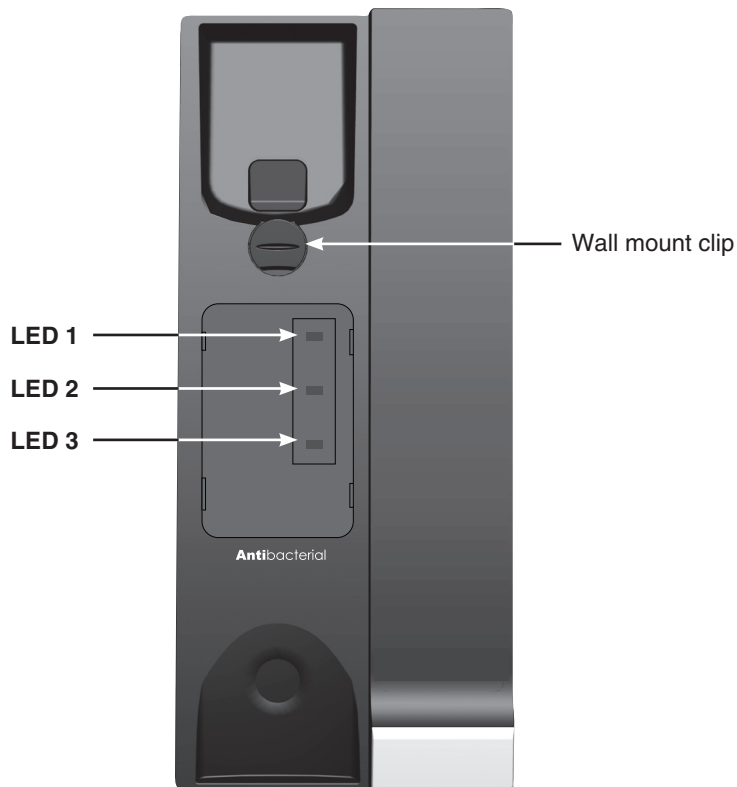
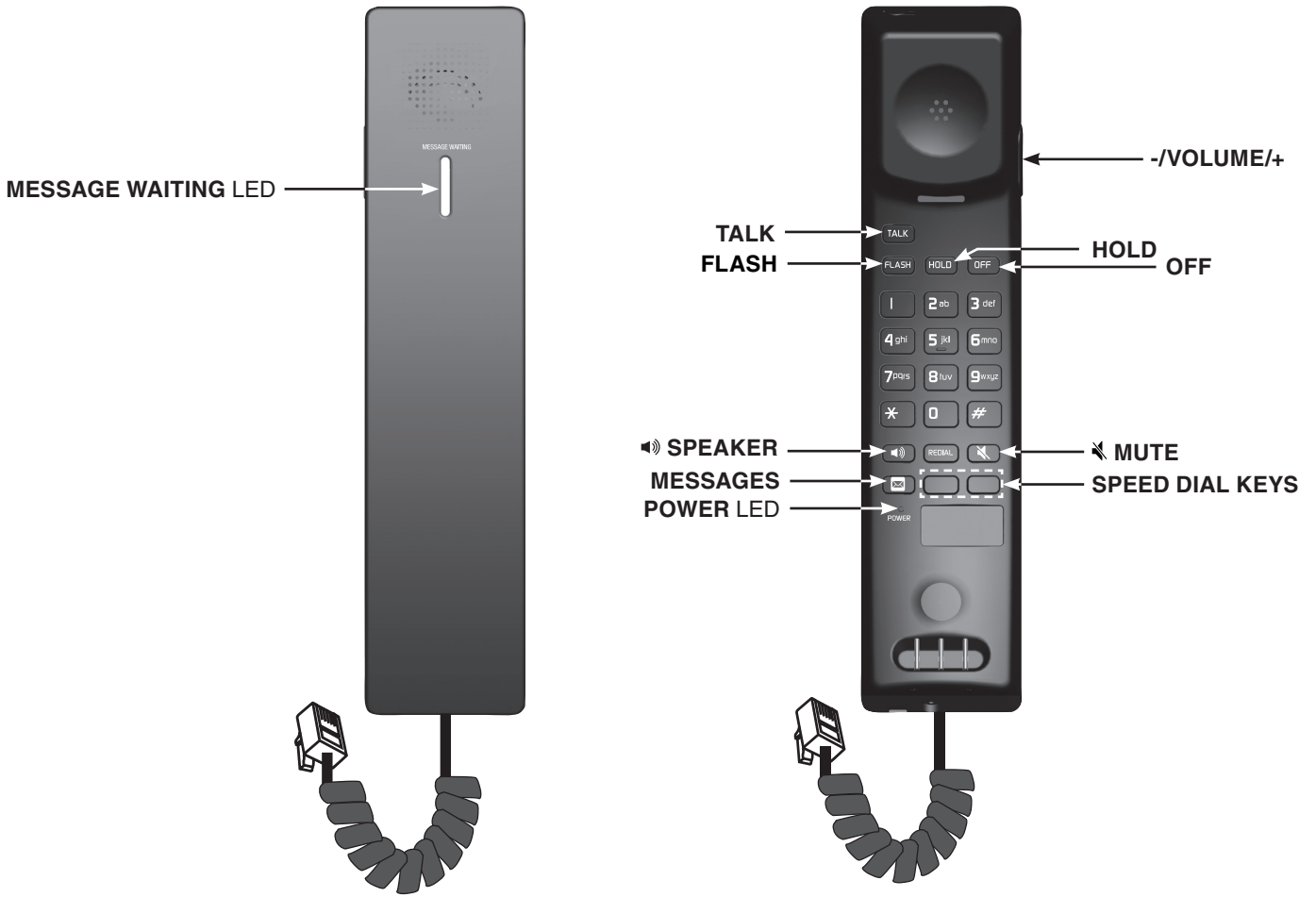
# Parts checklist

Items contained in the respective telephone package:

Model name	Model number	Parts included
SIP contemporary trimstyle 1-line	CTM-S2312	    Telephone base    Wall mount bracket    Corded handset    Cat-5 network cables (2)
SIP contemporary trimstyle 2-line	CTM-S2322	    Telephone base    Wall mount bracket    Corded handset    Cat-5 network cables (2)

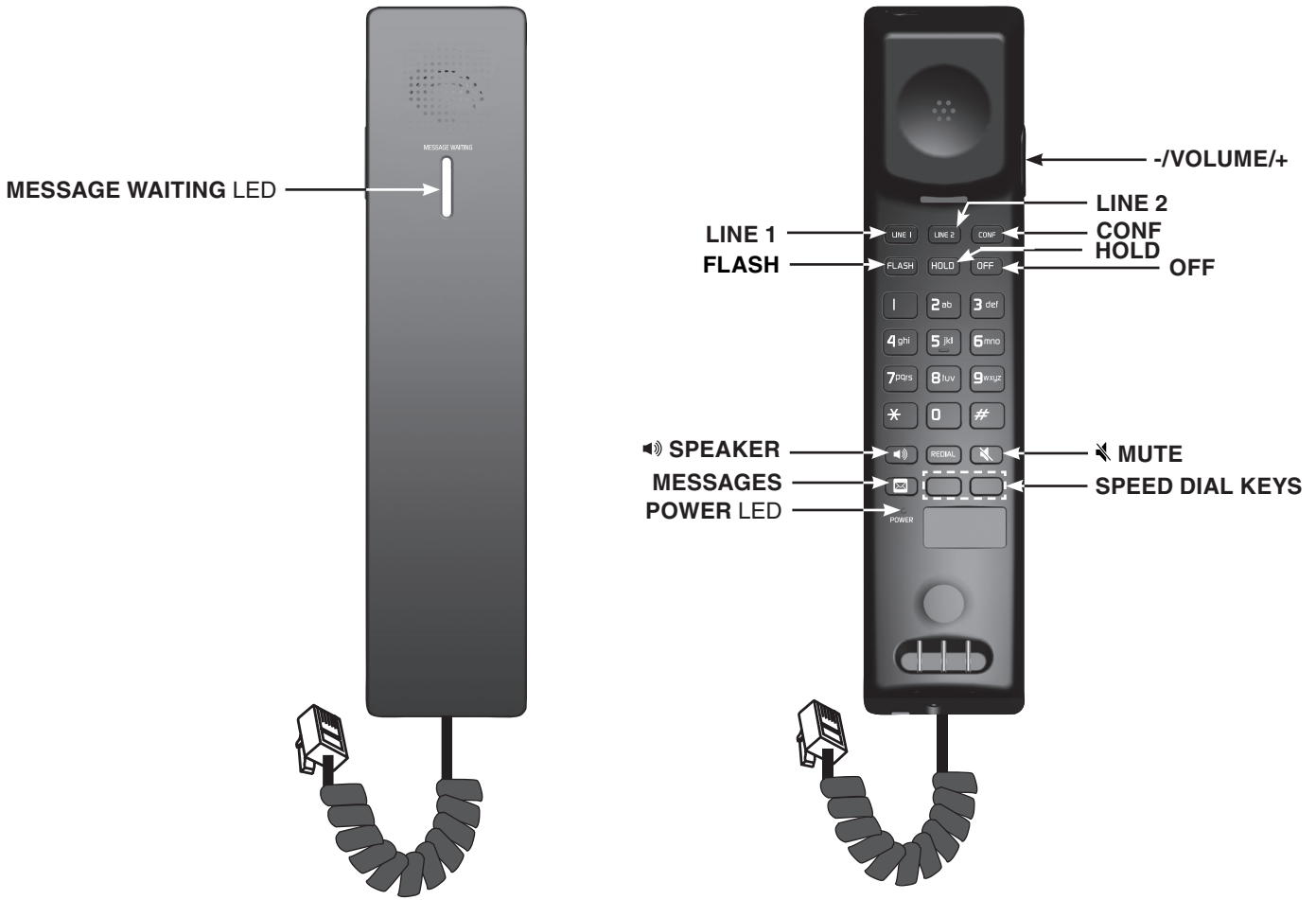
# Telephone layout

## SIP contemporary trimstyle 1-line - CTM-S2312

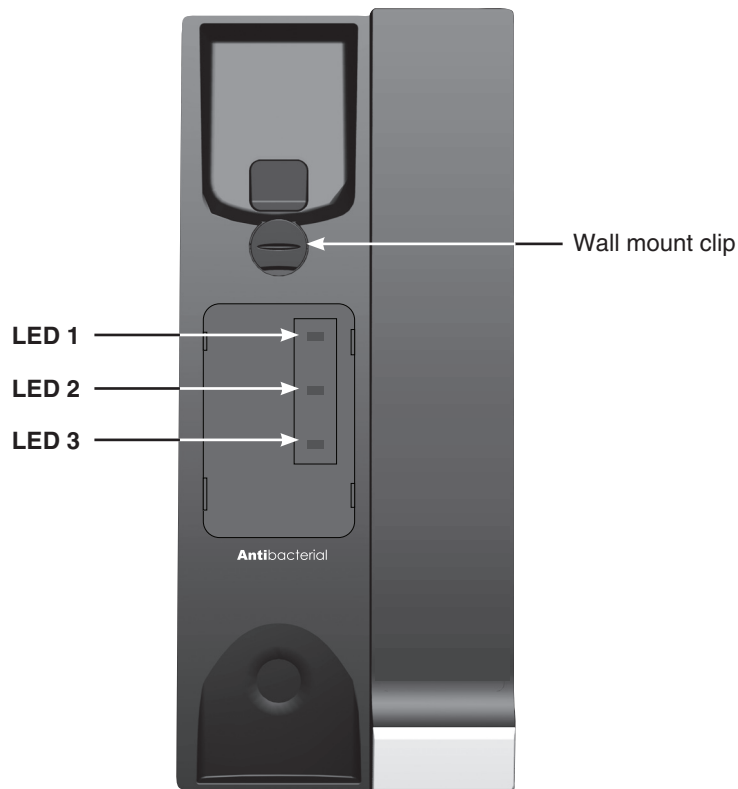


# Telephone layout

## SIP contemporary trimstyle 2-line - CTM-S2322



Telephone layout

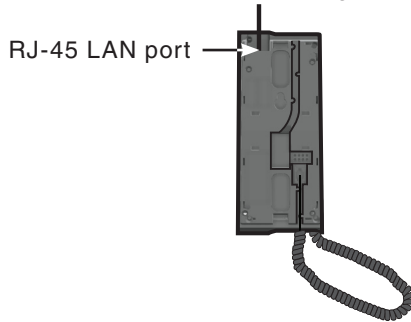


# Installation

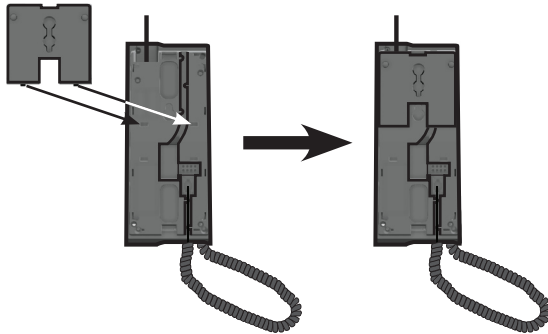
The telephone base can be adapted to desktop use or mount on a standard telephone wall plate.

## Installation option - desktop position

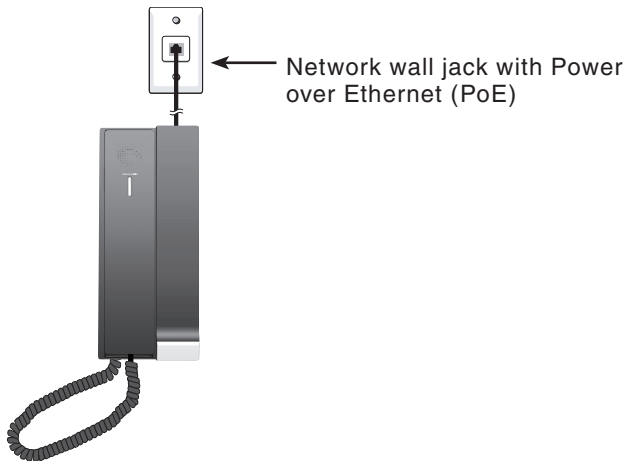
1. Turn the telephone base over with the bottom side facing up. Connect the Cat-5 network cable into the RJ-45 LAN port on the telephone base and route through the channel as shown below.



2. Insert the tabs of the mounting bracket into the upper grooves at the bottom of the telephone base as shown below.



3. Plug the other end of the Cat-5 network cable into the network wall jack with Power over Ethernet (PoE). Then connect the coiled handset cord to the telephone base.



4. Once installed, the telephone begins a four-step initialization and system registration process.
  - For **CTM-S2312**: (1) **LED 1** and **LED 2** turn on and then go off. (2) **LED 1** flashes. (3) The **LED 1** stops flashing and then the **LED 2** flashes. (4) **LED 1**, **LED 2**, and **LED 3** illuminate for 500ms when initialization and system registration are successful.
  - For **CTM-S2322**: (1) **LED 1** and **LED 2** turn on and then go off. (2) **LED 1** flashes. (3) The **LED 1** stops flashing and then the **LED 2** flashes. (4) **LED 1**, **LED 2**, and **LED 3** illuminate for 500ms when initialization and system registration are successful.

If the system registration fails, **LED 2** will blink twice every second. To reset, disconnect the Cat-5 network cable from the network wall jack with Power over Ethernet (PoE) and then reconnect.

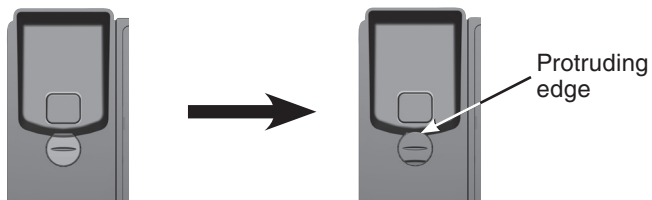
### CAUTION:

Use only the supplied Cat-5 network cable. Cat-5 network cable is not designed for use in any other IT devices. Misuse of Cat-5 network cable on your other IT devices shall be prohibited. To order a replacement, contact your local distributor.

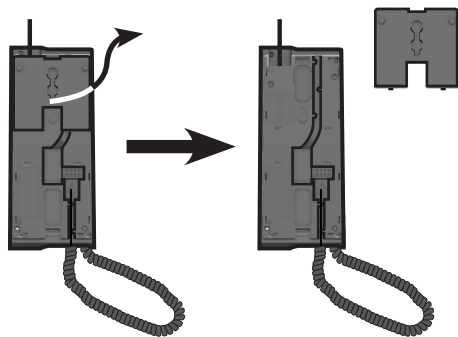
# Installation

## Installation option - converting from desktop to wall mount position

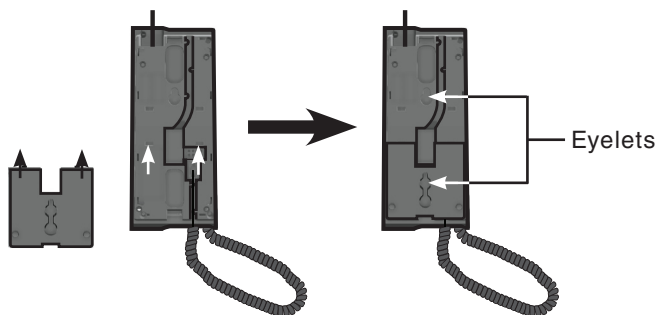
1. Unplug the Cat-5 network cable from the network wall jack.
2. Put the handset aside. On the telephone base, place a coin in the slit of the wall mount clip and rotate a half turn (180 degrees). It locks into place with the protruding edge pointing towards the upper edge of the telephone base. This protruding edge holds the corded handset when the phone is mounted on the wall.



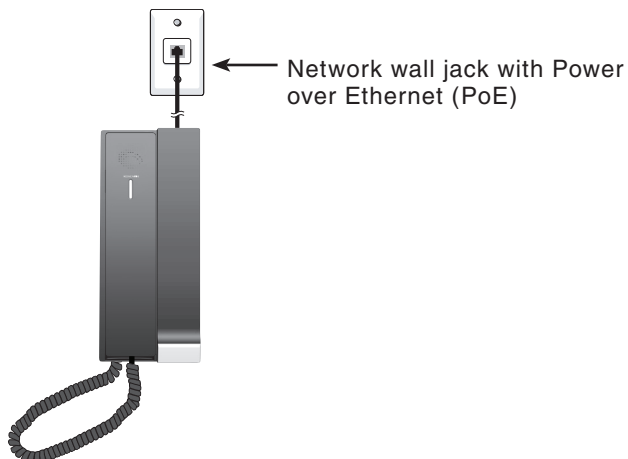
3. Remove the mounting bracket from the upper grooves of the telephone base.



4. Rotate the mounting bracket. Insert the tabs of the mounting bracket into the lower grooves of the telephone base.



5. Mount the telephone base on the wall by aligning the eyelets with the mounting studs of the wall plate. Then slide it down on both mounting studs until it locks into place.
6. Plug the Cat-5 network cable back to the network wall jack with Power over Ethernet (PoE). Then replace the handset on the telephone base cradle.





# Telephone settings

All telephone settings are programmed through the administrative web portal.  
Please refer to the **SIP Phone Configuration Guide** for details.

# Telephone operation

## SIP contemporary trimstyle 1-line - CTM-S2312



### Receive a call

When there is an incoming call, the telephone rings and the **TALK** key flashes.

#### To answer a call:

Press **TALK** or . The **TALK** key illuminates when the phone line is in use. The  key illuminates when in speakerphone mode.


### Place a call

Press **TALK** or . Listen for a dial tone and then dial the desired number. The **TALK** key illuminates when the phone line is in use. The  key illuminates when in speakerphone mode.

### End a call

Press **OFF** or place the handset back in its telephone base. The call ends when all handsets hang up.

### Share a call

During a call, another handset can join the call by pressing **TALK** or .


### Speakerphone

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

### Redial

The last dialed number on the handset is stored for 15 minutes.

#### To redial the last dialed number:

Press **TALK** or  to listen for a dial tone. Then press **REDIAL**.

### Volume

Listening volume can be adjusted on the handset.

#### To adjust the listening volume:

During a call, press **-/VOLUME/+** on it to adjust the listening volume. The next call returns to the default listening volume.

### Call waiting





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

### Message waiting indicator

When a voice message is received, the **MESSAGE WAITING** LED on the handset flashes.


### Mute

#### To mute the microphone:

1. During a call, press . The  light turns on when the mute function is turned on. You can hear the party on the other end but they cannot hear you.
2. Press  again to resume the conversation. The  light turns off.

### Hold

#### To place a call on hold:

1. During a call, press **HOLD**. The **TALK** key flashes when the call is on hold.
2. Press **TALK** or  to release the call from hold, or the call will end automatically after the preset call on hold duration.

# Telephone operation

## SIP contemporary trimstyle 2-line - CTM-S2322

### Receive a call

When there is an incoming call, the telephone rings and the corresponding line key flashes.

#### To answer a call:

Press the flashing line key, or press **☎** to pick up the ringing line. The respective line key illuminates when the phone line is in use. The **☎** key illuminates when in speakerphone mode.

### Place a call

Press **LINE 1**, **LINE 2** or **☎**. Listen for a dial tone and then dial the desired number. The respective line key illuminates when the phone line is in use. The **☎** key illuminates when in speakerphone mode.

### End a call

Press **OFF** or place the handset back in its telephone base. The call ends when all handsets hang up.

### Share a call

During a call on line 1 or line 2, another handset can join the call by pressing the respective line key or **☎**.

### Speakerphone

During a call, press **☎** to switch between speakerphone mode and handset earpiece mode.

When the telephone is idle, press **☎**. The first available line is selected, starting with line 1.

### Redial

The last dialed number on the handset is stored for 15 minutes.

#### To redial the last dialed number:

Press **LINE 1**, **LINE 2** or **☎** to listen for a dial tone. Then press **REDIAL**.

### Volume

Listening volume can be adjusted on the handset.

#### To adjust the listening volume:

During a call, press **-VOLUME/+** on it to adjust the listening volume. The next call returns to the default listening volume.

### Call waiting

Call waiting supports 2-line phones configured as single SIP account only. To change the SIP account settings, refer to the **SIP Phone Configuration Guide** for details.

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

### Message waiting indicator

When a voice message is received, the **MESSAGE WAITING** LED on the handset flashes.

### Mute

#### To mute the microphone:

1. During a call, press **☎**. The **☎** light turns on when the mute function is turned on. You can hear the party on the other end but they cannot hear you.
2. Press **☎** again to resume the conversation. The **☎** light turns off.

### Hold

#### To place a call on hold:

1. During a call, press **HOLD**. The corresponding line key flashes when the call is on hold.
2. Press the flashing line key or **☎** to release the call from hold, or the call will end automatically after the preset call on hold duration. When both lines are on hold, press **☎** only releases the call from hold on line 1.

# Appendix

## Troubleshooting

If you have difficulty with the telephones, please try the suggestions below. For customer service, visit our website at [www.vtechhotellphones.com](http://www.vtechhotellphones.com) or contact your local distributor.

### The telephone does not work at all.

- Make sure the Cat-5 network cable is plugged into the **LAN** port of the telephone base and the network wall jack with Power over Ethernet (PoE).
- Unplug the Cat-5 network cable from the network wall jack. Wait for approximately 15 seconds, then plug it back in.
- Disconnect the telephone base from the network wall jack and connect a different working SIP telephone. If the other SIP telephone does not work, the problem is probably in the wiring or network server. Check your SIP server settings. Refer to the **SIP Phone Configuration Guide** for details.

### There is no dial tone.

- Try all the above suggestions.
- The Cat-5 network cable may be defective. Install a new Cat-5 network cable.
- Make sure your network is providing Power over Ethernet (PoE).
- Disconnect the telephone base from the network wall jack and connect a different working SIP telephone. If there is no dial tone on this telephone either, the problem is in your wiring or network server. Check your SIP server settings and refer to the **SIP Phone Configuration Guide** for details.
- Make sure the initialization and system registration process completes (page 4). The speakerphone key blinks twice every second if there are errors with the initialization and system registration process. Check your SIP server settings. Refer to the **SIP Phone Configuration Guide** for details.

### I cannot dial out.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing.
- 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).

### The telephone does not store the last number dialed.

- For security, the last number dialed in the **REDIAL** memory will be automatically cleared after 15 minutes.

### 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 (page 4).
- If there is an error during the initialization and system registration process, the **Ⓜ** key flashes twice every second. 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.

### The POWER LED on the corded handset is off.

- Try all the above suggestions.
- The Cat-5 network cable may be defective. Install a new Cat-5 network cable.
- Make sure your network is providing Power over Ethernet (PoE).
- Disconnect the telephone base from the network wall jack and connect a different working SIP telephone. If there is no dial tone on this telephone either, the problem is in your wiring or network server. Check your SIP server settings and refer to the **SIP Phone Configuration Guide** for details.
- Make sure the initialization and system registration process completes (pages 4). The speakerphone key blinks twice every second if there are errors with the initialization and system registration process. Check your SIP server settings. Refer to the **SIP Phone Configuration Guide** for details.

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

- Make sure the Cat-5 network cable is plugged into the **LAN** port of the telephone base and the network wall jack with Power over Ethernet (PoE).
- Check your SIP server or telephone administrative settings. Refer to the **SIP Phone Configuration Guide** for details.
- If other SIP telephone 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).
- The Cat-5 network cable may be defective. Install a new Cat-5 network cable.

### I hear other calls when using the telephone.

- Disconnect the telephone base from the network wall jack and connect a different working SIP telephone. Check your SIP server settings. If calls are still not clear, the problem is probably in the wiring or network server. Contact your telephone service provider (charges may apply).

# Appendix

## VTech Hospitality limited warranty program

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

### 5 Years – Analog Models

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

### 2 Years – SIP Non-Display Models

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

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

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

This limited warranty does not cover:

1. Product or parts that have been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States or Canada, or used for non-approved commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without valid proof of purchase; or
8. Charges or costs incurred by the end user, and risk of loss or damage, in removing and shipping the Product, or for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.
9. Line cords or coil cords, plastic overlays, connectors, power adapters and batteries, if the Product is returned without them. VTech will charge the end user at then-current prices for each of the missing items.
10. NiCd or NiMH handset batteries, or power adapters, which, under all circumstances, are covered by a one (1) year warranty only.

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

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

### Other limitations

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

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

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

# Appendix

## Important note

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

## Environmental notes

- Do not expose to direct sunlight.
- Do not place your product on carpets or other surfaces which generate fibres. Do not place your product in locations where proper ventilation is not provided.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions.
- Do not expose your product to fire, explosive or other hazardous conditions.

## Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.



The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

### Product disposal instructions for residential users

When you have no further use for it, please remove any cords and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

### Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## Technical information

### Specific Absorption Rate (SAR)

This device meets applicable international safety requirements for exposure to radio waves.

The maximum limit according to WHO is 2W/kg (per 10g tissue).

This telephone measures 0.03 W/kg (per 10g tissue).

## R&TTE

This equipment complies with the essential requirements for the Radio Equipment and telecommunications Terminal Equipment Directive 1999/5/EC.

### Declaration of Conformance

Hereby, VTech declares that the product SIP contemporary trimstyle hotel telephone is in compliance with the essential requirements and other regulations contained in the directives 1999/5/EC (R&TTE), 2002/95/EC (ROHS).

# Appendix

## 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.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in the water. If the telephone base should fall into the water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE NETWORK CABLE FROM THE WALL. Then remove the telephone by the unplugged cords.

# Appendix

## Technical specifications

### SIP classic trimstyle 1-line/2-line - CTM-S2312/S2322

Power requirement	PoE class 2 powered (48V)
Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	1881.792-1897.344 MHz
Channels	10
Nominal effective range	Actual operating range may vary according to environmental conditions at the time of use.
Message waiting signal	From SIP server
Size	Telephone base: 8.03 x 6.06 x 3.78 in (204 x 154 x 96 mm) Corded handset: 8.39 x 1.89 x 1.65 in (213 x 48 x 42 mm)



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