



SIP Contemporary Trimstyle Hotel Telephone User Guide (US 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.

SAVE THESE INSTRUCTIONS

For cETL compliance only

Mesures de sécurité importantes

Afin de réduire les risques d'incendie, de blessures corporelles ou d'électrocution, suivez toujours ces mesures préventives de base lorsque vous utilisez votre téléphone:

1. Cet appareil doit être installé par un technicien qualifié.
2. Cet appareil doit être branché à un équipement hôte et jamais branché à un réseau, tel qu'un réseau PSTN publique ou un réseau téléphonique standard (POTS).
3. Lisez et comprenez bien toutes les instructions.
4. Observez toutes les instructions et mises en garde inscrites sur l'appareil.
5. Débranchez ce téléphone de la prise murale avant de le nettoyer. N'utilisez pas de nettoyeurs liquides ni en aérosol. N'utilisez qu'un chiffon doux et légèrement humecté.
6. N'utilisez pas ce produit près de l'eau, tel que près d'un bain, d'un lavabo, d'un évier de cuisine, d'un bac de lavage ou d'une piscine, ou dans un sous-sol humide ou sous la douche.
7. Ne déposez pas ce téléphone sur un chariot, support ou table chancelants. L'appareil pourrait tomber et être sérieusement endommagé.
8. Le boîtier de l'appareil est doté de fentes et d'ouvertures d'aération situées à l'arrière ou en dessous. Afin d'empêcher la surchauffe, ces ouvertures ne doivent pas être obstruées en plaçant l'appareil sur un lit, divan, tapis ou autre surface similaires. Ne placez pas cet appareil à proximité d'un élément de chauffage ni d'une plinthe électrique. De plus, ne l'installez pas dans une unité murale ou un cabinet fermé qui ne possède pas d'aération adéquate.
9. Ne faites fonctionner cet appareil qu'avec le type d'alimentation indiqué sur les étiquettes de l'appareil. Si vous ne connaissez pas le voltage de votre maison, consultez votre marchand ou votre fournisseur d'électricité.
10. Ne déposez rien sur le cordon d'alimentation. Installez cet appareil dans un endroit sécuritaire, là où personne ne pourra trébucher sur la ligne d'alimentation ni le cordon téléphonique modulaire.
11. N'insérez jamais d'objets à travers les fentes et ouvertures de cet appareil, car ils pourraient toucher à des points de tension dangereux ou court-circuiter des pièces, ce qui constituerait un risque d'incendie ou d'électrocution. N'échappez pas de liquides dans l'appareil.
12. Afin de réduire les risques d'électrocution, ne démontez pas l'appareil, mais apportez-le plutôt à un centre de service qualifié s'il doit être réparé. En enlevant le couvercle, vous vous exposez à des tensions dangereuses ou autres dangers similaires. Un remontage inadéquat peut être à l'origine d'une électrocution lors d'une utilisation ultérieure de l'appareil.
13. Ne surchargez pas les prises de courant ni les rallonges électriques, car ceci peut constituer un risque d'incendie ou d'électrocution.
14. Débranchez cet appareil de la prise de courant et communiquez avec le département de service à la clientèle de VTech dans les cas suivants:
 - A. Lorsque le cordon d'alimentation est endommagé ou écorché.
 - B. Si du liquide a été échappé dans l'appareil.
 - C. Si l'appareil a été exposé à une source d'humidité telle que la pluie ou l'eau.
 - D. Si l'appareil ne fonctionne pas normalement en suivant les directives du guide. N'ajustez que les commandes couvertes dans le guide d'utilisation, car un mauvais réglage de celles-ci peut être à l'origine de dommages, ce qui nécessiterait des réparations considérables pour remettre l'appareil à son état de fonctionnement normal.
 - E. Si l'appareil a été échappé ou son boîtier, endommagé.
 - F. Si le produit affiche une nette diminution de sa performance.
15. Évitez d'utiliser un téléphone (autre qu'un sans fil) pendant un orage. Les éclairs peuvent être à l'origine d'une électrocution.
16. Placez uniquement le combiné de votre appareil près de votre oreille lorsqu'il est en mode de conversation normal.
17. En position de montage mural, assurez-vous de monter le socle du téléphone sur le mur en alignant les oeilletons avec les goujons de fixation de la plaque murale. Ensuite, faites glisser le socle vers le bas sur les deux goujons de fixation jusqu'à ce qu'il se verrouille en place. Reportez-vous aux instructions complètes dans la section Installation dans ce guide d'utilisation.
18. MISE EN GARDE : Éloignez les petits objets métalliques tels que les broches de l'écouteur du combiné.

CONSERVEZ CES INSTRUCTIONS

Table of contents

Parts checklist	1
Telephone layout	2
SIP contemporary trimstyle 1-line - CTM-S2312	2
SIP contemporary trimstyle 2-line - CTM-S2322	3
Installation	4
Installation option - desktop position	4
Installation option - converting from desktop to wall mount position	5
Telephone settings	6
Telephone operation	7
SIP contemporary trimstyle 1-line - CTM-S2312	7
SIP contemporary trimstyle 2-line - CTM-S2322	8
Appendix	9
Troubleshooting	9
VTech Hospitality limited warranty program	10
Important note	11
Environmental notes	11
Product disposal instructions	11
Technical information	11
European Directives	11
Declaration of Conformance	11
Warning	11
FCC, ACTA and IC regulations	12
Maintenance	13
Technical specifications	14
Index	15

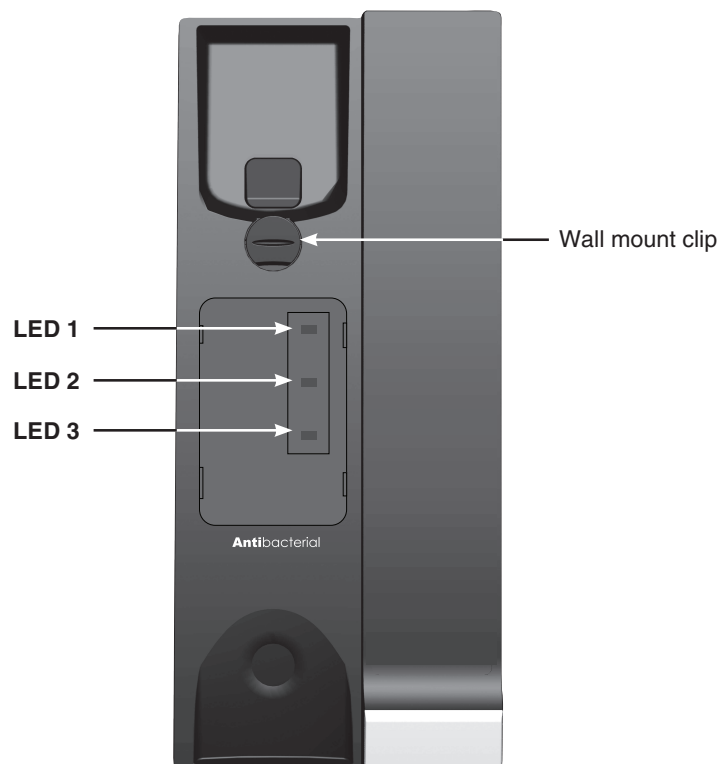
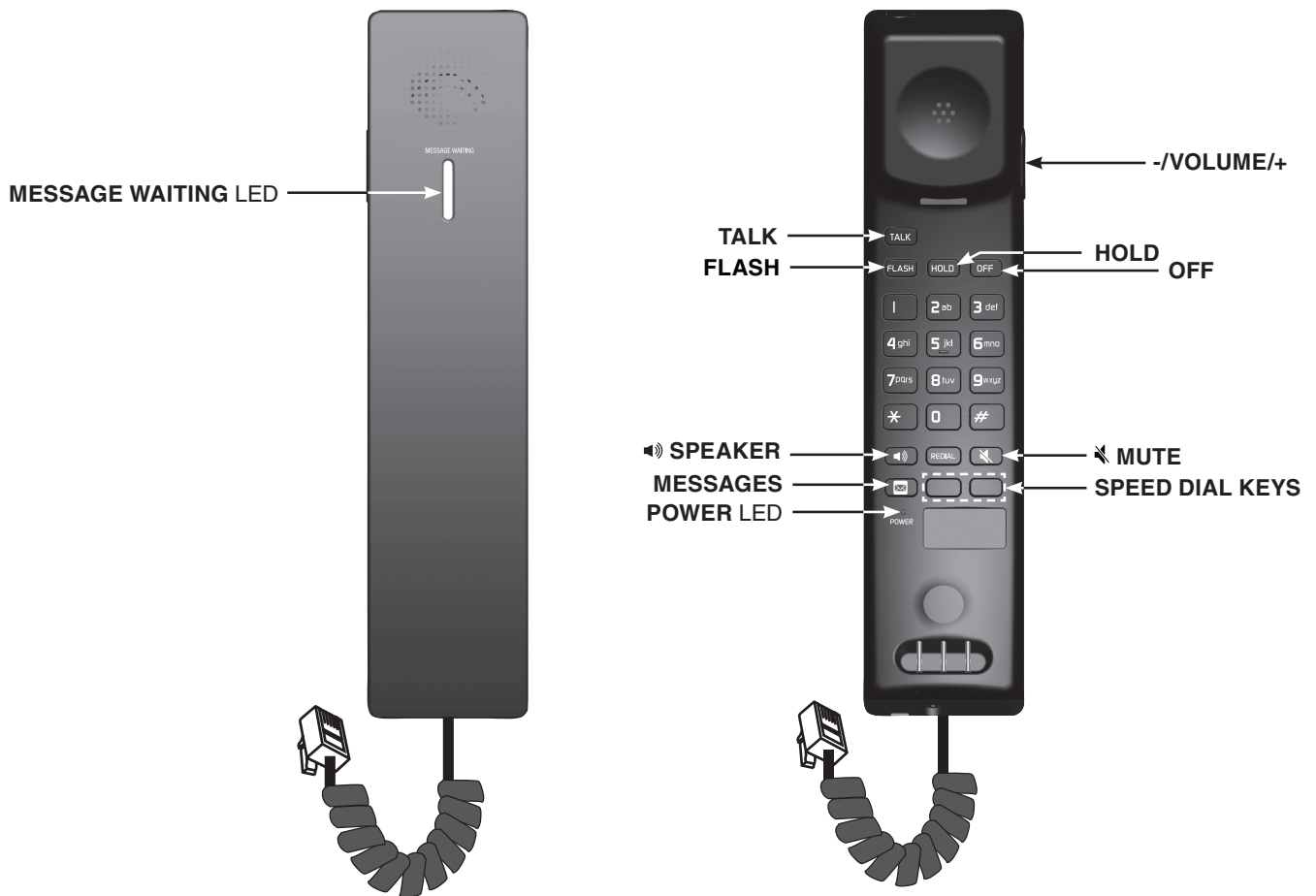
Parts checklist

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)

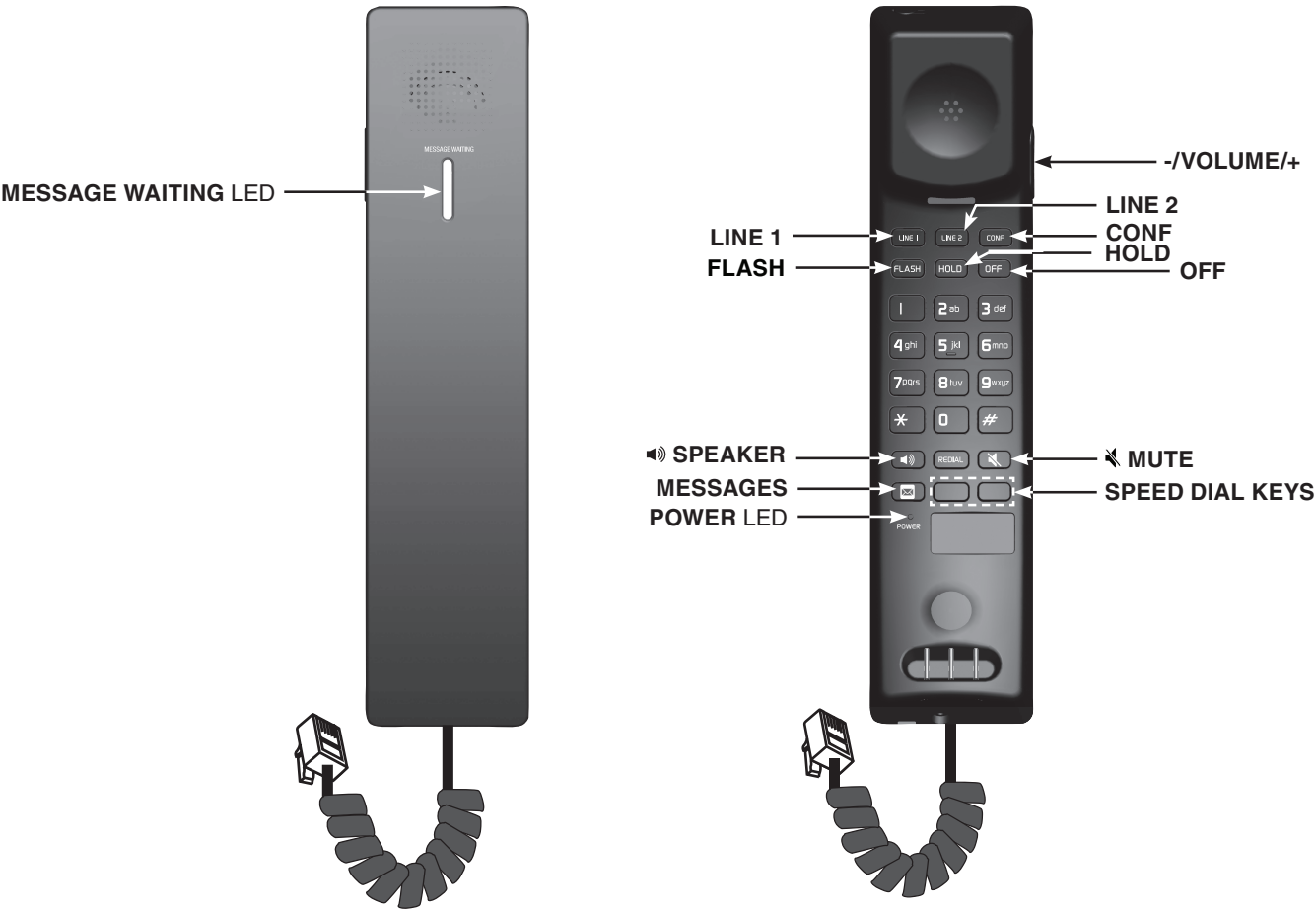
Telephone layout

SIP contemporary trimstyle 1-line - CTM-S2312



Telephone layout

SIP contemporary trimstyle 2-line - CTM-S2322



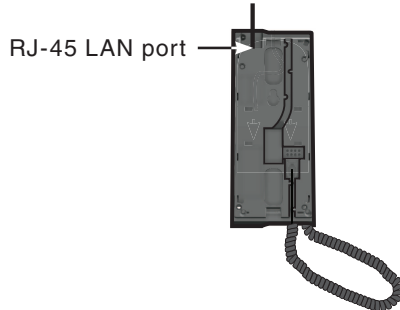
Telephone layout

Installation

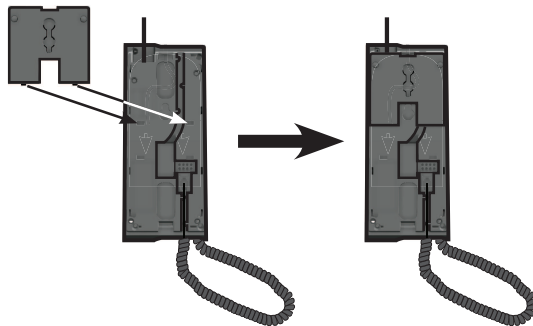
The telephone base can be adapted to desktop use or mount on a standard telephone wall plate.

Installation option - desktop position

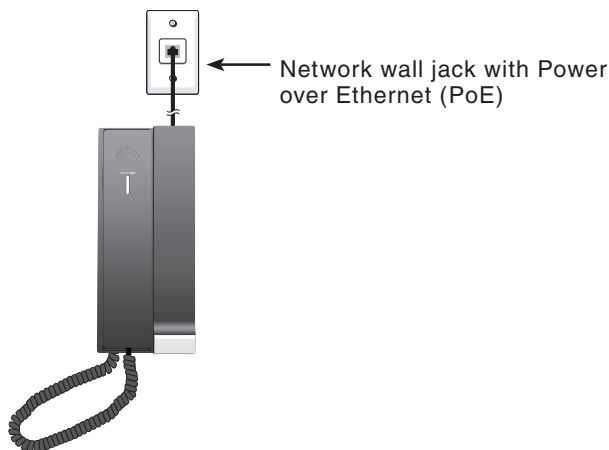
1. Turn the telephone base over with the bottom side facing up. Connect the Cat-5 network cable into the RJ-45 LAN port on the telephone base and route through the channel as shown below.



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.

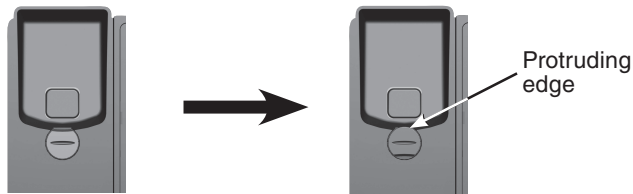
CAUTION:

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.

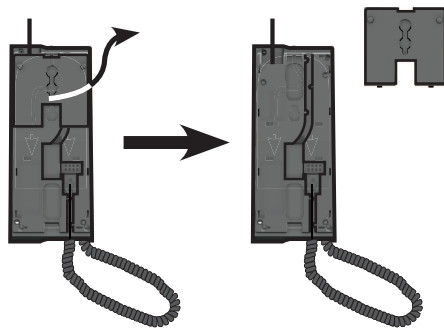
Installation

Installation option - converting from desktop to wall mount position

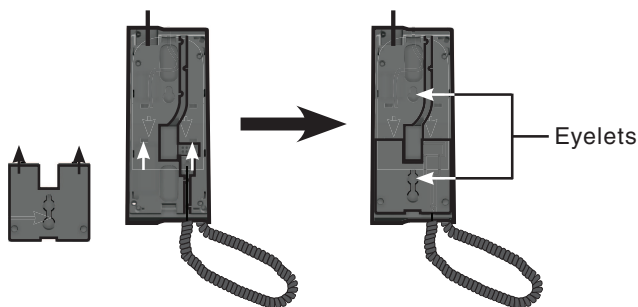
1. Unplug the Cat-5 network cable from the network wall jack.
2. Put the handset aside. On the telephone base, place a coin in the slit of the wall mount clip and rotate a half turn (180 degrees). It locks into place with the protruding edge pointing towards the upper edge of the telephone base. This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



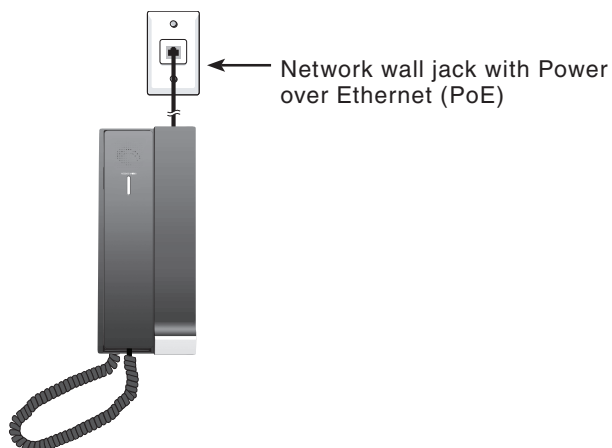
3. Remove the mounting bracket from the upper grooves of the telephone base.



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.vtechhotelp hones.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.
- This is normal that the cordless handset may become warm when the batteries are being charged or being used for a long period of time. To avoid damage, we recommend you do not place the product on antique/veneered wood.
- 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

Product disposal instructions for residential users

When you have no further use for it, please remove any batteries 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).

Warning

These are class A products. In a domestic environment these products may cause radio interference in which case the user may be required to take adequate measures.

Appendix

FCC, ACTA and IC regulations

FCC Part 15

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

WARNING: 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.

For cordless telephone only - Privacy of communications may not be ensured when using this telephone.

For cordless telephone only - To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage 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.

This device complies with Industry Canada RSS-102 with respect to Canada's Health Code 6 for Exposure of Humans to RF Fields.

This Class A digital apparatus complies with Industry Canada ICES-003

CAN ICES-3 (A)/NMB-3(A).

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 RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. 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.

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 device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

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

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

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

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	1921.536 - 1928.448MHz
Channels	5
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)

Index

A

Answer a call 7, 8

C

Call waiting 7, 8

Checklist 1–3

D

Disposal instructions 11

E

End a call 7, 8

Environmental notes 11

F

Flash 7

H

Hold 7, 8

I

Important safety instructions i

Initialization and system registration 4

J

Join a call 7, 8

L

Layout 2–15

Limited warranty 10

Listening volume 7, 8

M

Maintenance 12

Make a call 7, 8

Message waiting indicator 7, 8

Mute 7, 8

O

Operation 7–15

P

Parts checklist 1–3

Place a call 7, 8

Product disposal instructions 11

R

R&TTE 11

Receive a call 7, 8

Redial 7, 8

S

Safety instructions i

Settings 6–7

Share a call 7, 8

Speakerphone 7, 8

T

Technical information 11

Technical specifications 13–15

Telephone layout 2–15

Telephone operation 7–15

Telephone settings 6–7

Troubleshooting 9–10

V

Volume 7, 8

VTech Hospitality limited warranty program 10

W

Wall mount 4–5

Warranty 10



VTECH TELECOMMUNICATIONS LTD.
A member of THE VTECH GROUP OF COMPANIES.
VTech is the registered trademark of VTech Holdings Limited.
Petite™ Phone is a trademark of VTech Communications, Inc.
Copyright © 2018 for VTech Communications Inc.
All rights reserved. Printed in China. Version 2. 03/18.