vtech®

Hospitality Division

The VTech Advantage

Dialed in to the needs of the hospitality market

Founded in 1976, VTech is the world's leading manufacturer of cordless telephones. With a global Sales, Marketing, and R&D team and strong financial backing, we invest a significant portion of our earnings every year to analyze market needs and meet those needs using the latest technologies.

Our line of hotel phones leverages this expertise and resources—catering specifically to the hospitality market while providing clear cost and feature benefits. Our customers count on us to design, manufacture, deliver and support the world-class telephony products that help them enhance their guest experiences.

That's the VTech advantage.

Designed just for hotels

We've gone to great lengths to design a line of phones that services the unique needs of the hospitality industry. Our contemporary and classic styles complement a range of interiors, while innovative features and technologies accommodate a variety of business models, property needs and other special requirements. Some of these features include:

- Analog and SIP offerings
- Customizable faceplates and programmable guest service keys to highlight all the services and amenities hotels offer
- Antibacterial plastic to safeguard guests and housekeeping staff from germs
- Compact footprints
- Rubber inlays underneath keypads to protect against high humidity
- Redial memory that automatically clears after 15 minutes to ensure guest privacy
- Flash, hold, mute and conference calling support for busy executive
- Remote guest service key management (SIP phones)
- USB ports so guests can charge smartphones and other electronic devices (SIP phones)

Manufactured to perform

Located in Mainland China, the VTech manufacturing facility encompasses all phases of production: research and design, engineering, quality assurance, manufacturing and purchasing. Our designers, engineers and production managers work together closely during day-to-day operations. By having control over all phases of production, we're able to deliver a high volume of affordable, five-star telephones according to our customers' needs and schedules.

Our production processes adhere to Lean Six Sigma and ISO certification guidelines. In addition, before any of our products are mass-produced, they must pass three major iterative manufacturing stages to fine tune and ensure electrical, mechanical and plastic quality. The outcome is:

- **Shorter product innovation cycles:** Our continually evolving cell-based manufacturing system gives us a high degree of flexibility and ensures maximum efficiency.

- **Cost competitiveness:** We don't rely on others to reduce their manufacturing costs; we do it ourselves. As the world's largest

manufacturer of cordless telephones, we produce millions of products each month. These large volumes, combined with our centralized procurement, allow us to secure the best available prices for raw materials and components. With direct control over our factories, we are able to introduce improved products each year at ever-lower production costs.

- **Quality and safety:** In-house design and production means that we monitor quality at every step in the process. This ensures that all products leaving our factories comply with the strictest international safety and environmental standards.

Tested to last

We put all our hotel phones to the test, ensuring they meet the highest standards for endurance at each manufacturing milestone. To facilitate this, we have made sizeable investments in specialized equipment and setup procedures, such as humidity rooms and keypad reliability test machines.

Whatever the condition, chances are we've tested for it. That includes high-humidity, salinity and extreme temperature testing to ensure our phones perform in all climates and environments—from tropical resorts to ski lodges.

Sample temperature and humidity testing

To ensure our phones function normally at temperature and humidity extremes, we subject them to rigorous testing. In the high temperature example below, the phones were exposed to a high-temperature environment of 66 degrees Celsius (150 degrees Fahrenheit) at 15 percent relative humidity (RH) for 96 hours.

Test Type	Testing Parameter
Temperature and Humidity Soak	High temperature, 66 ºC, 15 %RH, 96 hours High Rel. Humidity, 32 ºC, 90 %RH, 96 hours Low temperature, -40 ºC, ** %RH, 48 hours
Thermal Shock	6 Transitions, 66 ºC to -40ºC, 1 hour each
Temperature and Humidity Cycling	27 Cycles, 66 ºC 15%, 32 ºC 90%, -40ºC

Sample mechanical durability testing

The mechanical parts on our phones are categorized and tested, or operated, according to their expected usage.

Testing Parameter	Number of Operations
Dial Address Buttons	100,000
Each Call Use - switch hook, on/off, handset charger contacts	75,000
Frequent Use - speaker button, line selection buttons, speed dials, volume button, # and * keys	50,000
Occasional Use - mute, hold, redial, flash, conference, intercom buttons	20,000
Infrequent Use - program, volume switches	5,000
Setup and Maintenance - line cord, handset cord, power cord, handset tab, wall mount, faceplates	500

On-time delivery

Centrally located in San Antonio, Texas, our distribution center is staffed 24/7 by personnel skilled at receiving, packaging and shipping customer orders to meet specific hospitality configurations. They place the highest priority on the timely and safe delivery of products.

Post-sales support

Our customer service commitment extends well beyond the final sale, with support for warranty, repair and technical services. An integrated customer relationship management (CRM) system ensures everyone in the company has visibility to each customer's order. That means no detail is ever left undone. Our customers can count on consistent service and immediate follow-up.

Green standards

Our green initiatives touch all aspects of our hospitality line—from engineering to packaging. Our earth-friendly practices include the following commitments:

- All of our products meet RoHS regulations, which restrict the use of mercury, lead, hexavalent chromium, cadmium and a range of flame retardants.
- VTech is a participating member of the Rechargeable Battery Recycling Corporation (RBRC), a nonprofit public service organization dedicated to preserving our environment by preventing rechargeable batteries from entering the solid waste stream.
- VTech phones are packaged using 100% recyclable materials and a reduced amount of plastic.
- In our offices and factories, we have reduced our use of paper and recycling materials.
- We also aim to use fewer components, which reduces our cost of materials, waste and impact on the environment. At the same time, consumers get the direct benefit of cost savings.
- Our products are Energy Star® certified—one more sign that we're doing everything to promote energy efficiency.