vtech®
Hospitality Division

In 2013, VTech introduced its second generation of cordless handsets with 3 programmable speed dials—providing guests with easier access to hotel services. To minimize disruption to VTech's channel partners and the thousands of hotels using our first generation of products, we made sure to engineer the new handsets to be backwards- and forward- compatible with our product line.

Base/Handset	First-generation handsets (C4100, C4200, C4400, C4500, CTM-A241HS, CTM-A242HS, CTM-S241HS,CTM-S242HS)	Second-generation handsets with speed dials (CTM-C4101, CTM-C4201, CTM-C4401, CTM-C4501, CTM-A241SD, CTM A242SD, CTM-S241SD, CTM-S242SD)
First-generation base (A2410, A2420, S2410, S2420)	✓ COMPATIBLE	✓ COMPATIBLE
Second-generation base (CTM-A2411, CTM-A2411-BATT, CTM-A2421, CTM-A2421-BATT, CTM-S2411, CTM-S2421, CTM-A2510)	✓ COMPATIBLE *except CTM-A2510	✓ COMPATIBLE

Note: Analog handsets only register to analog bases. SIP handsets only register to SIP bases.

Handset Registration Instructions:

- Place the cordless handset on the telephone base cradle.
- Handset registration happens automatically the first time a cordless handset is placed on the telephone base.
- When the registration process completes, the MESSAGE WAITING LED flashes once and you hear 3 rising beeps as confirmation.
- Each telephone base accommodates up to 4 cordless handsets or accessory Petite Phones®.

In 2013, VTech introduced an accessory version of our popular Petite Phone®. As an accessory phone, it comes with a USB charging port and registers to a cordless base—making it an ideal choice for a second in-room phone. Requiring only an electrical outlet for installation, it is a cost-effective option, too.

Base/Handset	**NEW** Accessory Petite Phone (CTM-A241P, CTM-A242P CTM-S241P, CTM-S242P)
First-generation base (A2410, A2420, S2410, S2420)	✗ NOT COMPATIBLE
Second-generation base (CTM-A2411, CTM-A2411-BATT, CTM-A2421, CTM-A2421-BATT, CTM-S2411, CTM-S2421, CTM-A2510)	✓ COMPATIBLE

Accessory Petite Phone Registration Instructions:

- When the telephone base is idle, press 123 and then press HOLD. The MESSAGE WAITING LED turns on for about 90 seconds.
- Press 123 and then HOLD on the accessory Petite Phone; the MESSAGE WAITING LED on the accessory Petite Phone turns on for 90 seconds.
- When the registration process completes, you hear 3 rising beeps as confirmation. Each telephone base accommodates up to 4 cordless handsets or accessory Petite Phones.

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Frequently Asked Questions

1. *Are there other differences between the first-generation and second-generation phones?*
   Yes. The intercom key has been removed on the second-generation base to add a speed dial key, for a total of 11 speed dials on the base. The intercom key has been removed on the second-generation handset to add a speed dial key, for a total of 3 speed dials on the handset.

2. *Which speed dial keys are removable on the second-generation phones?*

On the base, speed dials #1-10 are removable.

Speed dial #11 is not removable.

On the handset, speed dials #1-3 are not removable. Speed dial #1 is labeled as "Messages." Speed dials #2-3 can be labeled according to your choice.

3. *Why did you remove the intercom feature?*
   The intercom feature allowed calls between the handset and base within the guest room. From our market feedback, the intercom is rarely used. Rooms with one guest never utilized this feature, and most rooms with more than one guest have floorplans where people can simply talk to each other in person rather than talking via intercom.

4. *Why did you add three speed dial keys to the cordless handset?*
   Cordless handsets allow guests to talk on the phone anywhere in the guestroom instead of being tethered to the base. With speed dial keys on the cordless handsets, guests have the convenience of checking messages, calling the front desk, or getting help from wherever they are without walking back to the phone base.

5. *Why did you add an 11th speed dial key to the base?*
   Many hotels are accustomed to phones where the message waiting indicator also acts as a message retrieval key, in addition to 10 speed dial keys. Hotels can now smoothly transition their speed-dial key configuration to VTech models without much hassle.

6. *I am working on a hotel renovation project with phased phone installation. I already have half of the rooms installed with your first-generation phones. I want all the guests to use the same phones. Can I still purchase your first-generation products?*
   Yes, you can. Please allow for additional leadtime of 14 weeks to fulfill your order.