



Analog Classic Series Master User Guide

Models:

Analog corded lobby hotel telephone - A1100,
Analog corded 1-line hotel telephone - A1210,
Analog corded 2-line hotel telephone - A1220,
Analog corded trimstyle hotel telephone - A1310,
Analog cordless 1-line hotel telephone - A1410,
Analog cordless 2-line hotel telephone - A1420,
Analog cordless charging base - C3000,
Analog cordless 1-line accessory handset - C3100, and
Analog cordless 2-line accessory handset - C3200

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. 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 positioning the eyelets on the telephone base and the mounting bracket against the mounting studs. 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. **CAUTION:** Keep small metallic objects such as pins and staples away from the handset receiver.
22. **CAUTION:** There may be a risk of explosion if a wrong type of handset battery is used (A1410, A1420, C3100 and C3200). Use only the supplied rechargeable battery (BT264392/BT266342) or replacement battery (BT266342). Dispose of used batteries according to the information in **The RBRC® seal** in the user's manual.























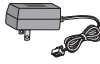










SAVE THESE INSTRUCTIONS

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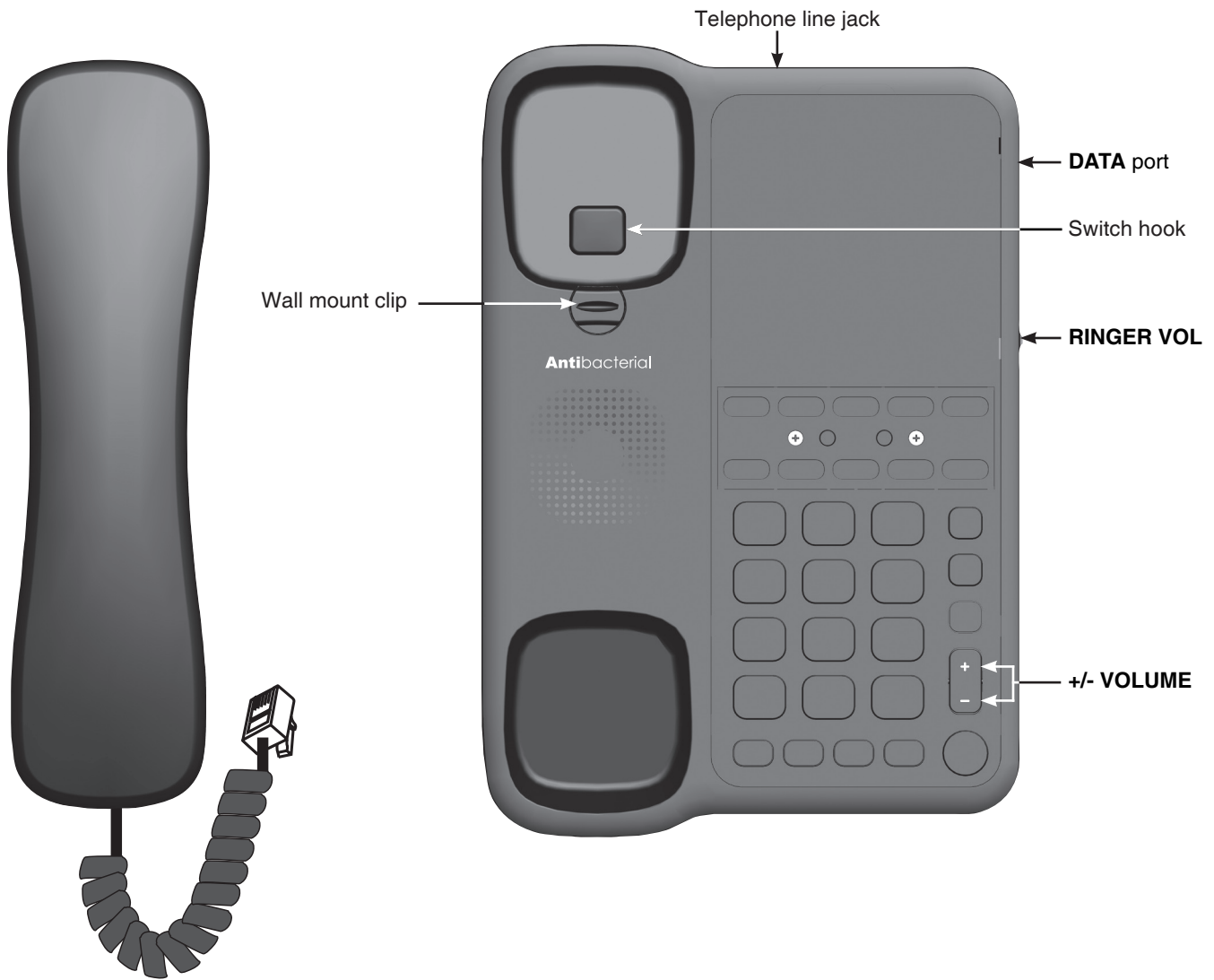
Parts checklist

Items contained in the respective telephone package:

Model name	Model number	Parts included
Analog corded lobby	A1100	   Telephone base with faceplate and overlay Corded handset Telephone line cord
Analog corded 1-line	A1210	   Telephone base with faceplate and overlay Corded handset Telephone line cord
Analog corded 2-line	A1220	   Telephone base with faceplate and overlay Corded handset Telephone line cord
Analog trimstyle 1-line	A1310	   Telephone base with faceplate and overlay Corded handset Telephone line cord (2)
Analog cordless 1-line	A1410	      Telephone base with faceplate and overlay Cordless handset Battery Screw Power adapter with RJ-45 cord Telephone line cord
Analog cordless 2-line	A1420	      Telephone base with faceplate and overlay Cordless handset Battery Screw Power adapter with RJ-45 cord Telephone line cord
Analog cordless charging base	C3000	   Charging base Mounting bracket with a screw Power adapter with RJ-45 cord
Analog cordless 1-line accessory handset	C3100	   Cordless handset Battery Screw
Analog cordless 2-line accessory handset	C3200	   Cordless handset Battery Screw

Telephone layout

Analog corded lobby - A1100



Telephone layout

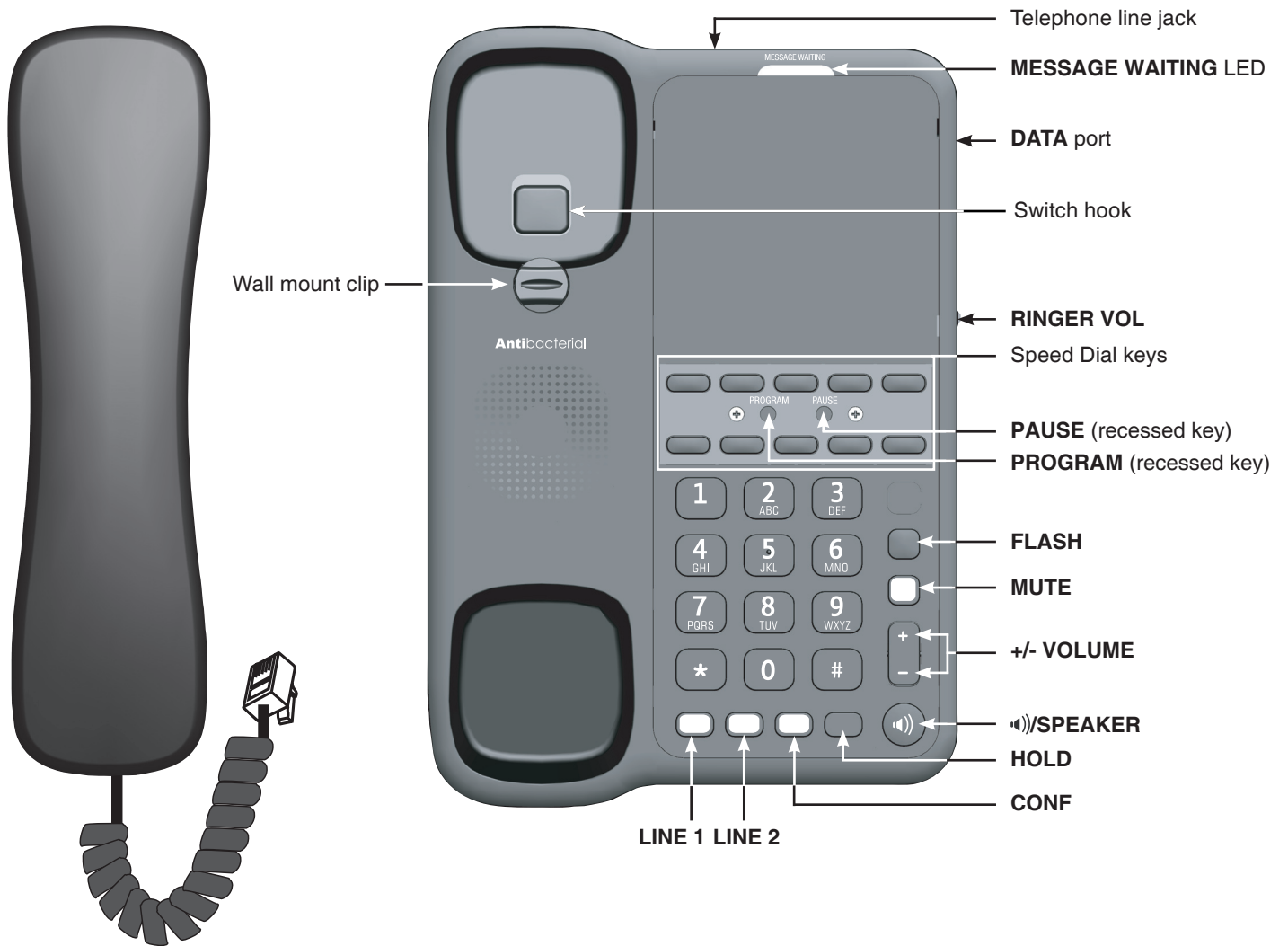
Analog corded 1-line - A1210



Telephone layout

Telephone layout

Analog corded 2-line - A1220



Telephone layout

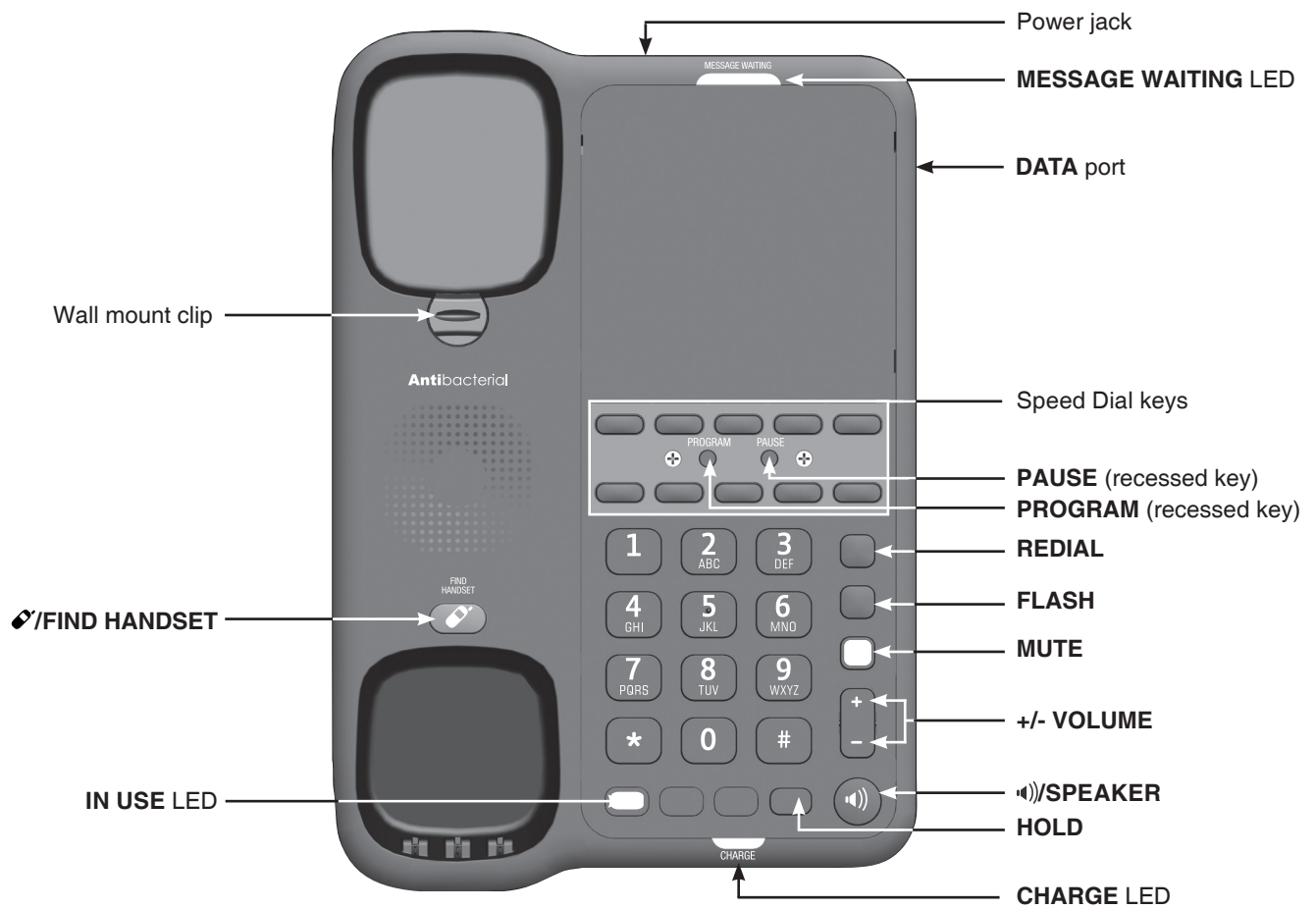
Analog corded trimstyle - A1310



Telephone layout

Telephone layout

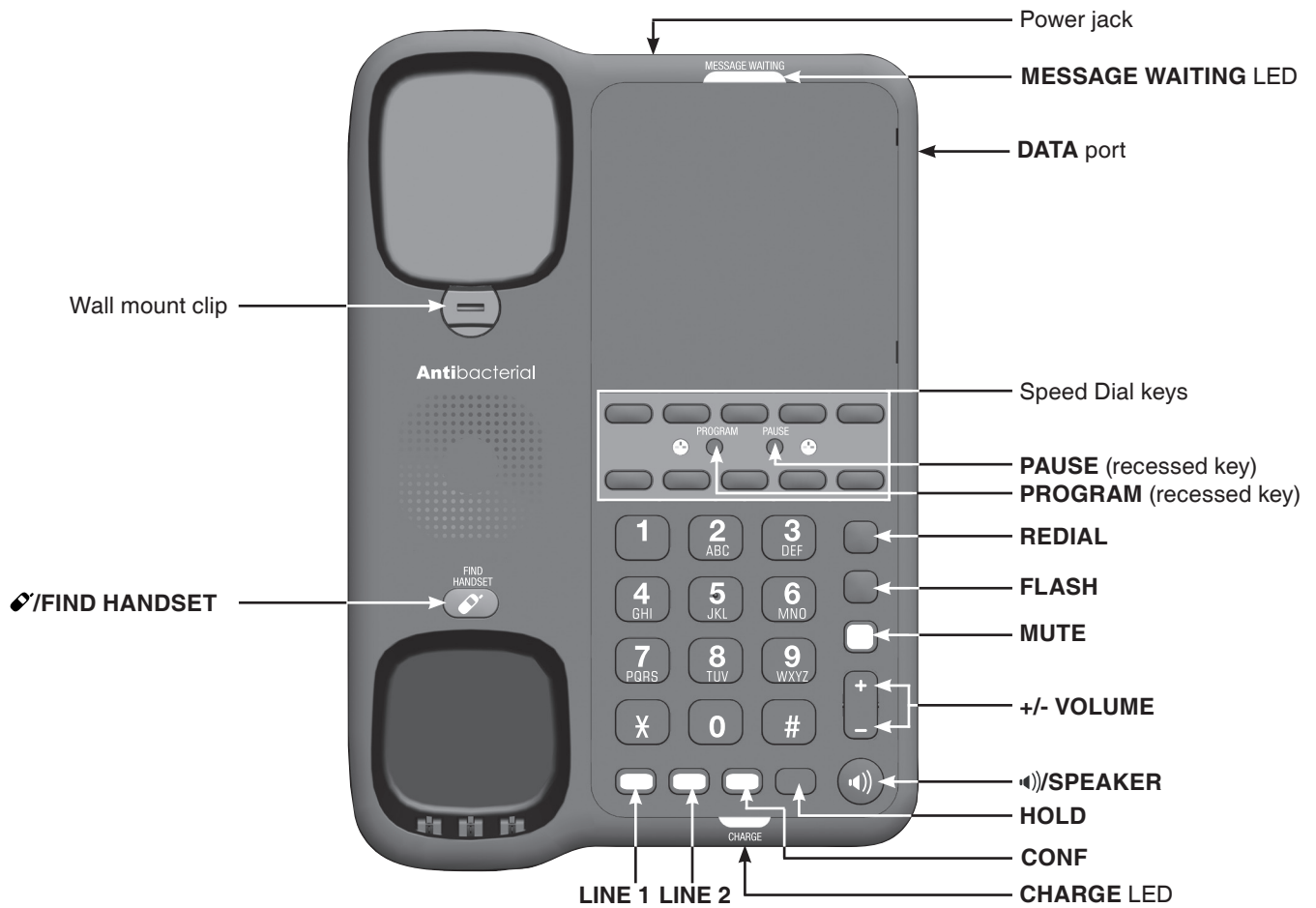
Analog cordless 1-line - A1410



Telephone layout

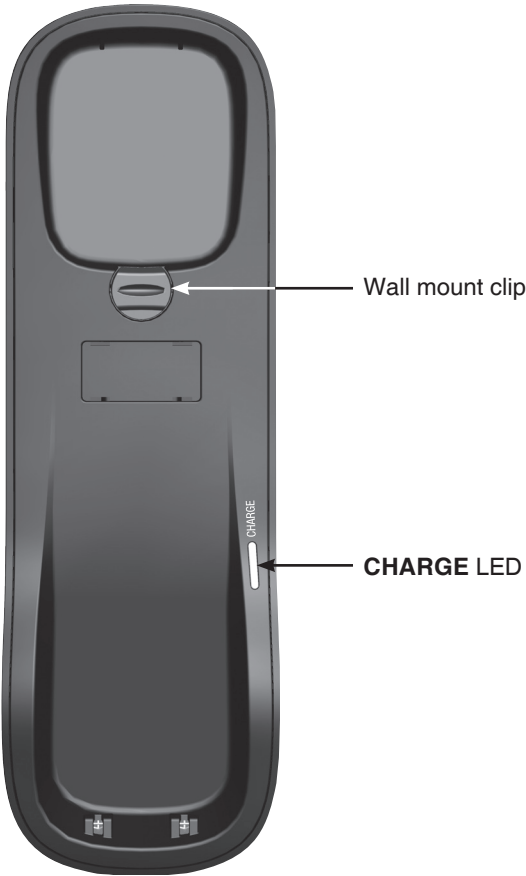
Analog cordless 2-line - A1420

Telephone layout



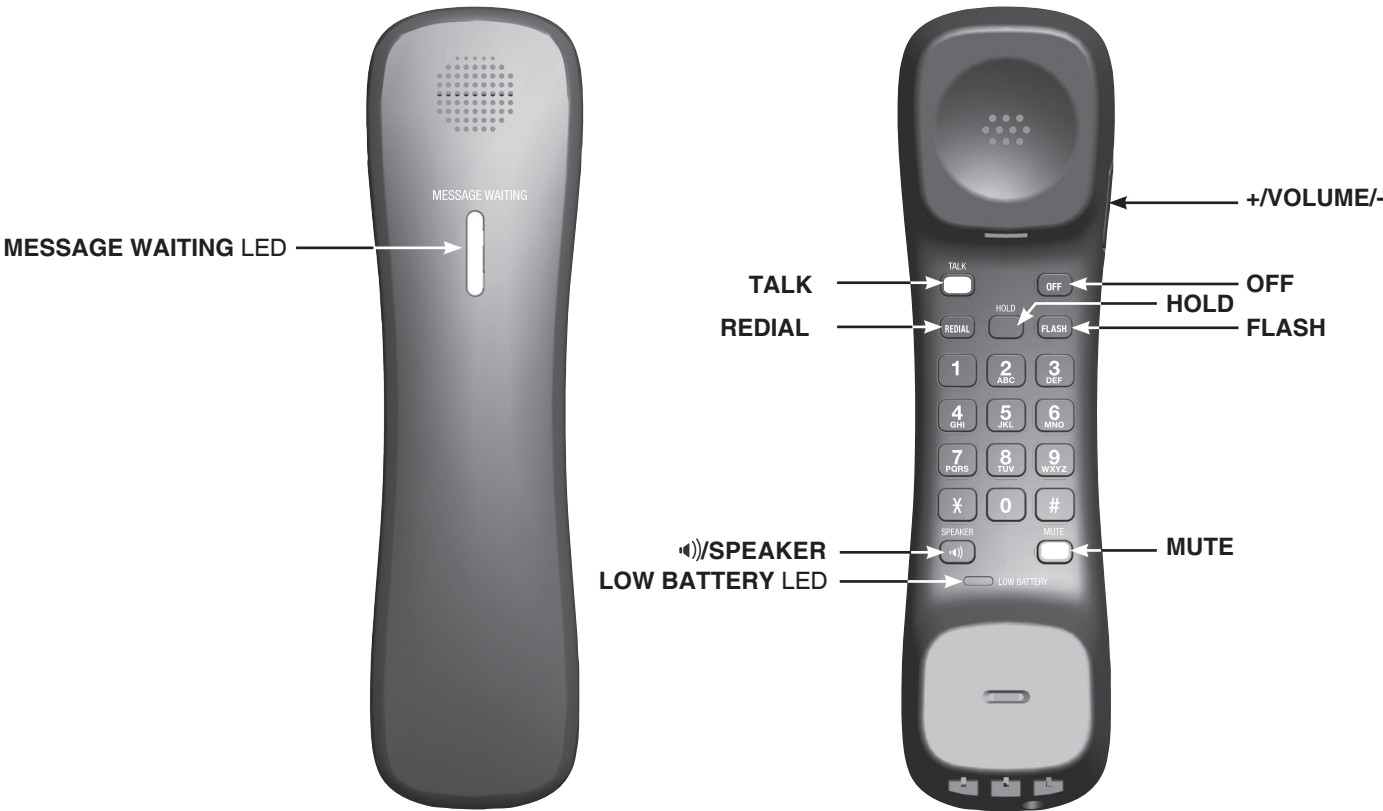
Telephone layout

Analog cordless charging base - C3000



Telephone layout

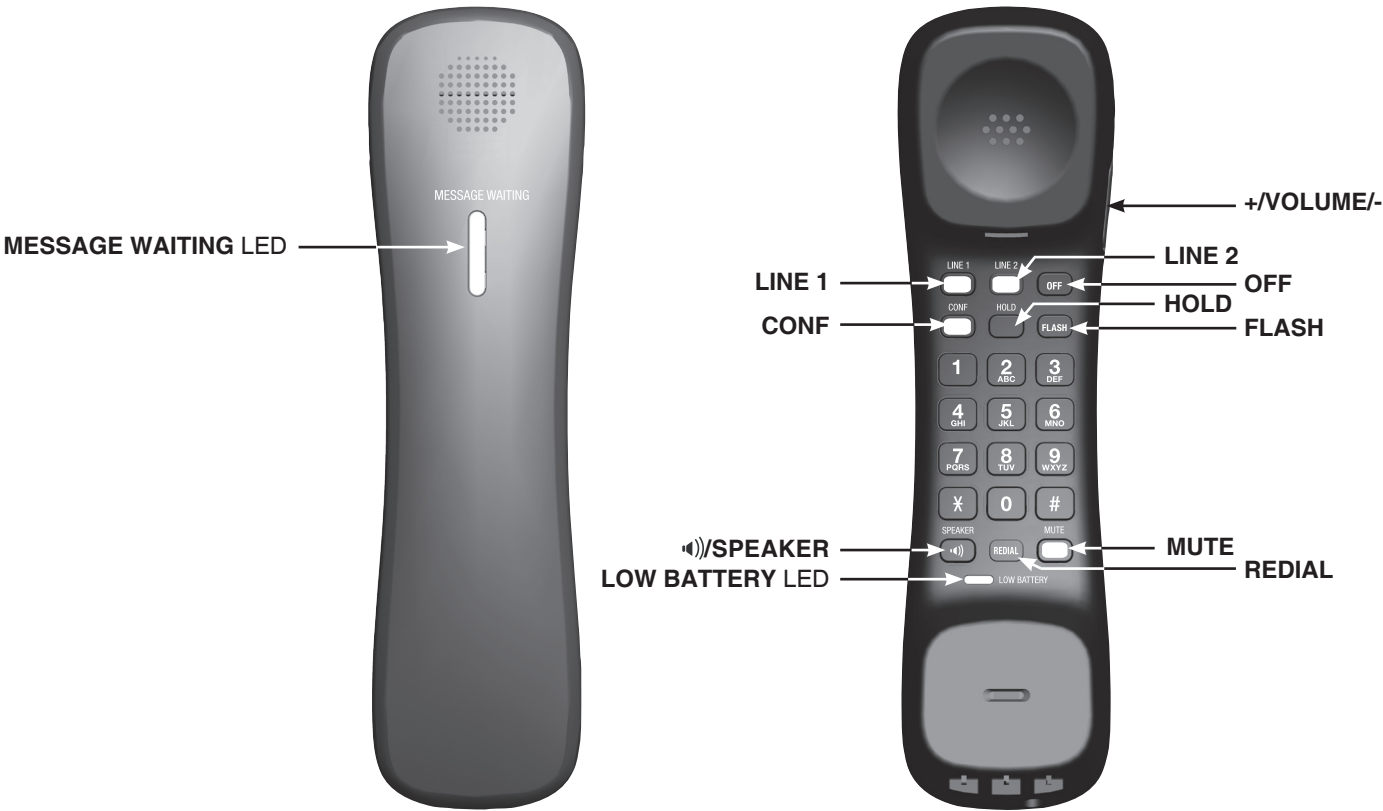
Analog cordless 1-line accessory handset - C3100



Telephone layout

Telephone layout

Analog cordless 2-line accessory handset - C3200

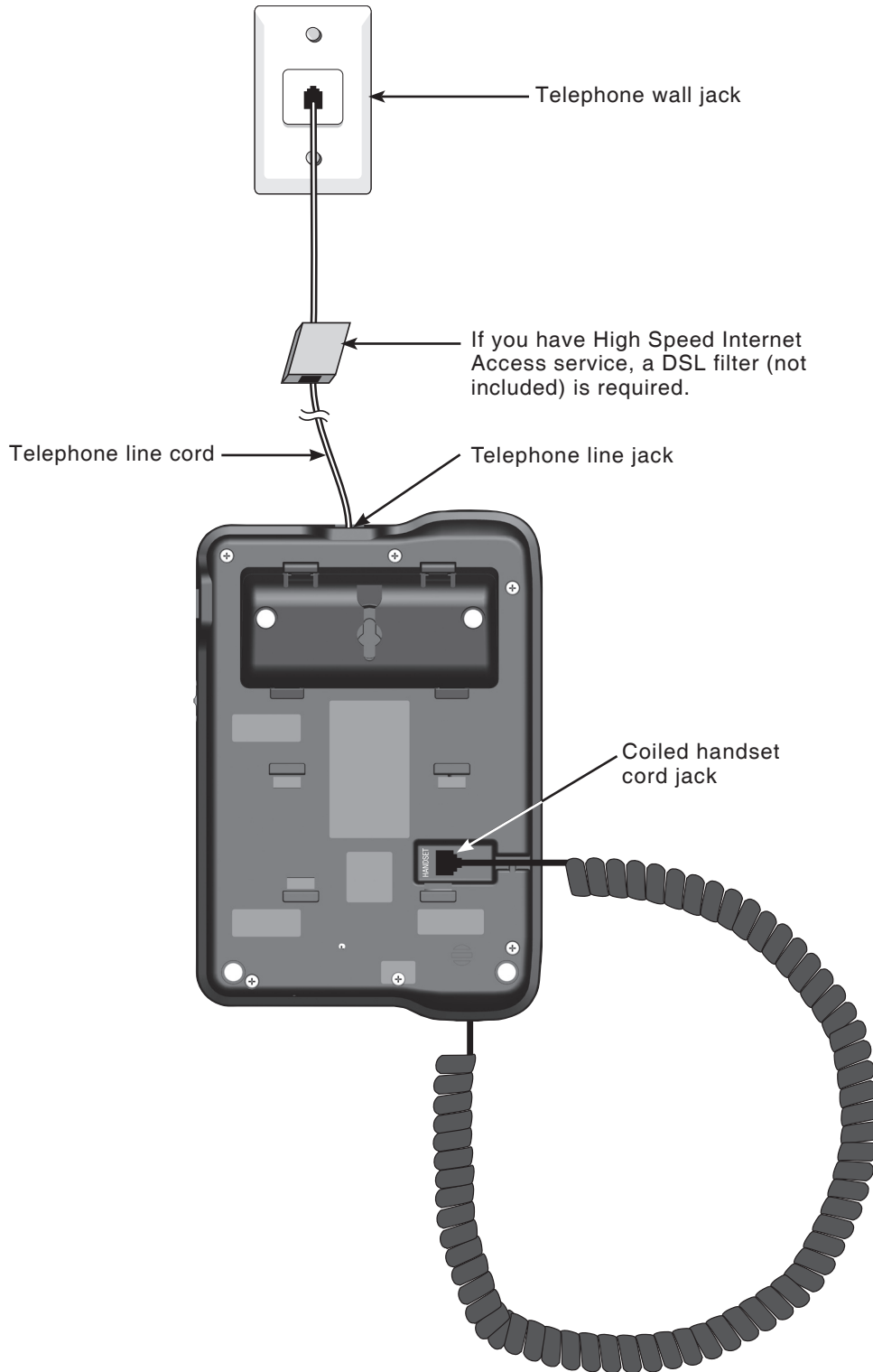


Installation

Analog corded lobby/1-line/2-line - A1100/A1210/A1220

Telephone base installation

The telephone comes ready for desktop use. Install the telephone base as shown below.



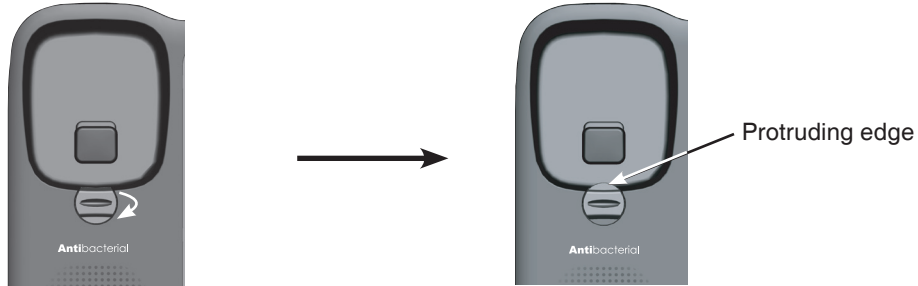
Installation

Analog corded lobby/1-line/2-line - A1100/A1210/A1220

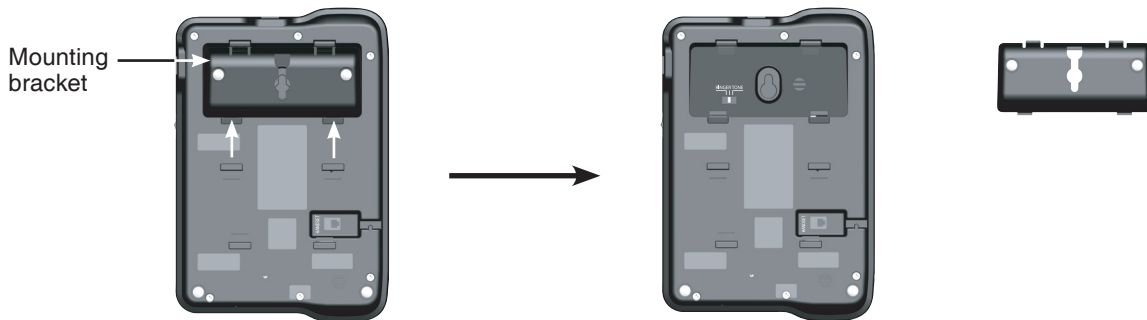
Installation option - converting from desktop to wall mount position

To mount the telephone base on the wall:

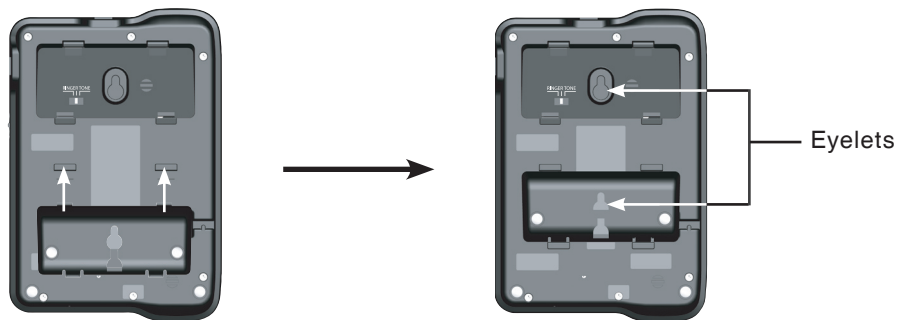
1. Put the corded handset aside. On the telephone base, place a coin in the slit of the wall mount clip and rotate a half turn (180 degrees). It locks into place with the protruding edge pointing towards the upper edge of the telephone base. This protruding edge holds the handset when the phone is mounted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



2. Turn the telephone base over with the bottom side facing up. Press the tabs of the mounting bracket as the direction indicated below to release and remove the mounting bracket from the telephone base.



3. Rotate the mounting bracket. Insert the tabs of the mounting bracket into the middle grooves on the telephone base as shown below. Then press the tabs and push the mounting bracket into the lower grooves on the telephone base until they lock securely.



4. Mount the telephone base on the wall by positioning the eyelets on the telephone base and the mounting bracket against the mounting studs. Then slide the telephone base down on both mounting studs until it locks into place.
5. Replace the handset on the telephone base cradle.

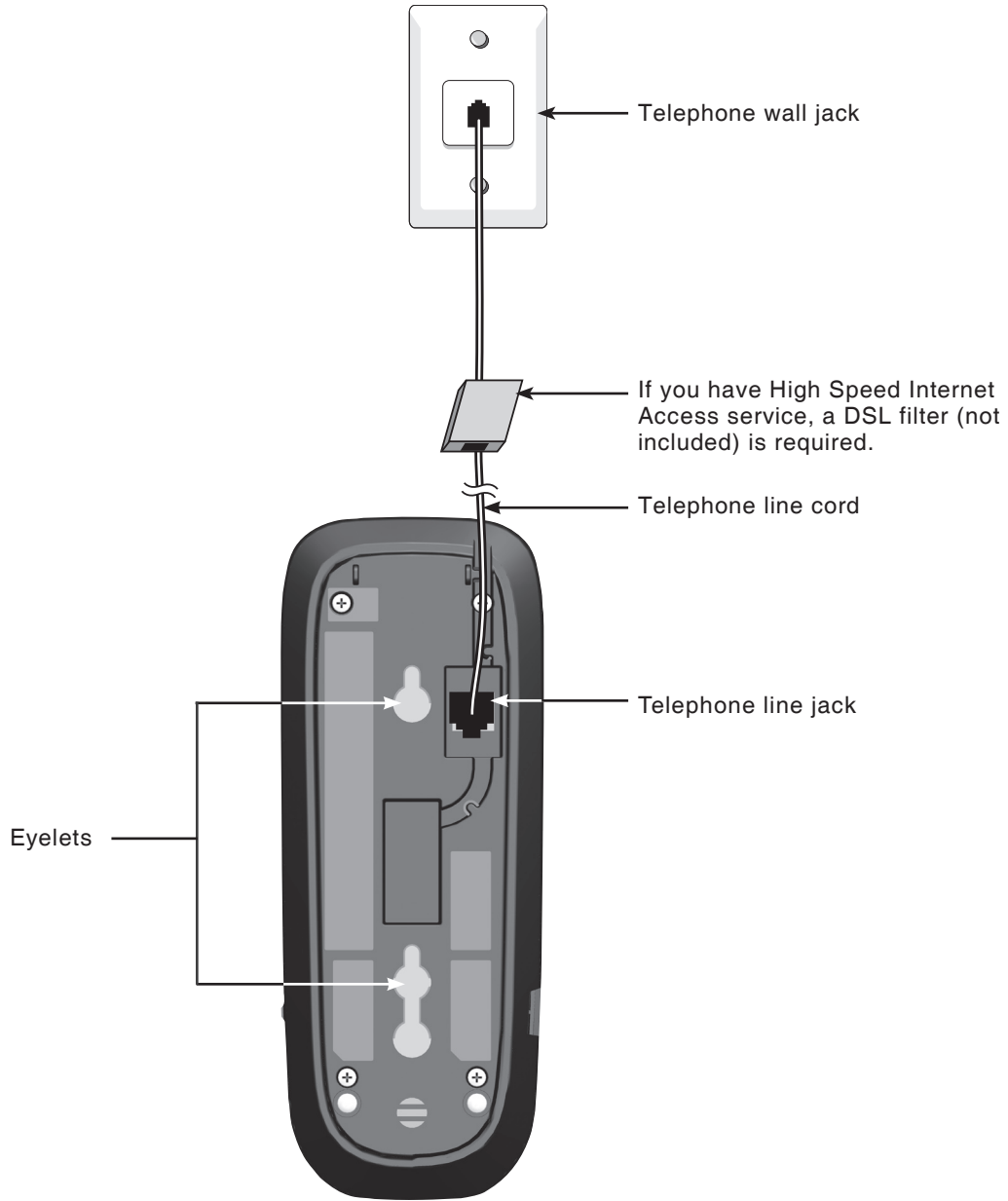
Installation

Analog corded trimstyle - A1310

Telephone installation

The telephone is designed to mount on a standard telephone wall plate.

1. Install the telephone base as shown below.



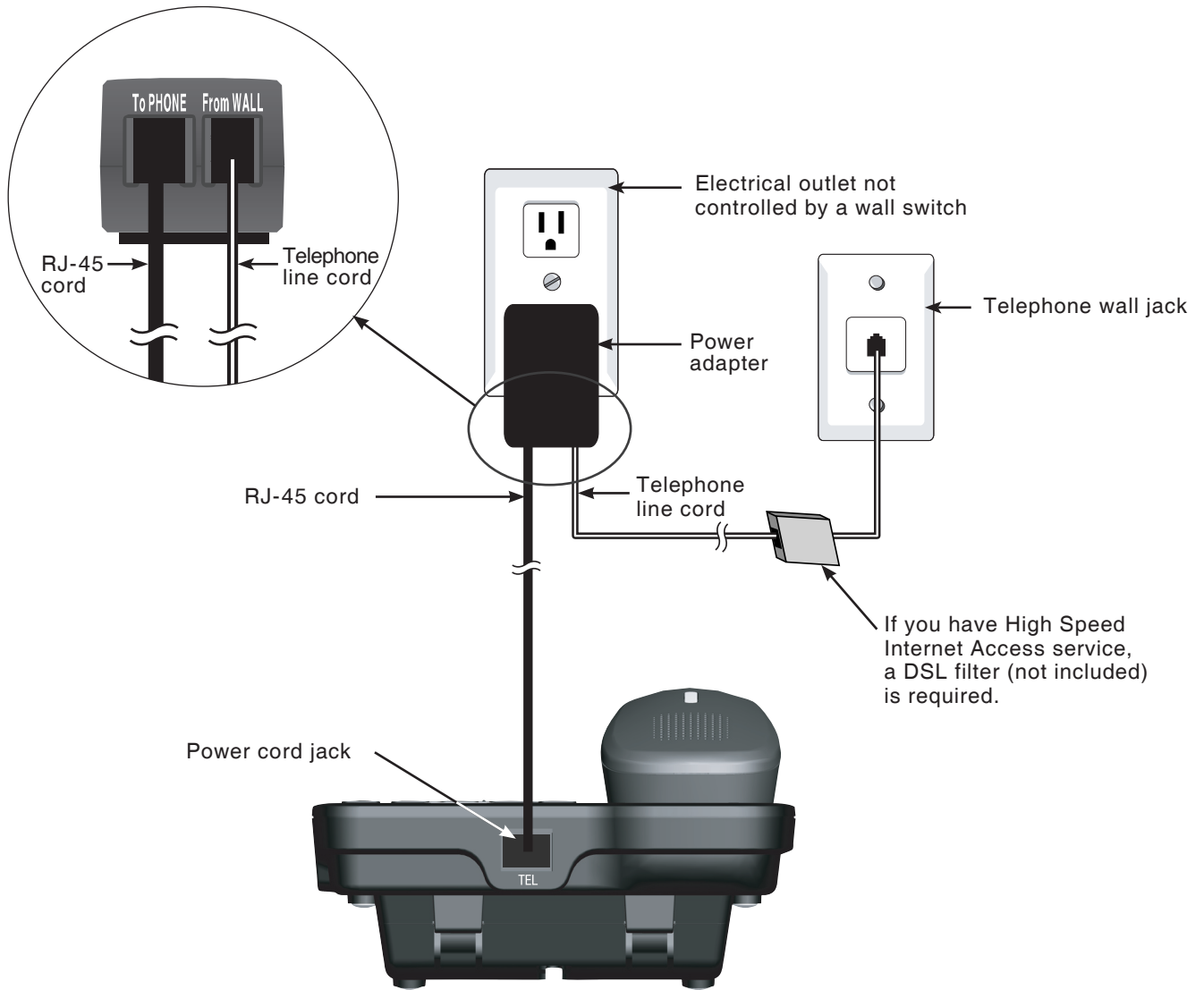
2. After installing the telephone base, mount it on the wall by positioning the eyelets on the telephone base against the mounting studs of the wall plate. Then slide the telephone base down on both mounting studs until it locks into place.

Installation

Analog cordless 1-line/2-line - A1410/A1420

Telephone base installation

The telephone comes ready for desktop use. Install the telephone base as shown below.



1. When the telephone base has been initially installed, make sure the power adapter is securely plugged into an outlet not controlled by a wall switch, and the telephone line cord is plugged firmly into the power adapter and the telephone wall jack.
2. Press **SPEAKER** on the telephone base. Listen for a dial tone and then press **SPEAKER** again to hang up.

CAUTION:

Use only the supplied RJ-45 cord and power adapter. RJ-45 cord is not designed for use in any other IT devices. Misuse of RJ-45 cord on your other IT devices shall be prohibited. To order a replacement, call 1-888-907-2007.

Installation

Analog cordless 1-line/2-line - A1410/A1420

Handset battery installation

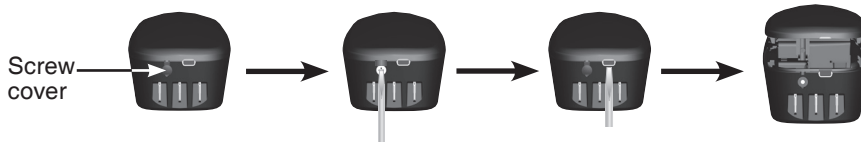
Install the battery as shown below.

1. Gently lift the handset cover. Do not detach the speaker wires between the handset cover and the handset.
2. Plug the battery connector securely into the socket inside the handset battery compartment.
3. Place the battery with the label **THIS SIDE UP** facing up and the wires inside the battery compartment.
4. To replace the handset cover, align all the tabs on the handset cover against the corresponding grooves on the handset, then firmly push downward until all the tabs lock in the grooves. Then install the screw.



Replace a handset battery

1. Use a narrow object to pry open the screw cover and remove the screw. Then insert a 5 mm standard screwdriver in the provided slot and twist to open the handset cover. Do not detach the speaker wires between the handset cover and the handset.



2. Unplug the battery connector from the socket and then remove the battery from the handset battery compartment.
3. Follow Step 2 to Step 4 in **Handset battery installation** above to install a new battery.

CAUTIONS:

- There may be a risk of explosion if a wrong type of handset battery is used. Use only the supplied rechargeable battery (BT264392/BT266342) or replacement battery (BT266342). To order a replacement, call 1-888-907-2007.
- FCC ID is shown on the back of the cordless handset body after the handset cover is removed.
- Dispose of used batteries according to the information in **The RBRC® seal** on page 38.

Handset registration

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. When you already have 4 registered handsets, you can replace one of them by a new handset if any one of the 4 registered handsets is disconnected from the base, for example, it is out of range, or its battery is removed or depleted. The previous registered handset is then deregistered from the telephone base.

Handset deregistration

When a registered cordless handset is idle, press ***331734#** and then press **HOLD**. You hear 3 rising beeps as confirmation when the deregistration process completes.

Register a handset to another telephone base

Any analog cordless 1-line handset can register to any analog cordless 1-line telephone base. Any analog cordless 2-line handset can register to any analog cordless 2-line telephone base.

When a registered cordless handset is idle, place it on another telephone base. This cordless handset automatically registers to the new telephone base.

Handset battery charging

The battery must be fully charged before using the cordless handset for the first time. The **CHARGE LED** turns on when the cordless handset is charging on the telephone base or charging base. The battery is fully charged after 16 hours of continuous charging. For best performance, keep the cordless handset in the telephone base or charging base when not in use.

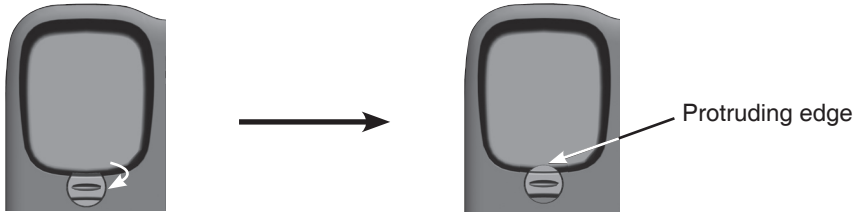
Installation

Analog cordless 1-line/2-line - A1410/A1420

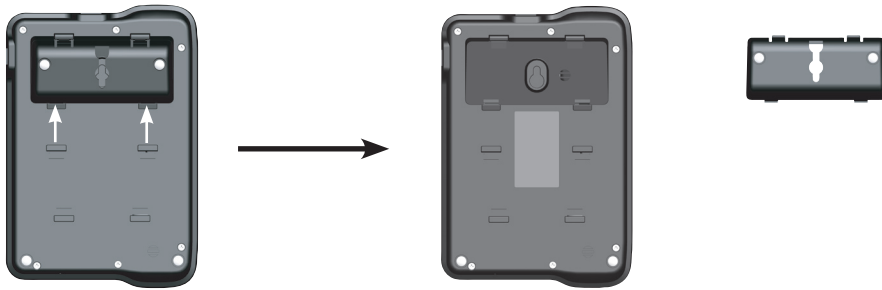
Installation option - converting from desktop to wall mount position

To mount the telephone base on the wall:

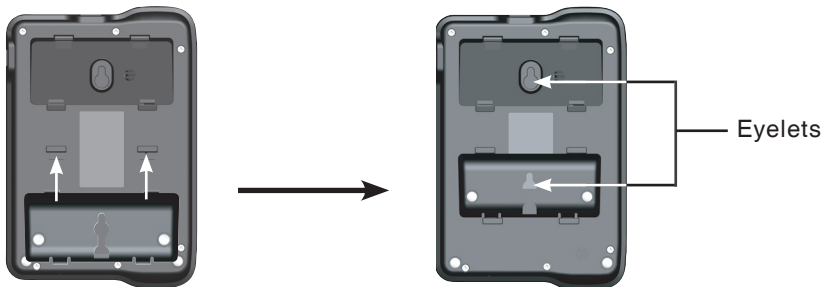
1. Unplug the power adapter and telephone line cord. Disconnect the power cord from the telephone base.
2. Remove the cordless handset from the telephone base. On the telephone base, place a coin in the slit of the wall mount clip and rotate a half turn (180 degrees). It locks into place with the protruding edge pointing towards the upper edge of the telephone base. This protruding edge holds the cordless handset when the phone is mounted on the wall.



3. Turn the telephone base over with the bottom side facing up. Press the tabs of the mounting bracket as the direction indicated below to release and remove the mounting bracket from the telephone base.



4. Rotate the mounting bracket. Insert the tabs of the mounting bracket into the middle grooves on the telephone base as shown below. Then press the tabs and push the mounting bracket into the lower grooves on the telephone base until they lock securely.



5. Mount the telephone base on the wall by positioning the eyelets on the telephone base and mounting bracket against the mounting studs of the wall plate. Then slide the telephone base down on both mounting studs until it locks into place.
6. Connect the power cord to the telephone base. Plug the power adapter into an electrical outlet not controlled by a wall switch, and plug the telephone line cord into the telephone wall jack. Then replace the cordless handset on the telephone base cradle.

Installation

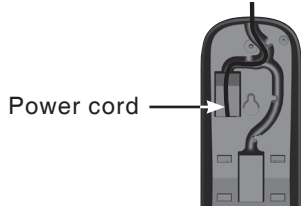
Analog cordless charging base - C3000

Charging base installation

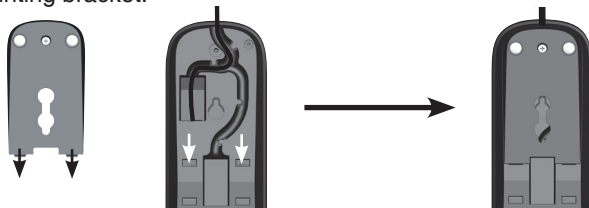
The charging base can be adapted to desktop use or mount on a standard telephone wall plate.

Installation option - desktop position

1. Turn the charging base over with the bottom side facing up. Connect the power cord to the charging base.



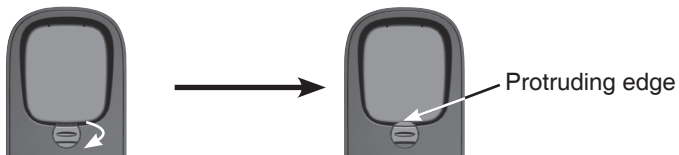
2. Position the mounting bracket as shown. Insert the tabs into the upper grooves and tighten the screw to affix the mounting bracket.



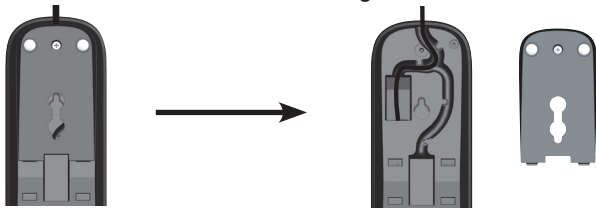
3. Plug the power adapter into an electrical outlet not controlled by a wall switch.

Installation option - converting from desktop to wall mount position

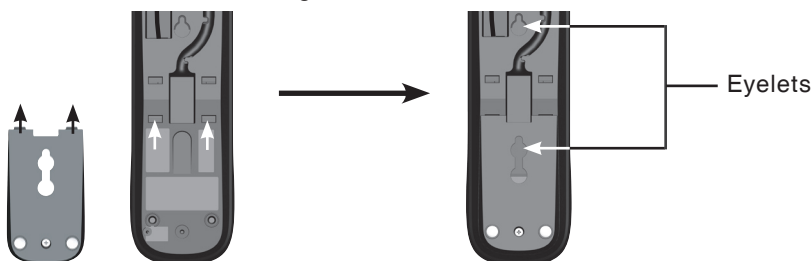
1. Unplug the power adapter from the electrical outlet.
2. On the telephone base, place a coin in the slit of the wall mount clip and rotate a half turn (180 degrees). It locks into place with the protruding edge pointing towards the upper edge of the charging base. This protruding edge holds the cordless handset when the phone is mounted on the wall.



3. Loosen the screw from the mounting bracket and remove the mounting bracket from the upper grooves.



4. Rotate the mounting bracket. Insert the tabs of the mounting bracket into the lower grooves of the charging base. Then tighten the screw to affix the mounting bracket.



5. Mount the charging base on the wall by positioning the eyelets on the charging base and the mounting bracket against the mounting studs of the wall plate. Then slide the charging base down on both mounting studs until it locks into place.
6. Plug the power adapter into an electrical outlet not controlled by a wall switch.

Installation

Analog cordless 1-line/2-line accessory handset - C3100/C3200

Handset battery installation

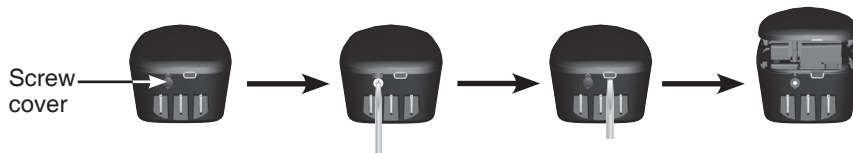
Install the battery as shown below.

1. Gently lift the handset cover. Do not detach the speaker wires between the handset cover and the handset.
2. Plug the battery connector securely into the socket inside the handset battery compartment.
3. Place the battery with the label **THIS SIDE UP** facing up and the wires inside the battery compartment.
4. To replace the handset cover, align all the tabs on the handset cover against the corresponding grooves on the handset, then firmly push downward until all the tabs lock in the grooves. Then install the screw.



Replace a handset battery

1. Use a narrow object to pry open the screw cover and remove the screw. Then insert a 5 mm standard screwdriver in the provided slot and twist to open the handset cover. Do not detach the speaker wires between the handset cover and the handset.



2. Unplug the battery connector from the socket and then remove the battery from the handset battery compartment.
3. Follow Step 2 to Step 4 in **Handset battery installation** above to install a new battery.

CAUTIONS:

- There may be a risk of explosion if a wrong type of handset battery is used. Use only the supplied rechargeable battery (BT264392/BT266342) or replacement battery (BT266342). To order a replacement, call 1-888-907-2007.
- FCC ID is shown on the back of the cordless handset body after the handset cover is removed.
- Dispose of used batteries according to the information in **The RBRC® seal** on page 38.

Handset registration

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. When you already have 4 registered handsets, you can replace one of them by a new handset if any one of the 4 registered handsets is disconnected from the base, for example, it is out of range, or its battery is removed or depleted. The previous registered handset is then deregistered from the telephone base.

Handset deregistration

When a registered cordless handset is idle, press ***331734#** and then press **HOLD**. You hear 3 rising beeps as confirmation when the deregistration process completes.

Register a handset to another telephone base

Any analog cordless 1-line handset can register to any analog cordless 1-line telephone base. Any analog cordless 2-line handset can register to any analog cordless 2-line telephone base.

When a registered cordless handset is idle, place it on another telephone base. This cordless handset automatically registers to the new telephone base.

Handset battery charging

The battery must be fully charged before using the cordless handset for the first time. The **CHARGE** LED turns on when the cordless handset is charging on the telephone base or charging base. The battery is fully charged after 16 hours of continuous charging. For best performance, keep the cordless handset in the telephone base or charging base when not in use.

Telephone settings

Analog corded lobby/1-line/2-line - A1100/A1210/A1220

Default settings are indicated by asterisks (*).

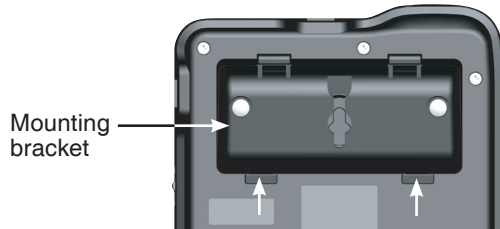
Setting	Options	Adjustable by:
Handset earpiece volume (for models A1210 and A1220 only)	1, 2*, 3, 4	User and administrator
Speakerphone volume (for models A1210 and A1220 only)	1, 2, 3, 4, 5*, 6, 7, 8	User and administrator
Ringer volume (for models A1210 and A1220 only)	Low, Medium*, High	User and administrator
Ringer tone	Tone 1*, Tone 2, Tone 3	Administrator only
Flash (for models A1210 and A1220 only)	1 (100ms), 2 (300ms), 3* (600ms)	Administrator only
Voicemail voltage detection (for models A1210 and A1220 only)	Disable voicemail voltage detection, Periodic low voltage pulse detection method, Steady high voltage and periodic high voltage pulse detection method	Administrator only

Ringer tone

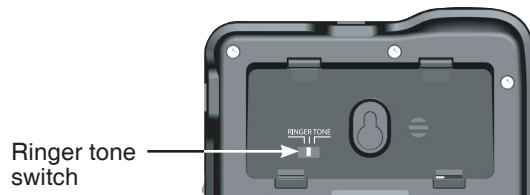
There are 3 ringer tone options. For 2-line model (**A1220**), changing the ringer tone of either **LINE 1** or **LINE 2** applies to both phone lines.

To change the ringer tone:

1. Turn the telephone base over with the bottom side facing up. Remove the mounting bracket if it is in the desktop position. Press the tabs of the mounting bracket as the direction indicated below to release and remove the mounting bracket from the telephone base.



2. Slide the ringer tone switch to select the desired detented position, using a narrow object such as a standard screwdriver.



3. Install the mounting bracket again to resume its desktop position.

Flash

For 1-line and 2-line models (**A1210** and **A1220**), there are 3 flash duration options that can be programmed.

To change the flash duration:

1. Remove the faceplate and overlay if they are on the telephone base. Press **Ⓜ**/**SPEAKER** on the telephone base or lift the handset. Then press the recessed **PROGRAM** key. The **MUTE** key flashes when in administrator mode.
2. Press **FLASH** and you hear 3 beeps. Then press a dialing key, **1** (100ms), **2** (300ms) or **3** (600ms), to select the desired flash duration. Press the recessed **PROGRAM** key again. You hear 3 rising beeps as confirmation.

Telephone settings

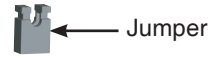
Analog corded lobby/1-line/2-line - A1100/A1210/A1220

Voicemail voltage detection

For 1-line and 2-line models (A1210 and A1220), there are 3 options to set the voicemail voltage detection on the telephone base.

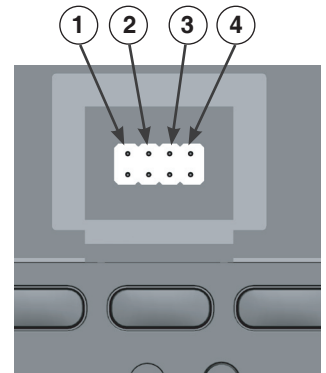
To disable the voicemail voltage detection:

1. Remove the faceplate and overlay if they are on the telephone base. Then remove the sticker on the telephone base.
2. Use a narrow object to unplug all the jumpers from the telephone base.
3. Place the sticker back in place.



To set the voicemail voltage detection by the periodic low voltage pulse detection method:

1. Remove the faceplate and overlay if they are on the telephone base. Then remove the sticker on the telephone base.
2. Use a narrow object to unplug all the jumpers from the telephone base. Then plug the jumpers into ①, ② and ③.
3. Place the sticker back in place.



To set the voicemail voltage detection by the steady high voltage and periodic high voltage pulse detection method:

1. Remove the faceplate and overlay if they are on the telephone base. Then remove the sticker on the telephone base.
2. Use a narrow object to unplug all the jumpers from the telephone base. Then plug the jumpers into ①, ② and ④.
3. Place the sticker back in place.

Speed Dial keys

For 1-line and 2-line models (A1210 and A1220), there are up to 10 programmable guest-service (Speed Dial) keys. Program these keys to automatically dial telephone numbers or to activate telephone system features.

To program a Speed Dial key:

1. Remove the faceplate and overlay if they are on the telephone base. Press **Ⓜ/SPEAKER** on the telephone base or lift the handset. Then press the recessed **PROGRAM** key. The **MUTE** key flashes when in administrator mode.
2. Press the desired Speed Dial key where the telephone number is to be stored. You hear 3 beeps.
3. Enter the telephone number (up to 16 digits in length).
To insert a pause in the stored number, press the recessed **PAUSE** key when necessary.
4. The telephone stores the number automatically when 16 digits are entered. When the number has less than 16 digits, press the recessed **PROGRAM** key again. You hear 3 rising beeps as confirmation.

To clear the programmed Speed Dial key:

1. Remove the faceplate and overlay if they are on the telephone base. Press **Ⓜ/SPEAKER** on the telephone base or lift the handset. Then press the recessed **PROGRAM** key. The **MUTE** key flashes when in administrator mode.
2. Press the Speed Dial key where the telephone number is to be deleted. You hear 3 beeps. Press the recessed **PROGRAM** key again. You hear 3 rising beeps as confirmation.

Telephone settings

Analog corded trimstyle - A1310

Default settings are indicated by asterisks (*).

Setting	Options	Adjustable by:
Listening volume - handset	1, 2, 3*, 4, 5, 6	User and administrator
Ringer tone	Tone 1*, Tone 2, Tone 3	User and administrator
Voicemail voltage detection	Disable voicemail voltage detection, Periodic low voltage pulse detection method, Steady high voltage and periodic high voltage pulse detection method	Administrator only

Ringer tone

There are 3 ringer tones.

To change the ringer tone:

When the telephone is idle, slide the **RINGER TONE** switch on the right side of the telephone base to change the ringer tone.

Voicemail voltage detection

There are 3 options to set the voicemail voltage detection on the telephone base.

To disable the voicemail voltage detection:

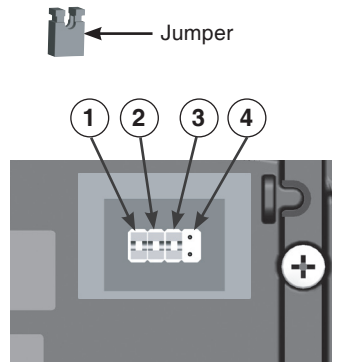
1. Remove the sticker at the bottom of the telephone base.
2. Use a narrow object to unplug all the jumpers from the telephone base.
3. Place the sticker back in place.

To set the voicemail voltage detection by the periodic low voltage pulse detection method:

1. Remove the sticker at the bottom of the telephone base.
2. Use a narrow object to unplug all the jumpers from the telephone base. Then plug the jumpers into ①, ② and ③.
3. Place the sticker back in place.

To set the voicemail voltage detection by the steady high voltage and periodic high voltage pulse detection method:

1. Remove the sticker at the bottom of the telephone base.
2. Use a narrow object to unplug all the jumpers from the telephone base. Then plug the jumpers into ①, ② and ④.
3. Place the sticker back in place.



Telephone settings

Analog cordless 1-line/2-line - A1410/A1420

Default settings are indicated by asterisks (*).

Setting	Options	Adjustable by:
Listening volume - handset	1, 2, 3, 4*, 5, 6	User and administrator
Speakerphone volume - handset	1, 2, 3, 4*, 5, 6	User and administrator
Speakerphone volume - telephone base	1, 2, 3, 4*, 5, 6	User and administrator
Ringer volume - telephone base	1, 2*, 3	User and administrator
Ringer tone - telephone base	Tone 1*, Tone 2, Tone 3	Administrator only
Flash	1 (100ms), 2 (300ms), 3* (600ms)	Administrator only
RF transmission power - telephone base	1 (low), 2* (middle), 3 (high)	Administrator only
Hold	00 (auto-release disabled), 01-14, 15*, 16-99 minutes	Administrator only
Voicemail voltage detection - steady high voltage, periodic high voltage pulse and periodic low voltage pulse detection method	0 (disable), 1 (enable)	Administrator only
Voicemail voltage detection - line reversal method	0 (disable), 1 (enable)	Administrator only
Voicemail voltage detection - FSK detection method	0 (disable), 1 (enable)	Administrator only

Ringer tone

There are 3 ringer tone options that can be assigned to the telephone base. For 2-line model (**A1420**), changing the ringer tone of either **LINE 1** or **LINE 2** applies to both phone lines.

To change the ringer tone:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press **00** and you hear 3 beeps. Then press a dialing key **1**, **2** or **3** to select the desired ringer tone. You hear 3 rising beeps as confirmation.

Flash

There are 3 flash duration options that can be programmed.

To change the flash duration:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press **FLASH** and you hear 3 beeps. Then press a dialing key, **1** (100ms), **2** (300ms) or **3** (600ms), to select the desired flash duration. You hear 3 rising beeps as confirmation.

RF transmission power

There are 3 RF transmission power options on the telephone base that can be programmed.

To change the RF transmission power control level:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press **01** and you hear 3 beeps. Then press a dialing key, **1** (low - coverage of 25% of maximum working distance), **2** (middle - coverage of 50% maximum working distance) or **3** (high - coverage of 100% of maximum working distance), to select the desired RF transmission power control level. You hear 3 rising beeps as confirmation.

Hold

The call on hold timeout duration can be programmed from 1 to 99 minutes. Select **00** to disable the auto-release feature on call on hold.

To change the call on hold timeout duration:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press **02** and you hear 3 beeps. Then press the dialing keys to select a timeout duration, from **00** to **99** minutes. You hear 3 rising beeps as confirmation.

Telephone settings

Analog cordless 1-line/2-line - A1410/A1420

Voicemail voltage detection

There are 3 voicemail voltage detection methods on the telephone base that can be programmed.

To change the voicemail voltage detection by the steady high voltage, periodic high voltage pulse and periodic low voltage pulse detection method:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press **10** and you hear 3 beeps. Then press a dialing key, **0** (disable) or **1** (enable), to select the desired setting. You hear 3 rising beeps as confirmation.

To change the voicemail voltage detection by the line reversal method:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press **11** and you hear 3 beeps. Then press a dialing key, **0** (disable) or **1** (enable), to select the desired setting. You hear 3 rising beeps as confirmation.

To change the voicemail voltage detection by the FSK detection method:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press **12** and you hear 3 beeps. Then press a dialing key, **0** (disable) or **1** (enable), to select the desired setting. You hear 3 rising beeps as confirmation.

Speed Dial keys

This telephone has up to 10 programmable guest-service (Speed Dial) keys. Program these keys to automatically dial telephone numbers or to activate telephone system features.

To program a Speed Dial key:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press the desired Speed Dial key where the telephone number is to be stored. You hear 3 beeps.
3. Enter the telephone number (up to 32 digits).
 - To insert a pause in the stored number, press the recessed **PAUSE** key.
4. The telephone stored the number automatically when 32 digits are entered. When the number has less than 32 digits, press the recessed **PROGRAM** key again. You hear 3 rising beeps as confirmation.

To clear the programmed Speed Dial key:

1. Remove the faceplate and overlay if they are on the telephone base. Then press the recessed **PROGRAM** key.
2. Press the Speed Dial key where the telephone number is to be deleted. You hear 3 beeps. Press the recessed **PROGRAM** key again. You hear 3 rising beeps as confirmation.

Telephone operation

Analog corded lobby - A1100

Receive a call

The telephone rings when there is an incoming call. Lift the corded handset from the telephone base to answer.

Place a call

Lift the corded handset and it automatically connects to the operator. Refer to your PABX user's manual for automatic dialling.

End a call

Place the corded handset in the telephone base.

Volume

Listening volume and ringer volume can be adjusted from the telephone base.

To adjust the listening volume:

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

To adjust the ringer volume:

At any time, slide the **RINGER VOL** switch on the right side of the telephone base to adjust the ringer volume.

Telephone operation

Analog corded 1-line - A1210

Using the corded handset and the telephone base

The corded handset and the telephone base speakerphone cannot be used at the same time. However, calls can be switched between the corded handset and the telephone base speakerphone.

Receive a call

The telephone rings and the **MESSAGE WAITING** LED flashes when there is an incoming call.

To answer a call using the corded handset:

Lift the corded handset from the telephone base.

To answer a call using the telephone base:

On the telephone base, press **☎/SPEAKER**. The **☎/SPEAKER** key illuminates when in speakerphone mode.

Place a call

Lift the corded handset or press **☎/SPEAKER** on the telephone base. Listen for a dial tone and then dial the desired number, or press a Speed Dial key to dial a programmed number. The **☎/SPEAKER** key illuminates when in speakerphone mode.

End a call

Place the corded handset in the telephone base, or press **☎/SPEAKER** when in speakerphone mode.

Switch a call between the corded handset and the telephone base speakerphone

- To switch a call from the corded handset to the telephone base speakerphone, press **☎/SPEAKER** on the telephone base, then place the corded handset on the telephone base cradle.
- To switch a call from the telephone base speakerphone to the corded handset currently on the telephone base cradle, lift the corded handset from the telephone base cradle .
- To switch a call from the telephone base speakerphone to the corded handset which is not on the telephone base cradle, press **☎/SPEAKER** on the telephone base.

Share a call

During a call, parallel telephones (telephones on the same line) can join the call.

To join a call:

During a call, lift the corded handset or press **☎/SPEAKER** to join.

Volume

Listening volume and ringer volume can be adjusted from the telephone base.

To adjust the listening volume:

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

To adjust the ringer volume:

At any time, slide the **RINGER VOL** switch on the right side of the telephone base to adjust the ringer volume.

Call waiting

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

Mute

To mute the microphone:

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

Hold

When a call is placed on hold, any parallel phone that tries to use the same phone line will take the call off hold and pick the call.

To place a call on hold:

1. During a call, press **HOLD** on the telephone base to place that call on hold. The **HOLD** key flashes when the call is placed on hold.
2. To release the call from hold, press **☎/SPEAKER**, **HOLD** or lift the handset from the telephone base cradle.

Telephone operation

Analog corded 2-line - A1220

Using the corded handset and the telephone base

The corded handset and the telephone base speakerphone cannot be used at the same time. However, calls can be switched between the corded handset and the telephone base speakerphone.

Receive a call

The telephone rings when there is an incoming call. The **MESSAGE WAITING** LED and the respective line key flash.

To answer a call using the corded handset:

Lift the cordless handset and it connects to the ringing line. The respective line key illuminates when in use.

To answer a call using the telephone base:

Press the flashing line key, or press **☎/SPEAKER** to pick up the ringing line. The respective line key and the **☎/SPEAKER** key illuminate when in use.

Place a call

Lift the corded handset, or press **LINE 1**, **LINE 2**, or **☎/SPEAKER** on the telephone base. Listen for a dial tone and then dial the desired number, or press a Speed Dial key to dial a programmed number. The respective line key illuminates when in use. The **☎/SPEAKER** key illuminates when in speakerphone mode.

End a call

Place the corded handset in the telephone base, or press **☎/SPEAKER** or the active line key when in speakerphone mode.

Switch a call between the corded handset and the telephone base speakerphone

- To switch a call from the corded handset to the telephone base speakerphone, press **☎/SPEAKER** on the telephone base, then place the corded handset on the telephone base cradle. The active line is selected. When both lines are in use or on hold, **LINE 1** is selected.
- To switch a call from the telephone base speakerphone to the corded handset currently on the telephone base cradle, lift the corded handset from the telephone base cradle. The active line is selected. When both lines are in use or on hold, **LINE 1** is selected.
- To switch a call from the telephone base speakerphone to the corded handset which is not on the telephone base cradle, press **☎/SPEAKER** on the telephone base. The active line is selected. When both lines are in use or on hold, **LINE 1** is selected.

Share a call

During a call, parallel telephones (telephones on the same line) can join the call.

To join a call:

During a call on line 1 or line 2, press the respective line key to join.

Speakerphone

- When the telephone is idle, press **☎/SPEAKER**. The first available line is selected, starting with line 1.
- During a call on the handset, press **☎/SPEAKER**. The active line is selected. When both lines are in use or on hold, **LINE 1** is selected.

Volume

Listening volume and ringer volume can be adjusted from the telephone base.

To adjust the listening volume:

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

To adjust the ringer volume:

At any time, slide the **RINGER VOL** switch on the right side of the telephone base to adjust the ringer volume.

Call waiting

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

Telephone operation

Analog corded 2-line - A1220

Mute

To mute the microphone:

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

Hold

When a call is placed on hold, any parallel phone that tries to use the same phone line will take the call off hold and pick the call.

To place a call on hold:

1. During a call, press **HOLD** on the telephone base to place that call on hold. The respective line key flashes when the call is placed on hold.
2. Press the flashing line key or **(SPEAKER)** to release the call from hold. The respective line key illuminates when in use. When both lines are on hold, press **(SPEAKER)** only releases the call on hold on line 1.

Conference call

This telephone allows three-way conversations.

To initiate a conference call:

1. Place a call to the first party.
2. Press **HOLD** to place the first party on hold.
3. Place a second call on the other line.
4. Once the second party is on the line, press **CONF** to start a three-way conference.

To initiate a conference call while both calls are on hold:

Press **CONF** to start a three-way conference.

To end a conference call:

- Press the line key that you want to maintain connection and the other line will be dropped.
- When the conference call is in speakerphone mode, press **CONF** or **(SPEAKER)** on the telephone base to end.
- When the conference call is in handset earpiece mode, place the corded handset back in the telephone base to end.
- When there is more than one telephone on the conference call, the call ends when all telephones hang up.

Telephone operation

Analog corded trimstyle - A1310

Receive a call

The telephone rings and the **MESSAGE** LED flashes when there is an incoming call.

To answer a call:

Lift the corded handset from the telephone base.

Place a call

Lift the corded handset from the telephone base. Listen for a dial tone and then dial the desired number.

End a call

Place the corded handset in the telephone base.

Share a call

During a call, parallel telephones (telephones on the same line) can join the call. If the parallel telephone is a 2-line model, this telephone can only share a call on any one line.

To join a call:

During a call, lift the corded handset to join.

Volume

Listening volume can be adjusted from the corded handset.

To adjust the listening volume:

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

Telephone operation

Analog cordless 1-line - A1410

Using the cordless handset and the telephone base

The cordless handset and the telephone base cannot be used on the same call. However, calls can be switched between the cordless handset and the telephone base speakerphone.

When the cordless handset or the telephone base is in use, the **TALK** key on the cordless handset and the **IN USE** LED on the telephone base illuminate.

Receive a call

The telephone rings when there is an incoming call. The **IN USE** LED and **MESSAGE WAITING** LED flash.

To answer a call using the cordless handset while it is not on the telephone base or charging base:

On the cordless handset, press **TALK** or **☎/SPEAKER**. The **TALK** key illuminates when in use. The **☎/SPEAKER** key illuminates when in speakerphone mode.

To answer a call using the cordless handset while it is cradled on the telephone base or charging base:

Lift the cordless handset from the telephone base or charging base. The **TALK** key illuminates when in use. The **☎/SPEAKER** key illuminates when in speakerphone mode.

To answer a call using the telephone base:

On the telephone base, press **☎/SPEAKER**. The **IN USE** key and the **☎/SPEAKER** key illuminate when in use.

Place a call

To place a call using the cordless handset:

On the cordless handset, press **TALK** or **☎/SPEAKER**. Listen for a dial tone and then dial the desired number, or press a Speed Dial key on the telephone base to dial a programmed number. The **TALK** key illuminates when in use. The **☎/SPEAKER** key illuminates when in speakerphone mode.

To place a call using the telephone base:

On the telephone base, press **☎/SPEAKER**. Listen for a dial tone and then dial the desired number, or press a Speed Dial key to dial a programmed number. The **IN USE** key and **☎/SPEAKER** key illuminate when in use.

End a call

To end a call when using the cordless handset:

Press **OFF** on the cordless handset or place it in the telephone base or charging base. The call ends when all handsets hang up.

To end a call when using the telephone base:

Press **☎/SPEAKER**.

Switch a call between the cordless handset and the telephone base speakerphone

- To switch a call from the cordless handset to the telephone base speakerphone, press **☎/SPEAKER** on the telephone base.
- To switch a call from the telephone base speakerphone to the cordless handset which is not on the telephone base cradle, press **TALK** or **☎/SPEAKER** on the cordless handset.
- To switch a call from the telephone base speakerphone to the cordless handset which is cradled on the telephone base, the cordless handset from the telephone base.

Share a call

A maximum of four cordless handsets can be used at the same time on an external call.

To join a call:

During a call, press **TALK** or **☎/SPEAKER** on another cordless handset to join.

Handset speakerphone

During a call, press **☎/SPEAKER** on the cordless handset to switch between speakerphone mode and handset earpiece mode.

Redial

The last dialed number on the cordless handset or the telephone base is stored for 15 minutes.

To redial the last dialed number from the cordless handset:

Press **TALK** or **☎/SPEAKER**. Listen for a dial tone. Then press **REDIAL**.

To redial the last dialed number from the telephone base:

Press **☎/SPEAKER**. Listen for a dial tone. Then press **REDIAL**.

Telephone operation

Analog cordless 1-line - A1410

Volume

Listening volume can be adjusted on the cordless handset and the telephone base.

To adjust the listening volume:

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

Ringer volume of the telephone base can be adjusted.

To adjust the ringer volume of the telephone base:

When the telephone base is idle, press **+/- VOLUME** on it to adjust the ringer volume.

Call waiting

1. When you hear a call waiting tone during a call, press **FLASH** on the cordless handset or the telephone base 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.

Mute

To mute the microphone:

1. During a call, press **MUTE** on the cordless handset or the telephone base. The **MUTE** key illuminates when the mute function is turned on. You can hear the party on the other end but they cannot hear you.
2. Press **MUTE** again to resume the conversation. The light on the **MUTE** key turns off.

Hold

When a call is placed on hold, any parallel phone that tries to use the same phone line will take the call off hold and pick the call.

To place a call on hold on the cordless handset:

1. During a call, press **HOLD** on the cordless handset. The **TALK** key on the cordless handset and the **HOLD** key on the telephone base flash when the call is on hold.
2. Press **TALK** or **Ⓜ/SPEAKER** to release the call from hold, or the call will end automatically after the preset call on hold duration.

To place a call on hold on the telephone base:

1. During a call, press **HOLD** on the telephone base. The **TALK** key on the cordless handset and the **HOLD** key on the telephone base flash when the call is on hold.
2. Press **Ⓜ/SPEAKER** to release the call from hold, or the call will end automatically after the preset call on hold duration.

Find handset

Use this feature to find all registered cordless handsets.

To start paging:

Press **📞/FIND HANDSET** on the telephone base when the telephone is not in use. All idle cordless handsets beep for 60 seconds.

To end paging:

- Press **📞/FIND HANDSET** again on the telephone base.
- OR-**
- Press any key on the cordless handset to stop the paging tone.

Data port

The data port routes to line 1.

Telephone operation

Analog cordless 2-line - A1420

Using the cordless handset and the telephone base

The cordless handset and the telephone base cannot be used on the same call. However, calls can be switched between the cordless handset and the telephone base speakerphone.

When the cordless handset or the telephone base is in use, the corresponding line keys on the cordless handset and the telephone base illuminate.

Receive a call

The telephone rings when there is an incoming call. The respective line key and the **MESSAGE WAITING** LED flash.

To answer a call using the cordless handset while it is not on the telephone base or charging base:

On the cordless handset, press the flashing line key, or **☎/SPEAKER** to pick up the ringing line. The respective line key illuminates when in use. The **☎/SPEAKER** key illuminates when in speakerphone mode.

To answer a call using the cordless handset while it is cradled on the telephone base or charging base:

Pick up the cordless handset from the telephone base. It automatically connects to the ringing line. The respective line key illuminates when in use.

To answer a call using the telephone base:

On the telephone base, press the flashing line key, or **☎/SPEAKER** to pick up the ringing line. The respective line key and the **☎/SPEAKER** key illuminate when in use.

Place a call

To place a call using the cordless handset:

On the cordless handset, press **LINE 1**, **LINE 2** or **☎/SPEAKER**. Listen for a dial tone and then dial the desired number, or press a Speed Dial key on the telephone base to dial a programmed number. The respective line key illuminates when in use. The **☎/SPEAKER** key illuminates when in speakerphone mode. When line 1 or line 2 is in use with a cordless handset, the other line on the cordless handset cannot use the Speed Dial keys from the telephone base.

To place a call using the telephone base:

On the telephone base, press **LINE 1**, **LINE 2** or **☎/SPEAKER**. Listen for a dial tone and then dial the desired number, or press a Speed Dial key to dial a programmed number. The respective line key and the **☎/SPEAKER** key illuminate when in use.

End a call

To end a call when using the cordless handset:

Press **OFF** on the cordless handset or place it in the telephone base or charging base. The call ends when all handsets hang up.

To end a call when using the telephone base:

Press **☎/SPEAKER** or the respective line key on the telephone base.

Switch a call between the cordless handset and the telephone base speakerphone

- To switch a call from the cordless handset to the telephone base speakerphone, press the respective line key or **☎/SPEAKER** on the telephone base.
- To switch a call from the telephone base speakerphone to the cordless handset which is not on the telephone base cradle, press the respective line key or **☎/SPEAKER** on the cordless handset.
- To switch a call from the telephone base speakerphone to the cordless handset which is cradled on the telephone base, lift the cordless handset from the telephone base.

Share a call

A maximum of four cordless handsets can be used at the same time on an external call. If both lines are in use, a maximum of three cordless handsets can be used on one line and the fourth handset can be used on the other line at the same time.

To join a call:

During a call on line 1 or line 2, press the respective line key or **☎/SPEAKER** on another cordless handset to join.

Handset speakerphone

During a call on the handset, press **☎/SPEAKER** on the cordless handset to switch between speakerphone mode and handset earpiece mode.

Speakerphone

When the telephone is idle, press **☎/SPEAKER** on the cordless handset or the telephone base. The first available line is selected, starting with line 1.

Telephone operation

Analog cordless 2-line - A1420

Redial

The last dialed number on the cordless handset or the telephone base is stored for 15 minutes.

To redial the last dialed number from the handset or the telephone base:

Press **LINE 1**, **LINE 2** or **☎)/SPEAKER**. Listen for a dial tone. Then press **REDIAL**.

Volume

Listening volume can be adjusted on the cordless handset and the telephone base.

To adjust the listening volume:

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

Ringer volume of the telephone base can be adjusted.

To adjust the ringer volume of the telephone base:

When the telephone base is idle, press **+/- VOLUME** on it to adjust the ringer volume.

Call waiting

1. When you hear a call waiting tone during a call, press **FLASH** on the cordless handset or the telephone base 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.

Mute

To mute the microphone:

1. During a call, press **MUTE** on the cordless handset or telephone base. The **MUTE** key illuminates when the mute function is turned on. You can hear the party on the other end but they cannot hear you.
2. Press **MUTE** again to resume the conversation. The light on the **MUTE** key turns off.

Hold

When a call is placed on hold, any parallel phone that tries to use the same phone line will take the call off hold and pick the call.

To place a call on hold:

1. During a call, press **HOLD** on the cordless handset or telephone base. The corresponding line key flashes when the call is on hold.
2. Press the flashing line key or **☎)/SPEAKER** 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 **☎)/SPEAKER** only releases the call on hold on line 1.

Conference call

This telephone allows three-way conversations.

To initiate a conference call:

1. Place a call to the first party.
2. Press **HOLD** to place the first party on hold.
3. Place a second call on the other line.
4. Once the second party is on the line, press **CONF** to start a three-way conference.

To initiate a conference call while both calls are on hold:

Press **CONF** to start a three-way conference.

To switch a conference call from the telephone base to the cordless handset:

- During a conference call on the telephone base, press **☎)/SPEAKER** or **CONF** on the cordless handset.
- During a conference call on the telephone base, press **HOLD** on the telephone base and then press **CONF** on the cordless handset.

To switch a conference call from the cordless handset to the telephone base:

- During a conference call on the cordless handset, press **☎)/SPEAKER** or **CONF** on the telephone base.
- During a conference call on the cordless handset, press **HOLD** on the cordless handset and then press **CONF** on the telephone base.

Telephone operation

Analog cordless 2-line - A1420

To end a conference call:

- Press the line key that you want to maintain connection and the other line will be dropped.
- When the conference call is at the telephone base, press **CONF** or **SPEAKER** on the telephone base.
- When the conference call is on the cordless handset, press **OFF** on the cordless handset, or place it back in the telephone base or charging base.
- When there is more than one cordless handset on the conference call, the call ends when all handsets hang up.

Find handset

Use this feature to find all registered cordless handsets.

To start paging:

Press **FIND HANDSET** on the telephone base when the telephone is not in use. All idle cordless handsets beep for 60 seconds.

To end paging:

- Press **FIND HANDSET** again on the telephone base.

-OR-

- Press any key on the handset to stop the paging tone.

Data port

The data port routes to line 2.

Appendix

Handset battery

It takes up to 16 hours for the battery to be fully charged. When it is fully charged, you can expect the following performance:

Operation	Operating time
While in handset use (talking*)	Up to 7 hours
While in speakerphone mode (talking*)	Up to 5 hours
While not in use (standby**)	Up to 7 days

* Operating times vary depending on your actual use and the age of the battery.

** Handset is not charging or in use.

The battery needs charging when:

- A new battery is installed in the handset.
- **LOW BATTERY** LED illuminates on the cordless handset.

CAUTIONS:

To reduce the risk of fire or injury, read and follow these instructions:

- Use only the supplied rechargeable battery (BT264392/BT266342) or replacement battery (BT266342). To order a replacement, contact your local distributor.
- Do not dispose of the battery in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care in handling the battery in order not to create a short circuit with conductive materials.
- Charge the battery provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
- Observe proper polarity orientation between the battery and metallic contacts.
- To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

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 corded telephones:

The telephone does not work at all.

- Make sure the telephone line cord is plugged firmly into the telephone wall jack.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).

There is no dial tone.

- Try all the above suggestions.
- The telephone line cord may be defective. Install a new telephone line cord.
- Disconnect the telephone base from the telephone wall jack and connect a different telephone. If there is no dial tone on this telephone either, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

I cannot dial out.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing.
- Eliminate any background noise. Mute the telephone before dialing, or dial from another room in your unit with less background noise.
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

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

- Make sure the telephone line cord is plugged in properly (pages 11 and 13).
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- Test a working telephone at the telephone wall jack. If the other telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
- The telephone line cord may be defective. Install a new telephone line cord.

There is interference during a telephone conversation.

- If there is High Speed Internet Access (HSIA) available at the premises through a telephone line, you may need to install a DSL filter (DSL - digital subscriber line) between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from each other, or use a different surge protector.
- Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If calls are still not clear, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

I hear other calls when using the telephone.

- Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).

Appendix

Troubleshooting

For cordless telephones:

The telephone does not work at all.

- Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the power adapter and the telephone wall jack.
- Make sure the battery is installed and charged correctly (page 15). For optimum daily performance, return the cordless handset to the telephone base or charging base after use.
- Unplug the electrical power to the telephone base. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and the telephone base to synchronize.
- Charge the battery in the cordless handset for up to 16 hours.
- If the battery is completely depleted, charge the cordless handset 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 telephone base from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).

There is no dial tone.

- Try all the above suggestions.
- Move the cordless handset closer to the telephone base or adjust the setting of RF transmission power (page 22). It may be out of range.
- The telephone line cord may be defective. Install a new telephone line cord.
- Disconnect the telephone base from the telephone wall jack and connect a different telephone. If there is no dial tone on this telephone either, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

I cannot dial out.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing. It is normal if the cordless handset takes a second or two to synchronize with the telephone base before producing a dial tone. Wait an extra second before dialing.
- Eliminate any background noise. Mute the telephone before dialing, if applicable, or dial from another room in your unit with less background noise.
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

The LOW BATTERY LED illuminates on the cordless handset.

- Place the cordless handset in the telephone base or charging base for recharging.
- Remove the battery and then install it again, and use it until fully depleted. Then charge the cordless handset in the telephone base or charging base for up to 16 hours.
- If the above measures do not correct the problem, replace the battery.

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 telephone base or charging base correctly. The **CHARGE** LED should be on.
- Remove the battery and then install it again. Charge it for up to 16 hours.
- If the cordless handset is in the telephone base or charging base but the **CHARGE** LED is not on, refer to **The CHARGE LED 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.

The CHARGE LED is off.

- Clean the charging contacts on the cordless handset, telephone base and charging base each month with a pencil eraser or a dry non-abrasive fabric.
- Make sure the power adapter and telephone line cord are plugged in correctly and securely.
- Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the cordless handset and the telephone base to reset.

Appendix

Troubleshooting

For cordless telephones:

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

- Make sure the telephone line cord and the power adapter are plugged in properly (page 14).
- The cordless handset may be too far from the telephone base. Move it closer to the telephone base.
- Adjust the setting of RF transmission power (page 22). It may be out of range.
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference with the cordless phone. Try installing the phone as far away as possible from these types of electronic devices.
- Test a working telephone at the telephone wall jack. If the other telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
- The telephone line cord may be defective. Install a new telephone line cord.
- Remove the battery and then install it again. Then place the cordless handset in the telephone base. Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

The cordless handset beeps and is not performing normally.

- Make sure the power cord is securely plugged into the telephone base. Plug the telephone base into a different working electrical outlet not controlled by a wall switch.
- Move the cordless handset closer to the telephone base or adjust the setting of RF transmission power (page 22). It may be out of range.
- Reset the telephone base by unplugging the electrical power to the base. Wait for 15 seconds and plug it back in again. Allow up to one minute for the cordless handset and the telephone base to synchronize.
- Other electronic products such as HAM radios and other DECT phones can cause interference with the cordless phone. Try installing the phone as far away as possible from these types of electronic devices.

There is interference during a telephone conversation, or the call fades in and out when I am using the cordless handset.

- Move the handset closer to the telephone base or adjust the setting of RF transmission power (page 22). It may be out of range.
- If there is High Speed Internet Access (HSIA) available at the premises through a telephone line, you may need to install a DSL filter (DSL - digital subscriber line) between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
- Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or the telephone base to another outlet.
- Other electronic products such as HAM radios and other DECT phones can cause interference with the cordless phone. Try installing the phone as far away as possible from these types of electronic devices.
- If the telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate the telephone or modem farther apart from each other, or use a different surge protector.
- The location of the telephone base can impact the performance of the cordless phone. For better reception, install the telephone base in a centralized location within the room, away from walls or other obstructions.
- Disconnect the telephone base from the telephone wall jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- If other telephones in your hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

I hear other calls when using the telephone.

- Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).

I hear noise on the cordless handset and the keys do not work.

- Make sure the telephone line cord is plugged in securely.

Common cure for electronic equipment.

- If the telephone is not responding normally, put the cordless handset in the telephone base. If it does not fix the problem, try the following (in the order listed):
 1. Disconnect the power to the telephone base.
 2. Disconnect the battery on the cordless handset.
 3. Wait a few minutes before connecting power to the telephone base.
 4. Install the battery again and then place the cordless handset in the telephone base.
 5. Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Appendix

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 telephone base can communicate over only a certain distance - which can vary with the locations of the telephone base, 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 telephone base 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 telephone base.

About cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base 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 telephone base 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 telephone base 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 telephone base 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.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture the battery. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

The RBRC® seal



The RBRC® seal on the nickel-metal hydride battery indicates that VTech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The RBRC® program provides a convenient alternative to placing used nickel-metal hydride batteries into the trash or municipal waste, which may be illegal in your area.

VTech's participation in RBRC® makes it easy for you to drop off the spent battery at local retailers participating in the RBRC® program or at authorized VTech product service centers. Please call **1 (800) 8 BATTERY™** for information on Ni-MH battery recycling and disposal bans/restrictions in your area. VTech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

RBRC® is a registered trademark of Rechargeable Battery Recycling Corporation.

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 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 a 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

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.

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 Class B digital apparatus complies with Canadian ICES-003.

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

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.

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

This product meets the applicable Industry 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 POWER CORD AND/OR TELEPHONE LINE CORD FROM THE WALL. Then remove the telephone by the unplugged cords.

Appendix

Technical specifications

Analog corded lobby - A1100

Power requirement	Line powered 24V or 48V
Size	Telephone base: 8.66 x 6.02 x 2.56 in (220 x 153 x 65 mm) Corded handset: 2.23 x 2.15 (0.99) x 8.24 in (56.74 x 54.56 (25.26) x 209.40 mm)

Analog corded 1-line/2-line - A1210/A1220

Power requirement	Line powered 24V or 48V
Message waiting signal	Steady/periodic high voltage pulse and periodic low voltage pulse
Speed Dial memory	Telephone base: up to 10 memory locations; up to 16 digits
Size	Telephone base: 8.66 x 6.02 x 2.56 in (220 x 153 x 65 mm) Corded handset: 2.23 x 2.15 (0.99) x 8.24 in (56.74 x 54.56 (25.26) x 209.40 mm)

Analog corded trimstyle - A1310

Power requirement	Line powered 24V or 48V
Message waiting signal	Steady/periodic high voltage pulse and periodic low voltage pulse
Size	Telephone base: 8.54 x 3.11 x 3.23 in (217 x 79 x 82 mm) Corded handset: 2.23 x 2.15 (0.99) x 8.24 in (56.74 x 54.56 (25.26) x 209.40 mm)

Analog cordless 1-line/2-line - A1410/A1420

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Handset: 1921.536-1928.448 MHz Telephone base: 1921.536-1928.448 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 requirements	Handset: 2.4V Ni-MH battery Telephone base: 6V DC @600mA
Message waiting signal	Steady/periodic high voltage pulse, periodic low voltage pulse, reverse polarity and FSK
Speed Dial memory	Telephone base: up to 10 memory locations; up to 32 digits
Size	Telephone base: 8.66 x 6.02 x 2.56 in (220 x 153 x 65 mm) Handset: 2.23 x 2.15 (0.99) x 8.24 in (56.74 x 54.56 (25.26) x 209.40 mm)

Analog cordless charging base - C3000

Power requirement	6V DC @600mA
Size	8.82 x 2.84 x 1.54 in (224 x 72 x 39 mm)

Analog cordless 1-line/2-line accessory handset - C3100/C3200

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	1921.536-1928.448 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	2.4V Ni-MH battery
Message waiting signal	Steady/periodic high voltage pulse, periodic low voltage pulse, reverse polarity and FSK
Size	2.23 x 2.15 (0.99) x 8.24 in (56.74 x 54.56 (25.26) x 209.40 mm)

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