

VTech Phones

HOSPITALITY AND HEALTHCARE VOICE SOLUTIONS



Phones are ubiquitous in the hospitality and healthcare sectors. They provide an easy way for both patients and guests to communicate with hospital and hotel teams, as well they offer easy access to a variety of services. Efficient and accessible phone sets ensure essential communications for any establishment wanting to offer an exceptional patient or guest experience.

VTech phones offered by ALE have been developed to address the specific needs of the healthcare and hospitality sectors. VTech, the leading manufacturer of corded and cordless phones, have been tested and approved by a number of hotel chains and hospitals around the world. VTech phones are available in SIP or analog, and have a sleek and contemporary design. These one-line models have a compact footprint, are made of antibacterial plastic, and are RoHS compliant. They respect green standards and are validated to operate on Alcatel-Lucent Enterprise solutions including OmniPCX® Enterprise R11, OmniPCX Office RCE R10.3, and OXO Connect R2. They are available in our catalogs as well as through ALE ordering tools.

This document provides details on the phone set range, including technical features, warranty, certifications, support and contact information.

ALE VTech phone range

SIP	<p>S2210</p> 	<p>S2211</p> 	<p>S2411</p> 	<p>S241SDU</p> 	<p>S2312</p> 
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Analog	<p>A2210</p> 	<p>A2211</p> 	<p>A2310</p> 	<p>A2411</p> 	<p>A241SDU</p> 
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SIP Phones *(available in matte black and silver, and black)*

Features	S2210	S2211	S2411*	S241SDU <i>(optional accessory requires S2411)</i>	S2312
Cordless			✓	✓	
USB charging port allows guests to charge smartphones	✓	✓	✓	✓	
Wall mountable	✓	✓	✓		✓
Remote configuration: program speed dial numbers and other network parameters remotely from the server room to avoid disturbing guests**	✓	✓	✓	✓	
Large, bright visual message waiting indicator alerts guests of new messages	✓	✓	✓	✓	✓
Power over Ethernet	✓	✓	✓		✓
Selectable ringtones	✓	✓	✓		✓
Multi-step volume control	Ringer, handset and speakerphone	Ringer and handset	Ringer, handset and speakerphone	Ringer and handset	Ringer, handset and speakerphone
Base speakerphone	✓		✓		
Handset speakerphone			✓	✓	✓
Handset locator			✓	✓	
Low battery indicator			✓		
Fully customizable faceplate for hotel brand and dialing instructions	✓	✓	✓	✓	✓
Speed dial on handset			3	3	3
Number of customizable speed dials	5 or 10	5 or 10	5 or 10		
Dial pad	Base	Base	Base+ handset	Handset	Handset
Limited warranty	2 years	2 years	2 years	2 years	2 years

*The VTech S2411 can be accessorized with up to 3 additional S241SDU handsets

** A provisioning tool is available to configure SIP Phones

Analog Phones (all available in matte black and silver, and black)

Phones	A2210	A2211	A2310	A2411*	A241SDU <small>(optional accessory requiring a A2411)</small>
Features					
Cordless				✓	✓
USB charging port allows guests to charge smartphones					✓
Wall mountable	✓	✓	✓	✓	
Large, bright visual message waiting indicator alerts guests of new messages	✓	✓	✓	✓	✓
Line-powered, no battery required to operate	✓	✓	✓	**	
Selectable ringtones	✓	✓	✓	✓	
Multi-step volume control	Ringer, handset and speakerphone	Ringer and handset	Ringer and handset	Ringer, handset and speakerphone	Ringer and handset
Base speakerphone	✓			✓	
Handset speakerphone				✓	✓
Handset locator				✓	
Low battery indicator				✓	✓
Fully customizable faceplate for hotel brand and dialing instructions	✓	✓	✓	✓	
Speed dial on handset				3	3
Number of customizable speed dials	5 or 10	5 or 10		5 or 10	
Dial pad	Base	Base	Handset	Base+ handset	Handset

*The VTech A2411 can be accessorized with up to 3 additional A241SDU handsets

** The VTech A2411 requires an external power supply

Certifications and additional characteristics

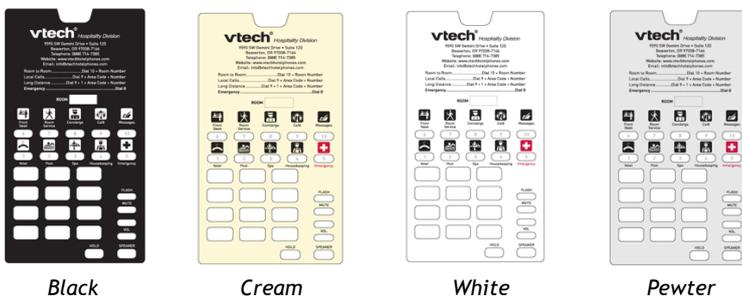
All VTech SIP and Analog phones hereunder:

- Resistant to a temperature of $25^{\circ}\text{C} \pm 10^{\circ}\text{C}$
- Resistant to a humidity of $65\% \pm 20\%$
- Made of antibacterial plastic tested to inhibit 99.9% of bacteria growth, preventing germs from becoming unwanted guests. VTech phone plastic is made of an inorganic antibacterial agent called Zeomic®, which prevents the growth and migration of bacteria by using silver and other ions that create stable and effective protection for each phone and its users.
- Certification from the following:
 - IC
 - CE
 - RoHS
 - ETL
 - FCC Part 15 Class B
 - FCC Part 68
 - HAC

RoHS compliance is a European restrictive aimed at controlling certain dangerous substances such as lead, cadmium, mercury, hexavalent chromium (Hex-Cr), polybrominated biphenyls (PBB), and polybrominated diphenyl ethers (PBDE) commonly used in electronic equipment.

Faceplates

- Customizable faceplates should be ordered at the same time as phone sets. Faceplates cannot be ordered from ALE separately but they can be ordered directly from VTech at additional cost.



Worksheets for faceplate customization are available on the Business Portal:

<https://businessportal2.alcatel-lucent.com/vtechhospitalityphones>

How to order

- VTech phones are available for ordering in ACTIS:
 - ACTIS for OmniPCX Enterprise under *Voice Services/hotel/hospital/Analog phones* and *Voice Services/hotel/hospital/SIP phones*
 - ACTIS OT Mid under the *Hotel/Hospital* tab
 - OXO Connect under the *Hotel/hospital* tab
- Partners can select the quantity and colors: Matte black or Silver and Black. The number of speed dials varies depending on the model.
- Faceplates, power supply and cables are checked by default.

Support and delivery

- VTech phones will be available for ordering in Europe, South Africa, Morocco and Tunisia in a first place. Other regions to follow.
- Order delivery will be 2 to 12 weeks depending on stock availability. To improve lead times, please provide your ALE Channel Manager with your projected forecast as early as possible.

Support will be provided by the ALE Global Welcome Center and Technical Support Service. To request support, please open an eSR at ebg_global_supportcenter@al-enterprise.com.

- The VTech vendor guarantee applies to phones purchased through ALE: 5 years for analog phones and 2 years for SIP phones.

Contact us

- For more information about these products, please contact your local Channel Manager or Service Business Developer.
- Additional information is available on the Business Portal: <https://businessportal2.alcatel-lucent.com>

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