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vtech NG-S3100 1-Line SIP Corded Lobby Phone Instruction Manual 📄

Contents [hide]

vtech®

vtech NG-S3100 1-Line SIP Corded Lobby Phone

Important safety instructions

The applied nameplate is located at the bottom or rear of the product.

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:

    - When the power supply cord or plug is damaged or frayed.
    - If liquid has been spilled onto the product.
    - If the product has been exposed to rain or water.
    - 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.
    - If the product has been dropped and the telephone base and/or handset has been damaged.
    - 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 telephone into a power outlet, and should not put a charged handset into the cradle, if the telephone 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 aligning the eyelets with the mounting studs of the wall plate. Then slide the telephone base down on both mounting studs until it locks into place. Refer to the full instructions in Installation in the user's manual.

21. This product should be mounted at a height of less than 2 meters.

22. Listed PoE (The product is considered not likely to require connection to an Ethernet network with outside plant routing).
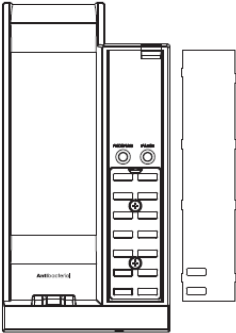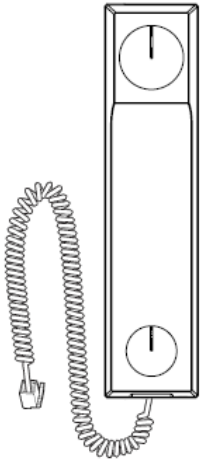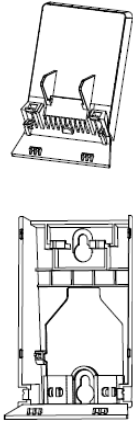
CAUTIONS

- Keep small metallic objects such as pins and staples away from the handset receiver.
- Do not install the product at a height above 2 meters.
- The applied nameplate is located at the bottom or rear of the product.
- Use only specified power adapter, manufacturer VT-PLII, model VT07EUS05200.
- For PLUGGABLE EQUIPMENT, the socket-outlet shall be installed near the equipment and shall be easily accessible.

SAVE THESE INSTRUCTIONS

Parts check list

Items contained in the corded telephone package:

		Parts included

Model name	Model number	Telephone base with overlay	Corded handset	Ethernet cable | Short ethernet cable	Base stand| Mounting bracket
1-Line SIP Corded Lobby Phone	NG-S3100			The telephone base power adapter is sold separately.	

Telephone layout

Telephone Base
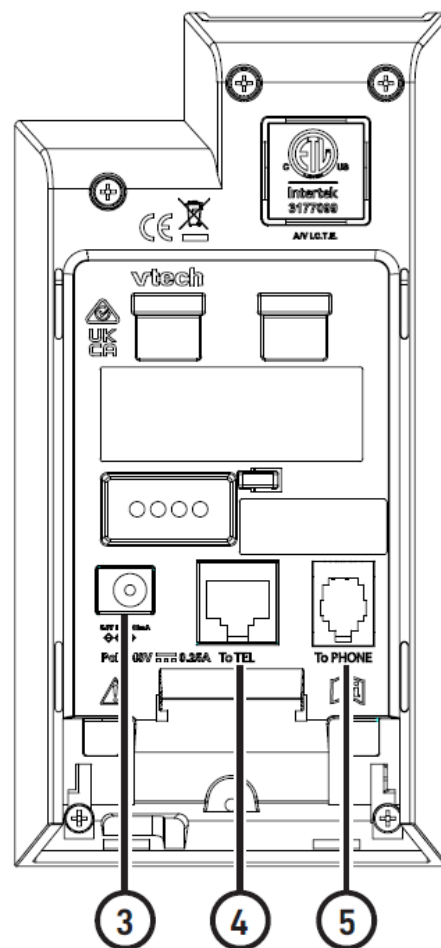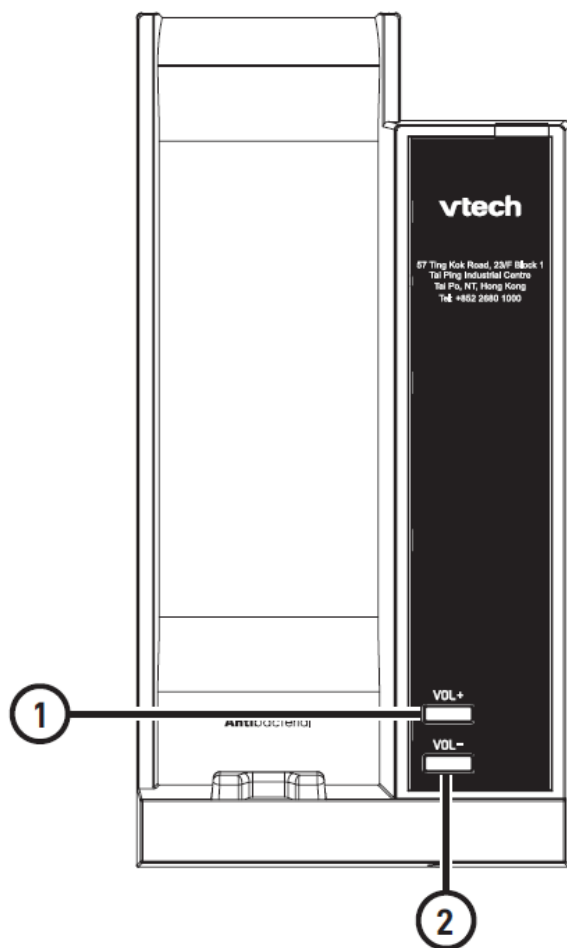
1	**VOL +** key
2	**VOL –** key

3	Power adapter input
4	**NET** ethernet port
5	Handset connector jack

Handset
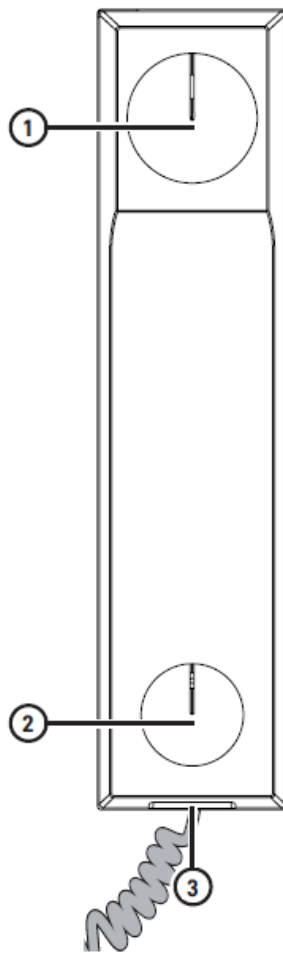
1	Earpiece
2	Microphone
3	Handset cord jack (in the handset's compartment)

Installation

Telephone base installation

1. Connect both the ethernet cable and coiled handset cord to the telephone base and route them along the wire ducts accordingly. Install the telephone base as shown below.
2.

If you are connecting a power adapter, make sure it is securely plugged into an outlet not controlled by a wall switch, and the ethernet cable is plugged into the network wall jack.
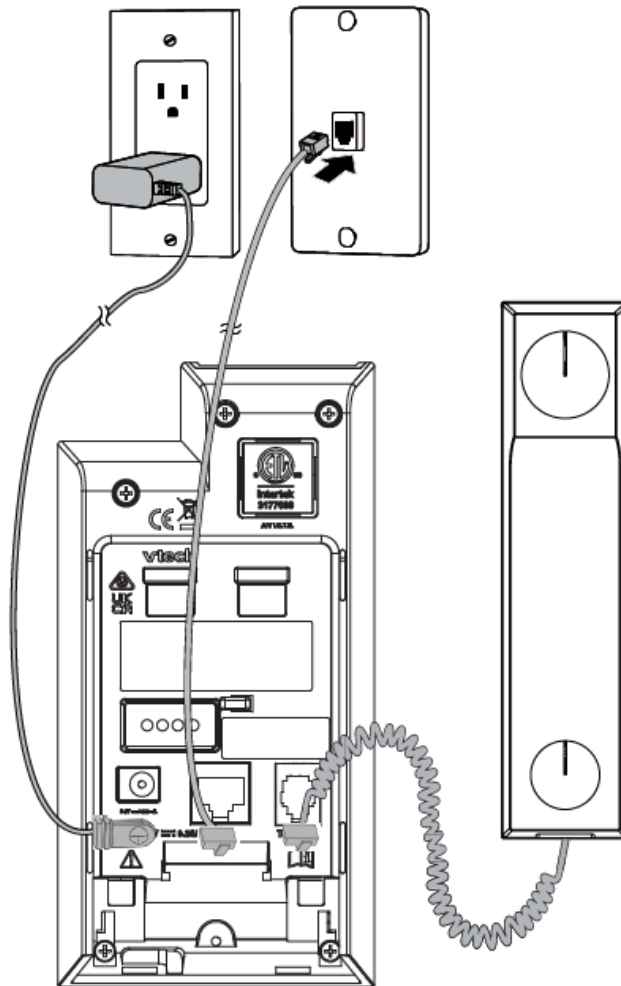
- NOTE: Power adapter is not required for Power over Ethernet (PoE).

3. Lift the corded handset from the telephone base. Listen for a dial tone, and then place the corded handset on the telephone base to hang up.

Note

The dial tone will not be played if the SIP account used by this telephone cannot be registered.

- The power adapter is sold separately.
- Use only the power adapter specified in 'Technical specifications' on page 25.

CAUTIONS

Use only the supplied ethernet cables. The supplied ethernet cables are not designed for use in any other IT devices. Misusing them on your other IT devices shall be prohibited. To order a replacement, call 1-888-907-2007.

Installation option – desktop position

To mount the telephone base on the base stand

1. Align the grooves of the base stand with the telephone base.
2. Slide the base stand up to secure it.
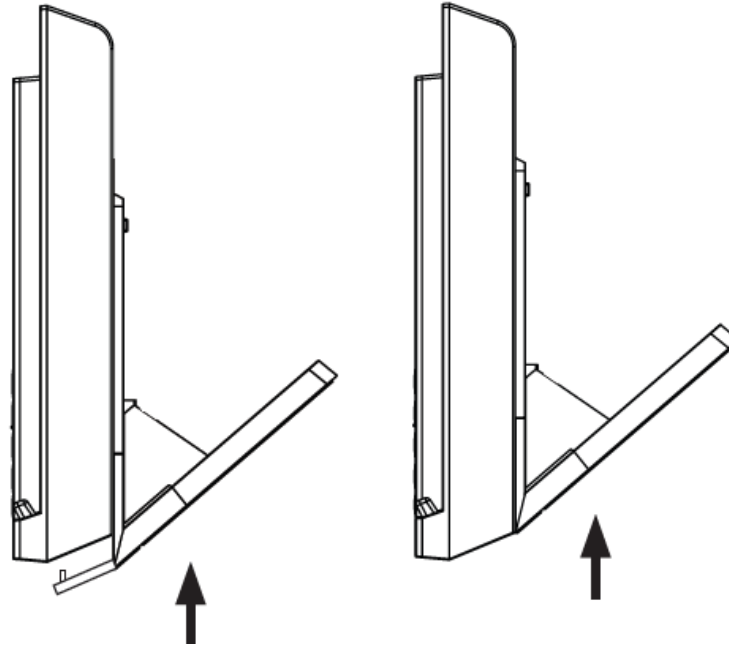
To unmount the base stand

Simply slide the base stand down, and lift it from the telephone base.

Installation option – converting from desktop to wall mount position

To mount the telephone base on the wall

1. Unmount the base stand from the telephone base. Disconnect all cords and cables from the telephone base. Put the cordless handset aside.
2. Turn the telephone base over with the bottom side facing up.
3. Align the grooves with the wall mount bracket.
4. Slide the wall mount bracket up.
5.
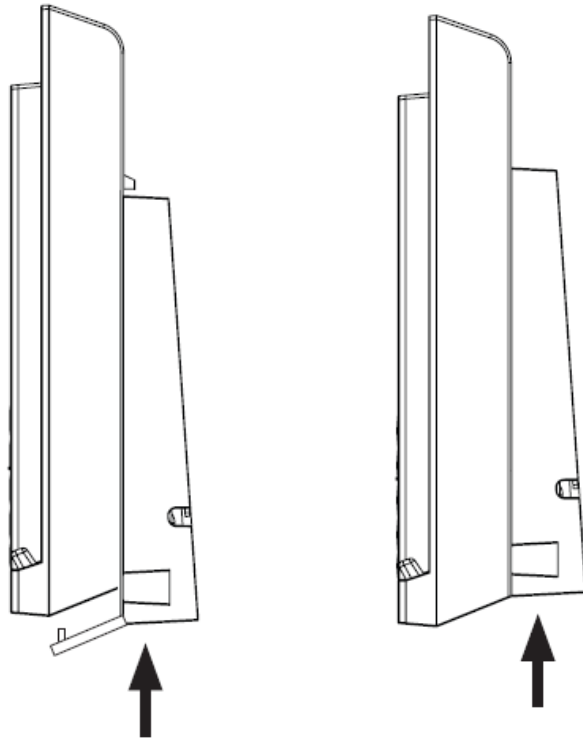
Connect the telephone as described in "Telephone base installation" on page 10, but use the short ethernet cable.

6. Route the short ethernet cable, coiled handset cord, and optional power adapter cable along the wire ducts accordingly. These cables and cords stick out from the hole in the wall mount bracket.

7. 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.
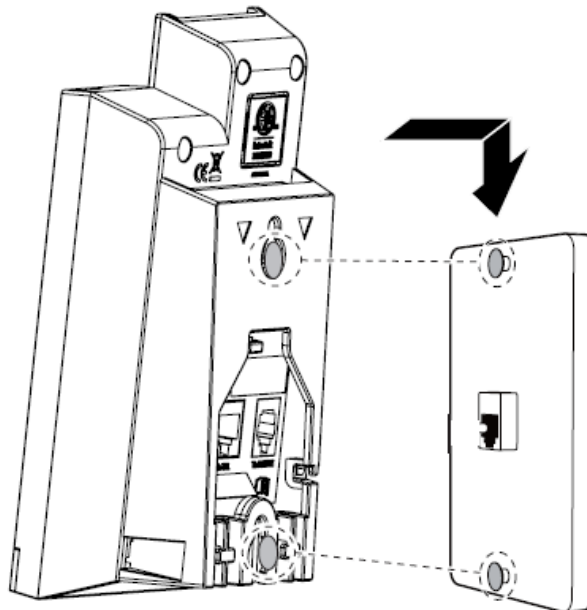
8. Place the handset on the telephone base cradle.

To remove the wall mount bracket from the telephone base

1. Slide the telephone base up to remove it from the mounting studs on the wall.

2. Disconnect all cords and cables from the telephone base.

3. Slide the wall mount bracket down and lift it from the telephone base.

Wall mount bracket dimensions

69.40±0.10
13.95±0.10
8.00±0.10
74.80±0.10
118.55±0.10
75.30±0.10
8.00±0.10

15.90±0.10
43.65±0.10

8.00±0.10
74.80±0.10
8.00±0.10
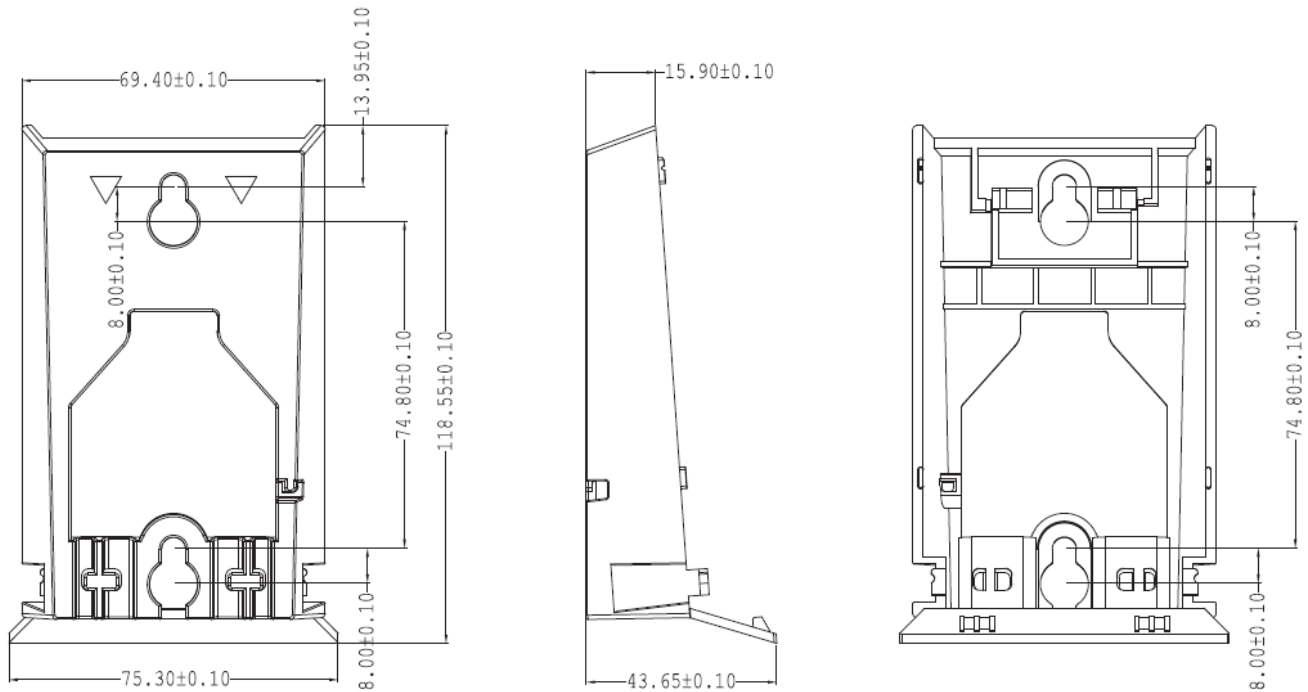
Unit: mm

Installation

Replacing the coiled handset cord

1. Hold the handset.

2. Press both thumbs down on the edge of the handset cover near the back of the earpiece, and slide the handset cover downwards.

3.
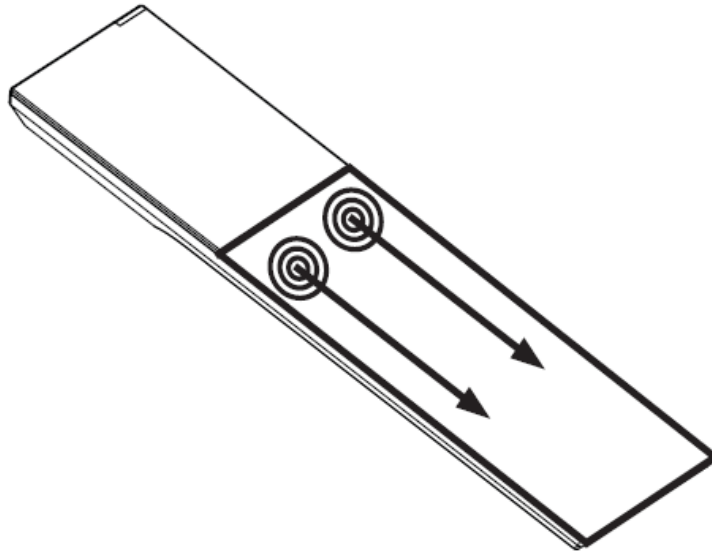
Lift the handset cover off the handset.

4. Unplug the coiled handset cord from the handset cord jack.

5. Plug another coiled handet cord into the handset cord jack.

6. Align all the tabs on the handset cover against the corresponding grooves on the handset, then slide the handset cover closed.
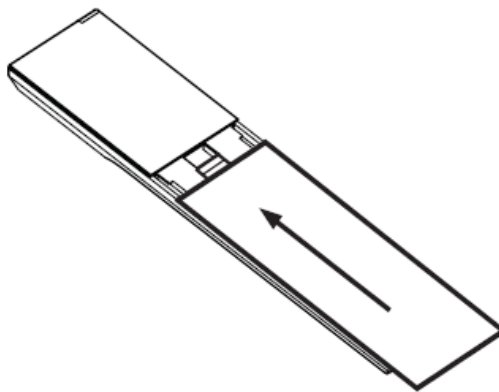
Installation notes

CAUTION! Please be careful of sharp edges of base stand that can cause harm during the installation process.

Avoid placing the phone too close to:

- Communication devices such as television sets, DVD players, or other cordless telephones
- Excessive heat sources
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting
- Excessive dust sources such as a workshop or garage
- Excessive moisture

- Extremely low temperature
- Mechanical vibration or shock such as on top of a washing machine or work bench

Set up

Default settings are indicated by asterisks (*).

Setting	Options	Adjustable by
Handset earpiece volume	1, 2, 3, 4, 5*, 6, 7, 8, 9	User and administrator
Ringer volume	1, 2, 3, 4, 5*, 6, 7, 8, 9	User and administrator
Ringer tone	Tone 1*, Tone 2, Tone 3	Administrator only

All telephone settings are programmed through the administrative web portal. Please refer to the SIP Phone Configuration Guide for details.

Operation

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 the SIP Phone Configuration Guide for automatic dialing.

End a call

Place the corded handset on 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 VOL+ or VOL- to adjust the listening volume. The next call returns to

the default listening volume.

To adjust the ringer volume:

In idle mode, press VOL+ or VOL- to adjust the ringer volume.

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 telephone

Question	Suggestions
1. The telephone does not work at all.	• Make sure a Cat-5 network cable is plugged into the LAN port of the telephone base and the network wall jack with Power over Ethernet (PoE). • Unplug the Cat-5 network cable from the network wall jack. Wait for approximately 15 seconds, then plug it back in. • Disconnect the telephone base from the network wall jack and connect a different working telephone. If the other telephone does not work, the problem is probably in the wiring or network server.

2. There is no dial tone.	- Try all the above suggestions. - The Cat-5 network cable may be defective. Install a new Cat-5 network cable. - Make sure your network is providing Power over Ethernet (PoE). - Disconnect the telephone base from the network wall jack and connect a different working telephone. If there is no dial tone on this telephone either, the problem is in your wiring or network server. - Make sure the initialization and system registration process completes.
3. I hear other calls when using the telephone.	- Disconnect the telephone base from the network wall jack and connect a different working telephone. Check your server settings. If calls are still not clear, the problem is probably in the wiring or network server. Contact your telephone service provider (charges may apply).

Question	Suggestions

4. I cannot dial out.	• Try all the above suggestions. • A prefix may be required for dialing some internal or external calls • Make sure there is a dial tone before dialing. • Check your server settings. If other telephones in your hotel are having the same problem, the problem is in the wiring or network server. Contact your telephone service provider (charges may apply).
5. The telephone cannot register to the network server.	• Make sure your network is providing Power over Ethernet (PoE). • Make sure the initialization and system registration process completes. • If there is an error during the initialization and system registration process, disconnect the Cat-5 network cable from the network wall jack and connect it back into the network wall jack with Power over Ethernet (PoE) to start the initialization and system registration process again.

6. The telephone does not ring when there is an incoming call.	- Make sure the Cat-5 network cable is plugged into the LAN port of the telephone base and the network wall jack with Power over Ethernet (PoE). - Check your server or telephone administrative settings. - If other telephones in your hotel are having the same problem, the problem is in the wiring or network server. Contact your telephone service provider (charges may apply). - Other electronic products such as HAM radios and other DECT telephones can cause interference with your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices. - The Cat-5 network cable may be defective. Install a new Cat-5 network cable.

Question	Suggestions

7. There is interference during a telephone conversation.	- 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).

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
- All Next Gen Models – corded and cordless

2 Years – SIP Non-Display Models

- All Classic Models – corded and cordless
- All Contemporary Models – corded and cordless
- All TrimStyle Models
- All Next Gen Models – corded and cordless

During the limited warranty period, VTech's authorized service representative will repair or replace, at VTech's option, without charge, a Product that is not free from defects in materials and workmanship. If VTech's authorized service representative repairs the Product, new or refurbished replacement parts may be used. If the Product is replaced, it may be replaced with a new or refurbished Product of the same or similar design. Repair or replacement of Product, at VTech's option, is the exclusive remedy.
The limited warranty period for the Product begins on the date that the end user takes possession of the Product. This limited warranty also applies to repaired or replacement Products for a period of either: (a) 90 days from the date the repaired or replacement Product is shipped to you; or (b) the time remaining on the original limited warranty as described above; whichever is longer.
This limited warranty does not cover:

1. Product or parts that have been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or

5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or

6. Product purchased, used, serviced, or shipped for repair from outside the United States or Canada, or used for non-approved commercial or institutional purposes (including but not limited to Products used for rental purposes); or

7. Product returned without valid proof of purchase; or

8. Charges or costs incurred by the end user, and risk of loss or damage, in removing and shipping the Product, or for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

9. Line cords or coil cords, plastic overlays, connectors, power adapters and batteries, if the Product is returned without them. VTech will charge the end user at then-current prices for each of the missing items.

10. NiCd or NiMH handset batteries, or power adapters, which, under all circumstances, are covered by a one (1) year warranty only.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of Product(s) to the service location. VTech's authorized service representative will return repaired or replaced product under this limited warranty to you, transportation, delivery and handling charges prepaid. VTech assumes no risk for damage or loss of the Product in transit.

If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair and return shipping costs for the repair of Products that not covered by this limited warranty. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product, whether express or implied, oral or written, or statutory. The warranty exclusively describes all of VTech's responsibilities regarding the Product. No one is authorized to make modifications to this warranty and you should not rely on any such modification.

VTech's liability to end user hereunder shall not exceed the purchase price of the Product. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the product, or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you also have other rights which vary from state to state or province to province.

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.

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 RJ45 jack should normally be used for connecting to a single line. 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. If this equipment is causing harm to the telephone network, your telephone service provider may temporarily discontinue your telephone service. Your telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and your

telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. Your telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible. If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

Remain on the line and briefly explain the reason for the call before hanging up. Perform such activities in off-peak hours, such as early morning or late evening. When the adjunct is used with a leased system, permission of the owner of the equipment must be obtained for connection of the adjunct because modification of the host system is often required.

This product can only be connected to the host equipment and never directly to the network.

Industry Canada

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

The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

ISEDC Warning

This device complies with Innovation, Science, and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

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

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.

Disclaimer and Limitation of Liability

VTech Communications, Inc. and its suppliers assume no responsibility for any damage or loss resulting from the use of this user's manual. VTech Communications, Inc. and its suppliers assume no responsibility for any loss or claims by third parties that may arise through the use of this product. VTech Communications, Inc. and its suppliers assume no responsibility for any damage or loss caused by deletion of data as a result of malfunction, or repairs. Be sure to make backup copies of important data on other media to protect against data loss.

- Company: VTech Communications, Inc.
- Address: 9020 SW Washington Square Road., Suite 555, Tigard, OR 97223, United States

- Phone: 1 888-907-2007

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND/OR ETHERNET CABLE FROM THE WALL. Then remove the telephone by the unplugged cords.

Technical specifications

1-Line SIP Corded Lobby Phone – NG-S3100

Power requirement	PoE IEEE 802.3af class 2 (48V) PoE IEEE 802.3af classe 2 (48V) If PoE not available, power adapter (sold separately): • Input: 100-240V AC 50/60Hz • Output: 5.0V DC @ 2.0A • Manufacturer: VT-PLII • Model / region: ◦ US: VT07EUS05200 Use only the power adapter specified above for the telephone base
LAN-Interface	1 x 10/100/1000 Mbps RJ-45 Port
Size	Telephone base: 163 x 82 x 43 mm (6.8x 3.2 x 1.7 inches) Corded handset: 203 x 48 x 21 mm (8 x 1.9 x 0.8 inches)

Specifications are subject to change without notice. Copyright © 2025
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NG-S3100_UG_US_12AUG2025

Frequently Asked Questions

Can I use this phone with a traditional landline?

No, this phone is designed for SIP lines and should not be connected directly to traditional phone networks like PSTN or POTS.

What should I do if liquid spills on the product?

Unplug the device immediately and clean it with a damp cloth. Avoid using liquid or aerosol cleaners.

Can I adjust the controls on the product?

Only adjust controls as per the operation instructions provided. Improper adjustments may lead to damage and require professional servicing.

Documents / Resources

	vtech NG-S3100 1-Line SIP Corded Lobby Phone [pdf] Instruction Manual NG-S3100 1-Line SIP Corded Lobby Phone, NG-S3100, 1-Line SIP Corded Lobby Phone, SIP Corded Lobby Phone, Corded Lobby Phone, Lobby Phone
SIP Next Gen Series NG-S3100 1-Line SIP Corded Lobby Phone vtech User's Guide	

References

- User Manual

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