



Avaya Solution & Interoperability Test Lab

Application Notes for VTech CTM-S2110/CTM-S2115/CTM-S2116 SIP Hotel Phone with Avaya IP Office 11.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for VTech CTM-S2115 SIP Hotel Phone to interoperate with Avaya IP Office Server Edition 11.1 and Avaya IP Office 500 V2 Expansion System 11.1. The VTech hospitality product line provides a clear cost and feature advantage that is backed by decades of expertise in the corded/cordless telephony industry. VTech CTM-S2115 Hotel Phone registers directly with Avaya IP Office 11.1.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required for VTech CTM-S2115 SIP Hotel Phone to interoperate with Avaya IP Office Server Edition 11.1 and Avaya IP Office 500 V2 Expansion System 11.1. VTech CTM-S2115 SIP Hotel Phone registers to Avaya IP Office Server Edition 11.1 or Avaya IP Office 500 V2 Expansion System 11.1 as a SIP endpoint. VTech CTM-S2110, CTM-S2115, and CTM-S2116 Hotel Phones are cordless 1-line models. Testing used the VTech CTM-S2115 SIP Hotel Phone as a representative model. See **Attachment 1**, which provides details of Vtech CTM-S2110/CTM-S2116 Hotel Phones equivalency to the CTM-S2115 SIP Hotel Phone model for which this testing applies.

2. General Test Approach and Test Results

The general test approach was to place calls to and from CTM-S2115 to PSTN, Avaya SIP, and Avaya H.323 endpoints and exercise basic telephone operations

As the purpose of these phones is for hotel guest rooms, certain functionality considered to be standard on Avaya endpoints is not supported and therefore was not tested. For example, VTech CTM-S2115 does not support transfers or conferences. More details on these limitations are described in the Test Results in **Section 2.2**.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and CTM-S2115 utilized enabled capabilities of TLS/SRTP.

2.1. Interoperability Compliance Testing

The following features and functionality were evaluated in the interoperability compliance test:

- Registration of CTM-S2115 to IP Office.
- Basic call features: Answer, Hold/Resume, Mute/Un-mute, Drop, Message Waiting Indicator, DTMF, Call Pickup, Call Waiting, Call Forward.
- Codec negotiation, Media Shuffling, and Session Refresh Interval.
- Hospitality features: Automatic Wakeup Call and Housekeeping status.
- Serviceability testing to validate recovery from network connectivity loss.

2.2. Test Results

All test cases passed with the following observations:

- CTM-S2115 does not support the following features
 - Call Park/Unpark
 - Transfer
 - Conference
 - VTech programmable buttons do not support short codes requiring secondary input.
- CTM-S2115 uses a flash hook to implement call waiting.
- CTM-S2115 does not support SDP negotiation capabilities per (RFC5939) between SRTP and non-SRTP modes. Media Security for the associated extensions should be set to Enforced.

2.3. Support

Technical support for VTech CTM-S2115 SIP Phone can be obtained at:

- Phone: 1 (888) 907-2007
- <https://vtechhotelphones.com>

3. Reference Configuration

Figure 1 illustrates the test configuration diagram for CTM-S2115 integrated to Avaya IP Office Server Edition and Avaya IP Office 500 V2 Expansion System.

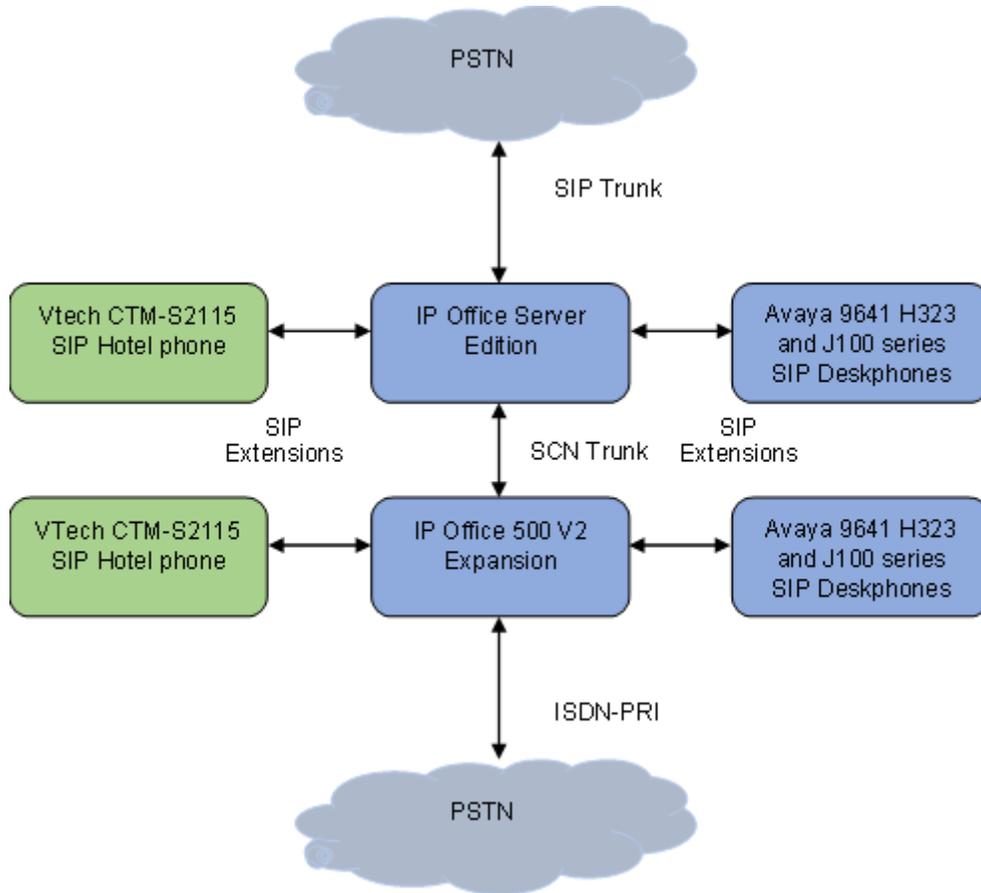


Figure 1: Avaya Interoperability Test Configuration for VTech CTM-S2115

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya IP Office 500 V2 Expansion	11.1.2.1.0
Avaya IP Office Server Edition	11.1.2.1.0
Avaya 9641G IP Deskphones	6.8304 (H.323)
Avaya J129 IP Phones	4.0.7.0.7 (SIP)
VTech CTM-S2115 Hotel Phone	2.21.2.0
Vtech CTM-4402 Cordless Handset	1.2.2

Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with IP Office Server Edition in all configurations.

5. Configure Avaya IP Office Server Edition

This section provides the procedures for configuring Avaya IP Office Server Edition. The procedures include the following areas:

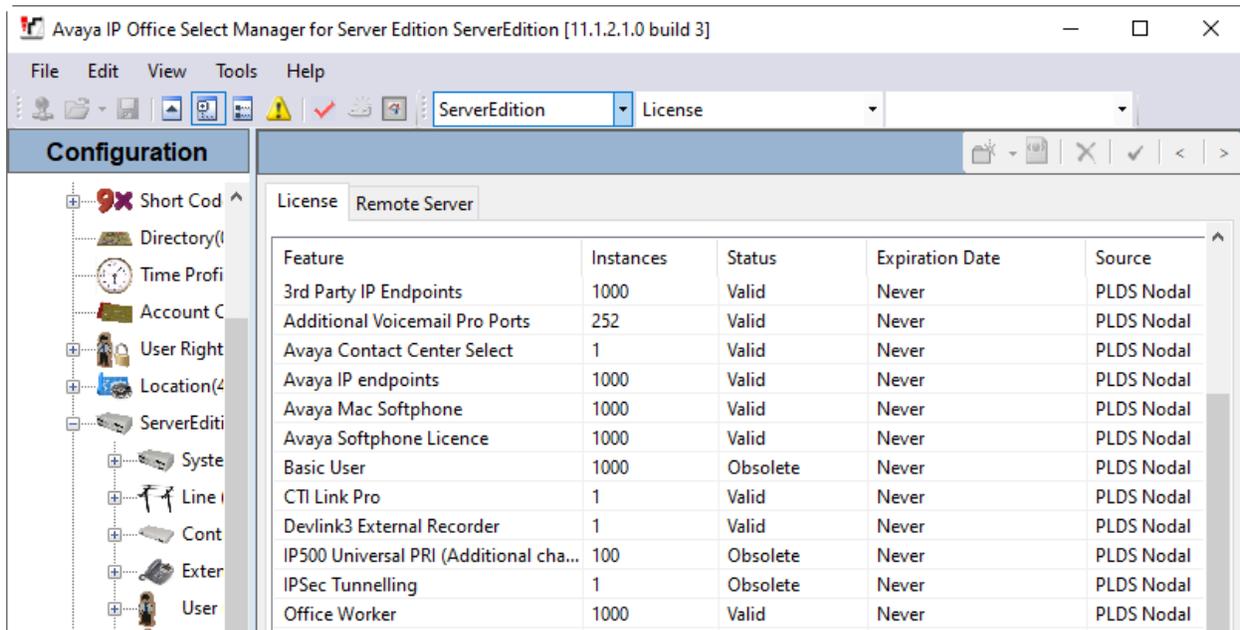
- Verify License
- Obtain LAN IP address
- Administer Codecs
- Administer SIP registrar
- Administer SIP extension for CTM-S2115
- Administer SIP user for CTM-S2115

Note: This section covers the configuration of Avaya IP Office Server Edition, but the configuration is the same for Avaya IP Office 500 V2 Expansion System.

5.1. Verify License

From a PC with the Avaya IP Office Admin Suite installed, invoke **IP Office Manager**. Select the proper primary IP Office system, and log in using the appropriate credentials. The Avaya IP Office Manager for Server Edition screen is displayed.

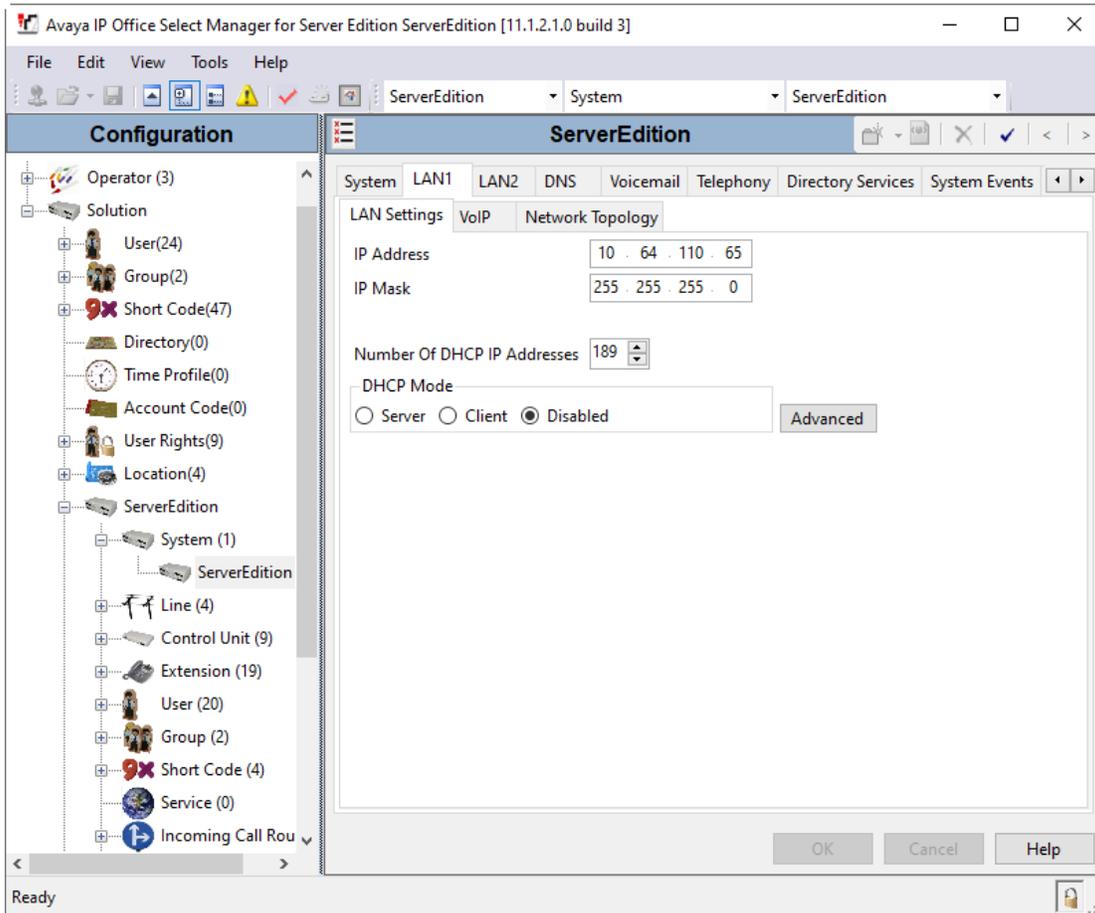
From the configuration tree in the left pane, select **License** under the IP Office system that will be used to display a list of licenses in the right pane. Verify that there is sufficient license for **3rd Party IP Endpoints** as shown below.



Feature	Instances	Status	Expiration Date	Source
3rd Party IP Endpoints	1000	Valid	Never	PLDS Nodal
Additional Voicemail Pro Ports	252	Valid	Never	PLDS Nodal
Avaya Contact Center Select	1	Valid	Never	PLDS Nodal
Avaya IP endpoints	1000	Valid	Never	PLDS Nodal
Avaya Mac Softphone	1000	Valid	Never	PLDS Nodal
Avaya Softphone Licence	1000	Valid	Never	PLDS Nodal
Basic User	1000	Obsolete	Never	PLDS Nodal
CTI Link Pro	1	Valid	Never	PLDS Nodal
Devlink3 External Recorder	1	Valid	Never	PLDS Nodal
IP500 Universal PRI (Additional cha...	100	Obsolete	Never	PLDS Nodal
IPSec Tunnelling	1	Obsolete	Never	PLDS Nodal
Office Worker	1000	Valid	Never	PLDS Nodal

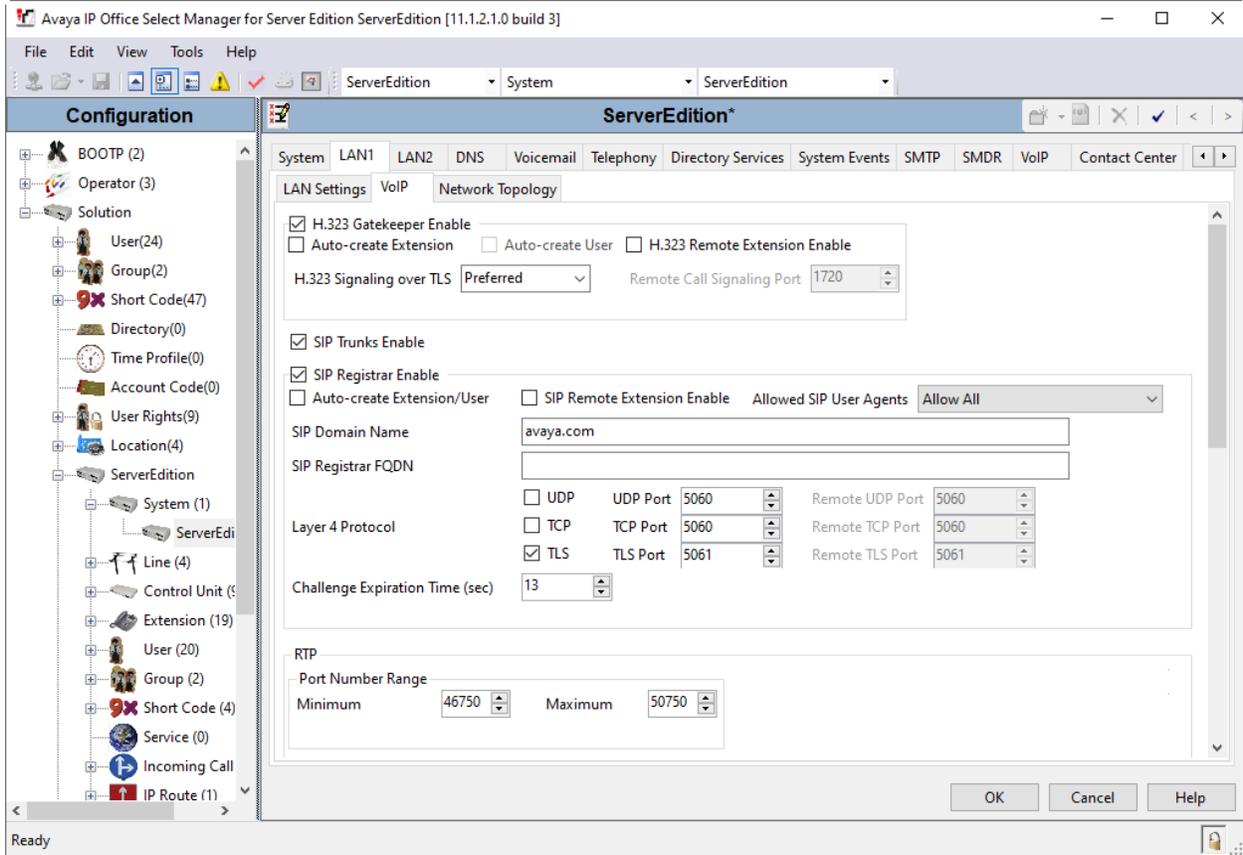
5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the System screen for the IP Office Server Edition in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the IP Address (e.g., *10.64.110.65*), which will be used later to configure CTM-S2115.



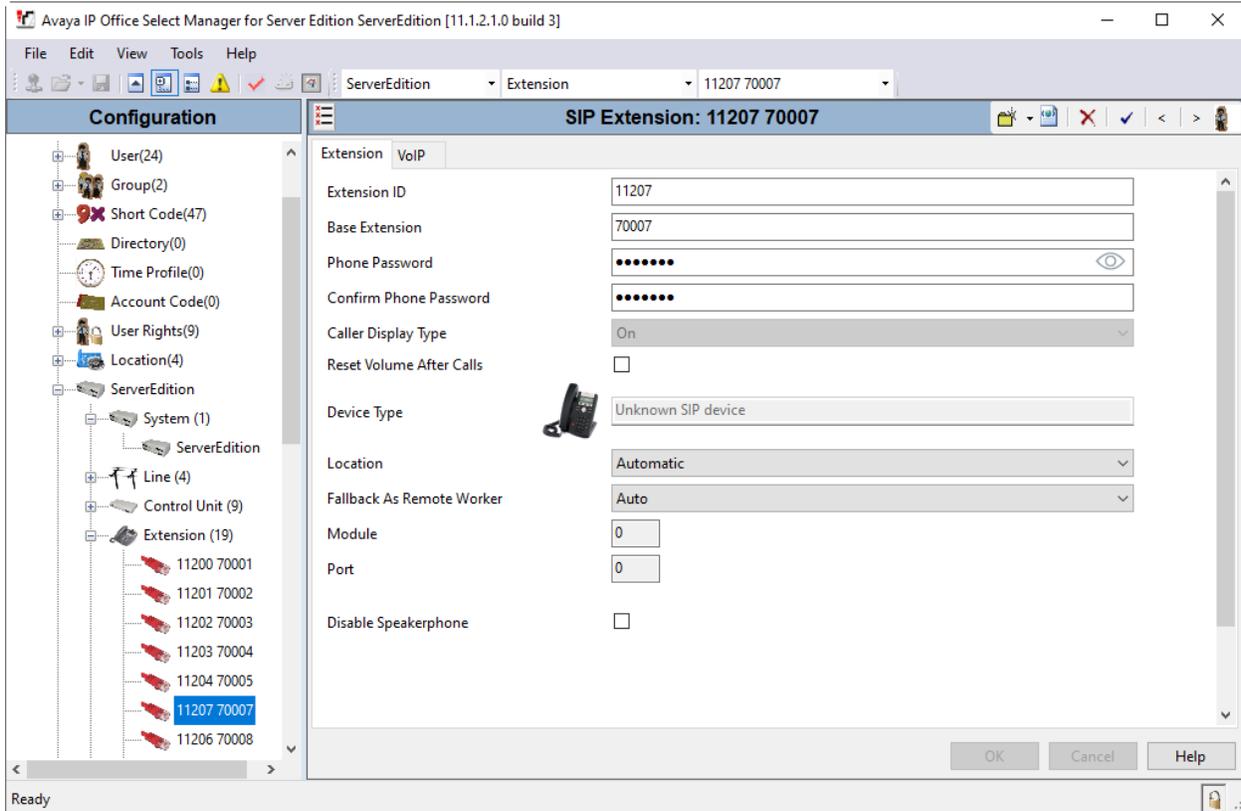
5.3. Administer SIP Registrar

Select the **VoIP** sub-tab. Ensure that **SIP Registrar Enable** is checked and enter a valid **Domain Name**. In the compliance testing, the **SIP Domain Name** field was set to *avaya.com*. TLS transport protocol was enabled for the **Layer 4 Protocol**, which was also used by CTM-S2115.

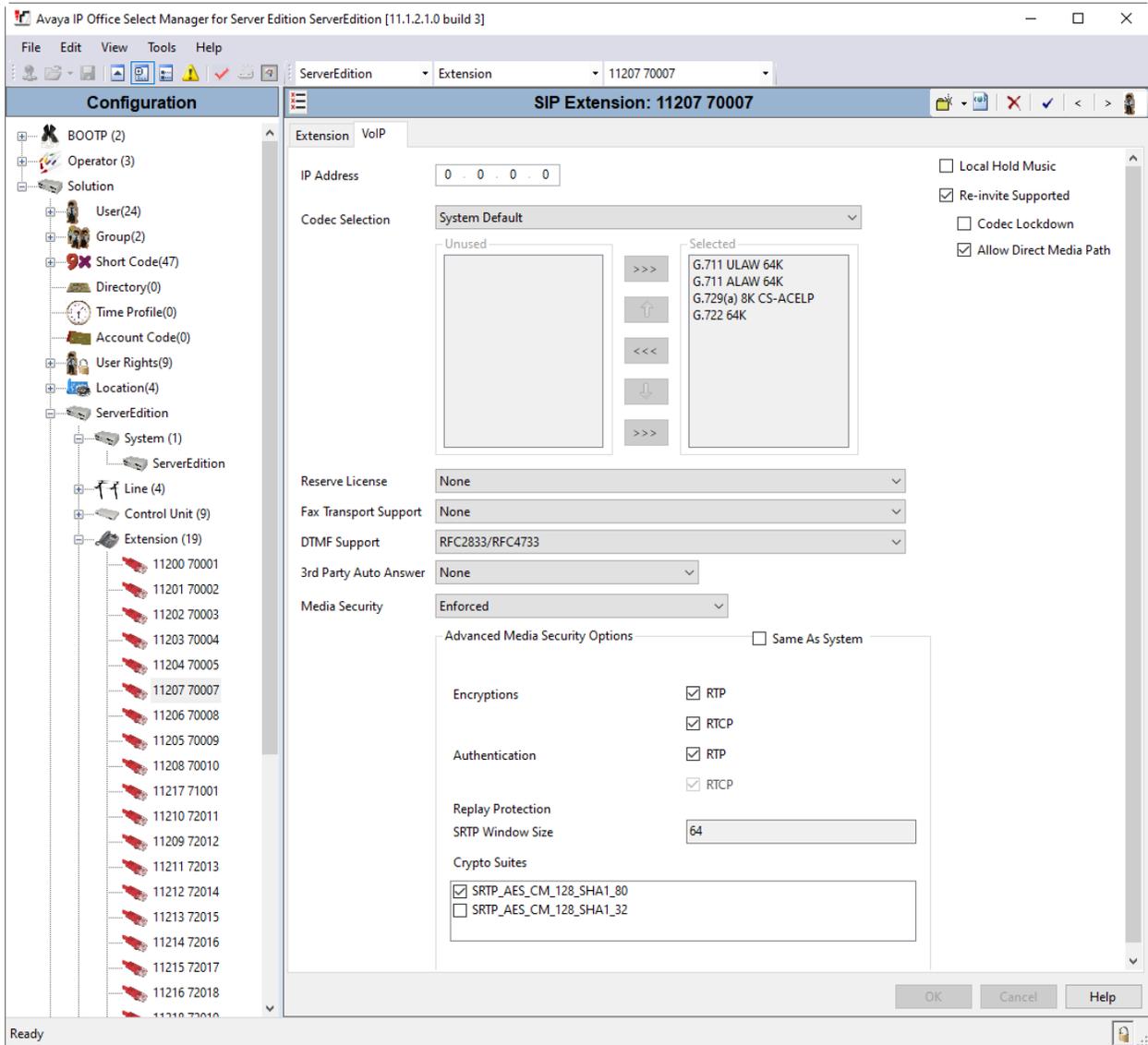


5.4. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension** and select **New** → **SIP** from the pop-up list (not shown) to add a new SIP extension. Enter the desired extension for the **Base Extension** field as shown below. In this example, CTM-S2115 was assigned extension **70007**. This is the extension that CTM-S2115 will use to register with IP Office Server Edition. Enter an appropriate password. This will be used by CTM-S2115 to register to IP Office Server.

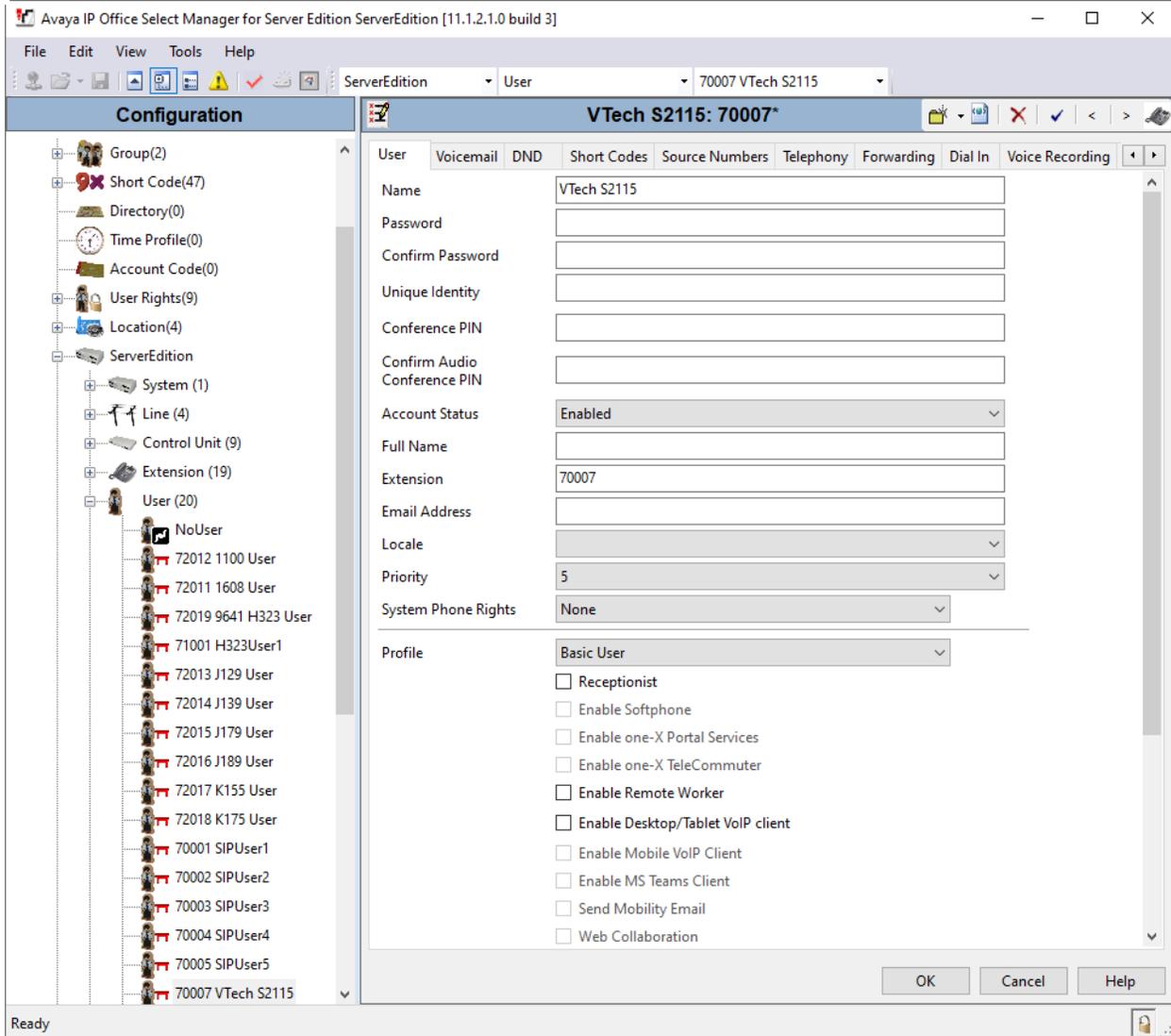


Select the **VoIP** tab. The codec selection shown below is configured with *G.711 ULAW*, *G.711 ALAW*, *G.729(a)-8K CS-ACELP*, and *G.722 64K*. Enable **Allow Direct Media Path** so that audio/RTP may flow directly between two SIP endpoints without using media resources in Avaya IP Office Server Edition. Select *Enforced* for **Media Security** with **Advanced Media Security Options** as seen below.

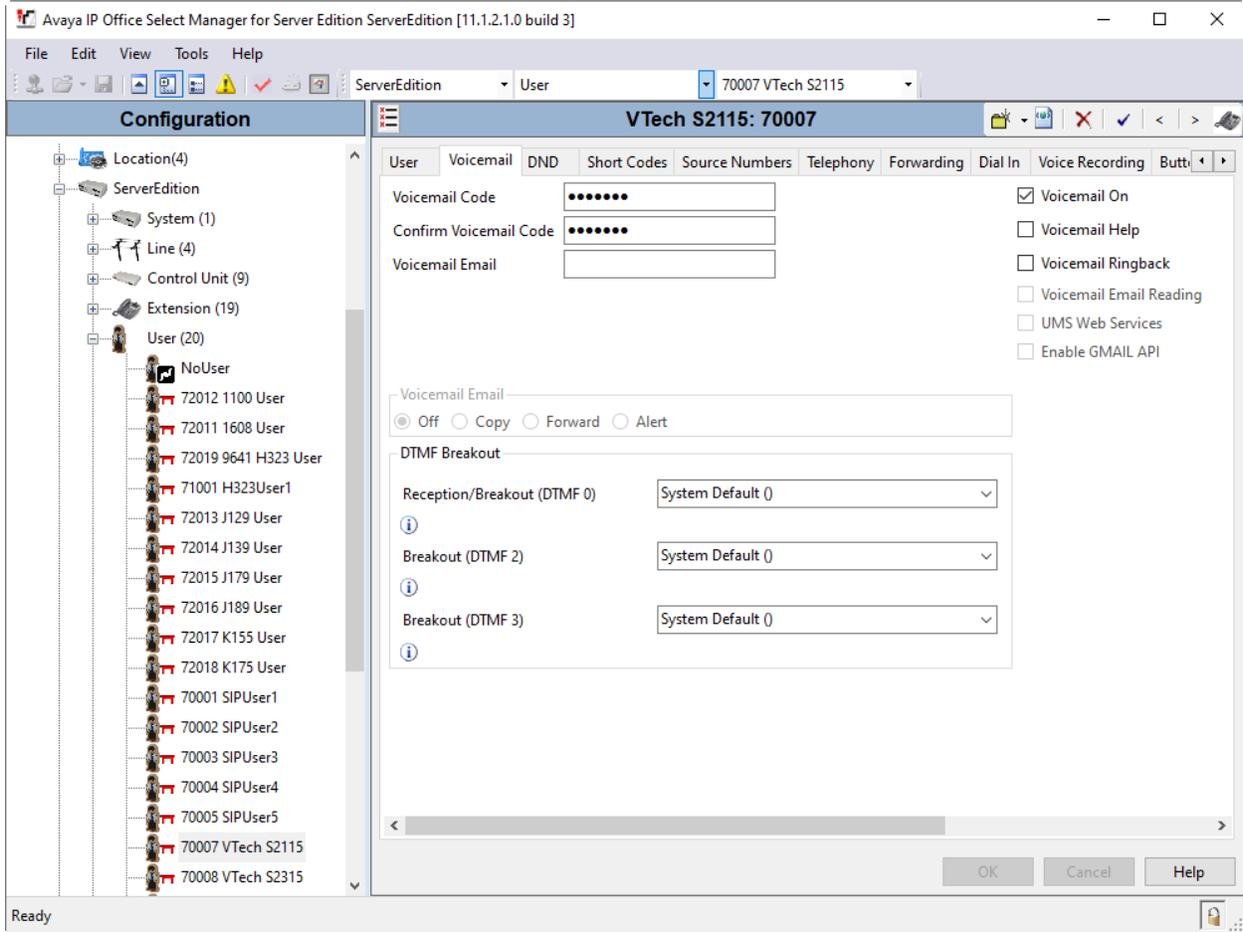


5.5. Administer SIP Users

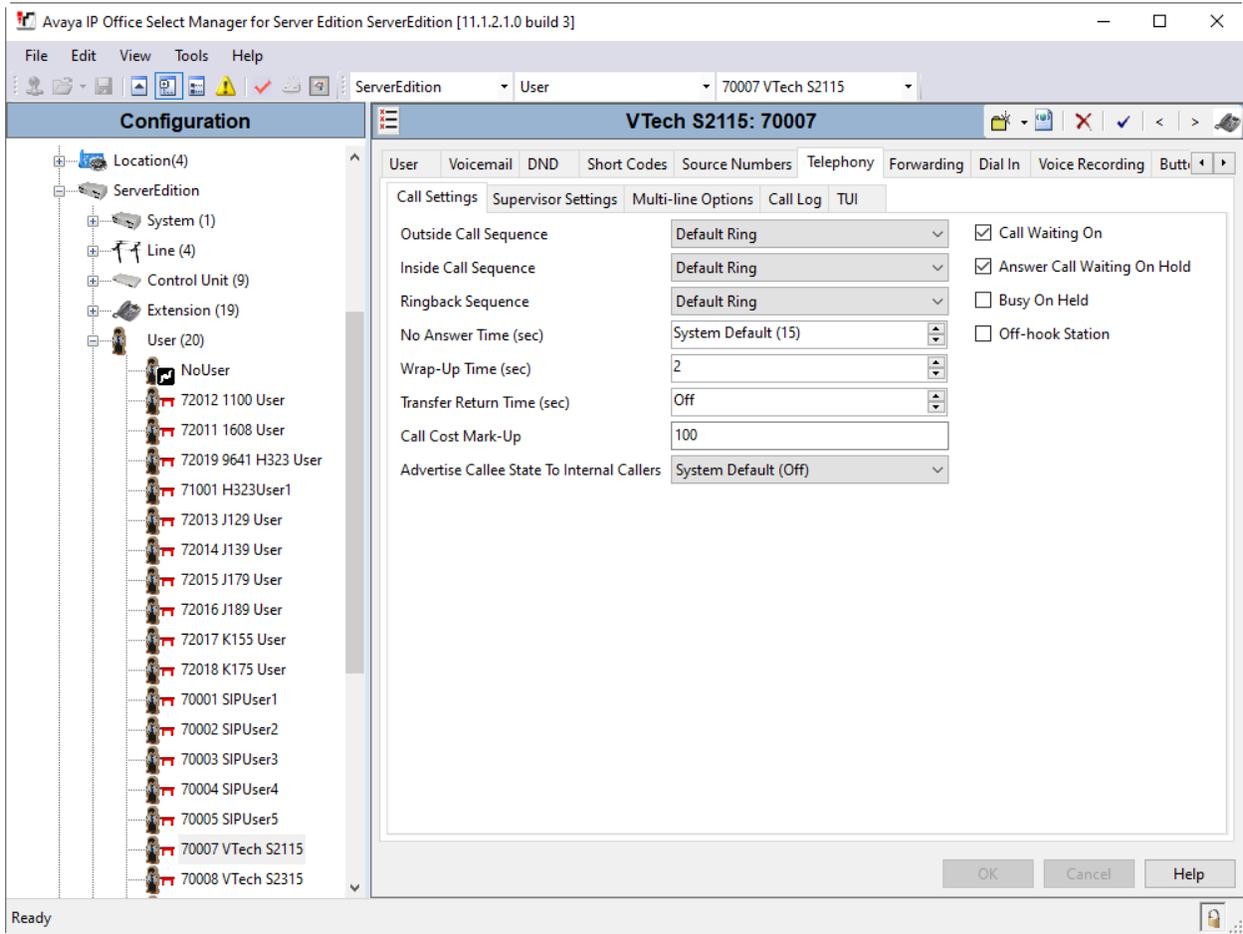
From the configuration tree in the left pane, right-click on **User** and select **New** from the pop-up list (not shown). Enter a value for the **Name** field (e.g., *VTech S2115*). For the **Extension** field, enter the SIP extension from **Section 5.4** (e.g., *70007*).



Select the **Voicemail** tab and select **Voicemail On** to enable voicemail for the CTM-S2115 handset. Specify a **Voicemail Code** to be used when logging into voicemail.



Select the **Telephony** tab followed by the **Call Settings** sub-tab. Note the settings below for the user.



6. Configure VTech CTM-S2115 Hotel Phone

The steps to configure CTM-S2115 to integrate with IP Office Server Edition are as follows:

- Configure IP Address
- Launch Web Interface
- Configure SIP Account
- Install CA Certificate
- Modify Codec Settings as required

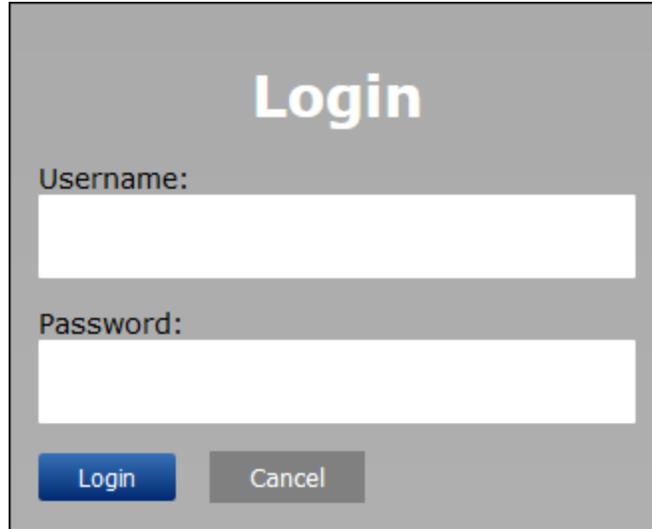
6.1. Configure IP Address

CTM-S2115 is configured for DHCP as a factory default. The following steps provide network connectivity and determine the phone's IP address for use in launching administration detailed in **Section 6.2:**

- Connect the WAN port of CTM-S2115 to a Power over Ethernet (PoE) switch
- Determine the assigned IP address. Use the built-in voice menu which will read out the IP address. The voice menu is accessed by pressing **SPEAKER * * * ***. For more information, refer to CTM-S2115 user manual obtained at <http://vtechhotelphones.com>.

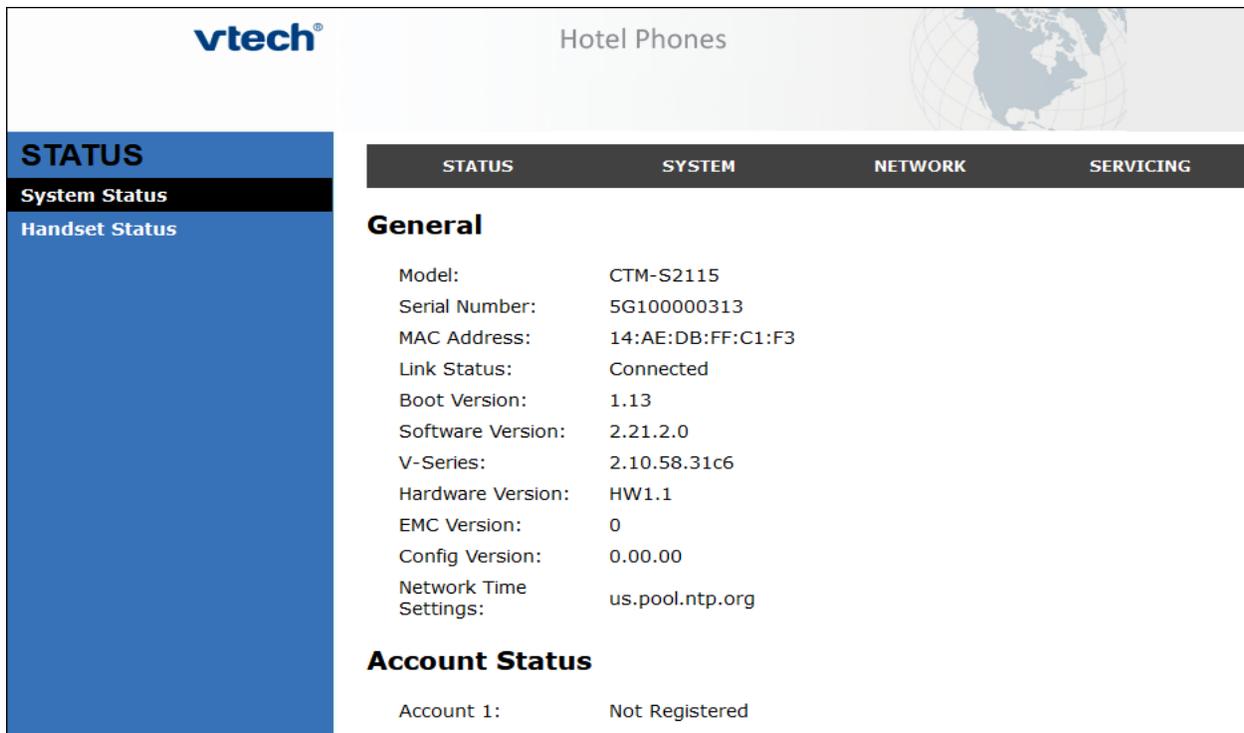
6.2. Launch Web Interface

The phone administration is done through a web interface. To access web administration, invoke the web login page using the **IP address** from **Section 6.1** using the URL **https://<IP address>**. The login prompt is displayed.



The image shows a login form with a grey background. At the top, the word "Login" is written in a large, white, sans-serif font. Below it, there are two input fields: "Username:" followed by a white rectangular box, and "Password:" followed by another white rectangular box. At the bottom of the form, there are two buttons: a blue button with the text "Login" and a grey button with the text "Cancel".

Enter the appropriate **Username** and **Password**. Once logged in, the default settings are displayed:



The screenshot displays the Vtech Hotel Phones web interface. The top left corner features the Vtech logo, and the top right corner shows "Hotel Phones" next to a globe icon. A navigation menu on the left includes "STATUS", "System Status", and "Handset Status". The main content area is divided into four tabs: "STATUS", "SYSTEM", "NETWORK", and "SERVICING". The "STATUS" tab is active, showing a "General" section with the following details:

Model:	CTM-S2115
Serial Number:	5G100000313
MAC Address:	14:AE:DB:FF:C1:F3
Link Status:	Connected
Boot Version:	1.13
Software Version:	2.21.2.0
V-Series:	2.10.58.31c6
Hardware Version:	HW1.1
EMC Version:	0
Config Version:	0.00.00
Network Time Settings:	us.pool.ntp.org

Below the General section is the "Account Status" section, which shows:

Account 1:	Not Registered
------------	----------------

- **Note:** If firmware upgrades are needed, consult the configuration guide for instructions Refer to <http://vtechhotelphones.com>.

6.3. Configure SIP Account

To register VTech to IP Office, Select **SYSTEM** from the toolbar, then **Account 1** from the left-hand side list. Under the **General Account Settings** heading, input the following:

- **Enable Account:** Click the corresponding checkbox.
- **Account Label:** Enter a descriptive string (e.g., *S2115*).
- **Display Name:** Enter a desired display name (e.g., *S2115 SIP*).
- **User Identifier:** Enter An appropriate string (e.g., *70007*).
- **Authentication Name:** Enter the SIP extension from **Section 5.4** (e.g., *70007*).
- **Authentication Password:** Enter the password from **Section 5.4**.

The screenshot shows the vtech Hotel Phones configuration interface. The top navigation bar includes 'vtech' and 'Hotel Phones' with a globe icon. Below this is a secondary navigation bar with 'STATUS', 'SYSTEM', 'NETWORK', and 'SERVICING'. The left sidebar is titled 'SYSTEM' and contains a list of settings categories, with 'SIP Account Management' and 'Account 1' highlighted. The main content area is titled 'SYSTEM ACCOUNT MANAGEMENT ACCOUNT 1' and contains the 'General Account Settings' section. This section includes a checked 'Enable Account' checkbox and several input fields and dropdown menus for configuring the account details.

Field	Value
Enable Account	<input checked="" type="checkbox"/>
Account label:	S2115
Display Name:	S2115 SIP
User Identifier:	70007
Authentication Name:	70007
Authentication Password:	••••••
Dial Plan:	x+P
Call Restriction Dial plan:	
Inter-Digit Timeout (secs):	3
Line Type:	Private
DTMF Method:	Auto
Unregister After Reboot:	Disable
Call Rejection Response Code	486

Continuing on the same page, Under the **SIP Server** heading, enter the following:

- **Server Address:** IP Office Server Edition IP address (e.g., *10.64.110.65*).
- **Port:** *5061*

Under the **Registration** heading, enter the following:

- **Server Address:** IP Office Server Edition IP address (e.g., *10.64.110.65*).
- **Port:** *5061*

	SIP Server	
	Server Address:	<input type="text" value="10.64.110.65"/>
	Port:	<input type="text" value="5061"/>
	Registration	
	Server Address:	<input type="text" value="10.64.110.65"/>
	Port:	<input type="text" value="5061"/>
	Expiration (secs):	<input type="text" value="3600"/>
	Registration Freq (secs):	<input type="text" value="10"/>
	Outbound Proxy	
	Server Address:	<input type="text"/>
	Port:	<input type="text" value="5060"/>
	Backup Outbound Proxy	
	Server Address:	<input type="text"/>
	Port:	<input type="text" value="5060"/>
	Caller Identity	
Source Priority 1:	<input type="text" value="PAI"/>	
Source Priority 2:	<input type="text" value="RPID"/>	
Source Priority 3:	<input type="text" value="From"/>	

Continuing on the same page, Under the **Audio** heading, select **Enable Voice Encryption (SRTP)**. Under the **Signaling Settings** heading, input the following:

- **Local SIP Port:** 5061
- **Transport:** TLS

Under the **Voicemail Settings** header, select **Enable MWI Subscription**. Click **Save** (not shown).

Audio	
Codec Priority 1:	G.711u
Codec Priority 2:	G.711a
Codec Priority 3:	G.729a/b
Codec Priority 4:	G.726
Codec Priority 5:	G.722
Codec priority 6:	None
Codec priority 7:	iLBC
<input checked="" type="checkbox"/> Enable Voice Encryption (SRTP)	
<input type="checkbox"/> Enable G.729 Annex B	
Preferred Packetization Time (ms):	20
DTMF Payload Type:	101
Quality of Service	
DSCP (voice):	46
DSCP (signaling):	26
Signaling Settings	
Local SIP Port:	5061
Transport:	TLS
Voice	
Min Local RTP Port:	18000
Max Local RTP Port:	19000
Voicemail Settings	
<input checked="" type="checkbox"/> Enable MWI Subscription	

6.4. Install CA Certificate

Note: The CA certificate file is needed for this step.

To install the CA certificate, select **SERVICING** from the toolbar, then **Trusted Certificates** from the left-hand side list. Click on **Choose File** and select the CA certificate. Select **Only accept trusted certificates** (not shown). Click **Import** (not shown). The CA should appear in the **Trusted Certificate** list.

The screenshot displays the 'Trusted Certificate' management page. On the left is a navigation menu with 'SERVICING' selected, and 'Trusted Certificates' highlighted. The main content area has a top navigation bar with 'STATUS', 'SYSTEM', 'NETWORK', and 'SERVICING'. Below this is the 'Trusted Certificate' section, which includes a 'Select All' checkbox and a table of certificates. The table has columns for 'Total: 5', 'Issue to', 'Issue by', 'Expiration', and 'Protected'. Below the table are buttons for 'Delete Selected Entries' and 'Protect Selected Entries', a checkbox for 'Only accept trusted certificates', and a 'Save' button. At the bottom, there is an 'Import Trusted Certificate' section with a file selection field, a 'Choose File' button, and an 'Import' button.

Total: 5	Issue to	Issue by	Expiration	Protected
<input type="checkbox"/>	Vtech Business Phone Intermediate CA	Vtech Business Phone Root CA	Feb 28 07:26:03 2036 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	thawte Primary Root CA - G3	thawte Primary Root CA - G3	Dec 1 23:59:59 2037 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	VeriSign Universal Root Certification Authority	VeriSign Universal Root Certification Authority	Dec 1 23:59:59 2037 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	DigiCert High Assurance EV Root CA	DigiCert High Assurance EV Root CA	Nov 10 00:00:00 2031 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	System Manager CA	System Manager CA	Jul 15 19:03:53 2029 GMT	<input type="checkbox"/>

6.5. Modify Codec Settings

Modify the codec settings by selecting **SYSTEM** (not shown) in the toolbar and **Account 1** (not shown) in the left hand side selections. Under the **Audio** heading, select the desired codecs in priority:

Audio

Codec Priority 1:	<input type="text" value="G.711u"/>
Codec Priority 2:	<input type="text" value="G.711a"/>
Codec Priority 3:	<input type="text" value="G.729a/b"/>
Codec Priority 4:	<input type="text" value="G.722"/>
Codec Priority 5:	<input type="text" value="None"/>
Codec priority 6:	<input type="text" value="None"/>
Codec priority 7:	<input type="text" value="None"/>
<input checked="" type="checkbox"/> Enable Voice Encryption (SRTP)	
<input type="checkbox"/> Enable G.729 Annex B	
Preferred Packetization Time (ms):	<input type="text" value="20"/>
DTMF Payload Type:	<input type="text" value="101"/>

Click **Save**.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of IP Office and CTM-S2115.

7.1. Registration Status

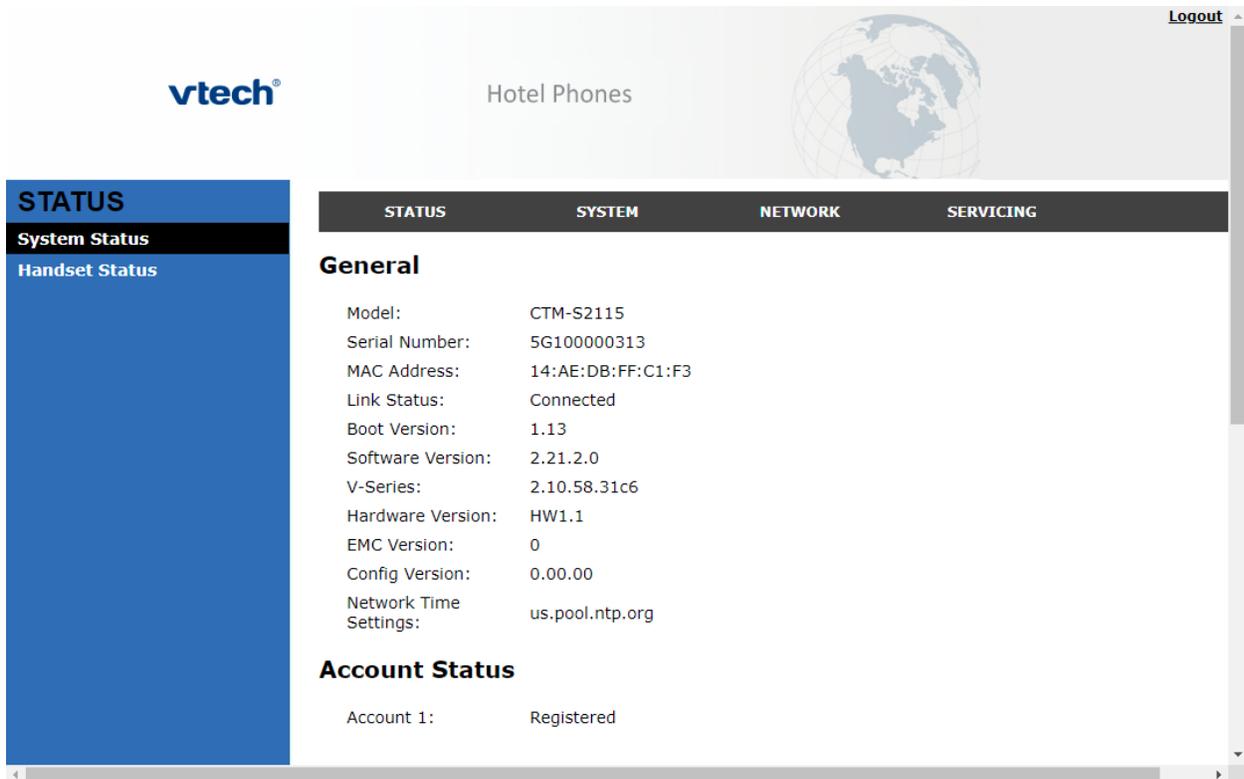
Verify that CTM-S2115 has successfully registered with IP Office. From a PC with **IP Office Admin Suite** installed, invoke **IP Office System Status**. Navigate to the CTM-S2115 SIP extension and verify **Media Stream** is set to **SRTP**, **Layer 4 Protocol** is set to **TLS**, and **Current State** is shown as *Idle*.

The screenshot shows the Avaya IP Office System Status application window. The title bar reads "Avaya IP Office System Status - ServerEdition (10.64.110.65) - IP Office Linux PC 11.1.2.1.0 build 3". The main window title is "IP Office System Status". The left sidebar contains a navigation menu with categories: System, Alarms (4), Extensions (4), Trunks (4), Active Calls, Resources, Voicemail, IP Networking, and Locations. Under "Extensions (4)", extension 70007 is selected. The main content area displays the "Extension Status" for 70007. The status is "Idle" with a time in state of 01:03:33. The configuration details are as follows:

Extension Number:	70007
IP address:	192.168.4.10
Standard Location:	None
Registrar:	Primary
Telephone Type:	Unknown SIP Device
User-Agent SIP header:	Vtech Hotel SIP CTM-S2115 2.21.2.0-0
Media Stream:	SRTP
Layer 4 Protocol:	TLS
Current User Extension Number:	70007
Current User Name:	VTech S2115
Forwarding:	Off
Twinning:	Off
Do Not Disturb:	Off
Message Waiting:	Off
Number of New Messages:	0
Phone Manager Type:	None
SIP Device Features:	REFER,UPDATE
License Reserved:	No
Last Date and Time License Allocated:	3/28/2022 2:33:38 PM
Packet Loss Fraction:	
Jitter:	
Round Trip Delay:	
Connection Type:	
Codec:	
Remote Media Address:	

At the bottom of the status window, there is a table with the following columns: Call Ref, Current State, Time in State, Calling Number or Called Number, Direction, and Other Party on Call. The table contains one row with the state "Idle" and a time of "01:03:33". Below the table are buttons for Trace, Trace All, Pause, Ping, Call Details, Print..., and Save As... The bottom status bar shows the time "9:33:30 PM" and the status "Online".

Registration status can also be seen from the CTM-S2115 web interface. Select **SYSTEM** from the toolbar, then **System Status** from the left-hand side list. Under **Account Status**, the account should show **Registered**.



The screenshot displays the vtech Hotel Phones web interface. At the top left is the vtech logo, and at the top right is a globe icon and a 'Logout' link. Below the logo is the text 'Hotel Phones'. A navigation bar contains four tabs: 'STATUS', 'SYSTEM', 'NETWORK', and 'SERVICING'. The 'STATUS' tab is active, and a left-hand sidebar shows 'System Status' selected. The main content area is divided into two sections: 'General' and 'Account Status'. The 'General' section lists various system parameters, and the 'Account Status' section shows 'Account 1: Registered'.

STATUS	SYSTEM	NETWORK	SERVICING
General			
Model:	CTM-S2115		
Serial Number:	5G100000313		
MAC Address:	14:AE:DB:FF:C1:F3		
Link Status:	Connected		
Boot Version:	1.13		
Software Version:	2.21.2.0		
V-Series:	2.10.58.31c6		
Hardware Version:	HW1.1		
EMC Version:	0		
Config Version:	0.00.00		
Network Time Settings:	us.pool.ntp.org		
Account Status			
Account 1:	Registered		

7.2. Basic Calls

Establish a call between CTM-S2115 and a local Avaya SIP desk phone. In **IP Office System Status**, navigate to the SIP extension and verify the **Current State** is *Connected* as shown below.

The screenshot displays the Avaya IP Office System Status application window. The title bar reads "Avaya IP Office System Status - ServerEdition (10.64.110.65) - IP Office Linux PC 11.1.2.1.0 build 3". The main header features the Avaya logo and the text "IP Office System Status". Below the header is a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About".

The left sidebar contains a navigation tree with the following items: System, Alarms (5), Extensions (4) (with 70007 selected), Trunks (4), Active Calls, Resources, Voicemail, IP Networking, and Locations.

The main content area is titled "Extension Status" and displays the following configuration details for extension 70007:

- Extension Number: 70007
- IP address: 192.168.4.2
- Standard Location: None
- Registrar: Primary
- Telephone Type: Unknown SIP Device
- User-Agent SIP header: Vtech Hotel SIP CTM-S2115 2.21.2.0-0
- Media Stream: SRTP
- Layer 4 Protocol: TLS
- Current User Extension Number: 70007
- Current User Name: VTech S2115
- Forwarding: Off
- Twinning: Off
- Do Not Disturb: Off
- Message Waiting: Off
- Phone Manager Type: None
- SIP Device Features: REFER,UPDATE
- License Reserved: No
- Last Date and Time License Allocated: 4/14/2022 7:52:44 AM
- DTMF Required: No
- Packet Loss Fraction: 0%
- Jitter: 0ms
- Round Trip Delay: 23ms
- Connection Type: RTP Relay (SRTP)
- Codec: G711 Mu
- Remote Media Address: 192.168.4.6

Below the configuration details is a call log table:

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
6	Connected	00:00:22	J129 User	Incoming	Extn 72013, J129 User

At the bottom of the main content area, there are buttons for "Trace", "Trace All", "Pause", "Ping", "Call Details", "Print...", and "Save As...". The bottom status bar shows the time "8:47:08 AM" and the status "Online".

8. Conclusion

These Application Notes describe the configuration steps required to integrate VTech CTM-S2115 Hotel Phone with Avaya IP Office Server Edition 11.1 and Avaya IP Office 500 V2 Expansion System 11.1. The CTM-S2115 registered to Avaya IP Office Server Edition or Avaya IP Office 500 V2 Expansion System. Calls were then established with Avaya H.323 / SIP desk phones and the PSTN with TLS. In addition, basic telephony features were verified. All feature and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

9. References

This section references the Avaya documentation relevant to these Application Notes. The Avaya product documentation is available at <https://support.avaya.com> and VTech CTM-S2115 product documentation is available at <https://vtechhotelphones.com>.

[1] Administering Avaya IP Office Platform with Manager, Release 11.1.1, Issue 28.1.1, June 2021.

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Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.



VTech Technologies Canada Ltd.

Date: June 8, 2021

Declaration of Conformance

We, VTech Technologies Canada LTD., declare under sole responsibility that product series CTM-S2115, CTM-S2110, CTM-S2116 all share the same hardware circuitry, software, SIP stack, and firmware version. Therefore the products are expected to behave in the same manner. The differences between the different models in the series are detailed in the table below.

Product Name	Model	Description
CTM-S2110	CTM-S2110	SIP 1-Line Hidden Base
CTM-S2115	CTM-S2115	SIP 1-Line Hidden Base with cordless handset & charger
CTM-S2116	CTM-S2116	SIP 1-Line Hidden Base with cordless handset & charger

Please do not hesitate to contact should you require further information.
Thank you,

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