



Avaya Solution & Interoperability Test Lab

Application Notes for VTech CTM-S2412/S2415 SIP Hotel Phone with Avaya IP Office 11.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for VTech CTM-S2415 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-S2415 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-S2415 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-S2415 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-S2412 and CTM-S2415 are cordless 1-line models. Testing used the CTM-S2415 as a representative model. See **Attachment 1**, which provides details of CTM-S2412 equivalency to the CTM-S2415 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-S2415 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-S2415 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-S2415 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-S2415 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-S2415 does not support the following features
 - Call Park/Unpark
 - Transfer
 - Conference
 - VTech programmable buttons do not support short codes requiring secondary input.
- CTM-S2415 uses a flash hook to implement call waiting.
- CTM-S2415 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-S2415 SIP Phone can be obtained at:

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

3. Reference Configuration

Figure 1 illustrates the test configuration diagram for CTM-S2415 integrated to Avaya IP Office Server Edition and Avaya IP Office 500 V2 Expansion System.

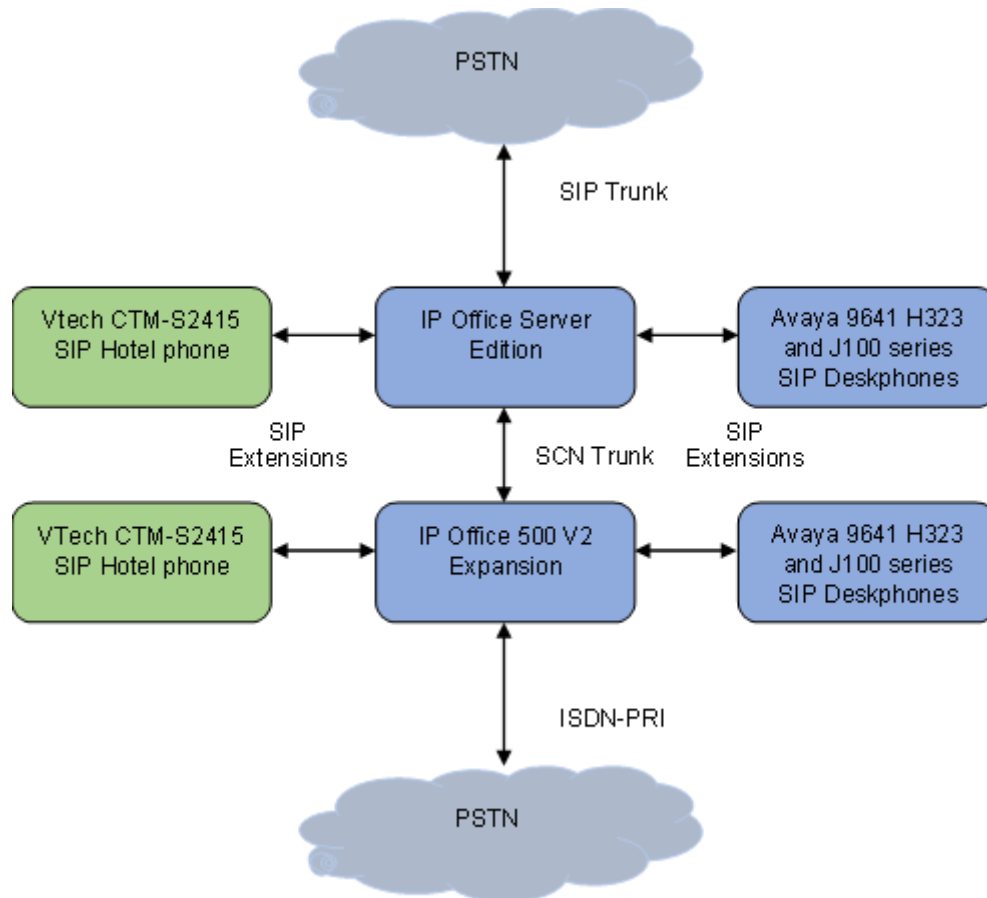


Figure 1:Avaya Interoperability Test Configuration for VTech CTM-S2415

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-S2415 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:

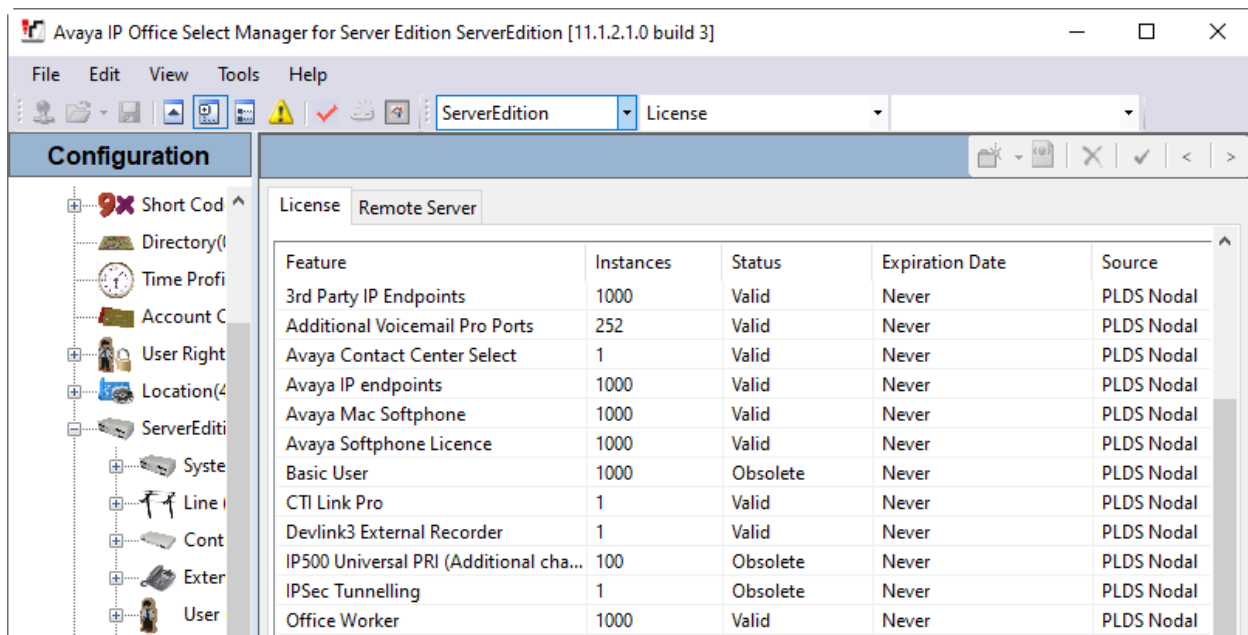
- Verify License
- Obtain LAN IP address
- Administer Codecs
- Administer SIP registrar
- Administer SIP extension for CTM-S2415
- Administer SIP user for CTM-S2415

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 running the From a PC with **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.

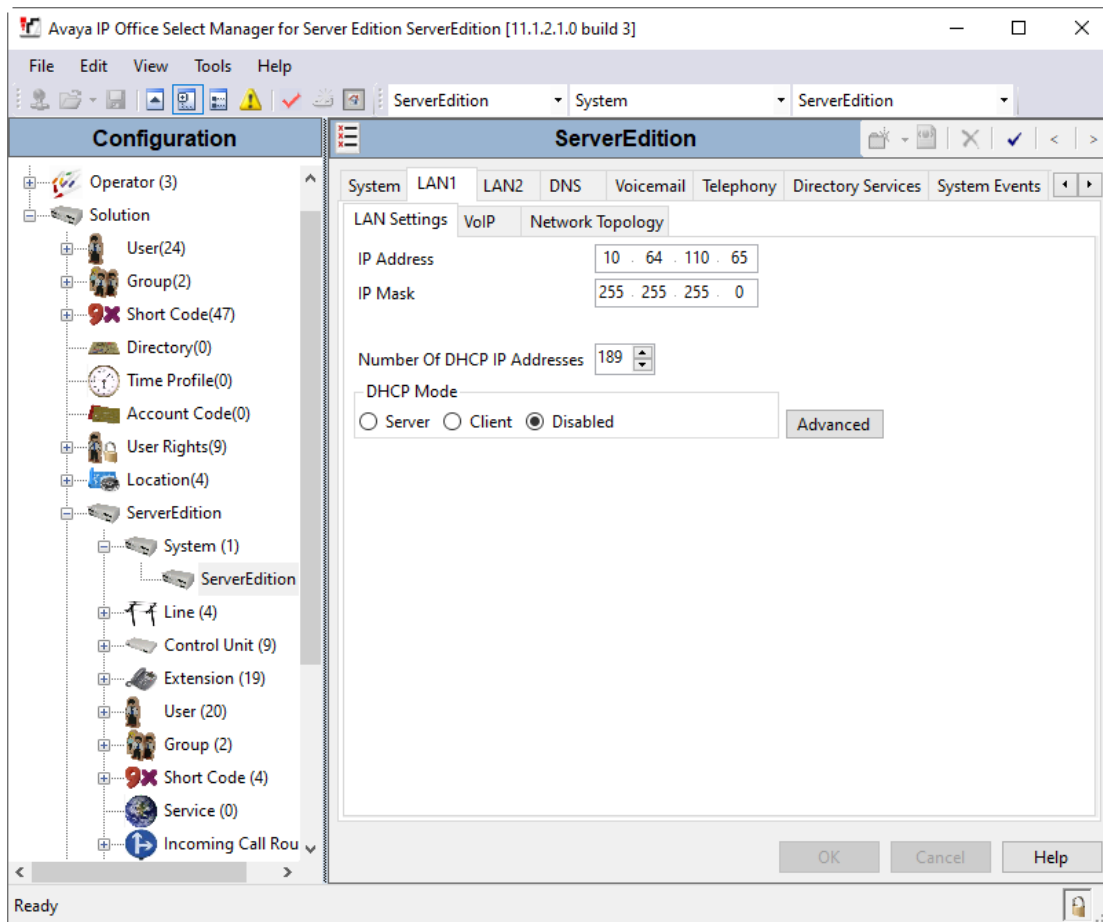


The screenshot shows the Avaya IP Office Select Manager for Server Edition [11.1.2.1.0 build 3] window. The left pane displays a configuration tree with 'ServerEdition' selected. The right pane shows the 'License' tab with a table of licenses.

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

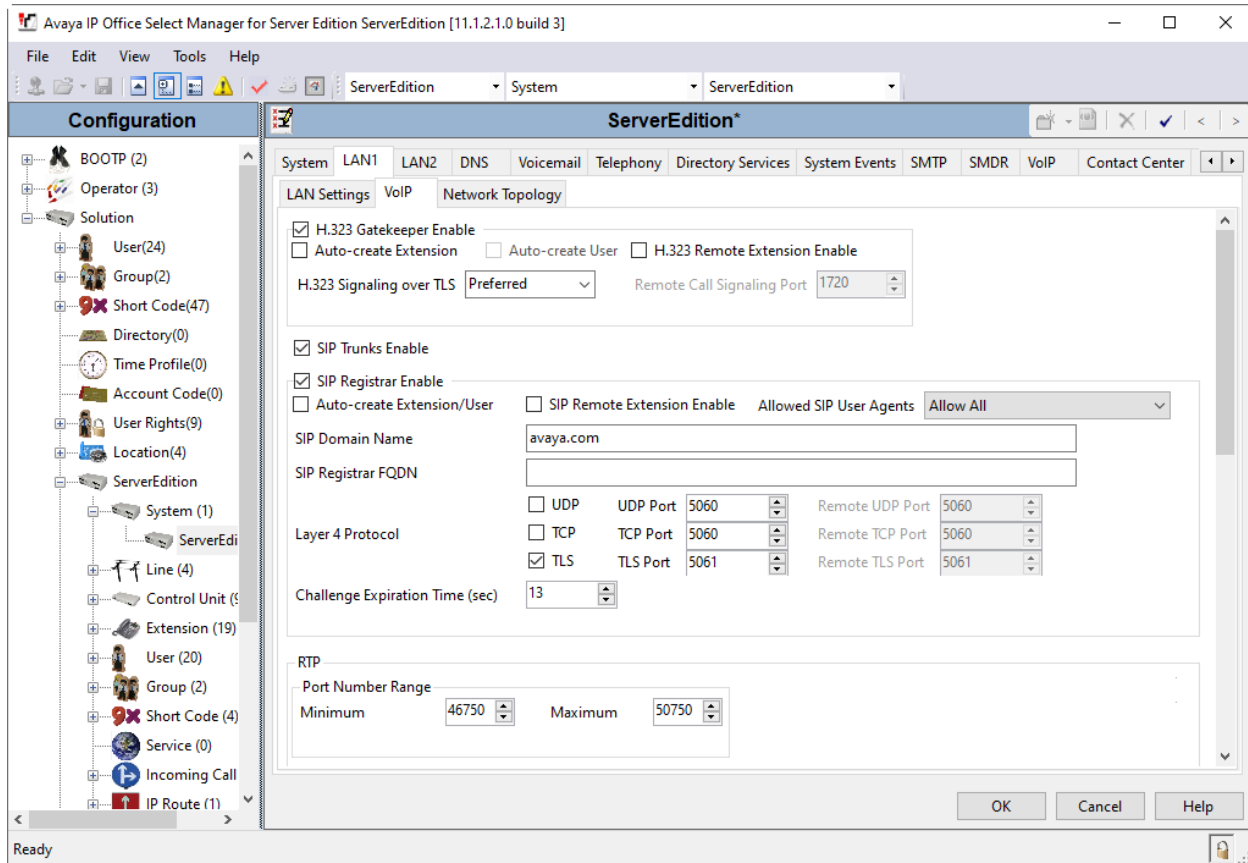
5.2. Obtain LAN IP Address

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-S2415.



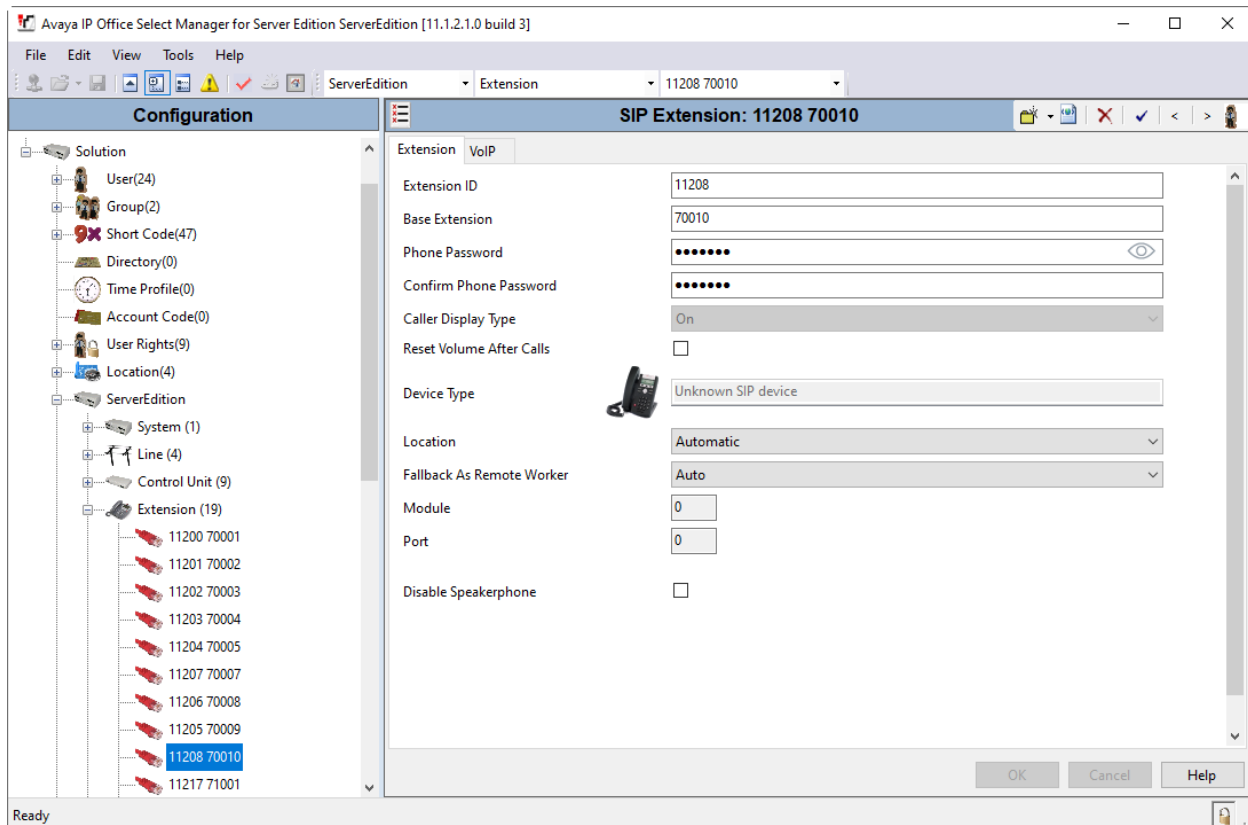
5.3. Administer SIP Registrar

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-S2415.

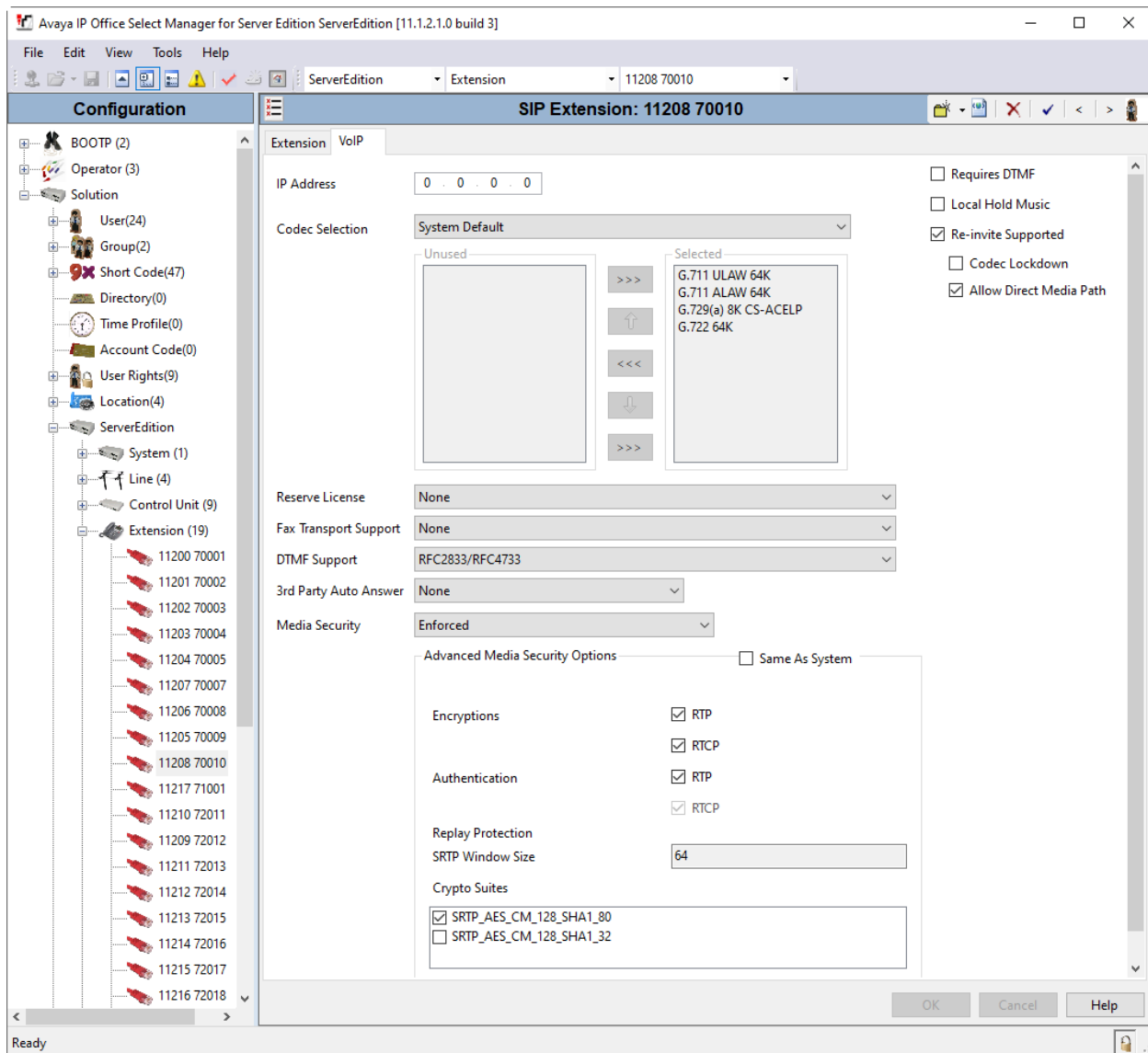


5.4. Administer SIP Extensions

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-S2415 was assigned extension **70010**. This is the extension that CTM-S2415 will use to register with IP Office Server Edition. Enter an appropriate password. This will be used by CTM-S2415 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 flows 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 S2415*). For the **Extension** field, enter the SIP extension from **Section 5.4** (e.g., *70010*).

Avaya IP Office Select Manager for Server Edition ServerEdition [11.1.2.1.0 build 3]

File Edit View Tools Help

ServerEdition User 70010 VTech S2415

Configuration

Time Profile(0)
Account Code(0)
User Rights(9)
Location(4)
ServerEdition
System (1)
Line (4)
Control Unit (9)
Extension (19)
User (19)
NoUser
72012 1100 User
72011 1608 User
72019 9641 H323 User
71001 H323User1
72013 J129 User
72014 J139 User
72015 J179 User
72016 J189 User
72017 K155 User
72018 K175 User
70001 SIPUser1
70002 SIPUser2
70003 SIPUser3
70004 SIPUser4
70005 SIPUser5
70007 VTech S2115
70008 VTech S2315
70010 VTech S2415
Group (2)

VTech S2415: 70010*

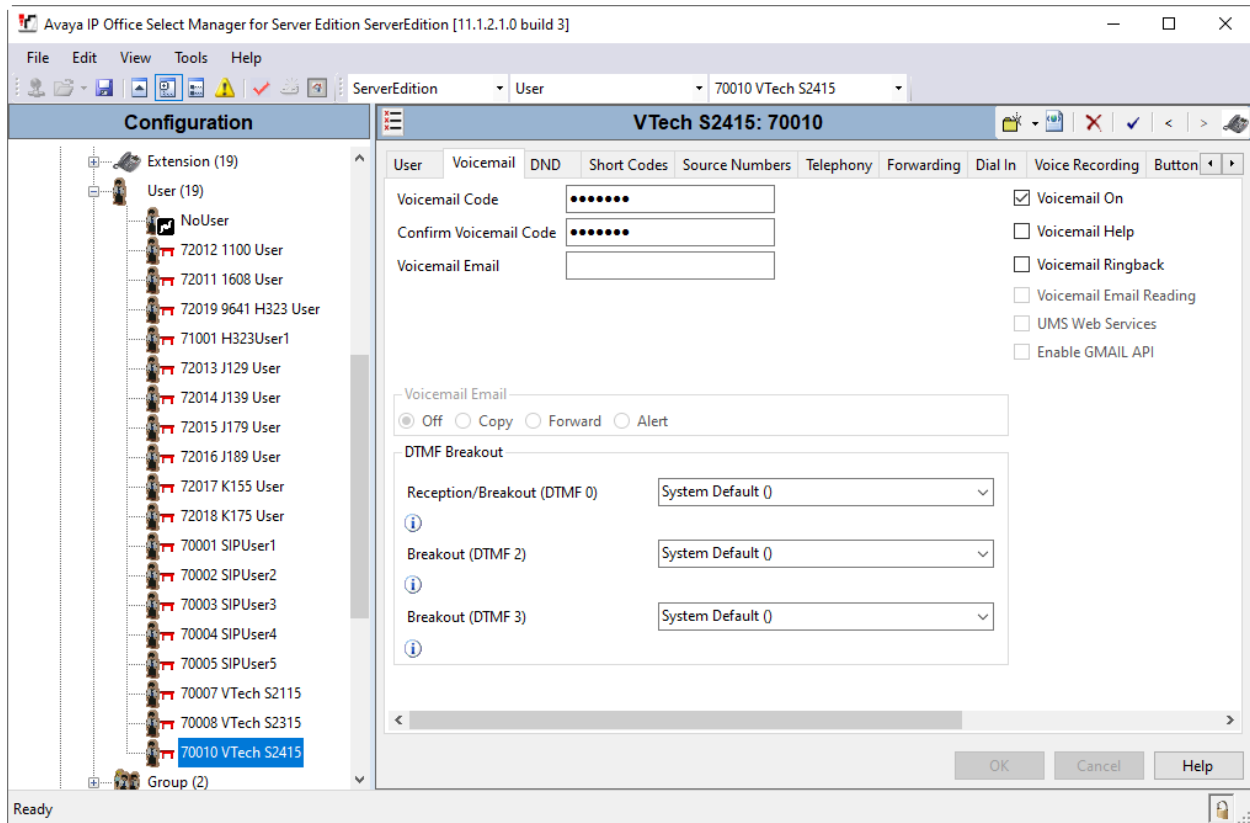
User Voicemail DND Short Codes Source Numbers Telephony Forwarding Dial In Voice Recording

Name VTech S2415
Password
Confirm Password
Unique Identity
Conference PIN
Confirm Audio Conference PIN
Account Status Enabled
Full Name
Extension 70010
Email Address
Locale
Priority 5
System Phone Rights None
Profile Basic User
☐ Receptionist
☐ Enable Softphone
☐ Enable one-X Portal Services
☐ Enable one-X TeleCommuter
☐ Enable Remote Worker
☐ Enable Desktop/Tablet VoIP client
☐ Enable Mobile VoIP Client
☐ Enable MS Teams Client
☐ Send Mobility Email
☐ Web Collaboration

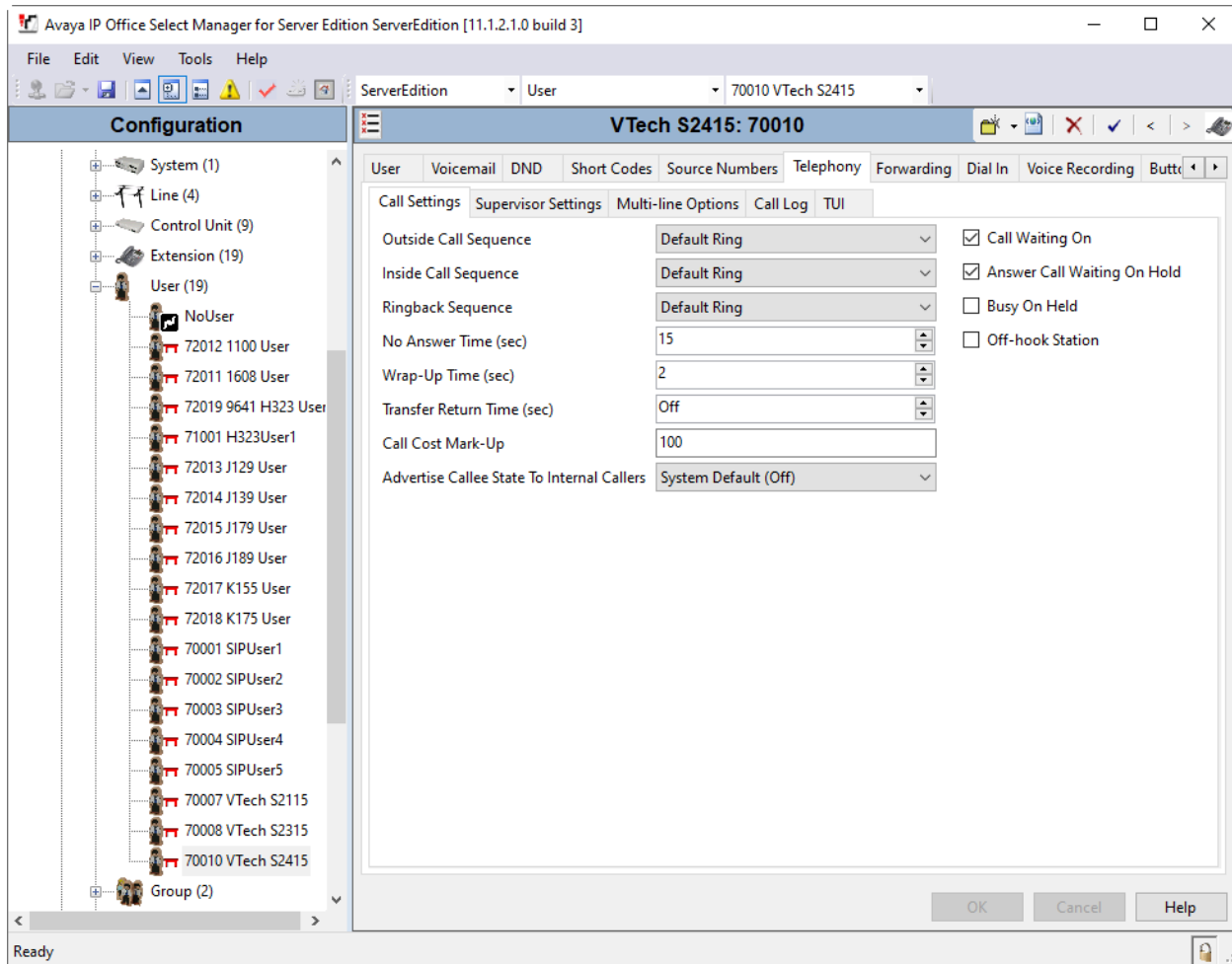
OK Cancel Help

Ready

Select the **Voicemail** tab and select **Voicemail On** to enable voicemail for the CTM-S2415 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-S2415 Hotel Phone

The steps to configure CTM-S2415 to integrate with IP Office Server Edition are as follows:

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

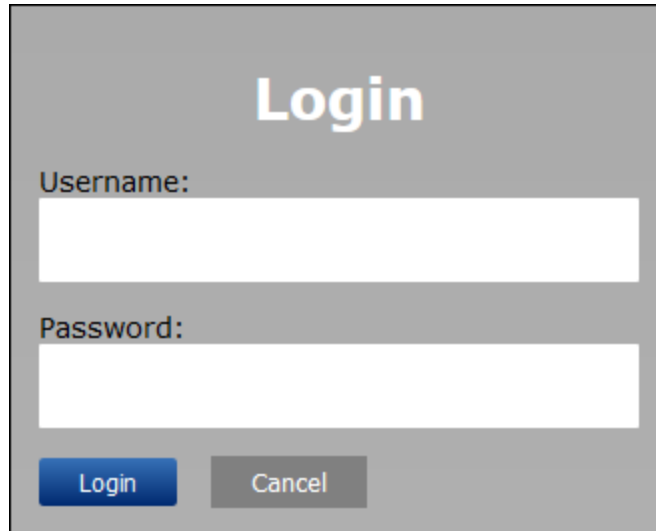
6.1. Configure IP Address

CTM-S2415 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-S2415 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-S2415 user manual obtained at <http://vtechhotelphones.com>.

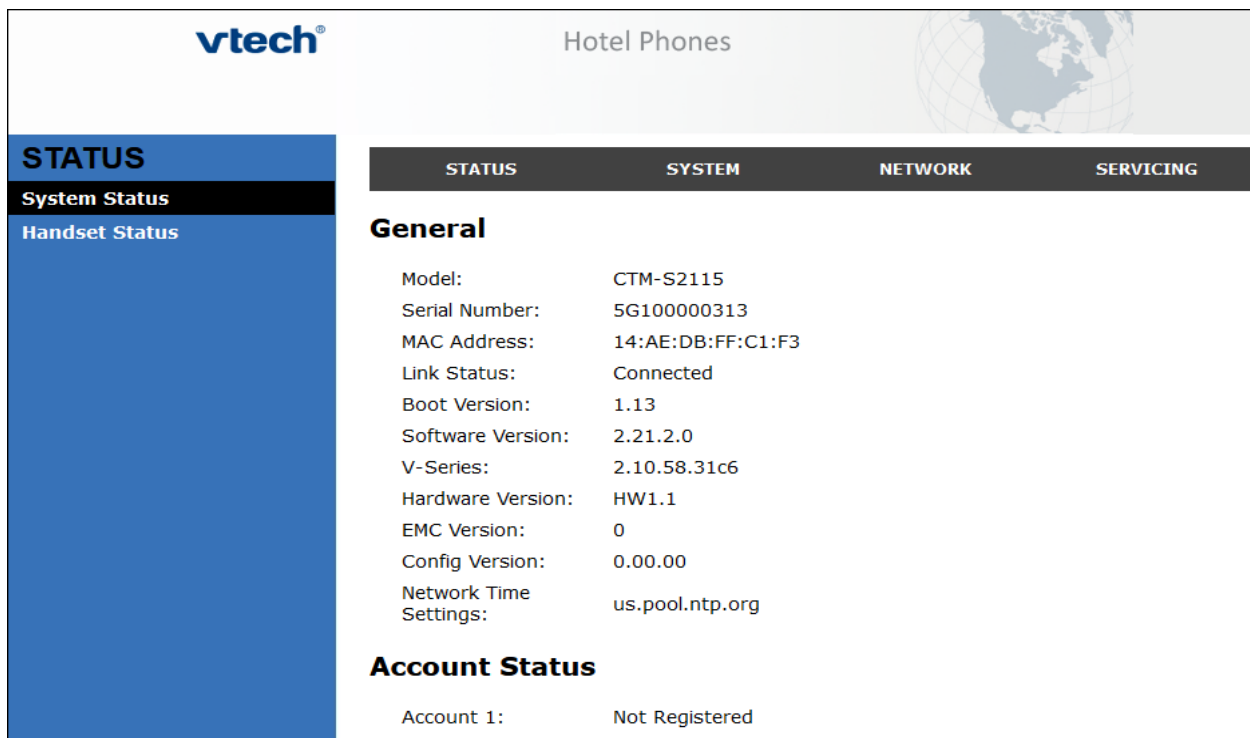
6.2. Launch Web Interface

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.



A login form with a gray background. At the top, the word "Login" is displayed in a large, bold, white font. Below it, there are two input fields. The first is labeled "Username:" and the second is labeled "Password:". Both labels are in a bold, black font. At the bottom of the form, there are two buttons: a blue "Login" button and a gray "Cancel" button.

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



The screenshot shows the Vtech Hotel Phones web interface. The top header features the Vtech logo on the left, "Hotel Phones" in the center, and a globe icon on the right. Below the header, there is a navigation menu with four tabs: "STATUS", "SYSTEM", "NETWORK", and "SERVICING". The "STATUS" tab is currently selected, showing a sidebar with "System Status" and "Handset Status" options. The main content area displays the "General" status of the phone, including fields for Model, Serial Number, MAC Address, Link Status, Boot Version, Software Version, V-Series, Hardware Version, EMC Version, Config Version, Network Time Settings, and Account Status. The Account Status section shows "Account 1: Not Registered".

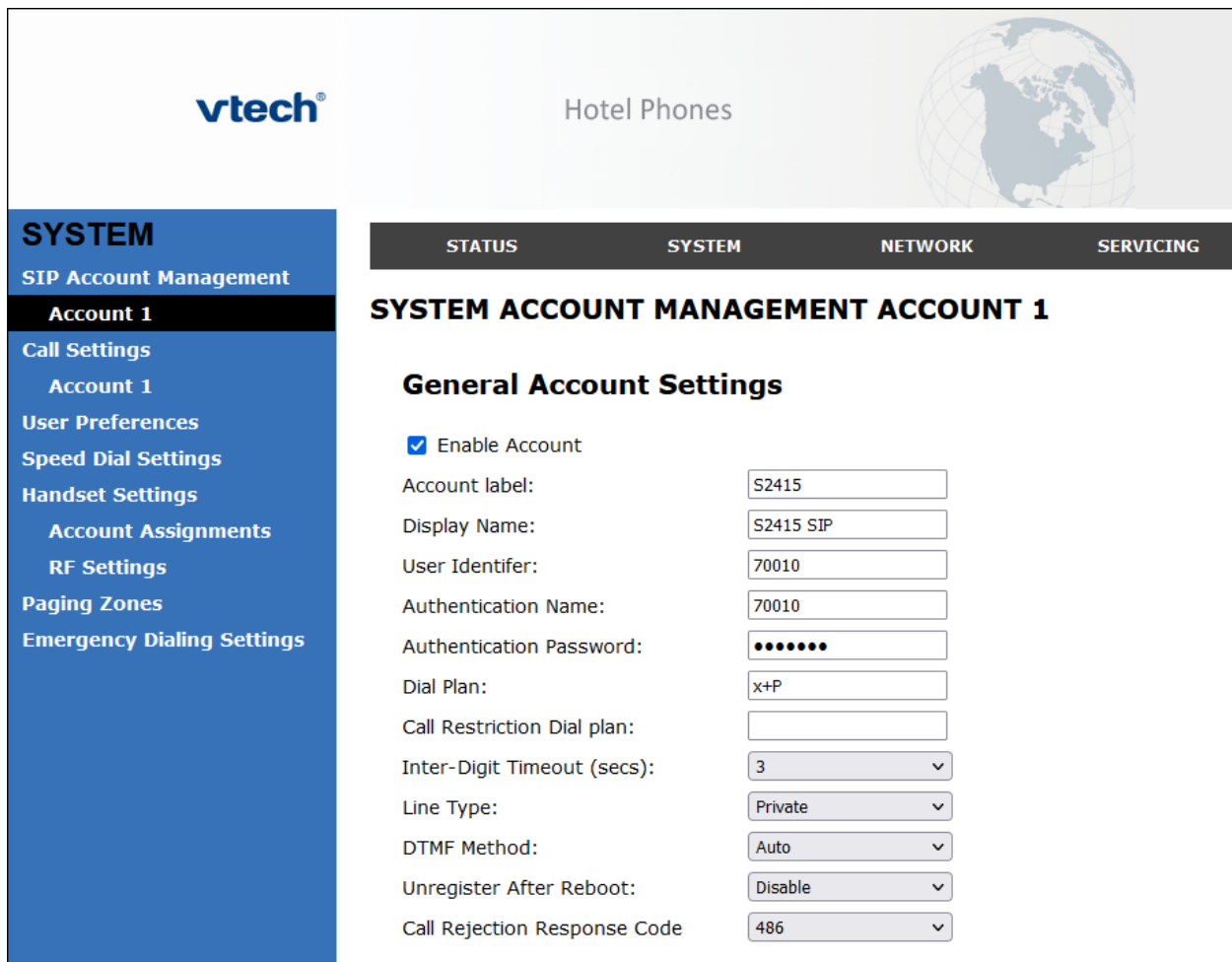
STATUS	SYSTEM	NETWORK	SERVICING
General			
Model:		CTM-S2115	
Serial Number:		5G100000313	
MAC Address:		14:AE:DB:FF:C1:F3	
Link Status:		Connected	
Boot Version:		1.13	
Software Version:		2.21.2.0	
V-Series:		2.10.58.31c6	
Hardware Version:		HW1.1	
EMC Version:		0	
Config Version:		0.00.00	
Network Time Settings:		us.pool.ntp.org	
Account Status			
Account 1:		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., *S2415*).
- **Display Name:** Enter a desired display name (e.g., *S2415 SIP*).
- **User Identifier:** Enter An appropriate string (e.g., *70010*).
- **Authentication Name:** Enter the SIP extension from **Section 5.4** (e.g., *70010*).
- **Authentication Password:** Enter the password from **Section 5.4**.



The screenshot displays the VTech Hotel Phones configuration interface. The top header includes the VTech logo and 'Hotel Phones' text. A navigation bar at the top contains tabs for STATUS, SYSTEM, NETWORK, and SERVICING. On the left, a sidebar lists various settings categories, with 'SYSTEM' and 'Account 1' selected. The main content area is titled 'SYSTEM ACCOUNT MANAGEMENT ACCOUNT 1' and features a 'General Account Settings' section. This section includes a checked 'Enable Account' checkbox and several input fields for account configuration.

Field	Value
Enable Account	<input checked="" type="checkbox"/>
Account label:	S2415
Display Name:	S2415 SIP
User Identifier:	70010
Authentication Name:	70010
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:

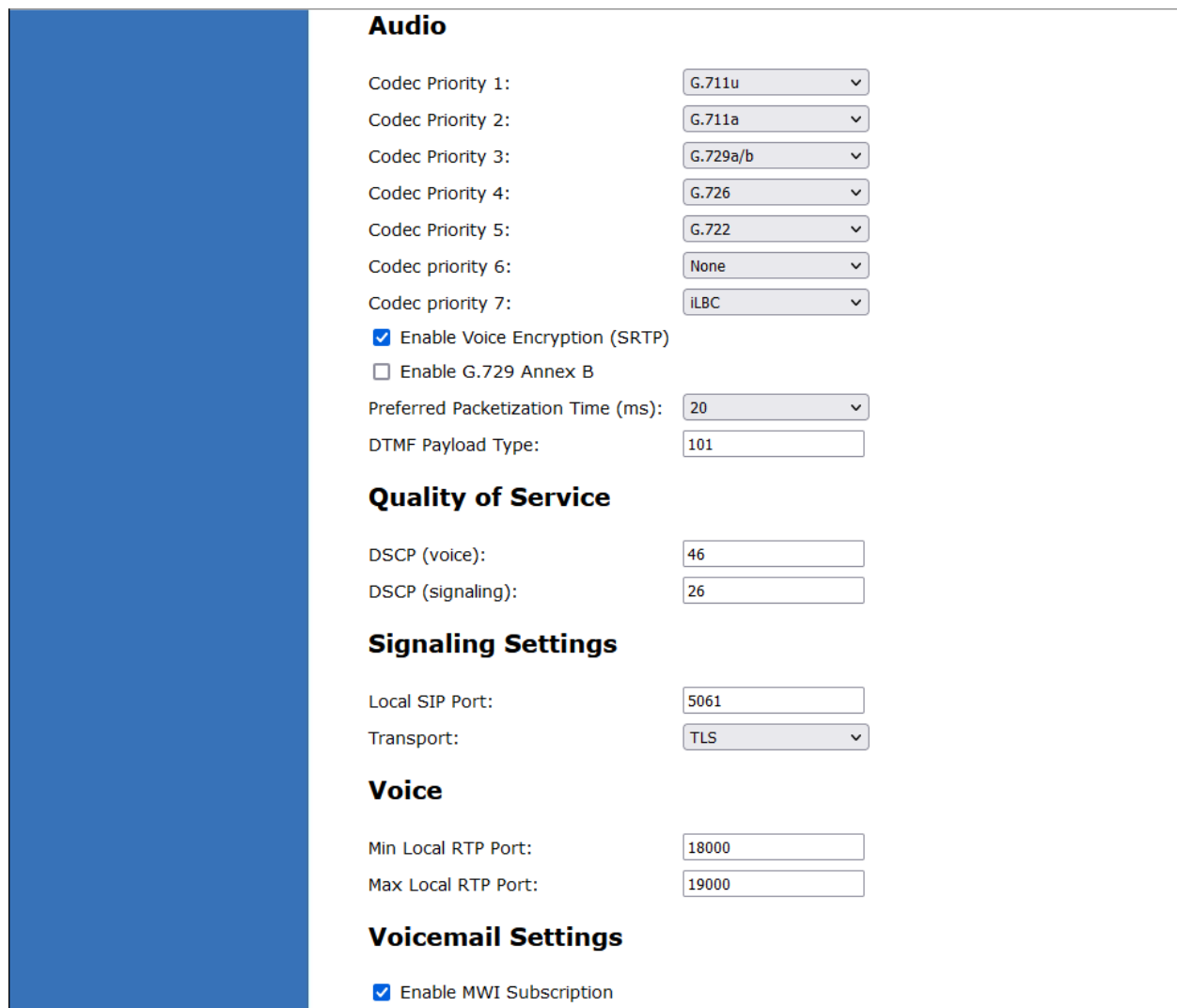
- **Server Address:** IP Office Server Edition IP address (e.g., *10.64.110.65*).
- **Port:** *5061*

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).



The screenshot displays a configuration interface with a blue sidebar on the left. The main content area is divided into several sections:

- Audio**: Contains settings for Codec Priority 1 through 7 (G.711u, G.711a, G.729a/b, G.726, G.722, None, iLBC), checkboxes for **Enable Voice Encryption (SRTP)** (checked) and **Enable G.729 Annex B** (unchecked), Preferred Packetization Time (ms) (20), and DTMF Payload Type (101).
- Quality of Service**: Contains DSCP (voice) (46) and DSCP (signaling) (26).
- Signaling Settings**: Contains Local SIP Port (5061) and Transport (TLS).
- Voice**: Contains Min Local RTP Port (18000) and Max Local RTP Port (19000).
- Voicemail Settings**: Contains **Enable MWI Subscription** (checked).

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.

SERVICING

- Reboot
- Time and Date
- Firmware Upgrade
 - Auto Upgrade
 - Manual Upgrade
- Provisioning
- Security
- Certificates
 - Device
 - Trusted Certificates**
- Tr069
- System Logs

Trusted Certificate

Select All ☐

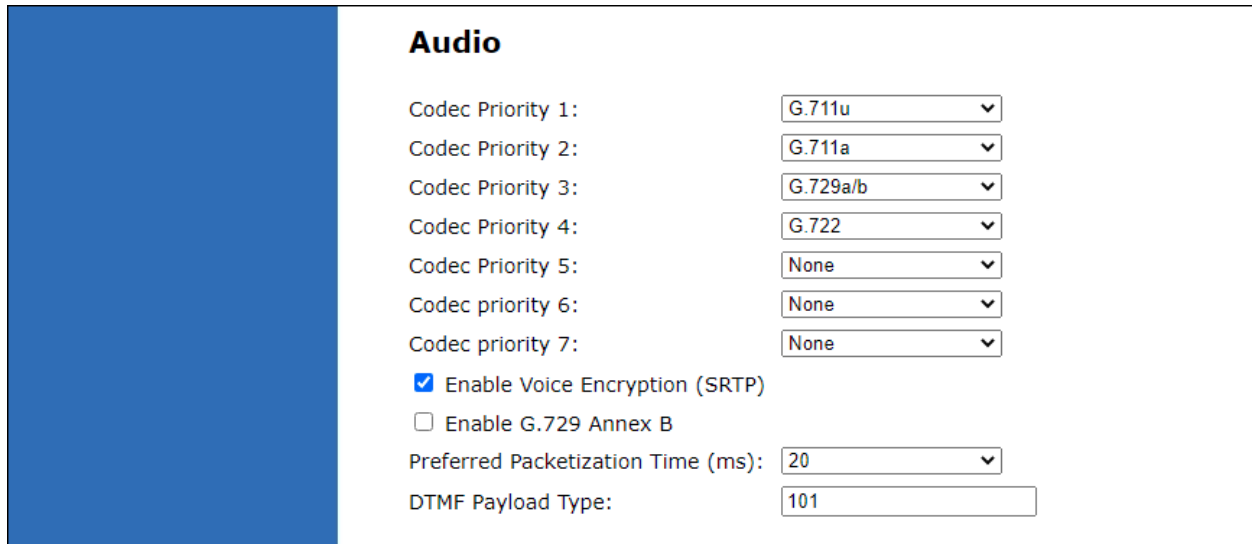
Total: 5	Issue to	Issue by	Expiration	Protected
<input type="checkbox"/>	Vtech Business Phone Intermediate CA	Vtech Business Phone Root CA	Feb 28 07:26:03 2036 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	thawte Primary Root CA - G3	thawte Primary Root CA - G3	Dec 1 23:59:59 2037 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"/>

☐ Only accept trusted certificates

Import Trusted Certificate:

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:	G.711u
Codec Priority 2:	G.711a
Codec Priority 3:	G.729a/b
Codec Priority 4:	G.722
Codec Priority 5:	None
Codec priority 6:	None
Codec priority 7:	None
<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

Click **Save**.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of IP Office and CTM-S2415.


7.1. Registration Status

Verify that CTM-S2415 has successfully registered with IP Office. From a PC with **IP Office Admin** Suite installed, invoke **IP Office System Status**. Navigate to the CTM-S2415 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 window has a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About". On the left is a navigation pane with a tree view containing "System", "Alarms (4)", "Extensions (3)" (with sub-items 70007, 70008, and 70010 selected), "Trunks (4)", "Active Calls", "Resources", "Voicemail", "IP Networking", and "Locations". The main area is titled "IP Office System Status" and displays the "Extension Status" for extension 70010. The status is shown as "Idle". Below the status is a table with columns: "Call Ref", "Current State", "Time in State", "Calling Number or Direction", "Called Number", and "Other Party on Call". The table shows one row with "Idle" and "00:40:59". At the bottom of the window are buttons for "Trace", "Trace All", "Pause", "Ping", "Call Details", "Print...", and "Save As...". The status bar at the bottom right shows "8:21:13 AM", "Online", and a lock icon.

Call Ref	Current State	Time in State	Calling Number or Direction	Called Number	Other Party on Call
	Idle	00:40:59			

Registration status can also be seen from the CTM-S2415 web interface. Select **SYSTEM** from the toolbar, then **System Status** from the left-hand side list. Under **Account Status**, the account should show **Registered**.



Hotel Phones



STATUS

System Status

Handset Status

STATUS	SYSTEM	NETWORK	SERVICING
General <div> Model: CTM-S2415 Serial Number: 4T500004379 MAC Address: 14:AE:DB:EF:53:5B Link Status: Connected Boot Version: 1.21 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 </div>			
Account Status <div> Account 1: Registered </div>			
IPv4 <div> IP Mode: dhcp </div>			

7.2. Basic Calls

Establish a call between CTM-S2415 and a local Avaya SIP desk phone. In **IP Office System Status**, navigate to the SIP extension. Verify that the **Current State** is *Connected* as shown below.

The screenshot shows the Avaya IP Office System Status application window. The title bar indicates the server edition (10.64.110.65) and the client version (11.1.2.1.0 build 3). The Avaya logo and the application title "IP Office System Status" are at the top. A menu bar includes Help, Snapshot, LogOff, Exit, and About. A left-hand navigation pane lists various system components, with "Extensions (4)" selected and "70010" highlighted. The main area displays the "Extension Status" for 70010, showing details such as IP address, location, registrar, and current user. At the bottom, a table shows the current call state as "Connected".

Extension Status

Extension Number:	70010
IP address:	192.168.4.5
Standard Location:	None
Registrar:	Primary
Telephone Type:	Unknown SIP Device
User-Agent SIP header:	Vtech Hotel SIP CTM-S2415 2.21.2.0-0
Media Stream:	SRTP
Layer 4 Protocol:	TLS
Current User Extension Number:	70010
Current User Name:	VTech S2415 2
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 7:52:58 AM
DTMF Required:	No
Packet Loss Fraction:	0%
Jitter:	0.4ms
Round Trip Delay:	32ms
Connection Type:	SRTP Relay
Codec:	G711 Mu
Remote Media Address:	192.168.4.6

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
10	Connected	00:00:23		Outgoing	Extn 72013, J129 User

Trace Trace All Pause Ping Call Details Print... Save As...

8:50:00 AM Online

8. Conclusion

These Application Notes describe the configuration steps required to integrate VTech CTM-S2415 Hotel Phone with Avaya IP Office Server Edition 11.1 and Avaya IP Office 500 V2 Expansion System 11.1. The CTM-S2415 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-S2415 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: April 30, 2021

Declaration of Conformance

We, VTech Technologies Canada LTD., declare under sole responsibility that product series CTM-S2415 and CTM-S2412 all share the same hardware circuitry, software, SIP stack, and firmware version. Therefore the products are expected to behave in the same manner. Furthermore, product CTM-S2415 is a functional superset of the other products in the CTM series below. The differences between the different models in the series are detailed in the table below.

Product Name	Model	Description
CTM-S2415	CTM-S2415	SIP 1-Line Cordless Phone with standard (desktop) base
CTM-S2412	CTM-S2412	SIP 1-Line Cordless Phone with base

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

A handwritten signature in black ink, appearing to read "R. Tischler".

Ralph Tischler
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