PMX-S54x0

PMX-S5410
Cordless 1-Line Hotel Phone

PMX-S5420
Cordless 2-Line Hotel Phone

PMX-S5410 HC
Cordless 1-Line Handset and Charger

PMX-S5420 HC
Cordless 2-Line Handset and Charger

PMX-S5410 HC-S
Cordless 1-Line Handset and Slim Charger

PMX-S5420 HC-S
Cordless 2-Line Handset and Slim Charger

PMX-S5410-HID
Cordless 1-Line Hidden Base

PMX-S5420-HID
Cordless 2-Line Hidden Base

PMY-S44x0

PMY-S4410
Cordless 1-Line Hotel Phone

PMY-S4420
Cordless 2-Line Hotel Phone

PMY-S4410 HC-S
Cordless 1-Line Handset and Slim Charger

PMY-S4420 HC-S
Cordless 2-Line Handset and Slim Charger

vtech®

User 's Guide

Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. This product should be installed by a qualified technician.
2. This product should only connect 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 bathtub, washbowl, 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 spilled onto the product.
    - If the product has exposed to rain or water.
    - If the product does not operate normally by following the operating instructions. Adjust only those controls 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 phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapor; 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 adapter is 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. For pluggable equipment, the socket-outlet (power adaptor) shall be installed near the equipment and shall be easily accessible
20. Use only power supplies and rechargeable battery as indicated in this user guide. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
21. 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 the mounting studs until it locks into place. Refer to the full instructions in Installation in this user guide.
22. **CAUTION:** Keep small metallic objects such as pins and staples away from the handset receiver.

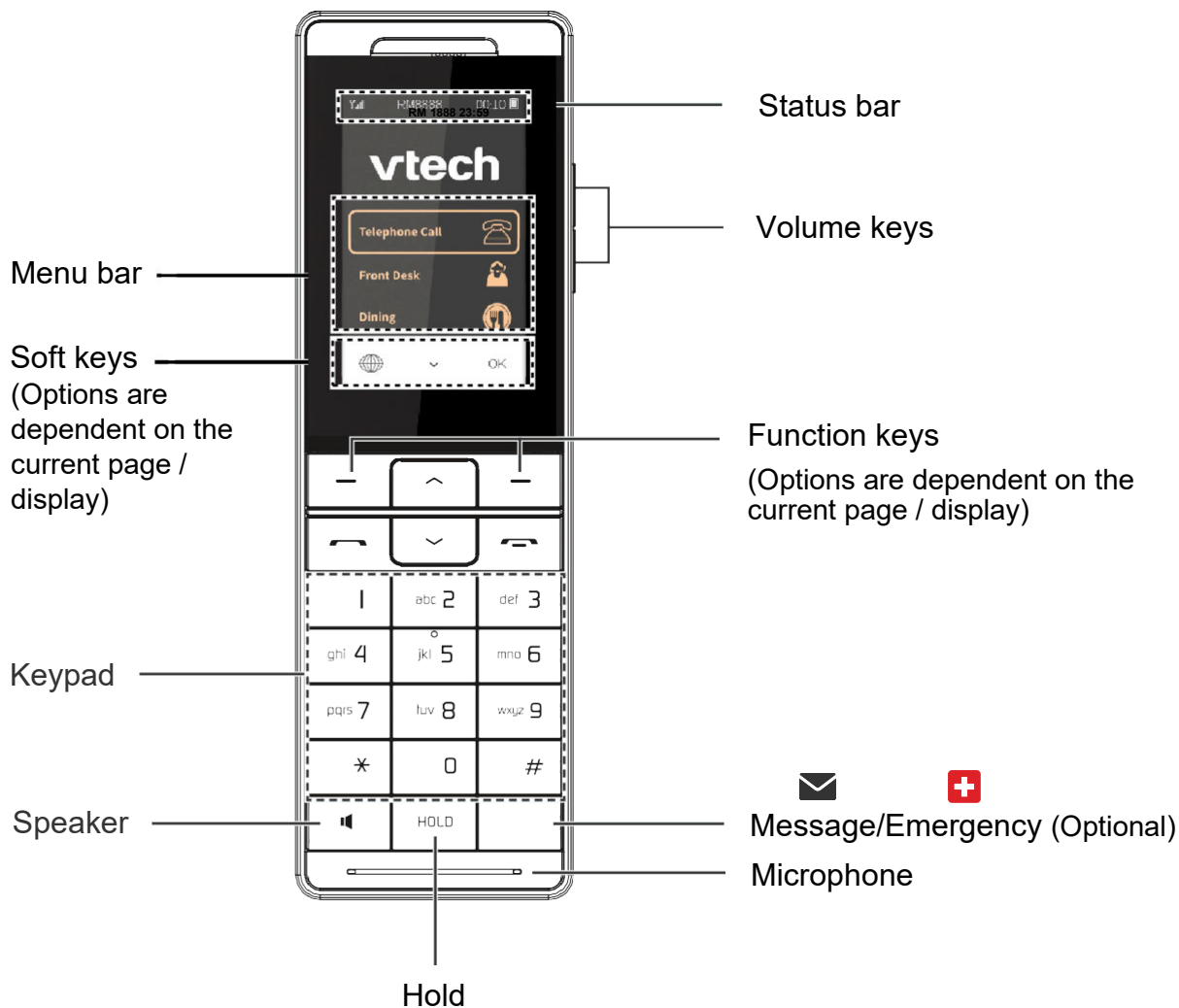**SAVE THESE INSTRUCTIONS**

Table of contents

Parts checklist

Items contained in the telephone package:

Model number	Parts included
PMX-S5410	Cordless Handset, Battery, Telephone base, Adapter/LAN Cable
PMX-S5420	Cordless Handset, Battery, Telephone base, Adapter/LAN Cable
PMX-S5410 HC	Cordless Handset, Battery, Handset Charger, Adapter/LAN Cable
PMX-S5420 HC	Cordless Handset, Battery, Handset Charger, Adapter/LAN Cable
PMX-S5410 HC-S	Cordless Handset, Battery, Slim Handset Charger, Adapter/LAN Cable
PMX-S5420 HC-S	Cordless Handset, Battery, Slim Handset Charger, Adapter/LAN Cable
PMX-S5410-HID	Hidden Base, LAN Cable
PMX-S5420-HID	Hidden Base, LAN Cable
PMY-S4420	Cordless Handset, Battery, Handset Charger, Hidden Base, Adapter/LAN Cable
PMY-S4410 HC-S	Cordless Handset, Battery, Slim Handset Charger, Adapter/LAN Cable
PMY-S4420 HC-S	Cordless Handset, Battery, Slim Handset Charger, Adapter/LAN Cable

Cordless handset overview

Status bar

Volume keys

Menu bar

Soft keys
(Options are
dependent on the
current page /
display)

Function keys

(Options are dependent on the
current page / display)

Keypad

Speaker

Message/Emergency (Optional)

Microphone

Hold

Install handset battery

1. Insert the tip of a pen into the hole on the battery compartment cover, then slide open the battery compartment cover.
2. Insert the 3.7V, 950mAH Li-ion battery into the battery compartment.
3. Slide the battery compartment cover back until it securely clicks into place.

Cordless handset operation

Set LCD language

1. When the phone is connected and powered on for the first time, you will see the welcome screen. Tap **Language** on the screen.
2. Tap to choose your desired LCD language. It will then open the main menu in the chosen language.

   -OR-

   Press ⌃ or ⌄ to choose your desired LCD language, and then tap **OK** to open the main menu in the chosen language.

Screen auto on/off (Screen saving mode)

Screen auto off:

- Screen brightness will dim automatically from 100% to 0% when the phone is idle.

Screen auto on:

- Screen brightness is resumed to 100% under the following conditions:
  a. Handset is lifted from the charging cradle;
  b. There is an in-coming call;
  c. Any key on the handset is pressed;
  d. Touch screen is tapped.

Answer a call

- When there is an incoming call, press ☎ to answer the call.

Hold a call

- During a call, press the right soft key — or tap to choose **HOLD** to put the current call on hold.
- During a call, press the right soft key — or tap to choose to resume the call.

End a call

- When there is an incoming call, press ⌐ to end the call.

Adjust ring and speaker volume

- When ringing or during a call, press ⋀ or ⋁ on the handset to adjust the speaker volume.
  -OR-
- When ringing or during a call, press **+** or **-** on the side of the handset to adjust the speaker volume.

Mute a call

To mute a call:

- During a call, press the left soft key — to choose **MUTE** to mute the handset microphone.

To end mute a call:

- During a call, press the left soft key — again to choose **MUTE** to resume the conversation.

Redial last number

- While in the home page, tap to choose **REDIAL** to directly redial the previously dial number.

Access voice message

When there is a new voice message, the ✉ key flashes red, the red **MESSAGE WAITING** light on the telephone base also flashes.

- When ✉ on the handset flashes red, press ✉ to access voice messages.
  -OR-
- Press ⋀ or ⋁ to choose **Voice Message**, then press **OK** to access the voice message page.

Make an emergency call

- Press ✚ to dial the emergency telephone number.
  Note: One emergency telephone number (e.g., police, fire, medical or your hotel's telephone number) is stored in the phone.

Speakerphone

To switch to the speakerphone mode during a call:

- Press 🔊 to switch from the earpiece mode to speakerphone mode.

To switch to the earpiece mode during a call:

- Press 🔊 to switch from the speakerphone mode to earpiece mode.

Switch between menu pages

1. While in the home page, tap ⋁ **Telephone call** on the screen.
2. Tap **OK** to confirm.

Telephone calls / Room-to-Room Call

1. While in the home page, tap **Telephone call** on the screen.
2. Tap to choose **Room to Room**.
3. Using the dialing keys to enter the room number.
4. Press ☎ to dial the room number.

Telephone calls / Local Call

1. While in the home page, tap **Telephone call** on the screen.
2. Tap to choose **Local Call**.
3. Using the dialing keys to enter the local call number.
4. Press ☎ to dial the local call number.

Telephone calls / IDD Call

1. While in the home page, tap **Telephone call** on the screen.
2. Tap to choose **International**.
3. Using the dialing keys to enter the IDD call number.
4. Press ☎ to dial the IDD call number.

Hotel service / Concierge

1. While in the home page, tap **Hotel service** on the screen.
2. Tap **Concierge** to dial the Concierge number.

Hotel service / Message

1. While in the home page, tap **Hotel service** on the screen.
2. Tap **Message** to retrieve messages.

Hotel service / In-room dining

1. While in the home page, tap **Hotel service** on the screen.
2. Tap **In-RM Dining** to dial the in-room dining number.

Dining / Restaurant

1. While in the home page, tap **Dining** on the screen.
2. Tap to choose your desired restaurant from the list.
3. Tap **OK** to review the details of the chosen restaurant.
4. Tap **Call** to directly dial the number of the chosen restaurant.

Register handsets

1. Register a handset on its base station:
Long press **FIND HANDSET** key for 5-6 seconds and then release to put base station into registration mode, **IN USE I CHARGE** LED on the base station will flash slowly for 3 minutes at the same time.

    -OR-

    Register a handset on its hidden base:

    Press **REG/Page** button for more than five seconds to put the hidden base into registration mode.

2. Follow the following steps to register a handset to its base station on handset screen:
    1) Option 1: Press **Language** and input ***75600#** in idle mode to enter Administration Mode.
    2) Option 2: Input ***75600#** in idle mode, then long press **HOLD** key to enter Administration Mode.
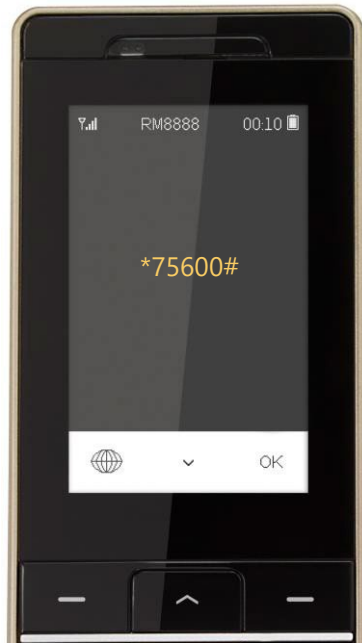
    3) Select Registration from the menu.
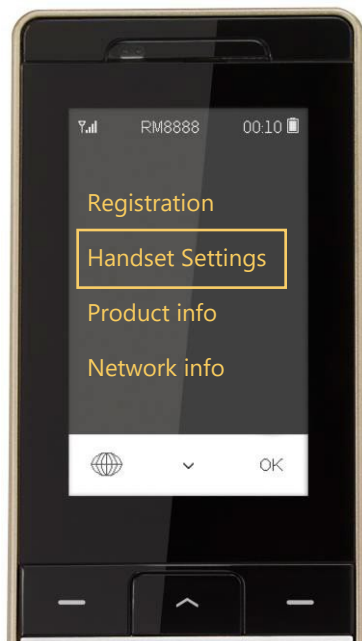
4) Select Register handset to begin pairing the handset with its base station in Registration Mode.
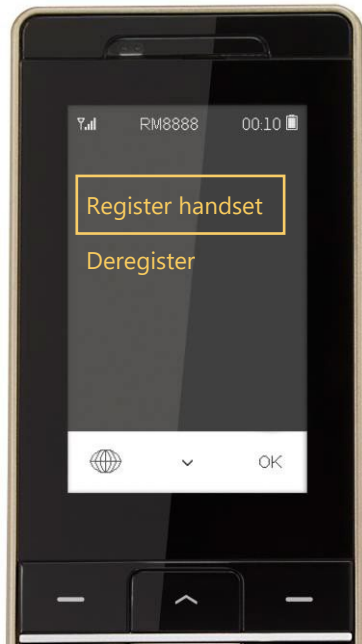
5) If registration is successful, an acknowledgement message will be shown.
   If registration is not successful due to any interference (i.e. electromagnetic interference), eliminate the interference first and then repeat the steps above again until registration is successful.

Note:

Please do not register two handsets simultaneously in the same area. Otherwise, either handset or both will be registered to a wrong base station, or their registration will fail due to mutual interference.

Deregister Handsets

1. Deregister all the handsets on their base station.

    1) Long press **FIND HANDSET** key for >12 seconds and then release to put base station into Deregistration Mode. **IN USE I CHARGE** LED on the base station will flash quickly for 5 seconds at the same time.

    2) Press **FIND HANDSET** again within 5 seconds, **IN USE I CHARGE** LED on the base station will turn off and all the registered handsets to the base station will be deregistered.

2. Deregister a handset on handset screen.

   1) Input ***75600#** in idle mode, then long press **HOLD** key to enter Administration Mode.
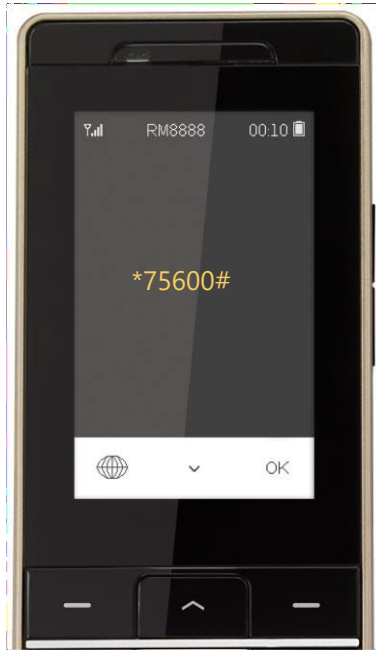
    2) Select **Registration** from the menu.
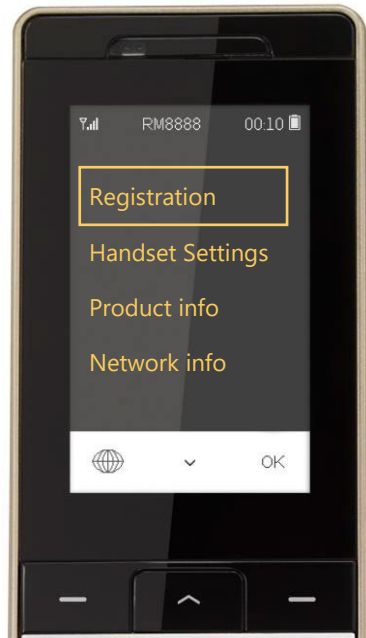
2) Select **Deregister handset**, all the registered handsets to the base station will be listed on the handset screen, with itself marked with **.

3) Select one and press **OK**. If deregistration is successful, an acknowledgement message will be shown on the screen.

Handset and charger

PMX-S5410 HC
PMX-S5420 HC

PMX-S5410 HC-S
PMX-S5420 HC-S

PMY-S4410 HC-S
PMY-S4420 HC-S

PoE jack ⟶

⟵ Power jack
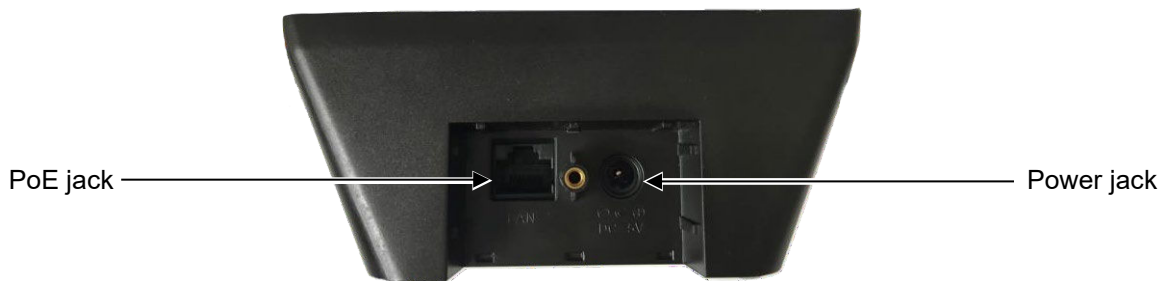
PMX Charger

To charge a handset, plug your handset to your charger. When a handset is being charged, the red LED on the charger will turn on.

Handset and telephone base

PMX-S5410
PMX-S5420

MESSAGE WAITING

MESSAGE WAITING indicator

FIND HANDSET

Charging contacts

IN USE / CHARGE LIGHT

IN USE | CHARGE
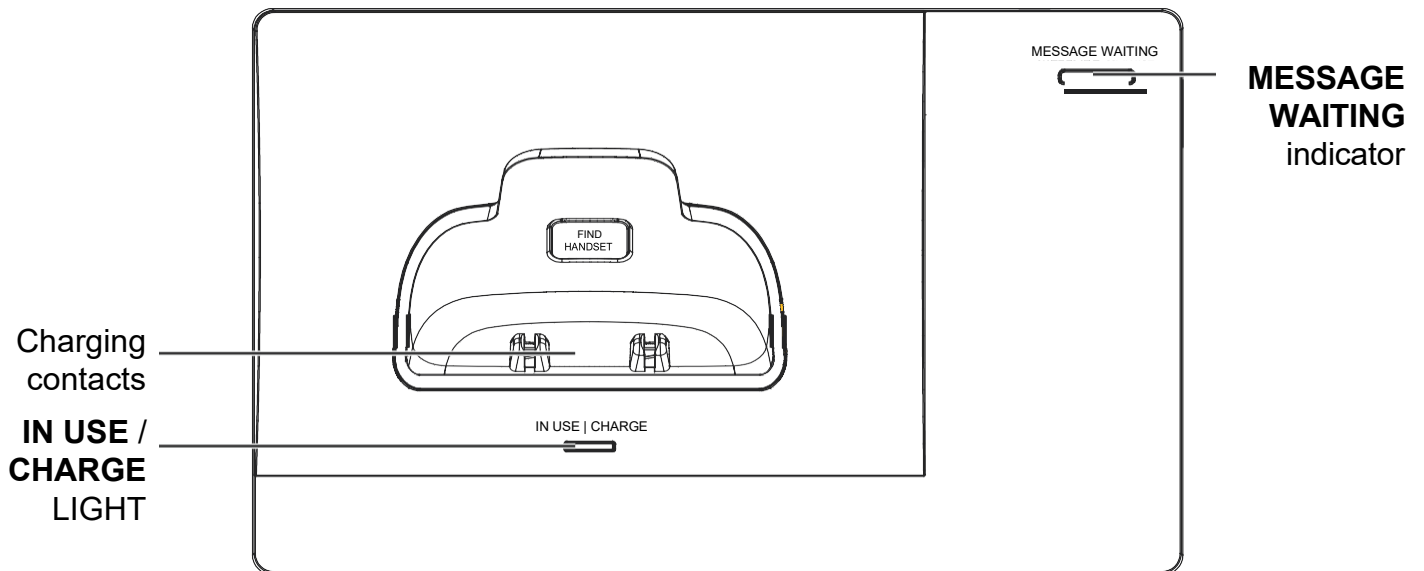
PMX-S5410 Telephone base
PMX-S5420 Telephone base

FIND HANDSET button:

Press **FIND HANDSET** button in normal mode, all its registered handsets will ring.

Connect the telephone base

Power adapter

Electrical outlet
not controlled
by a wall switch

Power cord

MESSAGE WAITING

FIND
HANDSET

IN USE | CHARGE
IN USE | CHARGE
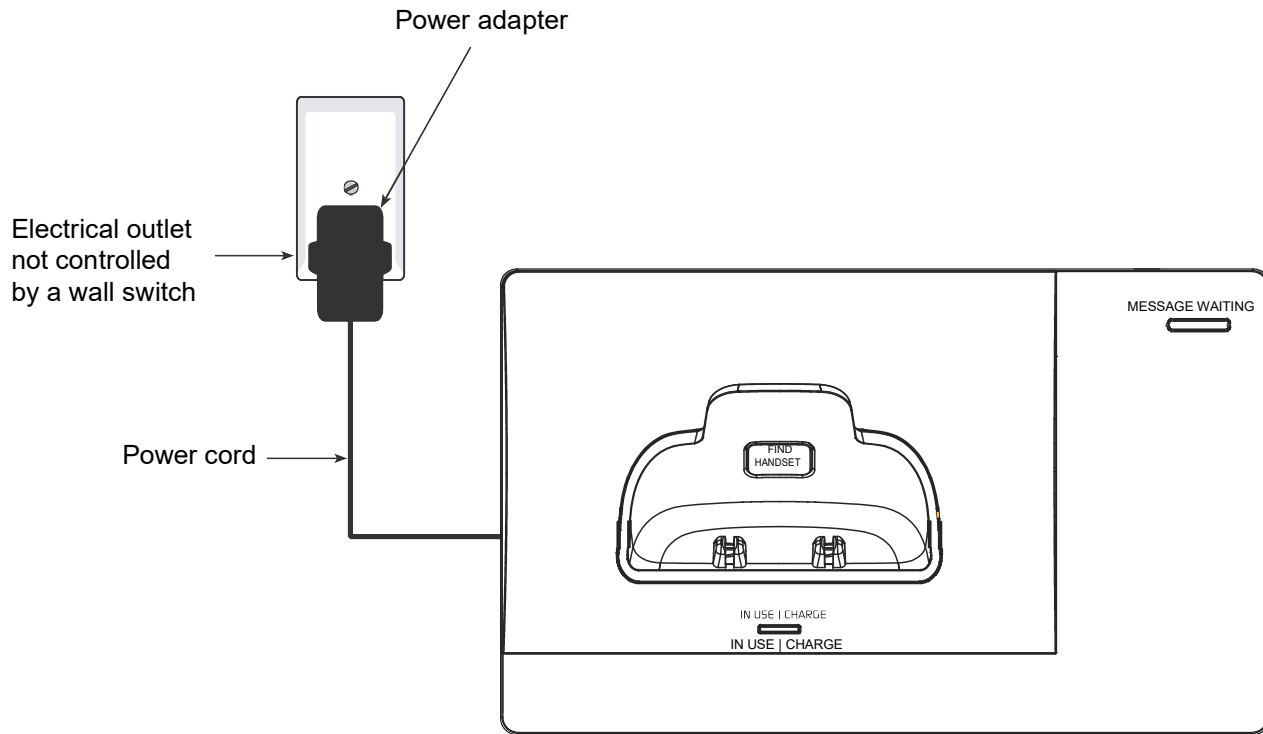
PMX-S5410 Telephone Base
PMX-S5420 Telephone Base

Hidden base

REG/PAGE Button

Red LED

PoE jack

PMX-S5410-HID
PMX-S5420-HID
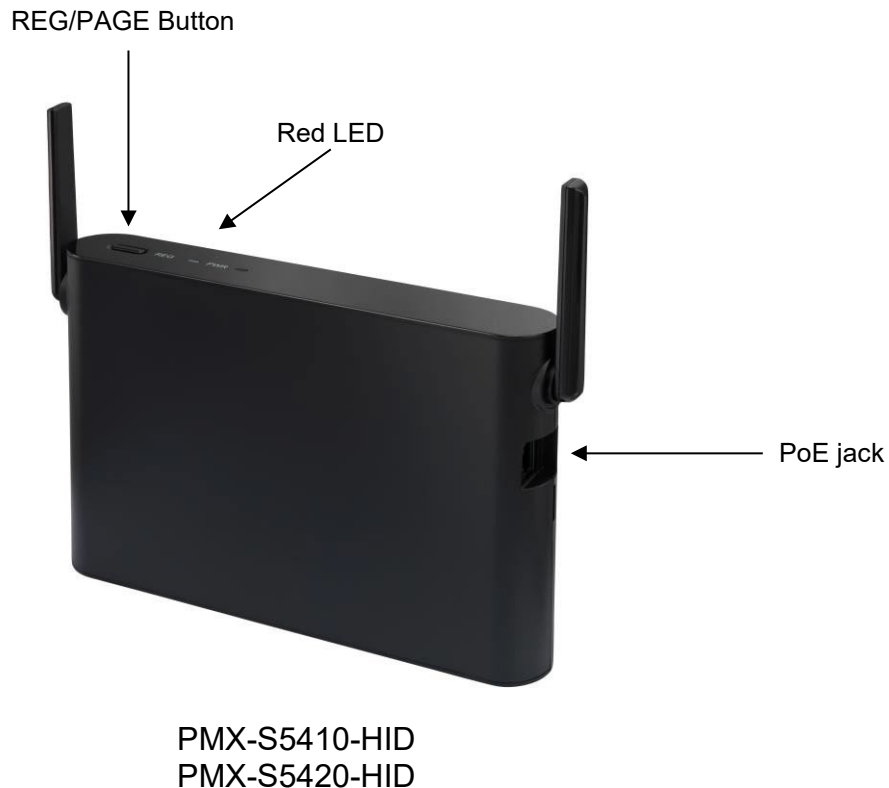
Power source:
PoE power supply or DC power adaptor. The DC power jack is at the back of the hidden base.

REG/Page button:
Find all handsets:
Press REG/Page button in normal mode, all its registered handsets will ring.

Register a handset:
Press REG/Page button for more than five seconds to put the hidden base into registration mode.

Light:
If a hidden base is connected and registered, the red LED will be off.
If a hidden base is disconnected or unregistered, the red LED will flash every second.
If a hidden base is in registration mode, the red LED will flash every two seconds.

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below.

My telephone doesn't work at all.

- Make sure you plug the telephone line cord securely and firmly into the telephone base and the telephone wall jack.

- Disconnect the telephone line cord and plug it in a working telephone. If another telephone doesn't work, the problem is in the wall jack, wiring or telephone/PBX service. Contact your telephone service provider (charges may apply) or PBX system administrator.

I cannot hear the dial tone.

- Try all the suggestions above.

- Disconnect the telephone line cord from your telephone and connect it to another telephone. If there is no dial tone on that other telephone either, then the telephone line cord may be defective. Try installing a new telephone line cord.

- If changing telephone line cord does not help, the wall jack (or the wiring to this wall jack) may be defective. Contact your telephone service provider.

- You may be using a new cable or VoIP service, the existing telephone jacks in your home may no longer work. Contact your service provider for solutions.

I cannot dial out.

- Try all the suggestions above.

- Make sure you have a dial tone before dialing.

- Eliminate any background noise.

- If other telephones in the same hotel are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply) or PBX system administrator.

- If you have changed your telephone service to digital service from a cable company or a VoIP service provider, the telephone line may need to be rewired to allow all existing telephone jacks to work. Contact your service provider for more information.

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

- Make sure you plug in the telephone line cord securely into the telephone base and the telephone jack.

- If other telephones in the same room are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply) or PBX system administrator.

- Test a working phone at the wall jack. If another phone has the same problem, contact your telephone service provider (charges may apply).

- Your line cord may be defective. Try installing a new line cord.

There is interference during a telephone conversation.

- If you subscribe to high-speed Internet service (DSL-digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

- If your telephone is plugged into a modem or a surge protector, plug the telephone (or modem/ surge protector) into a different location. If this does not solve the problem, relocate your telephone or modem farther apart from each other, or use a different surge protector.

- If other telephones in your office are having the same problem, the problem is in the wiring or telephone/PBX service. Contact your telephone service provider (charges may apply) or PBX system administrator.

I hear other calls while using my phone.

- Disconnect the telephone base from the telephone jack, and plug in a different telephone. If you still hear other calls, call your telephone service provider.

Maintenance

Taking care of your telephone

Your telephone contains sophisticated electronic parts, so it must be treated with care.

Avoid rough treatment

Place the telephone and 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 telephone outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

Cleaning your telephone

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or mild soap. Do not use excess water or cleaning solvents of any kind.

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

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, dead battery, or repairs. Be sure to make backup copies of important data on other media to protect against data loss.

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 TELEPHONE LINE CORD FROM THE WALL. THEN REMOVE THE TELEPHONE BY THE UNPLUGGED CORDS.

European Directives

This equipment is compliant with 2014/53/EU (RED) and 2011/65/EU (ROHS).

Declaration of Conformity

The Declaration of Conformity may be obtained from www.vtechhotelphones.com.

Disposal of batteries and product

These symbols (①,②) on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries must not be mixed with general household waste.
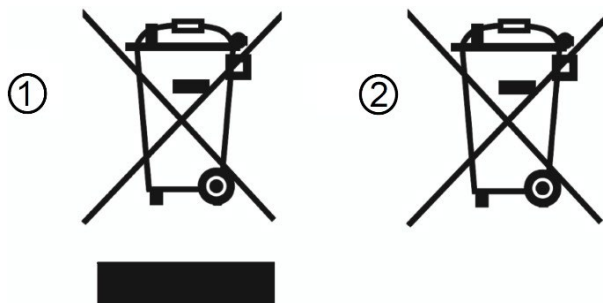
For proper treatment, recovery and recycling of old products and batteries, please take them to applicable collection points in accordance with your national legislation.

By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment.

For more information about collection and recycling, please contact your local municipality. Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

Product disposal instructions for business users
If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

Information on Disposal in other countries outside the European Union
These symbols (①,②) are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

Note for the battery symbol
This symbol ② might be used in combination with a chemical symbol. In this case it complies with the requirement set by the Directive for the chemical involved.

Technical specifications

⚠ 📖ℹ
 	
Power requirement
	Telephone base power adapter:
	• Input: 100-240V~ 50/60Hz 0.5A Output: 5.0V 2.0A 10.0W
	• Manufacturer: Ten Pao Industrial Co., Ltd.
	    o Model identifier: S012CDV0500200(EU), S012CDB0500200(UK) S012CDS0500200(AU)
	• Manufacturer: VTech Telecommunications Limited
	    o Model identifier: VT07EEU05200(EU), VT07EUK05200(UK), VT07EAU05200(AU)
	• Use only the power adapter indicated above for the telephone base
	
	Handset battery:
	• 3.7V 950mAH, Li-ion
	• Manufacturer: Shenzhen BYD Lithium Battery Company Ltd.
	    o Model No.: SCD530-1
	• Use only the supplied battery or the battery indicated above
	
	Charger power adapter:
	• Input: 100-240V~ AC 50/60 Hz 0.15A Output: 6V 0.45A 2.70W
	• Manufacturer: VTech Telecommunications Limited
	    o Model No.: VT05EEU06045(EU), VT05EUK06045(UK), VT05EAU06045(AU)
	• Use only the power adapter indicated above for the charger.

Caution:

Risk of explosion if battery is an incorrect type.
Disposal of used batteries according to the instructions.

For pluggable equipment, the socket-outlet (power adaptor) shall be installed near the equipment and shall be easily accessible.

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

The equipment shall be mounted at a height of less than 2 metres.

• Avoid using battery in the following conditions:
  – High or low extreme temperatures during use, storage, or transportation.
  – Low air pressure at high altitude.
  – Replacement of a battery with an incorrect type that can defeat a safeguard.
  – Disposal or a battery into fire or a hot oven, or mechanically crushing or cutting of a battery that can result in an explosion.
  – Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
  – Extremely high temperature and/or extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.

• This product should be only connected to the host equipment and never directly to the network such as Public Switch Telephone Network (PSTN) or Plain Old Telephone Services (POTS).