

# The VTech Advantage

## Dialed in to the needs of the hospitality market

Founded in 1976, VTech is the world's leading manufacturer of cordless telephones, with global sales, marketing and R&D teams. Our strong financial backing enables us to invest a significant portion of our earnings every year to analyze and meet market needs with the latest technologies.

Our line of hotel phones leverages this expertise and resources—catering specifically to the hospitality market while providing clear cost and feature benefits. Our customers count on us to design, manufacture, deliver and support the world-class telephony products that help them enhance their guest experiences.



### Manufactured to perform

Located in Mainland China, the VTech manufacturing facility encompasses all phases of production: research and design, engineering, quality assurance, manufacturing and purchasing. Our designers, engineers and production managers work together closely during day-to-day operations. By having control over all phases of production, we're able to deliver a high volume of affordable, five-star telephones according to our customers' needs and schedules.

### Designed just for hotels

We've gone to great lengths to design a line of phones that services the unique needs of the hospitality industry. Our contemporary and classic styles complement a range of interiors, while innovative, user-friendly features and technologies accommodate a variety of business models, property needs and other special requirements. Some of these features include:

- Analog and SIP offerings
- Antibacterial plastic to safeguard guests and housekeeping staff from germs
- Rubber inlays underneath keypads to protect against high humidity
- USB ports so guests can charge smartphones and other electronic devices (SIP phones and cordless charging stations)
- Remote guest service key management (SIP phones)
- Customizable faceplates and programmable guest service keys to highlight all the services and amenities hotels offer
- Compact footprints
- Redial memory that automatically clears after 15 minutes to ensure guest privacy (cordless phones)
- Flash, hold, mute and conference calling support for busy executives

### Tested to last

We put all our hotel phones to the test, ensuring they meet the highest standards for endurance at each manufacturing milestone. To facilitate this, we have made sizeable investments in specialized equipment and setup procedures, such as humidity rooms and keypad reliability test machines.

Whatever the condition, chances are we've tested for it. That includes high-humidity, salinity and extreme temperature testing to ensure our phones perform in all climates and environments—from tropical resorts to ski lodges.

### Sample temperature and humidity testing

To ensure our phones function normally at temperature and humidity extremes, we subject them to rigorous testing. In the high temperature example below, the phones were exposed to a high-temperature environment of 66 degrees Celsius (150 degrees Fahrenheit) at 15 percent relative humidity (RH) for 96 hours.

Test Type	Testing Parameter
Temperature and Humidity Soak	High temperature, 66 °C, 15 %RH, 96 hours High Rel. Humidity, 32 °C, 90 %RH, 96 hours Low temperature, -40 °C, ** %RH, 48 hours
Thermal Shock	6 Transitions, 66 °C to -40°C, 1 hour each
Temperature and Humidity Cycling	27 Cycles, 66 °C 15%, 32 °C 90%, -40°C

### Sample mechanical durability testing

The mechanical parts on our phones are categorized and tested, or operated, according to their expected usage.

Testing Parameter	Number of Operations
Dialpad Buttons	100,000
Each Call Use - switch hook, on/off, handset charger contacts	75,000
Frequent Use - speaker button, line selection buttons, speed dials, volume button, # and * keys	50,000
Occasional Use - mute, hold, redial, flash, conference, intercom buttons	20,000
Infrequent Use - program, volume switches	5,000

### On-time delivery

Centrally located in San Antonio, Texas, our distribution center is staffed 24/7 by personnel skilled at receiving, programming and shipping orders to meet specific hospitality configurations. They place the highest priority on the timely and safe delivery of products to our customers in the Americas.

### Post-sales support

Our customer service commitment extends well beyond the final sale, with support for warranty, repair and technical services. An integrated customer relationship management (CRM) system ensures everyone in the company has visibility to each customer's order. That means no detail is ever left undone. Our customers can count on consistent service and immediate follow-up.



### Green standards

Our green initiatives touch all aspects of our hospitality line—from engineering to packaging. Our earth-friendly practices include the following commitments:

- All of our products meet RoHS regulations, which restrict the use of chemicals harmful to the environment.
- VTech is a participating member of the Rechargeable Battery Recycling Corporation (RBRC).
- VTech phones are packaged using 100 percent recyclable materials and a reduced amount of plastic.
- We also aim to use fewer components, which reduces our cost of materials, waste and impact on the environment. At the same time, consumers get the direct benefit of cost savings.
- Analog cordless models are ENERGY STAR<sup>®</sup> certified, which draw 35 percent less power than the competition, resulting in real energy savings for properties.