

VIKING PRODUCT MANUAL

COMMUNICATION & SECURITY SOLUTIONS

E-10/20/30-IP
VoIP Entry Phones

September 8, 2014

VoIP Entry Phones

The **E-10/20/30-IP** VoIP Entry Phones are designed to provide quick and reliable handsfree communication for SIP VoIP phone systems with PoE. The **E-10/20/30-IP** entry phones can be programmed from any Touch Tone phone or PC on the same LAN. The Entry phones can dial up to 5 programmable numbers.

The **E-10/20/30-IP** entry phones will flash the "Call" LED during dialing and automatically light the LED when the call is answered. All programming parameters, including phone numbers and location numbers, are stored in non-volatile memory, requiring no batteries. All units are PoE powered.

For outdoor installations where the unit is exposed to precipitation or condensation, the **E-10/20/30-IP** Entry phones are available with Enhanced Weather Protection (**EWP**). **EWP** products feature foam rubber gaskets and boots, sealed connections, gel-filled butt connectors, as well as urethane or thermal plastic potted circuit boards. For more information, see **DOD# 859**.



E-10-IP/E-10-IP-EWP
Flush Mount Black
Powder Painted Aluminum



E-20-IP/E-20-IP-EWP
Surface Mount Light Grey
UV Stable Plastic Chassis



E-30-IP/E-30-IP-EWP
Flush Mount Brushed 316
Stainless Steel



E-30-IP/E-30-IP-EWP
Shown in Optional VE-5x5
Surface Mount Box

Features

- **Self diagnostic reports via email** (testing com, mic, speaker & switch)
- **Automatic polling and programming software included**
- **2 Amp relay contacts for door/gate or SL-2 strobe light control**
- **Blue "Call Connected" LED indicator (E-10/E-30-IP only)**
- **SIP compatible** (see pg 2 for list of compatible IP-PBX phone systems)
- **PoE powered (class 1, <4 watts)**
- **Automatic Noise Canceling (ANC) feature for proper operation in noisy environments**
- **Network downloadable firmware**
- Handsfree operation
- Marine grade 316 stainless steel prevents corrosion on the stainless steel models
- Programmable to dial up to 5 numbers on busy or ring no answer
- Cycles through backup phone numbers on busy or no-answer
- Optional Enhanced Weather Protection (**EWP**), **EWP** products are designed to meet IP66 Ingress Protection Rating, see **DOD# 859**
- Hangs up on busy signal, time-out or touch tone command
- Remotely programmable
- Extended temperature range (-15°F to 130°F)
- 3 different chassis or board only available
- Volume adjustments for microphone and speaker
- **E-10-IP** and **E-30-IP** are flush mountable using the included rough-in box or can be surface mounted using an optional **VE-5x5** Surface Mount Box (**DOD# 424**)
- Optional **PB-100** Polling System available (**DOD# 232**)
- Optional **SL-2** or **BLK-4-EWP** strobe light kit available (**DOD# 242/653**)

Applications

- Gate Entrance
- Parking ramps/lots
- ATM machines
- Medical centers
- Lobbies
- Entryways
- Stadiums
- Convention centers
- Public access areas

www.vikingelectronics.com
Information: (715) 386-8861

Specifications

Power: PoE class 1 (<4 watts)
Dimensions: See Installation and Specifications
Operating Temperature: -26° C to 54° C (-15°F to 130°F)
Humidity - Standard Products: 5% to 95% non-condensing
Humidity - EWP Products: Up to 100%
Audio Codelcs: G711u, G711a, G722
Connections: (1) RJ45 10/100 Base-T, (3) gel-filled butt connectors

Beta Units Available
3rd Quarter 2014

Viking VoIP SIP System Compatibility List

NOTE: Exclusion from this list means only that compatability has not been verified, **it does not mean incompatability.**

Vendor	Infrastructure Class				
	Softswitch	PBX	Proxy	SBC (session border controller)	Service Provider
3COM VCX		X			
3CX		X			
Aastra		X			
Asterisk		X			
Atcom		X			
BlueBox		X			
Brekeke		X			
Cisco Unified Communications Manager (CUCM)	X	X			
Freeswitch		X			
iptel.org					X
Kamailio			X	X	
MetaSwitch				X	X
OfficeSIP		X			
OpenSIPS		X			
Samsung Communications Manager (SCM)	X	X			
Siemens Communications Server (SCS)		X			
SIP Express Router (SER)			X	X	
sip.antisip.com					X
Snom PBX		X			
Sonus				X	
Switchvox		X			X
Teksip			X		
VoIP.ms					X
Vonage					X

Definitions

Client: A computer or device that makes use of a server. As an example, the client might request a particular file from the server.

DHCP: Dynamic Host Configuration Protocol. In this procedure the network server or router takes note of a client's MAC address and assigns an IP address to allow the client to communicate with other devices on the network.

DNS Server: A DNS (Domain Name System) server translates domain names (ie: www.vikingelectronics.com) into an IP address.

Ethernet: Ethernet is the most commonly used LAN technology. An ethernet Local Area Network typically uses twisted pair wires to achieve transmission speeds up to 1Gbps.

Host: A computer or device connected to a network.

Host Name: A host name is a label assigned to a device connected to a computer network that is used to identify the device in various forms of network communication.

Hosts File: A file stored in a computer that lists host names and their corresponding IP addresses with the purpose of mapping addresses to hosts or vice versa.

Internet: A worldwide system of computer networks running on IP protocol which can be accessed by individual computers or networks.

IP: Internet Protocol is the set of communications conventions that govern the way computers communicate on networks and on the Internet.

IP Address: This is the address that uniquely identifies a host on a network.

LAN: Local Area Network. A LAN is a network connecting computers and other devices within an office or building.

Lease: The amount of time a DHCP server reserves an address it has assigned. If the address isn't used by the host for a period of time, the lease can expire and the address can be assigned to another host.

MAC Address: MAC stands for Media Access Control. A MAC address, also called a hardware address or physical address, is a unique address assigned to a device at the factory. It resides in the device's memory and is used by routers to send network traffic to the correct IP address. You can find the MAC address of your E-10/20/30-IP phone printed on a white label on the top surface of the PoE LAN port.

Router: A device that forwards data from one network to another. In order to send information to the right location, routers look at IP Address, MAC Address and Subnet Mask.

Server: A computer or device that fulfills requests from a client. This could involve the server sending a particular file requested by the client.

Session Initiation Protocol (SIP): Is a signaling communications protocol, widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP) networks. The protocol defines the messages that are sent between endpoints, which govern establishment, termination and other essential elements of a call.

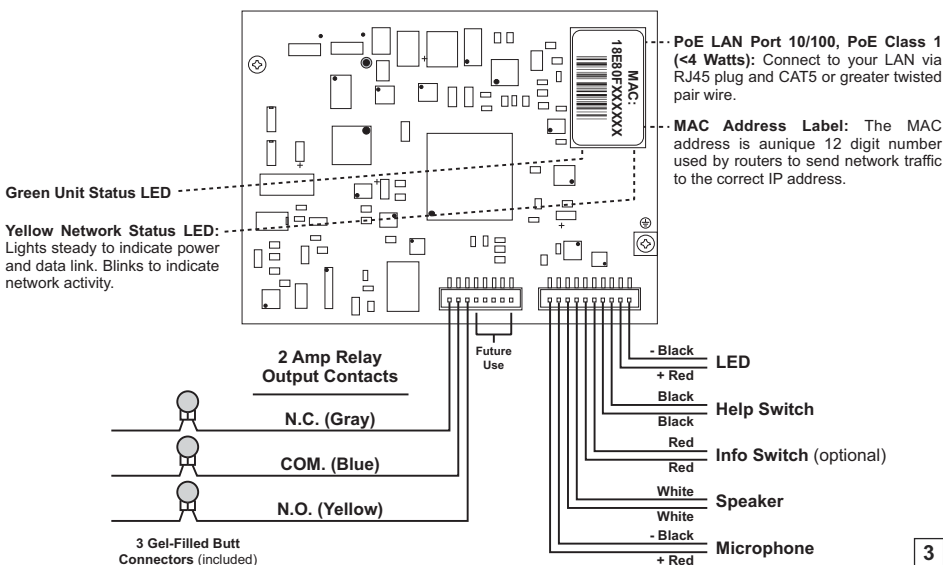
Static IP Address: A static IP Address has been assigned manually and is permanent until it is manually removed. It is not subject to the Lease limitations of a Dynamic IP Address assigned by the DHCP Server.

WAN: Wide Area Network. A WAN is a network comprising a large geographical area like a state or country. The largest WAN is the Internet.

Features Overview

⚠ IMPORTANT: Electronic devices are susceptible to lightning and power station electrical surges from both the AC outlet and the telephone line. It is recommended that a surge protector be installed to protect against such surges.

Rear (PCB) View of E-10/20/30-IP Entry Phone



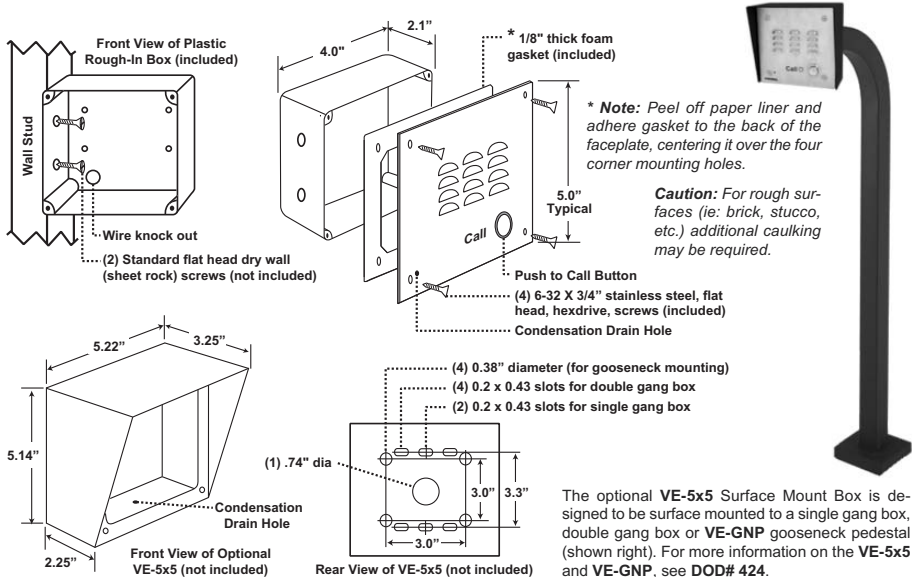
Installation



IMPORTANT: Electronic devices are susceptible to lightning and power station electrical surges from both the AC outlet and the telephone line. It is recommended that a surge protector be installed to protect against such surges.

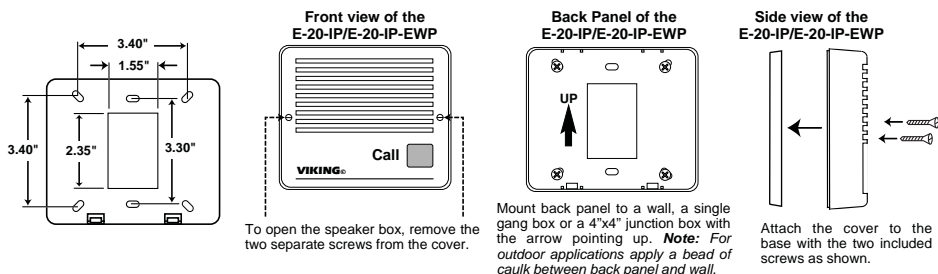
A. Mounting the E-10-IP, E-10-IP-EWP, E-30-IP and E-30-IP-EWP

The **E-10-IP** and **E-30-IP** are designed to be flush mounted to the included 4" x 4" x 2" deep plastic rough in box or surface mounted using an optional Viking model **VE-5x5**. **Note:** The **E-10-IP** and **E-30-IP** will NOT mount to a standard double gang box. The plastic rough in box (part # 259576) may be purchased separately. Go to www.vikingelectronics.com and click on "Spare Parts".



B. Mounting the E-20-IP and E-20-IP-EWP

The **E-20-IP** and **E-20-IP-EWP** are designed to be surface mounted to a single gang box (not included), a standard 4" x 4" electrical junction box (not included), or directly to a wall or flat sided post. **Caution:** For rough surfaces (ie: brick, stucco, etc.) additional caulking may be required.



* **Note:** The gel-filled (water-tight) butt connectors are designed for insulation displacement on 19-26 gauge wire with a maximum insulation of 0.082 inches. Cut off stripped wire ends before terminating.

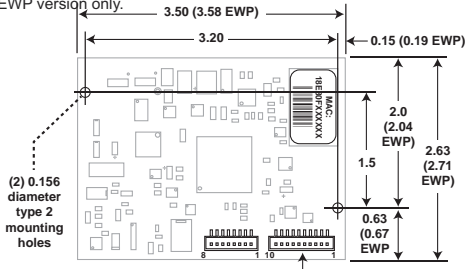
E-1600-53A-IP

Optional Enhanced Weather Protection (EWP) Available*

Note: This is a E-1600A-IP board (PCB) only kit. This kit can be used to convert any Viking E-10A or E-30 analog phone to a VoIP version. The kit can also be used to replace a damaged board in the field.

Shipping Weight: .45 kg (1 lb)

Connections: (1) RJ45 10/100 Base-T, (3) optional gel-filled butt connectors, (10) additional gel-filled butt connectors included with EWP version only.

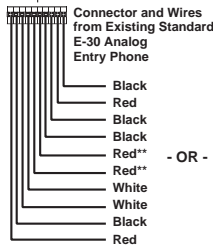


Optional 2 Amp Relay Output Contacts Connector

Connect to doorstrike, mag lock, gate controller, etc.

Gray (N.C.)
Blue (COM)
Yellow (N.O.)

**** Note:** These two red wires are only used on units with an Info button. When installing on a single button unit, cut off these two red wires and discard.

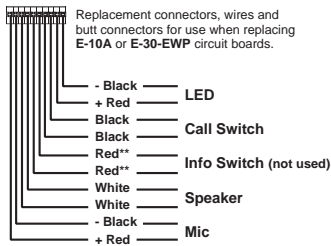


***Optional Enhanced Weather Protection (EWP):** The optional EWP products feature foam rubber gaskets and boots, sealed connections, gel-filled butt connectors, as well as urethane or thermal plastic potted circuit boards. See **DOD# 859**.

Replacing Analog E-10A, E-10A-EWP or E-30-EWP Circuit Boards:

Step 1.	Cut wires from J1 (10 pin connector) and J2 (2 pin connector).
Step 2.	Remove the two #6 phillips screws fastening the circuit board.
Step 3.	Cut off any stripped wire ends from the replacement cable.
Step 4.	Using the supplied gel-filled butt connectors, connect corresponding wires from replacement cable to the previously cut wires from the LED, Call switch, Speaker and Microphone. See FIGURE 1 for wire color and polarity.

FIGURE 1
Replacement Cable Assembly (included)



PC Requirements

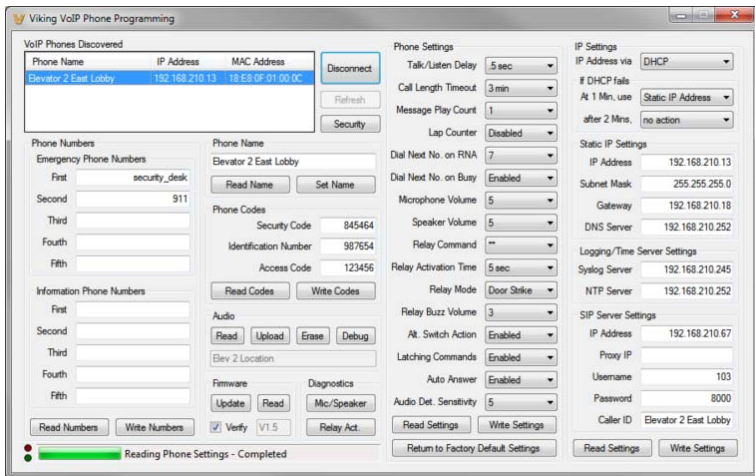
- IBM compatible personal computer with:
 - Windows 2000 (service pack 4 or higher)
 - Windows XP (service pack 2 or higher)
 - Windows Vista (SP2 or newer), 32 or 64 bit versions
 - Windows 7
 - Windows 8
- Adobe Acrobat Reader 8 or higher
- E-10/20/30-IP hardware
- Available LAN with PoE (class 1, <4 watts)
- Ethernet cable (CAT5 min.)
- 1 MB minimum free hard drive space for installation
- 16MB of free physical RAM

PC Programming

A CD is included with each E-10/20/30-IP VoIP Entry phone. The CD contains the application **"Viking VoIP Phone Programming"** used to program the unit using a PC running Windows 2000, XP, Vista, Windows 7, or Windows 8 (see System Requirements above). The PC must be connected to the same LAN as the E-10/20/30-IP VoIP phone. Install the application on your PC by placing the CD into your PC's drive. Click "I Accept" on the bottom of the first screen, then select "Viking VoIP Phone Programming" and click the "Install" button. Follow the directions on the screen. If you are reinstalling the Viking VoIP Phone Programming software you must uninstall the original version first via "Add and Remove Programs". To start the Viking VoIP Phone Programming application, click on the Viking VoIP Phone Programming icon on your desktop. The Main screen will appear, allowing the user to program any E-10/20/30-IP phone connected to that LAN.

A. Configuring the E-10/20/30-IP Network Settings

Step 1.	Open the "Viking VoIP Phone Programming" software on a windows PC that is connected to the same LAN as the E-10/20/30-IP phone to be programmed.
Step 2.	The window in the upper left corner of the menu will show you each E-10/20/30-IP phone that is connected to that LAN. Select the unit with the same MAC address shown on the label located on the top of the Ethernet connector on the E-10/20/30-IP phone.
Step 3.	Click the "Connect" button. If a pop up window appears, enter the unit's security code (factory set to 845464) then click the "OK" button.
Step 4.	The program will then read and display the E-10/20/30-IP phone's IP and programming settings.
Step 5.	After adjusting the IP and phones settings, click the "Write" button under each column of settings to send the programming commands to the connected unit.



B. Manually Resetting All Network Parameters to Factory Default

Step 1.	Power down the E-10/20/30-IP phone by disconnecting the RJ45 plug.
Step 2.	Press and hold the HELP/CALL button, then reconnect the RJ45.
Step 3.	Continue to hold the button until you hear 2 beeps, (approximately 6 seconds). Continue to hold the button until you hear 4 more beeps, approximately 6 seconds later, then release the button. The "Call Connected" LED will remain off for the first 3 seconds, flash slowly for 3 seconds (2 beeps), fast flash for 6 seconds (4 beeps), then light steady indicating when to release button.
Step 4.	The unit should continue to output double beeps and slowly flash the LED indicating all Network Parameters are now reset to factory default.
Step 5.	You must now power cycle the unit by momentarily disconnecting the RJ45.
Step 6.	You will be required to re-enter your initial network settings prior to any touch tone programming, see section A on page 9.

Touch Tone Programming

A. Accessing the Touch Tone Programming Mode

The **E-10/20/30-IP** Entry phones can be programmed by calling the unit from any touch tone phone.

1. Using the Security Code to Enter Programming

Step 1.	From a touch tone phone call the E-10/20/30-IP phone you would like to program.
Step 2.	When the E-10/20/30-IP phone answers, enter the 6-digit security code (factory set to 845464 , see section B). A double beep should then be heard indicating you have entered the programming mode.
Step 3.	You can now touch tone program the Quick Programming Features listed on page 10.

2. Manually Resetting the Security Code to Enter Programming

Step 1.	Power down the E-10/20/30-IP phone by disconnecting the RJ45 plug.
Step 2.	Press and hold the CALL button, then reconnect the RJ45.
Step 3.	Continue to hold the button until you hear 2 beeps, (approximately 6 seconds). Then release the button. The "Call" LED will remain off for the first 3 seconds, flash slowly for 3 seconds then fast flash (after 2 beeps) indicating when to release button.
Step 4.	The security code is now reset to 845464 (factory default).
Step 5.	You can now enter touch tone programming by following the steps in section 1. Using the Security Code , above.

B. Security Code (#19)

The security code allows the user/installer to program the **E-10/20/30-IP** phone. The factory set security code is 845464 (V-I-K-I-N-G). It is recommended that the factory set security code be changed. **Note:** The security code must be 6 digits and cannot include a * or a #.

6 Example: To store 123456 as the security code (shown right).

Step 1	Access programming as shown in Programming section A.
Step 2	Enter 123456 #19 .
Step 3	Hang-up.

Quick Programming Features (after accessing the Programming Mode)

DESCRIPTION	ENTER DIGITS	+	MEMORY LOCATION
First speed dial number	0-20 digits	+	#00
Second speed dial number	0-20 digits	+	#01
Third speed dial number	0-20 digits	+	#02
Fourth speed dial number	0-20 digits	+	#03
Fifth speed dial number	0-20 digits	+	#04
To clear any speed dial number	(no digits)	+	#00 - #09
Talk/Listen Delay (.1 to .9 sec, factory set to .2 sec)	1 digit (1-9)	+	#11
Call Length Time Out (0 to 9 min, 0 = disabled, factory set to 3 min)	1 digit (0-9)	+	#12
Lap Counter (0 to 9, 0 = disabled, factory set to 0)	1 digit (0-9)	+	#16
Dial Next Number on Ring No Answer (0 or 1 = disabled, 2 - 9 = number of rings, factory set to 7)	1 digit (0-9)	+	#17
Dial Next Number on Busy (1 or 2, 1 = disabled, factory set to 2/enabled)	1 digit (1 or 2)	+	#18
Security code (factory set to 845464)	6 digits (0-9)	+	#19
Identification number (factory set to 987654)	6 digits (0-9)	+	#20
Access Code (six digits, factory set to 123456)	6 digits (0-9)	+	#21
Mic volume (0-9, 0 = ANC, factory set to 5)	1 digit (0-9)	+	#22
Speaker Volume (0-9, factory set to 5)	1 digit (0-9)	+	#23
Relay Activation Command (1 or 2 digits, ** = *, *** = **, 0-9 or 00-99, factory set to **) (Relay Mode must be set to 0 = Door Strike)	1 or 2 digits	+	#24
Relay Activation Time (2 digits, 00-99 sec, 00= 0.5 sec, factory set to 05)	2 digits (00-99)	+	#25
Relay Mode (0 = Door Strike, 1 = Phone Active, 2 = Door Bell, 3 = LV-1K Control, factory set to 0)	1 digit (0-3)	+	#26
Relay Activation Tone (Buzz) Volume (1 digit 0-3, 0 = off, factory set to 3)	1 digit (0-3)	+	#27

DESCRIPTION	ENTER DIGITS
Diagnostic tones (used to check mic and speaker operation)	*0
Enable Alternate Switch Action (factory setting)	*1
Disable Alternate switch Action	*2
Enable Latching Commands (factory setting)	*6
Disable Latching Commands	*7
Enable Auto Answer (Factory Setting)	*8
Disable Auto Answer	*9
To add a * at any point in the dialing string	**
To add a # at any point in the dialing string	*#
Reset all Quick Programming Features to factory default settings	###
Exit programming and disconnect	##7

Programming Features

Note: Up to 32 digits can be stored in each dial position via touch tone programming, up to 255 characters via PC programming. Touch tone * and # count as single digits.

A. Speed Dial Numbers (#00 - #09)

1. Speed Dial Numbers (memory locations #00 - #04)

The emergency speed dial number programmed in location #00 is the number that is dialed when the "CALL" button is first pressed. Additional speed dial numbers will be dialed when there is no answer or a busy signal is detected and the next number redial features are activated. To program, enter the desired speed dial number followed by the location number (#00 - #04). To clear a speed dial location, simply enter the memory location (#00 - #04) alone. The E-10/20/30-IP phone is factory set with no speed dial number programmed.

To Program:	Enter:
*	**
#	*#
0, 1, 2 9	0, 1, 2 9

2. Speed Dial Programming Examples

To Program the E-10/20/30-IP Phone...	Step 1	Step 2
...to store 555-1234 as the first speed dial number	Enter Programming (see A. Accessing the Touch Tone Programming Mode, page 10)	Enter digits: 5 5 5 1 2 3 4 # 0 0
...to clear the first speed dial number	Enter Programming (see A. Accessing the Touch Tone Programming Mode, page 10)	Enter digits: # 0 0

B. Talk / Listen Delay (#11)

This feature selects switching time between talk and listen modes (VOX switching time). Use chart at the right.

* **Note:** The factory default is .5 seconds.

Touch Tone	Talk/Listen Delay
1	.1 sec
2	.2 sec
3	.3 sec
4	.4 sec
5	.5 sec *
6	.6 sec
7	.7 sec
8	.8 sec
9	.9 sec

C. Call Length Time Out (#12)

This feature selects the maximum length of time that calls can be connected. Programmable in increments of 1 minute up to a maximum of 9 minutes (Touch Tones 1 - 9). Program 0 in this location to disable the call length time out. With the call length disabled, the E-10/20/30-IP phone must rely on a CPC signal, busy signal, silence or return to dial tone to hang-up. Use chart at the right.

* **Note:** The factory default is 3 minutes.

Touch Tone	Call Length Time Out
0	Disabled
1	1 min
2	2 min
3	3 min*
4	4 min
5	5 min
6	6 min
7	7 min
8	8 min
9	9 min

E. Lap Counter (#16)

With the lap counter disabled (factory setting), if the **E-10/20/30-IP** phone is programmed to dial the next number on ring-no-answer and/or busy signal (see section **F** and **G** below), the **E-10/20/30-IP** phone will continuously call its programmed phone numbers forever until the call is answered.

The lap counter is a programmable counter that determines how many times the **E-10/20/30-IP** phone will cycle through its list of up to 5 emergency numbers (or up to 5 "Info" phone numbers), before it stops the dialing process and hangs up. When all of the programmed phone numbers have been dialed, the lap counter is incremented and the dialing process repeats. When the lap counter has been met, the dialing process stops and the **E-10/20/30-IP** phone hangs up.

* **Note:** This feature is disabled in the factory default setting.

Touch Tone	Lap Counter
0	Disabled*
1	1 time
2	2 time
3	3 time
4	4 time
5	5 time
6	6 time
7	7 time
8	8 time
9	9 time

F. Dial Next Number on Ring No Answer (#17)

If enabled and a ring-no-answer is detected, the **E-10/20/30-IP** phone will dial the next programmed speed dial number, and continue to cycle through the emergency numbers until a call is completed.

* **Note:** Factory set to redial if not answered after 7 rings.

Touch Tone	Ring No Answer
0	Disabled
1	Disabled
2	2 rings
3	3 rings
4	4 rings
5	5 rings
6	6 rings
7	7 rings*
8	8 rings
9	9 rings

G. Dial Next Number on Busy (#18)

If enabled and a busy is detected, the **E-10/20/30-IP** phone will dial the next programmed speed dial number, and continue to cycle through the numbers until a call is completed.

* **Notes:** This feature is enabled in the factory default setting. If the busy signal is interrupted with a promotional message, contact your central office to have it removed.

Touch Tone	Dial on Busy
1	Disabled
2	Enabled*

H. Identification Number (#20)

The Touch Tone I.D. number (up to 6 digits) is used by emergency personnel to identify the location of the caller and is given out when the receiving party presses a Touch Tone *. The security office can display the number using a Touch Tone decoder. To program the I.D. number, enter the desired number followed by **#20**. **Example:** To store 333 as the I.D. number, enter: **3 3 3 # 2 0**

A. "CALL" Button

When the "CALL" button is pressed, the E-10/20/30-IP phone dials a pre-programmed telephone number. The Call Connected LED momentarily flashes during dialing. In the event the line is busy or there is a ring-no-answer, the unit can be programmed to call additional phone numbers.

The phone then cycles through up to 5 pre-programmed numbers until the call is answered. When the call is answered, the phones are factory programmed to automatically light the "Call" LED to show that handsfree communication to personnel is established. Once the "Call" LED is on, the # key can be used to force the phone to hang-up.

C. Remote Access Operation Commands

Feature	Tone Tone Command	Description
Activate Relay	** or ____	Momentarily activate relay (1 or 2 digits, factory set to **).
Un-Latch Relay	*0	Un-latch* (deactivate) the relay.
Latch Relay	*1	Latch* (continuously activate) the relay.
Disconnect	#	Disconnects or forces the emergency phone to hang up.
Send ID and Play Message	*	Send I.D. number (if programmed) and plays the announcement.

** Note: Latching commands must be enabled (*6) in programming.*

Surface or Pedestal Mount Viking Products While Maintaining Weather and Vandal Resistance

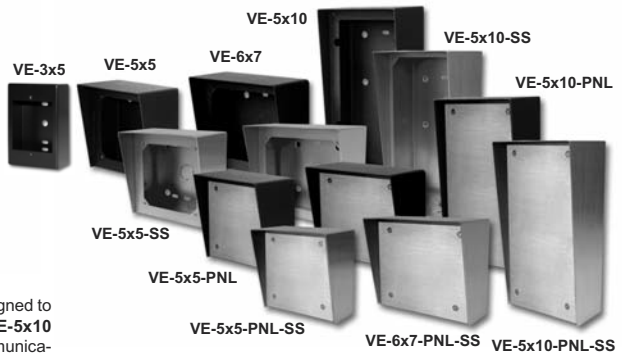
The **VE-3x5**, **VE-5x5**, **VE-6x7** and **VE-5x10** add vandal and weather resistance, as well as versatility to many Viking products. The **VE-Series** backboxes are available in black fine texture powder painted steel or Marine Grade 316 stainless steel. The weather resistant boxes are designed to be surface mounted to a wall, post, single gang box, or a **VE-GNP** gooseneck pedestal. **Note: The VE-3x5 is not compatible with the VE-GNP pedestals and is not available in stainless steel.**

The **VE-3x5** is designed to be used with the **E-40-EWP** or **E-50-EWP** Series entry phones. The **VE-5x5** is designed to be used with the **E-10-IP-EWP**, **E-30-EWP**, **E-30-PT-EWP**, **E-60-EWP**, **E-65-EWP**, **E-70-EWP**, **E-75-EWP** entry phones, the **E-1600-20A-EWP**, **E-1600-20A-IP-EWP**, **E-1600-30A-EWP** and **E-1600-30A-IP-EWP** emergency phones, as well as the **W-1000-EWP** and **W-3000-EWP** handsfree doorboxes. The **VE-6x7** is designed to be used with the **K-1700-3-EWP** and **K-1705-EWP** entry phones and the **VE-5x10** is designed to be used with the **K-1900-7-EWP** and the **K-1900-8-EWP** vandal resistant phones.



For more information, see DOD# 424

The **VE-GNP** gooseneck pedestals are designed to be used with the **VE-5x5**, **VE-6x7** and **VE-5x10** backboxes and are ideal for drive up communications. **Note: The VE-3x5 is not compatible with the VE-GNP pedestals.** The **VE-PNL**'s are **VE-Series** backboxes with a blank aluminum panel. The user can customize the clear-coated aluminum panel to mount an **PRX-1** card reader, **PRX-2** keypad or switch. The kits come complete with box, gasket, panel and screws. Model numbers that end with "SS" are stainless steel version. **Note: The use of magnets to mount the VE-Series enclosure to a metal surface can affect the operation of the enclosed product.**



Warranty

IF YOU HAVE A PROBLEM WITH A VIKING PRODUCT, CONTACT: VIKING TECHNICAL SUPPORT AT (715) 386-8666

Our Technical Support Department is available for assistance Monday 8am - 4pm and Tuesday through Friday 8am - 5pm central time. So that we can give you better service, before you call please:

1. Know the model number, the serial number and what software version you have (see serial label).
2. Have your Technical Practice in front of you.
3. It is best if you are on site.

RETURNING PRODUCT FOR REPAIR

The following procedure is for equipment that needs repair:

1. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (RA) number. The customer MUST have a complete description of the problem, with all pertinent information regarding the defect, such as options set, conditions, symptoms, methods to duplicate problem, frequency of failure, etc.
2. Packing: Return equipment in original box or in proper packing so that damage will not occur while in transit. Static sensitive equipment such as a circuit board should be in an anti-static bag, sandwiched between foam and individually boxed. All equipment should be wrapped to avoid packing material lodging in or sticking to the equipment. Include ALL parts of the equipment. C.O.D. or freight collect shipments cannot be accepted. Ship cartons prepaid to: **Viking Electronics, 1531 Industrial Street, Hudson, WI 54016**
3. Return shipping address: Be sure to include your return shipping address inside the box. We cannot ship to a PO Box.
4. RA number on carton: In large printing, write the R.A. number on the outside of each carton being returned.

RETURNING PRODUCT FOR EXCHANGE

The following procedure is for equipment that has failed out-of-box (within 10 days of purchase):

1. Customer must contact Viking's Technical Support at 715-386-8666 to determine possible causes for the problem. The customer MUST be able to step through recommended tests for diagnosis.
2. If the Technical Support Product Specialist determines that the equipment is defective based on the customer's input and troubleshooting, a Return Authorization (R.A.) number will be issued. This number is valid for fourteen (14) calendar days from the date of issue.
3. After obtaining the R.A. number, return the approved equipment to your distributor, referencing the R.A. number. Your distributor will then replace the Viking product using the same R.A. number.
4. **The distributor will NOT exchange this product without first obtaining the R.A. number from you. If you haven't followed the steps listed in 1, 2 and 3, be aware that you will have to pay a restocking charge.**

TWO YEAR LIMITED WARRANTY

Viking warrants its products to be free from defects in the workmanship or materials, under normal use and service, for a period of two years from the date of purchase from any authorized Viking distributor. If at any time during the warranty period, the product is deemed defective or malfunctions, return the product to Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI., 54016. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (R.A.) number.

This warranty does not cover any damage to the product due to lightning, over voltage, under voltage, accident, misuse, abuse, negligence or any damage caused by use of the product by the purchaser or others. This warranty does not cover non-EWP products that have been exposed to wet or corrosive environments. This warranty does not cover stainless steel surfaces that have not been properly maintained.

NO OTHER WARRANTIES. VIKING MAKES NO WARRANTIES RELATING TO ITS PRODUCTS OTHER THAN AS DESCRIBED ABOVE AND DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

EXCLUSION OF CONSEQUENTIAL DAMAGES. VIKING SHALL NOT, UNDER ANY CIRCUMSTANCES, BE LIABLE TO PURCHASER, OR ANY OTHER PARTY, FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THE SALE OR USE OF THE PRODUCT SOLD HEREUNDER.

EXCLUSIVE REMEDY AND LIMITATION OF LIABILITY. WHETHER IN AN ACTION BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR ANY OTHER LEGAL THEORY, ANY LIABILITY OF VIKING SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT, OR AT VIKING'S OPTION, REFUND OF THE PURCHASE PRICE AS THE EXCLUSIVE REMEDY AND ANY LIABILITY OF VIKING SHALL BE SO LIMITED.

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT EACH AND EVERY PROVISION OF THIS AGREEMENT WHICH PROVIDES FOR DISCLAIMER OF WARRANTIES, EXCLUSION OF CONSEQUENTIAL DAMAGES, AND EXCLUSIVE REMEDY AND LIMITATION OF LIABILITY, ARE SEVERABLE FROM ANY OTHER PROVISION AND EACH PROVISION IS A SEPARABLE AND INDEPENDENT ELEMENT OF RISK ALLOCATION AND IS INTENDED TO BE ENFORCED AS SUCH.

If trouble is experienced with the **E-10/20/30-IP** phone, for repair or warranty information, please contact:

Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI 54016 (715) 386-8666

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

Remain on the line and briefly explain to the dispatcher the reason for the call. Perform such activities in the off-peak hours, such as early morning or late evenings.

PART 15 LIMITATIONS

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Product Support: (715) 386-8666

Due to the dynamic nature of the product design, the information contained in this document is subject to change without notice. Viking Electronics, and its affiliates and/or subsidiaries assume no responsibility for errors and omissions contained in this information. Revisions of this document or new editions of it may be issued to incorporate such changes.