

# VIKING<sup>®</sup>

## "Caller ID Update" May '98

*Created by Viking Electronics to keep you Informed!*

*Sales... (715) 386-8861      Product Support... (715) 386-8666  
24 Hour Fax Back System... (715) 386-4345*

*Sales@VikingElectronics.com      Tech@VikingElectronics.com*

*<http://www.VikingElectronics.com>*

*Viking products are constantly evolving to better serve our customer's needs. The RG-10 and C-1000 are prime examples of this.*

*In response to our customer's request for Caller ID support, Viking engineers have been hard at work developing the next generation of Caller ID compatible devices. The new C-1000 CID will pass caller ID through to Caller ID compatible phones and the RG-10A will not only support Caller ID, but will also feature an improved ring generator. The ring generator will ring even more phones and reshape square ring waves to make them more compatible with peripheral equipment. In addition, talk battery will be boosted for extending the line.*

*If you currently own an RG-10 or C-1000 and would like to use Caller ID features, fixes are available... There are two available methods for you to upgrade your products to support Caller ID:*

1.) You may send your unit back to Viking to be updated for the cost of \$30.00 + Shipping & Handling (Credit Cards Only). To do this, contact Viking's Technical Support and tell them you would like the "Caller ID Update" for your product. You must provide the following information:

Name,  
Company (If Any)  
Address  
City, State Zip  
Phone, Fax, E-mail Address (If sending by e-mail)  
Product Serial #

Viking will then issue you a "Return Authorization #." You must return the product to Viking with the "Return Authorization #." Viking will then update or replace the unit within 2 weeks. For rush orders (3 day turn-around from receipt), an additional \$10.00 + Shipping & Handling will be charged.

2.) You may also return your IN WARRANTY product to a distributor for credit along with any order of an SP257 (RG-10 with Caller ID Update). These special units also cost an additional \$30.00 above and beyond the cost of the product. To do this, contact Viking's Technical Support and tell them you would like a "Return for Credit in Exchange for an SP257(RG-10) or C-1000 CID." You must provide the following information:

Name  
Company (If Any)  
Address  
City, State Zip  
Phone, Fax, E-mail Address (If sending by e-mail)  
Product Serial #

Viking will then issue you a "Return for Credit #." You must return the product to the distributor with the "Return for Credit #" and an order for a new SP257 or C-1000 CID.

***For a return/repair or credit authorization #, contact Product Support at...***

***Phone: (715) 386-8666***

***E-mail: [ra@vikingelectronics.com](mailto:ra@vikingelectronics.com)***

***For new product information, contact sales at...***

***Phone: (715) 386-8861***

***E-mail: [info@vikingelectronics.com](mailto:info@vikingelectronics.com)***